

QUALITY AND OPERATIONAL SERVICES MANAGER

Basic Purpose:

Positions in this job coordinate the activities of the unit staff, and perform a variety of advanced level administrative and operational functions that ensure continuous improvement of day-to-day operations for information management systems agency wide.

Typical Functions:

- Conducts evaluations of offender information management systems. Summarizes, prepares, draws conclusions and makes recommendations regarding operational integrity of management information systems.
- 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).
- Applies experience and comprehensive knowledge applicable to conduct functional activities for projects/programs to ensure quality assurance. Assignments frequently require knowledge and experience working across functional and/or organizational lines.
- Identifies, plans, and organizes available resources to accomplish correctional projects/programs/activities. Makes optimal use of resources to complete activities within established schedules. Creates and updates work instructions and procedures in accordance with agency standards, policies and best practice. Monitors quality databases and ensures data accuracy.
- Leads a team in the planning of unit-sponsored training sessions, statewide meetings, and other events.
- Works with team to respond to quality/performance issues that arise and implement effective solutions.
- Develops and maintains working relationships with subject matter experts and agency stakeholders to develop future initiatives, strategies, program enhancements, and interagency data sharing.
- Responsible for reporting quality issues to all relevant parties, maintaining, and documenting all reports.

Oklahoma Department of Corrections
Unclassified Job Descriptor

QUALITY AND OPERATIONAL SERVICES MANAGER

- Co-ordinates the day-to-day operations of the unit to provide a safe, secure and efficient working environment.
- Develops and recommends approaches to address current and anticipated problems and issues. Works with key stakeholders to jointly solve problems.
- Serves in a secondary accountability capacity to unit head and provides support to include updates on situations affecting the unit.
- 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 on matters concerning proposals for new legislation and strategic planning that will pertain to information management.

Knowledge, Skills, and Abilities:

Knowledge of quality improvement principles and practices; of evaluation methodology and best practice development strategies; of corrections business practices and related standards. Ability to communicate both orally and in writing; to work independently and objectively; to evaluate outcomes and take corrective action as appropriate; to prioritize and manage multiple projects; and 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; or an equivalent combination of education and experience.

Preferred Qualifications: Bachelor's degree and five (5) years of experience in correctional management.