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|  STATE OF INDIANA CLASSIFICATION SPECIFICATION | Class Title: Business Administrator 4 | | Class Code: 002TC4 |
| | FLSA Status: Non-Exempt | Salary Schedule: PAT 4 | Effective Date: 4-12-13 |
| | Summary: Incumbent is responsible for providing program assistance of a moderately complex nature involving diversified administrative and policy services. The incumbent uses professional knowledge to complete assignments and performing related work as required. | | |

Duties:

- Resolves moderately complex issues related to one or more agency program areas;
- Provides guidance and delivers program assistance to businesses, agencies and individuals obtaining varying services;
- Evaluates the customers' needs and determines the feasibility of requests and what restrictions may exist;
- Contacts businesses, individuals, and other local, state or federal agencies to confirm or collect information and/or to respond to requests for information;
- Interprets and applies agency or state policies, regulations, and procedures related to program to ensure accuracy, completeness, and conformance to program requirements;
- Issues the proper documentation, registrations, permits, licenses, or other operating authorizations;
- Investigates, research, analyzes, and presents policies, processes, legislation, regulations and rulings related to the program for resolution of more complex issues;
- Provides guidance, training, and serves as a program resource to staff, other agency personnel, public and private business partners, and the general public;
- May be required to prepare and provide testimony as a witness during administrative hearings related to an agency program;
- Performs related duties as required.

Job Requirements:

- Specialized knowledge of program area, including pertinent rules, regulations, terminology, and related computer applications;
- Extensive knowledge of agency policies, procedures, and guidelines;
- Experience in analyzing customer inquiries or issues, applying criteria/regulations, and determining solutions or fees;
- Ability to understand basic to intermediate accounting principles, methods, practices, and procedures;
- Ability to establish and maintain effective relationships with various governmental agencies and the general public;
- Ability to research, investigate and analyze specific topics related to the program;
- Effectively communicate both orally and in writing;
- Ability to maintain the strictest confidentiality;
- Proficiency in Windows software products.

Difficulty of Work:

Incumbent applies standard policies, procedures, legislation, and regulations at the local, state, and federal level. Incumbent works with variables of substantial intricacy with conflicting aspects. Judgment is necessary in completing analyses and selecting the most pertinent guidelines for compliance with regulations and conditions. Incumbent must have the ability to develop techniques for conducting the necessary investigation, research and analysis to form solutions and resolve moderately complex program issues.

Responsibility:

Incumbent is responsible for the administration of one or more agency programs and makes recommendations based on the many rules, regulations, and guidelines. Purposes, desired results and proposed deviations from guidelines are discussed with the supervisor. Work is reviewed upon completion for compliance with the various statutes and contribution to agency objectives.

Personal Work Relationships:

Work relationships are with agency staff; other Local, State, and Federal agencies; vendors; businesses and the general public for the purposes of program coordination and provision of program services through guideline interpretation and implementation. Contacts ensure adherence to all applicable policies, laws, regulations, etc. and for the evaluation of procedures and practices.