

QUALITY AND OPERATIONAL SERVICES ADMINISTRATOR

Basic Purpose:

Positions in this job, under the direction of the deputy director, coordinate the activities of the division's senior staff, and perform a variety of advanced level administrative and operational functions that ensure continuous improvement of day-to-day operations and systematic review and evaluation of female offender services statewide.

Typical Functions:

- Conducts evaluations of functional units. Summarizes, prepares, draws conclusions and makes recommendations regarding quality of programs, partnerships, and operations.
- Determines resource requirements and establishes priorities for assigned program(s); establishes timetables for accomplishing program initiatives; develops, evaluates, and implements policies, rules, and regulations consistent with state and federal laws pertaining to the administration of assigned program(s); and develops contract or grant proposals.
- Assists in the formulation of the division's policy, procedures and standards. Identifies and coordinates the collection of statistical information and data necessary for the deputy director to make decisions on budgets, staffing, legislation, and operations; measure the effectiveness of correctional services as related to planned outcomes; and produces a strategic plan and annual report. Works closely with facilities and other units to develop accurate collection and record keeping systems.
- Monitors personnel and finance operations of the division.
- Leads a team in the planning of division-sponsored conferences, training sessions, statewide meetings, and divisional recognition events.
- Develops and maintains working relationships with subject matter experts and agency stakeholders in developing future initiatives, strategies, program emphasis, and community partnerships.
- Develops informational material to promote the unit and respond to requests from executive staff, the legislature, and other stakeholders; communicates and corresponds with persons seeking information relevant to the operations of the unit.

Oklahoma Department of Corrections
Unclassified Job Descriptor

QUALITY AND OPERATIONAL SERVICES ADMINISTRATOR

- Serves in a secondary accountability capacity to the deputy director; provides support to include updates on situations affecting the division; and serves as deputy director in his or her absence as needed.
- Participates in, presents, and attends training and meetings on state and national levels; stays current on the trends and best practices for corrections; and advises the deputy director in matters concerning proposals for new legislation and strategic planning.
- Manages other projects and assignments as directed by the deputy director.
- Supervises staff as assigned.

Knowledge, Skills and Abilities:

Knowledge of quality improvement principles and practices. Knowledge of evaluation methodology and best practice development strategies. Knowledge of corrections business practices and related standards. Ability to communicate both orally and in writing. Ability to work independently and objectively. Ability to evaluate outcomes and take corrective action as appropriate. Ability to prioritize and manage multiple projects. Ability to work well with others.

Education and Experience:

Statutorily Required: N/A

Minimum Qualifications: Bachelor's degree and five (5) years of experience in correctional management or oversight functions. Four additional years of experience may be substituted for the degree requirement. Must have at least three years of supervisory experience.

Special Requirements:

Job requires site visits which include extensive travel and ability to visually inspect operations, functions and programs.