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**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

ENTERPRISE¹ PROGRAM SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to the professional supervisory positions located at the Department of Administration which direct an enterprise program. This classification specification is not intended to identify every duty which may be assigned to this position but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the classification concepts and definition of this specification, or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses the professional supervisory positions located at the Department of Administration which direct Enterprise programs providing services to state agencies. Positions allocated to this classification must meet the definitions of professional employee and supervisor, as defined in ss. 111.81(15) and (19), Wis. Stats., respectively.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of professional employee, as defined in s. 111.81(15), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which do not meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.

¹ Enterprise: The entire State of Wisconsin governmental organization addressed as a single corporate entity.

3. Positions not located within the Department of Administration.
4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Entrance into this classification is by competitive examination.

II. DEFINITION

ENTERPRISE PROGRAM SUPERVISOR

This is professional supervisory work related to the administration of Enterprise programs and services. Duties and responsibilities include: develop statewide policies, procedures and guidelines to improve operating effectiveness; develop, monitor, and administer budgets; evaluate and monitor the provision of services to customers (i.e., state agencies); maintain proactive communications with the public and professional staff and divisional supervisors in state agencies to effectively manage statewide programs and services and to disseminate information on Enterprise programs, policies, procedures, and services; serve as a resource to state agencies and the public; provide oversight of state agency programs to ensure efficiencies; compile reports; and, plan for technological advancements to meet the changing needs of customers. Authority is found in Chapter 16. Work is performed under general supervision.

Representative Positions:

Supervisor, Facilities Administrative Support, Call Center & Document Services: This position supervises and provides leadership to the Facilities Management Information Center serving 17 DOA owned and managed facilities housing over 12,000 tenants; oversees the Facilities Administrative Support unit serving approximately 240 staff; manages the Capitol Tours and Information Program, including the museum and observation desk which provides tours to over 90,000 visitors annually; oversees the administrative processes of the DOA parking function which provides over 43,000 parking stalls to state employees and generates approximately \$2.7 million annually in revenue; manages the Computerized Maintenance Management automated system; oversees special events that occur at the State Capitol by managing and coordinating over 500 special events yearly; and supervises the Facilities Plans and Distribution Center.

Supervisor, Mail Transportation Services and Document Sales: This position supervises and provides leadership for Mail Transportation Services to annually distribute approximately one million pieces of incoming United States Postal Service (USPS) mail; maintain a separate inter-departmental mail system to handle approximately 250,000 units per year; collect outgoing mail from state agencies for metering and processing; maintain multiple mail runs with approximately 100 stops per day at state, university and technical college customers in state-owned and leased facilities in the Madison area; sign for all registered and certified letters and packages sent to the state; serve as the primary contact between the USPS and the state; provide training to state agency mailroom supervisors; develop and administer an annual program budget; and supervise the Department of Administration's statewide mailroom operation. This position also supervises and provides leadership for Document Sales to distribute state statutes, administrative code, register, the Blue Book and other legislative publications as well as approximately 500 other state

agency publications and materials; manage the program's order, inventory and fulfillment system; and, develop and administer an annual fee-based budget.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience(s) which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective March 12, 2000, and announced in Bulletin CLR/SC-109, in order to identify professional supervisory positions located at the Department of Administration which administer an enterprise program. This classification replaces the Enterprise Section Chief 1, 2, and 3 classifications which were created effective June 7, 1998, and abolished effective March 12, 2000 (see bulletins CC/SC-87 and CLR/SC-109, respectively). This classification was created as a result of the Department of Employment Relations' expansion of the broadband pay system.

This classification was modified effective October 15, 2006 and announced in bulletin OSER-0143-MRS/SC to reflect the removal of Chief, Publishing Services and Chief, Document Sales and Distribution as representative positions and a revision to the Supervisor, Inserting and Distribution as a result of reorganization.

This classification was modified effective April 13, 2008 and announced in bulletin OSER-0185-MRS/SC to reflect the addition of the Supervisor, Facilities Administrative Support, Call Center & Document Services as a representative position.

This classification was modified effective August 3, 2008 and announced in bulletin OSER-0213-MRS/SC to reflect the removal of Inserting and Distribution Supervisor as a representative positions as a result of reorganization.

This classification specification was modified effective September 8, 2013 and announced in bulletin OSER-0338-MRS/SC to remove the limitation of positions being located in the Division of State Facilities and to update the Definition language.

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