

# Major Group 1:

## MANAGERS

Managers determine, formulate, direct or advise on government policies as well as those of special-interest organizations, formulate laws, public rules and regulations, represent governments and act on their behalf, oversee the interpretation and implementation of government policies and legislation, or plan, direct, and coordinate the policies and activities of enterprises or organizations or their internal departments or sections. Reference to skill level has not been made in defining the scope of this major group.

**This major group consists of the following sub-major groups:**

- 11 CHIEF EXECUTIVES, SENIOR OFFICIALS AND LEGISLATORS**
- 12 ADMINISTRATIVE AND COMMERCIAL MANAGERS**
- 13 PRODUCTION AND SPECIALIZED SERVICES MANAGERS**
- 14 HOSPITALITY, RETAIL AND OTHER SERVICES MANAGERS**

### **11 CHIEF EXECUTIVES, SENIOR OFFICIALS AND LEGISLATORS**

Chief executives, senior officials and legislators determine, formulate or advise on and direct government policies, make, ratify, amend and repeal laws, public rules and regulations, represent governments and act on their behalf, oversee the interpretation and implementation of government policies and legislation, or carry out similar tasks on behalf of special-interest organizations.

**This sub-major group consists of the following minor groups:**

- 111 LEGISLATORS AND SENIOR OFFICIALS**
- 112 MANAGING DIRECTORS AND CHIEF EXECUTIVES**

### **111 LEGISLATORS AND SENIOR OFFICERS**

Legislators and senior officers determine, formulate and direct policies of national, state, regional or local governments, and make, ratify, amend or repeal laws, public rules and regulations.

#### **1111 LEGISLATORS**

Legislators determine, formulate and direct policies of national, state, regional or local governments and make, ratify, amend or repeal laws, public rules and regulations.

**Tasks include:**

- presiding over or participating in the proceedings of legislative bodies and administrative councils of national, state, regional or local governments or legislative assemblies;
- determining, formulating and directing policies of national, state, regional or local governments;

- making, ratifying, amending or repealing laws, public rules and regulations within the framework of a Constitution determining their powers and fields of jurisdiction;
- serving on government administrative boards or officials committees;
- promoting the interests of the constituencies which they represent;
- directing senior administrators and officials of government departments and agencies in the interpretation and implementation of government policies;
- performing related task;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**11111 Member of parliamentarian / Parliamentarian**

**11112 Chief minister / Deputy minister / Minister**

**11113 Senator / Speaker / State assemblyman**

**11114 Mayor**

**11115 Officials, legislative**

### **1112 SENIOR GOVERNMENT OFFICIALS**

Senior government officials advise governments on policy matters, oversee the interpretation and implementation of government policies and legislation by government departments and agencies or represent their country abroad and act on its behalf.

**Tasks include:**

- advising national, state, regional or local governments on policy matters;
- advising on the preparation of government budgets, laws and regulations, including amendments;
- interpreting and implementing government policies and legislation by government departments and agencies;
- representing their country abroad;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**11121 Administrator, government / Secretary-general, government**

**11122 Senior officials, statutory board**

**11123 Ambassador / Secretary, embassy / Consul-general**

**11124 Director-general, fire and rescue / Inspector-general, police**

**11125 Officer, administrative and diplomatic M41**

**11126 Officer, administrative N41**

### **1113 TRADITIONAL CHIEFS AND HEADS OF VILLAGE**

Traditional chiefs and heads of villages perform a variety of legislative, administrative and ceremonial tasks and duties, determined by ancient traditions, as well as by the division of rights and responsibilities between village chiefs and the local, regional and national authorities.

**Tasks include:**

- allocating the use of communal land among households in the community or village;
- settling disputes between members of the community or village;

- disciplining members of the community or village for violation of rules and customs;
- performing ceremonial duties in connection with births, marriages, deaths, harvests and other traditional feasts;
- representing the community or village on local or regional councils;
- informing the community or village about government rules and regulations;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

- 11131 *Penggawa***
- 11132 *Chief, village / Sidang***
- 11133 *Tribe leader (Ketua anak negeri)***
- 11134 *Kapitan / Tuai rumah / Batin***
- 11135 *Penghulu NP27***

**1114 SENIOR OFFICIALS OF SPECIAL – INTEREST ORGANIZATIONS**

Senior officials of special-interest organizations determine, formulate and direct the implementation of policies of special-interest organizations such as political-party organizations, trade unions, employers organizations, trade and industry associations, humanitarian or charity organizations, or sports associations, and represent their organizations and act on their behalf.

**Tasks include:**

- determining and formulating the political-party's policies, organization's policies, rules and regulations;
- negotiating on behalf of the political party;
- promoting the interests of the organization before the legislature, government or general public;
- planning and organizing campaigns for the election of its political candidates;
- planning and organizing campaigns to recruit and educate party members;
- planning, organizing and directing the implementation of the political-party's policies, organization's policies, rules and regulations;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

- 11141 *Chairman, political party / Senior officials, political party organization***
- 11142 *Director-general, employers' organization***
- 11143 *Leader, trade union / Senior officials, workers organization***
- 11144 *Senior officials, other economic-interest organization***
- 11145 *Secretary-general, human rights organization***

**112 MANAGING DIRECTORS AND CHIEF EXECUTIVES**

Managing directors and chief executives head a government agency, corporate business, or organization (except special-interest organizations) and, with the help of at least two (2) other managers, formulate policies and plan, direct, control and coordinate the activities within a government agency, corporate business, or organization, usually with the guidelines set up by a board of directors or a governing body to whom they are answerable for the operations undertaken and results obtained.

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### **Tasks include:**

- formulating policies of the enterprise or organization;
- planning, directing, controlling and coordinating the general functioning of the enterprise or organization;
- determining and directing a particular policy, through consultation with subordinate managers;
- reviewing the operations and results of the enterprise or organization and reporting to governing bodies;
- representing the enterprise or organization in its dealings with outside bodies, including government or other authorities;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

### **Examples of the occupations classified here:**

**11201 Chairman, enterprise / President, enterprise / Company director**

**11202 Chairman, organization / President, organization / Director, organization**

## **12 ADMINISTRATIVE AND COMMERCIAL MANAGERS**

Administrative and commercial managers formulate policies, plan, direct, control and coordinate activities of the administration and business operation within government agency, corporate business, or organization under the broad guidance of directors and chief executive.

### **This sub-major group consists of the following minor groups:**

**121 BUSINESS SERVICES AND ADMINISTRATION MANAGERS**

**122 SALES, MARKETING AND DEVELOPMENT MANAGERS**

### **121 BUSINESS SERVICES AND ADMINISTRATION MANAGERS**

Business services and administration managers plan, direct and coordinate activities concerning finance, human resource, policy and planning and business operation under guidance of directors and chief executives.

## **1211 FINANCE MANAGERS**

Finance managers plan, direct and coordinate the financial operations and participates in formulating the financial policy within a government agency, corporate business, or organization.

### **Tasks include:**

- planning, directing, controlling and coordinating the internal financial operations of the enterprise or organization;

- assessing the financial situation of the enterprise or organization, preparing budgets and overseeing various financial operations;
- controlling expenditure and ensuring efficient use of resources;
- planning and directing daily operations;
- overseeing the selection, training and performance of staff;
- representing the department in its dealing with other parts of the organization or with outside bodies;
- performing related tasks;
- organizing, planning and distributing tasks and setting targets to other officers;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**12111 *Manager, account / Manager, budget / Manager, credit / Manager, finance***

**12112 *Manager, insurance***

**12113 *Manager, fund***

**12114 *Manager, treasury***

**12115 *Manager, financial and institution***

**12116 *Manager, expenditure, costing***

**12117 *Manager, audit / Manager, audit and risk assessment***

## **1212 HUMAN RESOURCE MANAGERS**

Human resource managers plan, direct and coordinate human resources management activities to maximize the strategy use of human resource and maintain functions such as employee compensation, recruitment, personal policies, and regulatory compliance within a government agency, corporate business, or organization.

**Tasks include:**

- planning, directing and coordinating policies concerning human resources and the industrial relations activities of the enterprise or organization;
- planning and organizing procedures for recruitment, training, promotion, determination of wage structures and negotiations about wages, liaison and consultation with workers, and related personnel matters;
- overseeing occupational health and safety and related programmes and activities, with the participation of all concerned;
- controlling expenditure and ensuring the efficient use of resources;
- establishing and directing operational and administration procedures;
- planning and directing daily operations;
- overseeing the selection, training and performance of staff;
- overseeing the maintenance of personnel records and various human resource information system requirement;
- representing the department in its dealings with other parts of the organization or with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**12121 *Manager, human resource/personnel***

**12122 *Manager, industrial relations***

**12123 *Manager, occupational health and safety***

### **1213 POLICY AND PLANNING MANAGERS**

Policy and planning managers plan, direct and coordinate policy advice and strategic planning within a government agency, corporate business, or organization.

**Tasks include:**

- directing, and reviewing policy and planning programs;
- analyzing policies, government regulations, and legislation to develop new policies and plans or revise existing policies, plans, or programs;
- analyzing statistical data and reports to identify and determine causes of problems and develop recommendations for improvement of organization's policies and practices;
- analyzing and interpreting results of studies, and prepare reports detailing findings, recommendations, or conclusions;
- consulting with and advise government officials and staff, civic bodies, and research agencies on legislative, policy, and planning issues;
- designing, evaluate and modify policies to ensure that programs are effective and in compliance with legal requirements;
- directing preparation and distribution of written and verbal information to inform management and employees of organizational and administrative policies;
- managing the design and development of tools to assist management in developing and interpreting policies and to guide managers through policy and planning decisions;
- advising and monitoring executive level state and agency decision-makers;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**12131 Manager, policy and planning**

### **1214 BUSINESS SERVICES MANAGERS**

Business services managers plan, direct and coordinate the business services activities within a government agency, corporate business, or organization.

**Tasks include:**

- planning, directing and coordinating the business services activities of the enterprise or organization;
- planning and organizing special sales and marketing programmes based on sales records and market assessments;
- planning, administering and reviewing customer services and after-sales services and maintaining sound customer relations;
- determining price lists, discount and delivery terms, credit arrangements, product mix, geographical sales areas, sales promotion budgets, sales methods, customer service standards, special incentives and special campaigns;
- directing merchandising methods and distribution policy by coordinating the work of salespersons or organizing agents and distributors;
- controlling expenditure and ensuring the efficient use of resources;
- monitoring customer service, invoicing, payments and administration costs;
- establishing and directing operational and administrative procedures;
- planning and directing daily operations;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the organization or with outside bodies;

- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**12141** *Manager, production and operation/business*

**12142** *Manager, business services/development*

**1215 ADMINISTRATIVE MANAGERS**

Administrative managers plan, direct and coordinate supportive services such as record-keeping, mail distribution, telephone operator/receptionist and other office support services within a government agency, corporate business, or organization.

**Tasks include:**

- planning, administering and controlling budgets for contracts, equipment and supplies;
- monitoring the facility to ensure that it remains safe, secure, and well-maintained;
- directing or coordinating the supportive services department of a business, agency, or organization;
- setting goals and datelines for the department;
- preparing and reviewing operational reports and schedule to ensure accuracy and efficiency;
- analyzing internal processor and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records;
- acquiring, distributing, and storing supplies;
- overseeing construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards and comply with government regulation;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the organization or with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**12151** *Manager, administrative*

**1219 BUSINESS SERVICES AND ADMINISTRATION MANAGERS NOT ELSEWHERE CLASSIFIED**

This unit group covers business services and administration not elsewhere classified in minor group 121: Business Services and Administration Managers.

**Tasks include:**

- planning and implementing policies;
- making budgetary estimates;
- negotiating with suppliers, customers and other organizations;
- planning and controlling the use of human resources and hiring workers;
- managing daily operations;
- reporting to owners, if any;
- performing related tasks;

- managing, dictating, planning, scheduling and monitoring tasks of other workers.

## **122 SALES, MARKETING AND DEVELOPMENT MANAGERS**

Sales, marketing and development managers plan, direct and coordinate the sales, marketing and development activities within a government agency, corporate business, or organization.

### **1221 SALES AND MARKETING MANAGERS**

Sales and marketing managers plan, direct and coordinate the sales, marketing and development activities within a government agency, corporate business, or organization.

#### **Tasks include:**

- planning, directing and coordinating the sales and marketing activities of the enterprise or organization;
- planning and organizing special sales and marketing programmes based on sales records and market assessments;
- planning, administering and reviewing customer services and after-sales services and maintaining sound customer relations;
- determining price lists, discount and delivery terms, credit arrangements, product mix, geographical sales areas, sales promotion budgets, sales methods, customer service standards, special incentives and special campaigns;
- directing merchandising methods and distribution policy by coordinating the work of salespersons or organizing agents and distributors;
- controlling expenditure and ensuring the efficient use of resources;
- monitoring customer service, invoicing, payments and administration costs;
- planning and directing daily operations;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the organization or with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

#### **Examples of the occupations classified here:**

**12211** *Manager, sales / Manager, marketing*

**12212** *Manager, market research / Manager, customer service*

**12213** *Manager, shopping centre / Manager, supermarket*

### **1222 ADVERTISING AND PUBLIC RELATIONS MANAGERS**

Advertising and public relations managers plan, direct and coordinate the advertising, public relations and public information activities within a government agency, corporate business, or organization.

#### **Tasks include:**

- planning, directing and coordinating the advertising and public relations activities of the enterprise or organization;

- negotiating advertising contracts with officials newspapers, radio and television stations, sports and cultural organizations and advertising agencies;
- planning and managing information programmes to inform legislators, the mass media and the general public about the plans, accomplishments and points of view of the enterprise or organization;
- planning and managing fundraising activities for educational, humanitarian and other non profit-making organizations;
- controlling expenditure and ensuring the efficient use of resources;
- establishing and directing operational and administrative procedures;
- planning and directing daily operations;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the organization or with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**12221** *Manager, advertising*

**12222** *Manager, public relations / Manager, communications*

**12223** *Manager, display*

**1223 RESEARCH AND DEVELOPMENT MANAGERS**

Research and development managers plan, direct and coordinate the research and development activities within a government agency, corporate business, or organization.

**Tasks include:**

- planning, directing and coordinating research and development activities, in-house or commissioned from external research organizations;
- planning the overall research and development programme of the enterprise or organization, specifying goals and budgetary requirements;
- controlling expenditure and ensuring the efficient use of resources;
- planning and directing daily operations;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the organization or with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**12231** *Manager, research and development*

**13 PRODUCTION AND SPECIALIZED SERVICES MANAGERS**

Production and specialized services managers formulate policies, plan, direct, control and coordinate activities of the production department within government agency, corporate business, or organization under the broad guidance of directors and chief executive.

**This sub-major group consists of the following minor groups:**

**131 PRODUCTION MANAGERS IN AGRICULTURE, FORESTRY AND FISHERIES**

- 132 MANUFACTURING, MINING, CONSTRUCTION AND DISTRIBUTION MANAGERS
- 133 INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES MANAGERS
- 134 PROFESSIONAL SERVICES MANAGERS

**131 PRODUCTION MANAGERS IN AGRICULTURE, FORESTRY AND FISHERIES**

Production managers in agriculture, forestry and fisheries plan, direct and coordinate activities concerning the production of agriculture, forestry, hunting and fisheries under the broad guidance of directors and chief executives.

**1311 AGRICULTURAL AND FORESTRY PRODUCTION MANAGERS**

Production managers in agricultural and forestry plan, direct and coordinate activities concerning the production of agriculture, forestry and hunting under the broad guidance of directors and chief executives.

**Tasks include:**

- planning policies, government regulations, and legislation;
- analyzing statistical data, studies and reports to identify and determine causes of problems and develop recommendations for improvement of agricultural systems, procedures, or programs;
- planning, directing and coordinating activities concerning the production of agriculture, forestry and hunting;
- consulting with and advise government officials and staff, civic bodies, and other agencies on legislative, policy and agricultural issues;
- ensuring the efficient use of resources and the fulfillment of production quotas;
- working with law enforcement and others for the protection of crops, animals and public safety and enforcement of the laws, rules and regulations;
- planning and managing daily operations;
- overseeing the selection, training and performance of staff and others through consultation, supervision, and liaison activities;
- attend meetings and conferences relating to products, livestock and agricultural practices;
- negotiating with suppliers, customers and other organizations;
- representing the department in its dealings with other parts of the enterprise or with outside bodies;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13111 *Manager, production and operation/forestry***

**13112 *Manager, production and operation/agricultural / Manager, estate/plantation***

**1312 AQUACULTURE AND FISHERIES PRODUCTION MANAGERS**

Production managers in aquaculture and fisheries plan, direct and coordinate activities concerning the production of aquaculture and fishery, under the broad guidance of directors and chief executives.

**Tasks include:**

- planning and implementing policies and legislation;
- planning, directing and coordinating activities concerning the production of aquaculture and fishery;
- ensuring the efficient use of resources and the fulfillment of production quotas;
- planning and directing daily operations;
- controlling expenditure;
- making budgetary estimates;
- establishing and directing operational and administrative procedures;
- overseeing the application of work safety and related procedures;
- overseeing the selection, training and performance of staff;
- negotiating with suppliers, customers and other organizations;
- representing the department in its dealings with other parts of the enterprise or with outside bodies;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13121 *Manager, production and operation/fishery***

**132 MANUFACTURING, MINING, CONSTRUCTION AND DISTRIBUTION MANAGERS**

Production managers in manufacturing, mining, construction and distribution plan, direct and coordinate activities concerning the production of manufacturing, mining, construction and distribution managers under the broad guidance of directors and chief executives.

**1321 MANUFACTURING MANAGERS**

Production managers in manufacturing plan, direct and coordinate activities concerning the manufacturing activities under the broad guidance of directors and chief executives.

**Tasks include:**

- planning and implementing policies;
- planning, directing and coordinating activities concerning the production of goods;
- ensuring the efficient use of resources and the fulfillment of production quotas;
- planning and directing daily operations;
- controlling expenditure;
- making budgetary estimates;
- establishing and directing operational and administrative procedures;
- overseeing the application of work safety and related procedures;
- overseeing the selection, training and performance of staff;
- negotiating with suppliers, customers and other organizations;
- representing the department in its dealings with other parts of the enterprise or with outside bodies;
- ensuring all production processes fall within the manufacturing specification and product characteristics are following company's standard document;
- implementing production plan through subordinate, ensure that utilization of manpower, machine and equipment are optimized;
- establishing and maintaining production KPI of cost effectiveness, delivery, safety and quality;

- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13211 *Manager, production and operation/manufacturing***

**13212 *Manager, factory***

**13213 *Manager, quality control / Manager, quality assurance***

**1322 MINING MANAGERS**

Production managers in mining plan, direct and coordinate activities concerning the mining activities such as extracting coal, ore, stone, clay and other solid minerals from the earth, under the broad guidance of directors and chief executives.

**Tasks include:**

- planning, directing and coordinating activities concerning the extraction of minerals from mine and stone, or slate and clay from quarries;
- ensuring the efficient use of resources and the fulfillment of production quotas;
- planning and directing daily operations;
- controlling expenditure;
- making budgetary estimates;
- establishing and directing operational and administrative procedures;
- overseeing the application of work safety and related procedures;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the enterprise or with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13221 *Manager, production and operation/mining and quarry***

**1323 CONSTRUCTION MANAGERS**

Production managers in construction plan, direct and coordinate activities concerning the construction projects under the broad guidance of directors and chief executives.

**Tasks include:**

- planning, directing and coordinating activities concerning the construction of buildings, dams, highways, pipelines and related construction projects;
- planning procedures for construction on basis of starting and completion times and staffing requirements for each phase of constructions, based on knowledge of available tools and equipment and various building methods;
- planning and organization daily operations;
- controlling expenditure;
- establishing and directing operational and administrative procedures;
- overseeing the application of work safety and related procedures;
- overseeing the selection, training and performance of staff;

- representing the department in its dealings with other parts of the enterprise or with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

- 13231** *Manager, production and operation/construction*  
**13232** *Manager, contract / Manager, project / Manager, site*  
**13233** *Manager, operation*

**1324 SUPPLY, DISTRIBUTION AND RELATED MANAGERS**

Production managers in supply, distribution and related managers plan, direct and coordinate activities concerning the managing processes involved in a supply chain and liaises with a variety of parties, including suppliers of raw materials, manufacturers, retailers and, increasingly, consumers under the broad guidance of directors and chief executives.

**Tasks include:**

- planning and implementing policies and legislation;
- ensuring the efficient use of resources and the fulfillment of production quotas;
- planning and directing daily operations;
- controlling expenditure;
- making budgetary estimates;
- establishing and directing operational and administrative procedures;
- overseeing the application of work safety and related procedures;
- overseeing the selection, training and performance of staff;
- negotiating with suppliers, customers and other organizations;
- representing the department in its dealings with other parts of the enterprise or with outside bodies;
- monitoring the quality, cost and efficiency of the movement and storage of goods;
- coordinating and controlling the order cycle and associated information systems;
- analyzing data to monitor performance and plan improvements;
- allocating and managing staff resources according to changing needs;
- developing business by gaining new contracts, analyzing logistical problems and producing new solutions;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

- 13241** *Manager, production and operation/transport*  
**13242** *Manager, storage / Manager, distribution / Manager, warehouse*  
**13243** *Manager, purchasing*  
**13244** *Postmaster*

**133 INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES MANAGERS**

Production managers in information and communications technology service plan, direct and coordinate the acquisition, development, maintenance and use of computer and telecommunications systems within government agency, corporate business, or organization under the broad guidance of directors and chief executive.

### **1330 INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE MANAGERS**

Production managers in information and communications technology service plan, direct and coordinate the acquisition, development, maintenance and use of computer and telecommunications systems within government agency, corporate business, or organization under the broad guidance of directors and chief executive.

#### **Tasks include:**

- analyzing information needs and specifying technology to meet those needs;
- directing the formulation of information technology strategies, policies and plans;
- directing the selection and installation of information technology and the provision of user training;
- directing information technology operations, integrating computer hardware, operating systems communications, software application and data processing;
- setting priorities between system developments, maintenance and operations;
- controlling the security of the information technology systems;
- managing information technology development projects to ensure that the projects are completed on schedule, within budget and to the level of quality in accordance with objectives;
- controlling the budget and expenditure of the department or organization;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the organization as with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

#### **Examples of the occupations classified here:**

**13301 *Manager, production and operation/communications***

**13302 *Manager, information systems / Manager, information technology***

**13303 *Manager, computer services***

**13304 *Manager, data processing***

### **134 PROFESSIONAL SERVICES MANAGERS**

Professional services managers plan, direct and coordinate activities concerning services of child care, health, aged care, social welfare, education, and insurance under the broad guidance of directors and chief executives.

### **1341 CHILD CARE SERVICES MANAGERS**

Child care services managers plan individual and group activities for children, monitors those activities to promote social skills, confers with parents to explain the center's programs and discuss how they can promote the child's development at home, administers tests to gauge each child's development, recruits and trains staff, and administers the business functions of the center.

#### **Tasks include:**

- managing multiple professional social services programs to protect children and families to include services and activities pertaining to adult and child abuse and neglect investigations;

- planning and monitoring business management, facilities management, human resources management, and child safety requirements;
- planning and implementing policies;
- making budgetary estimates;
- negotiating with suppliers, customers and other organizations;
- planning and controlling the use of human resources and hiring workers;
- managing daily operations;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13411 *Manager, child care centre***

**1342 HEALTH SERVICES MANAGERS**

Health services managers responsible for the provision and commissioning of local health care through the management of hospital, general practitioner (GP) and community health services. Managers liaise with all levels of medical staff, whilst considering the demands of political policy and local circumstances.

**Tasks include:**

- liaising and negotiating with medical (often at the most senior levels) and non-medical staff internally, and with people in external organizations, e.g. social services, voluntary groups or the private sector;
- managing clinical, professional, clerical and administrative staff;
- managing the recruitment, selection, appraisal and development of staff;
- overseeing the day-to-day management of an organization, a specific unit or a service area;
- implementing new policies and directives;
- gathering and analyzing data and using it to plan and manage both projects and systems;
- evaluating new strategies and systems;
- extrapolating data for monitoring and quality assurance purposes;
- setting budgets and maintaining finances within tight constraints;
- planning and implementing strategic changes to improve service delivery;
- attending meetings, writing reports and delivering presentations to a variety of audiences;
- sitting on committees and representing the views of departments and teams;
- handling communications and corporate affairs;
- managing premises, catering, cleaning, portering and security (often via sub-contractors);
- purchasing equipment and supplies, and organizing stores;
- using computers to manage information and financial data, and to analyze and measure performance;
- supporting ICT systems and planning new provision and development, sometimes for major projects;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13421 *Manager, production and operation/health / Director of nursing***

**13422 *Administrator, hospital***

### **1343 AGED CARE SERVICES MANAGERS**

Aged care service managers responsible for the provision of care for older people and people with chronic conditions and complex care needs in a seamless continuum.

#### **Tasks include:**

- providing policy direction and assisting in the development of appropriate funding and/or targets to enable health services to be flexible enough to provide the right care, in the right place at the right time;
- responsible for meeting, maintaining and exceeding the high standard of quality care and services;
- planning and monitoring business management, facilities management, human resources management, and safety requirements;
- planning and implementing policies;
- making budgetary estimates;
- negotiating with suppliers, customers and other organizations;
- planning and controlling the use of human resources and hiring workers;
- managing daily operations;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

#### **Examples of the occupations classified here:**

**13431** *Manager, aged care services*

### **1344 SOCIAL WELFARE MANAGERS**

Social welfare managers plan, evaluate and coordinate social service programs and assists in program planning, development and implementation of local welfare.

#### **Tasks include:**

- developing and implementing of goals, objectives, policies and priorities for multi-program areas;
- managing program funds and/or budget;
- negotiating contracts and writes agreements with providers of specific program components related to protective services;
- coordinating the development of policies, procedures, and "best practices" within specific program area;
- implementing new local and state policies;
- documenting, revising and implementing quality changes in the clinical processes;
- reviewing preliminary investigative reports and other eligibility data;
- making recommendations for financial aid service assistance, participates personally in more difficult cases;
- making regular periodic review of all cases of each subordinate and ensures effective follow-up practices and makes recommendations on basis of subordinate reports for discontinuing cases;
- maintaining continuing liaison with local welfare and social service agencies;
- monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13441 *Manager, production and operation/social work***

**1345 EDUCATION MANAGERS**

Education managers plan, direct and coordinate activities in the educational sector, ranging from the development of policy to the development and review of course curricula and teaching materials, preparing reports, information papers and submissions, or advise senior management or interdepartmental committees on education strategies and initiatives.

They may also be involved in the management of educational systems at a regional, district or state level, and may have to manage financial and physical resources for education, or recruit educational officers.

**Tasks include:**

- providing educational leadership to teachers, principals and administrative officials of education institutions in the development and coordination of educational programs;
- overseeing educational research aimed at providing new directions for the educational system;
- representing the organization on committees to identify present and future needs within the educational system, and plan, develop and modify facilities and programs;
- managing the evaluation of new approaches and development of new courses;
- organizing and conducting workshops and conferences to train teachers in new programs and methods;
- applying for and managing funding for new educational programs;
- managing processes to do with school reviews, teacher assessment and education planning in primary and secondary schools;
- preparing or overseeing the preparation of reports and information papers;
- managing the provision of education in rural or remote areas, or within specific institutions;
- performing related task;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13451 *Manager, production and operation/education***

**13452 *Dean / Headmaster / Principal, university / Chancellor, university***

**1346 FINANCIAL AND INSURANCE SERVICES BRANCH MANAGERS**

Financial and insurance services branch managers plan, direct and coordinate private or public banks, insurance companies or one or more of their branches or department under the broad guidance of directors and chief executive.

**Tasks include:**

- planning, directing and coordinating the activities of workers in branches, offices, or departments of such establishments as branch banks, brokerage firms, risk and insurance departments, or credit departments;
- overseeing the flow of cash and financial instrument;
- networking within communities to find and attract new business;
- approving or rejecting, or coordinating with the approval and rejection of, lines of credit and commercial, real estate, and personal loans;

- preparing financial and regulatory reports required by laws, regulations, and boards of directors;
- establish procedures for custody, and control of assets, records, loan, collateral and securities in order to ensure safekeeping;
- managing and formulating policy of financial institution such as banks, trust company, saving and loan associations, insurance companies and related financial institution;
- examining, evaluating and processing loan applications;
- preparing operational in risk report for management analysis;
- evaluating financial reporting systems, accounting and collection procedures, and investment activities and make recommendation for change to procedures, operating systems, budgets, and other financial control functions;
- submit delinquent accounts to attorneys or outside agencies for collection;
- directing insurance negotiations, select insurance brokers and carriers, and place insurance;
- performing related task;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13461 *Manager, financial and insurance branch***

#### **1349 PROFESSIONAL SERVICES MANAGERS NOT ELSEWHERE CLASSIFIED**

This unit group covers professional services managers not elsewhere classified in minor group 134: Professional Services Managers.

**Tasks include:**

- planning and implementing policies;
- making budgetary estimates;
- negotiating with suppliers, customers and other organizations;
- planning and controlling the use of human resources and hiring workers;
- managing daily operations;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**13491 *Manager, production and operation/extra territorial organization***

**13492 *Manager, design***

**13493 *Manager, electricity, water and sanitary / Manager, garbage systems***

#### **14 HOSPITALITY, RETAIL AND OTHER SERVICES MANAGERS**

Hospitality, retail and other services managers plan, direct and coordinate hotel and restaurant services, retail and wholesale trade under the broad guidance of directors and chief executives.

**This sub-major group consists of the following minor groups:**

**141 HOTEL AND RESTAURANT MANAGERS**

**142 RETAIL AND WHOLESALE TRADE MANAGERS**

**143 OTHER SERVICES MANAGERS**

## **141 HOTEL AND RESTAURANT MANAGERS**

Hotel and restaurant managers plan, direct and coordinate hotel and restaurant services, including front-of-house (reception, concierge, and reservations), food and beverage operations and housekeeping under the broad guidance of directors and chief executives.

### **1411 HOTEL MANAGERS**

Hotel managers plan, direct and coordinate all hotel services, including front-of-house (reception, concierge, and reservations), food and beverage operations and housekeeping under the broad guidance of directors and chief executives. In larger hotels, managers often have a specific remit (guest services, accounting, and marketing) and make up a general management team.

#### **Tasks include:**

- planning and organizing accommodation, catering and other hotel services;
- promoting and marketing the business;
- managing budgets and financial plans and controlling expenditure;
- maintaining statistical and financial records;
- setting and achieving sales and profit targets;
- recruiting, training and monitoring staff;
- planning work schedules for individuals and teams;
- meeting and greeting customers;
- dealing with customer complaints and comments;
- addressing problems and troubleshooting;
- ensuring events and conferences run smoothly;
- supervising maintenance, supplies, renovations and furnishings;
- dealing with contractors and suppliers;
- ensuring security is effective;
- carrying out inspections of property and services;
- ensuring compliance with licensing laws, health and safety and other statutory regulations;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

#### **Examples of the occupations classified here:**

**14111 *Manager, production and operation/hotel / Manager, guest-house***

**14112 *Manager, lodging-house***

**14113 *Manager, front desk / Manager, front office hotel***

**14114 *Manager, food and beverage services***

**14115 *Manager, hostel N41***

**14116 *Assistant manager, hostel N27***

### **1412 RESTAURANT MANAGERS**

Restaurant managers plan, direct and coordinate restaurant services, including front-of-house (reception, concierge and reservations), food and beverage operations and housekeeping under the broad guidance of directors and chief executives.

**Tasks include:**

- analyzing and planning restaurant sales levels and profitability;
- organizing marketing activities, such as promotional events and discount schemes;
- preparing reports at the end of the shift/week, including staff control, food control and sales;
- setting budgets and/or agreeing them with senior management;
- planning and coordinating menus;
- coordinating the entire operation of the restaurant during scheduled shifts;
- managing staff throughout their shift and providing them with feedback;
- responding to customer complaints;
- ensuring that all employees adhere to the company's uniform standards;
- meeting and greeting customers and organizing table reservations;
- advising customers on menu and drink choice;
- recruiting, training and motivating staff;
- organizing and supervising the shifts of kitchen, waiting and cleaning staff;
- maintaining high standards of quality control, hygiene, and health and safety;
- checking stock levels and ordering supplies;
- preparing cash drawers and providing petty cash as required;
- helping in any area of the restaurant when circumstances dictate;
- planning and implementing policies;
- making budgetary estimates;
- planning and controlling the use of resources and hiring workers;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**14121 *Manager, production and operation/restaurant / Barkeeper / Manager, catering***

**14122 *Manager, discotheque***

**14123 *Manager, refreshment-room***

**142 RETAIL AND WHOLESALE TRADE MANAGERS**

Retail and wholesale trade plan, direct and coordinate activities concerning trade under the broad guidance of directors and chief executives.

**1420 RETAIL AND WHOLESALE TRADE MANAGERS**

Retail and wholesale trade managers plan, direct and coordinate activities concerning trade under the broad guidance of directors and chief executives.

**Tasks include:**

- planning, directing and coordinating activities concerning trade carried out by the enterprise;
- ensuring the efficient use of resources and the fulfillment of trade quotas;
- planning and directing daily operations;
- controlling expenditure;
- establishing and directing operational and administrative procedures;
- overseeing the application of work safety and related procedures;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the enterprise or with outside bodies;

- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**14201 *Manager, production and operation/retail trade***

**14202 *Manager, production and operation wholesale/trade***

#### **143 OTHER SERVICES MANAGERS**

Other services managers classified those who plan, direct and coordinate activities concerning sporting events, recreational, and cultural, personal care, cleaning and related services operation, and legal terminology within government agency, corporate business, or organization under the broad guidance of directors and chief executives.

#### **1431 SPORTS, RECREATION AND CULTURAL CENTRE MANAGERS**

Sport, recreation and cultural centre managers plan, direct and coordinate activities concerning sporting events, recreational, and cultural operation within government agency, corporate business, or organization under the broad guidance of directors and chief executives.

**Tasks include:**

- planning, directing and coordinating activities concerning recreational, cultural and sporting operations and events;
- ensuring the efficient use of resources and the fulfillment of the schedules;
- planning and directing daily operations;
- controlling expenditure;
- establishing and directing operational and administrative procedures;
- overseeing the application of work safety and related procedures;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the enterprise or with outside bodies;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**14311 *Manager, production and operation/sporting activities***

**14312 *Manager, production and operation/cultural activities***

**14313 *Manager, production and operation/travel agency***

**14314 *Manager, production and operation/stage***

**14315 *Manager, park/estate G41***

**14316 *Assistant manager, park/estate G27***

#### **1432 PERSONAL CARE, CLEANING AND RELATED SERVICES MANAGERS**

Personal care, cleaning and related services managers plan, direct and coordinate activities concerning personal care, cleaning and related services operation within government agency, corporate business, or organization under the broad guidance of directors and chief executives.

**Tasks include:**

- planning, directing and coordinating activities concerning personal care, cleaning and related services operation;
- ensuring the efficient use of resources and the fulfillment of the schedules;
- planning and directing daily operations;
- controlling expenditure;
- establishing and directing operational and administrative procedures;
- overseeing the application of work safety and related procedures;
- overseeing the selection, training and performance of staff;
- representing the department in its dealings with other parts of the enterprise or with outside bodies;
- planning and implementing policies;
- making budgetary estimates;
- negotiating with suppliers, customers and other organizations;
- planning and controlling the use of resources and hiring workers;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**14321** *Manager, production and operation/cleaning*

**14322** *Manager, production and operation/personal care services*

**1433 LEGAL MANAGERS**

Legal managers plan, direct and coordinate activities concerning legal terminology, procedures, and documents within government agency, corporate business, or organization under the broad guidance of directors and chief executives.

**Tasks include:**

- planning, analyzing and advising on the compliance of the company's business operations with relevant statutory and regulatory requirements and the company's rights;
- managing external legal support, if required;
- staying abreast of legal developments affecting the company, its clients, and industries and synthesize the information to incorporate it into company's transactional practices;
- educating company executives in regard to legal and risk management issues;
- representing company's interests and interface directly with client counsel and negotiating teams;
- drafting, reviewing and negotiating a broad range of contracts for medium to complex engagements;
- strategizing with company executives prior to client negotiations;
- helping develop, and understand, risk mitigation strategies for contractual risks;
- developing internal guidelines, toolkits, and packaged knowledge on various legal and business issues;
- developing subject matter expertise in one of more areas that benefit the Legal Group and/or our business (e.g., corporation law, competition law, employment law, data privacy and service line expertise);
- supporting, promoting and implementing initiatives as part of Legal Team;
- planning and implementing policies;
- making budgetary estimates;
- reporting to owners, if any;
- performing related tasks;

- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**14331 *Manager, legal and risk management***

**1434 PROPERTY MANAGERS**

Property managers charged with operating a real estate property for a fee maintain and increase the value of real estate investments by handling the logistics of running a property and oversee the performance of income-producing commercial or residential properties to ensure that real estate investments achieve their expected revenues.

**Tasks include:**

- handling the financial operations of the property, ensuring that rent is collected and that mortgages, taxes, insurance premiums, payroll, and maintenance bills are paid on time;
- supervising the preparation of financial statements and periodically report to the owners on the status of the property, occupancy rates, expiration dates of leases, and other matters;
- negotiating contracts for janitorial, security, grounds keeping, trash removal, and other services;
- monitoring the performance of contractors, and investigate and resolve complaints from residents and tenants when services are not properly provided;
- purchasing supplies and equipment for the property, and make arrangements with specialists for repairs that cannot be handled by regular property maintenance staff;
- must understand and comply with relevant legislation, ensure that their renting and advertising practices are not discriminatory, and that the property itself complies with all of the local, state, and federal regulations and building code;
- making budgetary estimates;
- planning and controlling the use of resources and hiring workers;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**14341 *Manager, maintenance***

**14342 *Manager, property***

**1435 SAFETY AND SECURITY MANAGERS**

Safety and security managers plan, direct and coordinate operation concerning safety and security within government agency, corporate business, or organization under the broad guidance of directors and chief executives.

**Tasks include:**

- planning, formulating and enforcing security policies and regulations;
- identifying variances and take corrective action to improvise the security aspects of the company;
- overseeing the overall security surveillances;
- responsible for the overall management of In-House security personnel;

- reviewing any procedures or instructions that involves security aspect to ensure all staff are fully trained to achieve maximum security;
- enforce strict discipline and carry out investigation in any disciplinary matter amongst staff;
- able to attend to and resolve safety and security issues promptly, effectively and independently;
- supporting, promoting and implementing initiatives as part of Legal Team;
- negotiating with suppliers, customers and other organizations;
- planning and controlling the use of resources and hiring workers;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.

**Examples of the occupations classified here:**

**14351** *Manager, occupational safety*

**14352** *Manager, security*

**1439 SERVICES MANAGERS NOT ELSEWHERE CLASSIFIED**

This unit group covers general managers not elsewhere classified in Minor Group 143: Other Services Managers.

**Tasks include:**

- planning and implementing policies;
- making budgetary estimates;
- negotiating with suppliers, customers and other organizations;
- planning and controlling the use of resources and hiring workers;
- managing daily operations;
- reporting to owners, if any;
- performing related tasks;
- managing, dictating, planning, scheduling and monitoring tasks of other workers.