

M&P OCCUPATIONAL GUIDELINE

JOB FAMILY: BUSINESS OPERATIONS MANAGEMENT Level A, Pay Grade 4

LEVEL DEFINITION	This level covers positions responsible for managing the front-line services of a unit within a business operation.
TYPICAL RESPONSIBILITIES	May include: managing the front-line services of a business unit; developing and managing budgets; managing staff schedules, operational systems and other resources; managing control and audit processes to ensure financial transactions are processed appropriately; and analysing business performance results and making recommendations to optimize services.
DECISION MAKING /LEVEL OF ACCOUNTABILITY	Makes decisions regarding the allocation of staff and financial resources.
SUPERVISION RECEIVED	Works independently under general managerial direction. Work is reviewed in terms of overall service level, effective utilization of resources and conformance with policies and guidelines.
SUPERVISION EXERCISED	Manages staff and is responsible for hire, discipline, evaluation and termination.
MINIMUM QUALIFICATIONS	Undergraduate degree in a relevant discipline. Minimum of two years of related experience, or the equivalent combination of education and experience.