



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ESD PROGRAM CHIEF	40	A	12.144

ESD Program Chiefs perform administrative, supervisory, and managerial work in the administration of a major Employment Security Division (ESD) program and manage the Unemployment Insurance Support Services or Workforce Investment Support Services section. Incumbents establish and monitor the accomplishment of program goals and objectives; direct the development and support implementation of State plans, policies and procedures as well as support and monitoring systems to ensure programs are administered in compliance with federal and State laws, regulations, and procedures. ESD Program Chiefs function primarily in a staff capacity and typically have limited, if any, authority for the direct delivery of program services.

Establish, implement and monitor the accomplishment of section and program goals and objectives; analyze economic and demographic trends and statistical data; determine the availability of resources; consult with management regarding department and division goals and objectives; coordinate resources and activities with other program managers; establish meaningful performance indicators and attainable goals and objectives for the section; lead conferences and discussions for joint planning of staff activities; monitor staff activities to determine the impact and effectiveness of completed projects and ongoing assignments and plan for future changes or activities.

Direct the development of State plans, policies, procedures, and support systems for an assigned program; respond to inquiries and requests for assistance in the implementation of policy, procedures, and system changes; review and interpret federal and State laws and regulations; determine the financial and operational impact to program areas; analyze changes required to computer and accounting systems and establish priorities for system work requests; oversee the development of new or revised policies and procedures and secure administrative approval; oversee the development and presentation of training; render decisions on exceptional cases or unusual operational issues; monitor program quality and compliance through review of management reports and results of on-site reviews.

Participate in the development of program and budget plans and monitor approved budgets; develop cost estimates and justification for new or expanded programs, purchase of equipment, and additional personnel; provide recommendations to management for incorporation into the division budget; draft requests for budget augmentation; recommend alternatives for program operations in shortfall situations.

Supervise managers, professional personnel and support staff as assigned; interview applicants and recommend selection of personnel; delegate authority and responsibility to staff; develop work performance standards and complete performance evaluations; provide counseling and guidance; ensure appropriate training is provided; initiate or recommend disciplinary action as appropriate.

Make oral presentations to department staff, organizations, employers, department staff and the public to provide information and explain program activities, policies and procedures; represent the division on various boards and at meetings in the community as requested.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in public or business administration or other relevant field and four years of progressively responsible professional and supervisory experience which included managing diverse programs; supervising subordinate professional staff providing a variety of program support or services; interpreting and applying technical and legal documents and complex rules, regulations, policies and federal guidelines; analyzing complex information, problems and circumstances and developing solutions and effective courses of action; applying quality control techniques and methods to develop and direct program policy and procedure reviews; coordinating the development or implementation of new services and procedures; and establishing and maintaining working relationships with agency management, government officials and professionals in the community to improve or expand services; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: principles and practices of management and supervision; program and data analysis methods and techniques used to develop recommendations and managerial reports; principles, theories, techniques and trends in public administration including budgeting, financial management, employee relations and governmental programs; quality control techniques and methods to develop and direct program policy and procedure reviews; a variety of training methods and techniques. **Ability to:** motivate staff into effective action; respond appropriately to difficult questions from staff, upper management, legislators, and the general public; write concise, logical and grammatically correct analytical reports, correspondence, and program documents; establish work priorities; coordinate the work of several diverse work units by determining the time, place and sequence of action to be taken; review subordinate determinations and decisions and recommend appropriate action; project workload and appropriate necessary staff and equipment; conduct meetings and maintain an organized flow and exchange of information; develop and coordinate the implementation of work processes and procedures; modify and adapt operational designs, procedures or methods to optimize efficiency. **Skill in:** making oral group presentations to provide information or explain policies and procedures; reading, interpreting and applying difficult, technical documents, complex federal guidelines and legal documents for new and revised policies and procedures; establishing and maintaining effective and cooperative working relationships with staff, representatives from other agencies, government officials, employers and professionals in the community; mediating between contending parties; negotiating, exchanging ideas, information and opinions with others to arrive jointly at decisions, conclusions or solutions; managing space, equipment and material resources and developing justifications for acquisitions; interacting with complainants in a diplomatic, tactful and discreet manner.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: department, division and section goals, systems, programs, and policies related to assigned programs; program terminology and acceptable program practices. **Working knowledge of:** federal and State laws and regulations governing programs administered by the ESD; goals, objectives and federal guidelines for workforce investment and unemployment insurance benefit programs; State and agency administrative regulations regarding budget maintenance, purchasing and supervision; computer capabilities and programming logic; data processing and operational systems for assigned program area; department data processing and operational system capabilities to coordinate the development and maintenance of automated systems; organizational structure, functions and processes related to program areas within ESD. **Ability to:** forecast program and community needs; accurately evaluate program effectiveness and accomplishment and determine what changes may improve the program; perceive and define cause and effect relationships in areas of program compliance; modify and adapt policies, procedures or methods to enhance program compliance and avoid federal penalties; develop budget recommendations and justifications; evaluate and critique training programs. **Skill in:** developing recommendations to improve fiscal control and accountability for assigned programs.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

12.144

ESTABLISHED: 7/1/03P

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REVISIED: 7/2/02PC
 6/10/16PC