

# M&P OCCUPATIONAL GUIDELINE

## JOB FAMILY: BUSINESS OPERATIONS MANAGEMENT Level A, Pay Grade 6

<b>LEVEL DEFINITION</b>	This level covers positions responsible for managing the front-line services of a unit within a business operation.
<b>TYPICAL RESPONSIBILITIES</b>	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.
<b>DECISION MAKING /LEVEL OF ACCOUNTABILITY</b>	Makes decisions regarding the allocation of staff and financial resources.
<b>SUPERVISION RECEIVED</b>	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.
<b>SUPERVISION EXERCISED</b>	Manages staff and is responsible for hire, discipline, evaluation and termination.
<b>MINIMUM QUALIFICATIONS</b>	Undergraduate degree in a relevant discipline. Minimum of two years of related experience, or the equivalent combination of education and experience.