



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>
WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

SERIES CONCEPT

Workforce Services Representatives provide a broad range of services in accordance with the Workforce Investment Act; assist job seeking customers and business customers seeking qualified applicants; and provide priority employment services to eligible veterans and disabled veterans as defined by the Department of Labor.

Interview customers to elicit information regarding education, training, work experience, and occupational goals or interests; assist customers in registering for services; search current job listings and screen job seeking customers to ensure education and experience meet job order specifications; contact businesses on behalf of job seekers; refer qualified customers to businesses and verify referral results; provide information and referrals to programs available in the community; identify customers who are eligible for assistance offered through the Trade Readjustment Act, Career Enhancement Program, or veterans services; gather required information and make appropriate referrals to community-based services, partner services, or other federal programs.

Assist customers to use the resource center's automated equipment to search for employment on the Internet, access career/employer statistics and information, utilize the interest and skills assessment and training software, and prepare resumes and cover letters; provide explanations understandable to the customer regarding procedures and resource center usage.

Advise job seeker on results of self-assessment tests and career direction options; suggest training and other resources to assist in career pursuit; edit and proof resumes; identify obstacles to employment and coach job seeking customers regarding the application process, job interviews, and other job search skills.

Conduct individual or group orientation sessions to inform customers of programs and services available; answer inquiries from the public and employers regarding workforce investment services and programs.

Perform related duties as assigned.

CLASS CONCEPTS

Workforce Services Representative V:

Incumbents at this level typically supervise Workforce Services Representative II's, III's, and IV's in a large metropolitan office or are responsible for the daily operation of a casual labor employment office in a metropolitan area.

Compile information and submit a variety of reports to management regarding staff, production, or special projects; review periodic reports to track quality assurance, timeliness, and customer service goal achievement for individual employees and the office; participate in the development and implementation of corrective

WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

Page 2 of 9

CLASS CONCEPTS (cont'd)

Workforce Services Representative V: (cont'd)

action plans when established goals are not met; review and approve customer classroom and on-the job training contracts and payment documentation; answer subordinates' questions and resolve problems with staff and customers.

Supervise subordinate paraprofessional and professional staff; participate in hiring interviews; prepare work performance standards for subordinates; prepare and conduct performance evaluations; determine individual training requirements; deliver on-the-job training to address areas of deficiency for individual employees or to introduce new procedures; recommend and prepare documentation for disciplinary action.

Workforce Services Representative IV:

Positions in this class are distinguished from the lower levels by their significant involvement in outreach efforts to the community and business customers. Incumbents spend the majority of the time communicating with business customers to develop jobs or market and provide the services offered through the Employment Security Division (ESD). This level is also distinguished from the lower levels by the independence and judgment required when performing these duties in the community.

Contact or respond to private and public business customers, community organizations and groups to explain the programs; educate business customers on available services and financial incentives and other advantages of using agency services; provide technical information such as competitive wage and labor market information; describe attributes and skills of job seeking customers and coordinate with staff/other agencies to write on-the-job training contracts; promote appropriate programs to qualified employers; maintain files on data collected for future use; conduct oral presentations before groups such as chambers of commerce, and effectively develop written communications such as letters and reports.

Monitor on-the-job training contracts to ensure compliance by both business and job seeking customers; intervene to resolve problems or issues; review and approve time sheets for payment and investigate discrepancies.

Market and provide the services offered through ESD and local workforce and one-stop offices to promote economic development within the State; visit business customers to provide information on available workforce solutions which include recruitment and referral, education and training, business resource centers, and information services.

Interview business customers to elicit information to determine present or future workforce needs; engage in rapid response activities to address the needs of business and job seeking customers in large layoff situations.

Provide technical expertise and explain guidelines and regulations to employers regarding special programs such as alien certification, immigration, permanent labor certification, and similar programs; coordinate program efforts and activities and ensure compliance with applicable regulations and requirements.

Promote workforce investment resources; participate in cooperative agency meetings, attend community sponsored workshops, and maintain liaison with Chamber of Commerce, industrial development agencies personnel associations and other community organizations; hold meetings and exchange correspondence to coordinate employment service activities with other community agencies; resolve job order verification problems and complaints.

Provide local office staff with information on industry and individual businesses for continuity of the recruitment effort; attend staff meetings and correspond in writing to explain procedures or disseminate information.

WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

Page 3 of 9

CLASS CONCEPTS (cont'd)

Workforce Services Representative IV (cont'd)

Conduct research on labor force availability to encourage business customers to locate in Nevada; select data from existing publications, conduct surveys, and review computer printouts; develop and implement marketing strategies to penetrate the labor market, increase the market share and secure job listings in occupations prevalent in the applicant pool; compose and place newspaper, radio, Web site, and television advertisements and public service announcements; analyze data resulting from employer contacts to write reports; document information to ensure program accountability.

Workforce Services Representative III:

Representative duties of positions assigned to EMPLOYMENT SERVICES:

Positions allocated to this option either work as program representatives and determine job seekers' eligibility to participate in special programs such as the Career Enhancement Program or Trade Readjustment Act which provide training or specific tools or equipment required for employment in a chosen occupation, **OR** supervise a unit of Workforce Service Representative II's. Positions at this level are distinguished from Workforce Services Representative II's by responsibility for intense client contact, authority to determine eligibility to participate in programs, carrying an ongoing case load of program participants, or supervision of subordinate Workforce Services Representatives II's.

Evaluate resource center test results to assess job seekers' interests, skills, and aptitudes; provide vocational guidance to job seeking customers in making occupational choices, changes, and adjustments; identify potential barriers to employment as well as skills, abilities, attitudes, educational achievements, and limitations on conditions of employment; identify steps leading to achievement of occupational goals; prepare a written contract outlining a mutually agreed upon action plan; process intake forms and make decisions on services to be provided.

Contact businesses on behalf of job seekers to make a referral or promote on-the-job-training opportunities; advise clients regarding appropriate job search behavior; monitor job seeking customer's progress through training to ensure compliance with contract and program provisions; process required documentation to encumber funds for individual contracts and invoices to facilitate payment; provide assistance and encouragement to customers; refer customers to services provided by workforce investment partners and coordinate service delivery with partners; conduct workshops to teach job seeking and job related skills.

Evaluate and process documents prepared by others to ensure program compliance; identify discrepancies, resolve problems and provide guidance to local office staff; authorize and approve documents within assigned parameters; compile and summarize program information related to program budget, clientele and operations for inclusion in management or federal reports; assist program vendors by researching requested information and resolving problems or complaints.

Perform group orientations to inform unemployment insurance benefit claimants of reemployment services available through the workforce investment partners and assist with completion of necessary forms; conduct individual eligibility reviews with unemployment insurance benefit claimants to verify identity, evaluate and develop appropriate work search plans, verify job search efforts, and examine information for potential issues that would affect payment of unemployment benefits; enter required information in the computer.

Supervisory positions train, supervise, and evaluate the performance of assigned staff; assign and review work; recommend and compile documentation for disciplinary action; monitor production to ensure the unit's goals are met and compliance with regulations and policy; resolve complaints and answer inquiries from customers and the public.

WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

Page 4 of 9

CLASS CONCEPTS (cont'd)

Workforce Services Representative III: (cont'd)

Representative duties of positions assigned to the DISABLED VETERANS OUTREACH PROGRAM:

Positions allocated to this option provide the full range of services described in the above Employment Services section at this level for veterans who have been categorized as having a Significant Barrier to Employment (SBE) as defined by federal regulations; provide technical advice and guidance to office staff regarding State and federal laws and departmental policies and procedures to ensure the proper delivery of program services; recommend action to improve program performance; provide outreach to the community and business customers; and maintain close liaison with veterans organizations and local social service providers.

Workforce Services Representative II:

Representative duties of positions assigned to EMPLOYMENT SERVICES:

Under supervision, incumbents typically work in a local workforce investment or one-stop office and perform most of the duties described in the series concept. Some positions serve a specific customer base such as public assistance clients, or business customers placing job listings.

Approve and assist business customers to register in the workforce development system; assist employers in developing job descriptions and enter job listings into the computer system; evaluate and approve job listings entered into the job bank by business customers to ensure clarity and compliance with regulations; and contact business customers to inquire about job order results and status of job seeker referrals.

Evaluate the education, training, and work history of job seeking customers and assess their qualifications for referral to business customers or programs that provide training or other assistance within or outside the agency.

Representative duties of positions assigned to the DISABLED VETERANS OUTREACH PROGRAM:

Under close supervision, incumbents continue to receive training in the duties described in the series concept for veterans with Significant Barriers to Employment (SBE). Positions allocated to this assignment perform duties in a continuing trainee capacity which provides for progression to the Workforce Services Representative III - Disabled Veterans Outreach Program upon the satisfactory completion of the required training period, meeting minimum qualifications, and with the recommendation of the appointing authority.

Workforce Services Representative I:

Under close supervision, incumbents receive classroom and on-the-job training in the duties described in the series concept for their relevant program area. This is the trainee level in the series which provides for progression to the next level upon satisfactory completion of the required training period, meeting minimum qualifications, and with the recommendation of the appointing authority.

WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

Page 5 of 9

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Some positions require a valid driver's license at the time of appointment and as a condition of continuing employment.
- * Some positions require verification of an honorable discharge from the U.S. military service.

INFORMATIONAL NOTES:

- * Preference shall be given in the appointment of Disabled Veterans Outreach Program positions to qualified disabled veterans. If the appointing authority finds that no qualified disabled veteran is available for appointment, appointment may be given to any qualified veteran.
- * Some positions allocated to the Disabled Veterans Outreach Program may require program specific experience, which will be identified at the time of recruitment.
- * Up to one year of experience may be substituted by completion of 30 semester credits in social or behavioral science, business administration, or related field for Workforce Services Representative III.
- * Up to two years of experience may be substituted by completion of 60 semester credits in social or behavioral science, business administration, or related field for Workforce Services Representative IV and V.

WORKFORCE SERVICES REPRESENTATIVE V

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of relevant employment services experience which included one year of Employment Services program experience coordinating and monitoring employer/employment services and activities; mediating between parties or groups to resolve problems; providing leadership to motivate staff and customers to achieve goals, improve performance, or utilize program services; researching and analyzing various types of materials or situations to prepare reports or identify problems or alternative solutions and recommend corrective action; **OR** one year as a Workforce Services Representative IV in Nevada State service; **OR** two years of experience as a Workforce Services Representative III in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements and Informational Notes)*

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

Working knowledge of: group dynamics and leadership roles; current effective marketing techniques and strategies. **General knowledge of:** basic principles of supervision, training, and team leadership. **Ability to:** develop and implement marketing strategies; coordinate employment service activities with other community agencies; identify business customers' current and future workforce needs and apply solutions available through Employment Services Programs; prepare and maintain reports regarding outreach, contacts, referrals, training, placements, and contracted services and costs; research and analyze various types of materials to prepare comprehensive reports; reason and apply logic to develop proposals for new work procedures; instruct employees in correct methods and procedures; identify problems, alternative solutions and recommend corrective action; motivate staff to achieve goals and increase performance; coordinate and monitor the activities of several functions. **Skill in:** developing and implementing marketing strategies to penetrate the labor market, increase market share and secure job listings relevant to the applicant pool; mediating between parties or groups to resolve problems; performing and prioritizing a variety of duties, often changing from one task to another; *and all knowledge, skills and abilities required at the lower levels.*

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

Working knowledge of: one-stop-operating-system programs and processes to troubleshoot or identify and report problems and advise staff on proper usage; State and federal workload standards governing quality, quantity and timeliness for the assigned programs; supervisory techniques and practices; State personnel rules for supervision of subordinate personnel. **Ability to:** supervise, plan, organize and monitor the workload of

WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

Page 6 of 9

MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE V (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): (cont'd)
the office; conduct performance evaluations; negotiate and formulate complaint resolution; organize, coordinate and implement training for staff in technical areas.

WORKFORCE SERVICES REPRESENTATIVE IV

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of employment services experience which included interviewing job seeking customers to gather education and work history information or job requirements from business customers; evaluating job seeking customers' education and training and applying a knowledge of occupational requirements and labor market conditions to identify and develop appropriate training opportunities; determining eligibility for agency services based on established policies, procedures and requirements; establishing working relationships with business customers to clarify job listing requirements, discuss possible referrals for job listings, and promote services offered through Employment Services and one-stop offices; and managing a case load of customers receiving program services; **OR** three years of sales and/or marketing experience which included making public presentations, soliciting new business accounts and/or promoting goods and services; **OR** one year of experience as a Workforce Services Representative III in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements and Informational Notes*)

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

Working knowledge of: State and federal laws and regulations and agency policies and procedures for assigned programs; training providers within the community; computer modules used for case management, customer assessment and developing an employment plan; unemployment insurance benefit job search requirements; marketing techniques. **General knowledge of:** behavior modification techniques used to assist job seeking customers change behaviors which present barriers to employment. **Ability to:** establish rapport and gain trust of customers in order to analyze, discuss and advise them on sensitive personal attributes, attitudes or behaviors which may present obstacles to employment; analyze a customer's behavior and attitudes and provide insight to overcome barriers to employment; identify job seeking customers' strengths and weaknesses and develop mutual strategies to promote employment; identify appropriate training to enhance a customer's employability in their chosen occupation; train staff on assigned program requirements, policies and procedures; train staff on assigned program requirements; participate in and represent the division at cooperative agency meetings, community sponsored workshops and with community organizations; monitor vendor contracts for compliance; mediate between parties with opposing views; respond quickly to unexpected situations; compose newspaper, radio and television advertisements and public service announcements; speak publicly and extemporaneously to provide information and persuade others to accept or adopt a specific course of action; prepare and maintain reports. **Skill in:** coordinating efforts to supply information and needed services; composing business correspondence and reports; managing an ongoing case load of customers receiving program services and/or assistance; building and maintaining working relationships with other agencies, business customers, professional groups and organizations; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(*These are identical to the Entry Level Knowledge, Skills and Abilities required for Workforce Services Representative V.*)

WORKFORCE SERVICES REPRESENTATIVE III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of relevant program experience which included interviewing job seeking customers to gather education and work

WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

Page 7 of 9

MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE III (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

history information, or business representatives to determine job requirements from business customers; evaluating education and training and applying knowledge of specific occupational requirements and labor market conditions to make referrals to job openings; assisting customers to use computer equipment and software to develop resumes, assess skills and aptitude, search the Internet for job openings, or enter job listings in the Internet; recording information gathered from customers using program related computer software; identifying barriers to employment and explaining program requirements and regulations; **OR** one year of experience as a Workforce Services Representative II in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements and Informational Notes)*

EMPLOYMENT SERVICES & DISABLED VETERANS OUTREACH PROGRAM

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

Working knowledge of: federal and State equal employment opportunity laws and regulations for assigned program area; computer programs used to assess job seeking customers' interests, skills, and aptitudes; labor market information, local prevailing wage information and minimum wage laws; occupational requirements and current labor conditions; active listening and communication techniques used to establish rapport and trust with customers. **General knowledge of:** services, roles, and responsibilities of local human service agencies; policies and procedures related to workforce development service programs; programs and types of assistance available through Employment Services and affiliated partners. **Ability to:** assess job seeking customers' education, training and work history to provide vocational guidance and identify steps required to achieve occupational goals; resolve complaints and answer inquiries from business customers regarding job listing procedures; manage a case load of customers; apply program regulations, policies and procedures to identify customers' eligibility for assistance; monitor customer progress through training and ensure compliance with contract and program provisions; establish and maintain case files; encourage customers to comply with program regulations; speak before groups to relay program information and requirements; promote employment services with business customers via telephone and the office staff through training and consultation; prepare and maintain reports; *and all knowledge, skills and abilities required at the lower levels.*

EMPLOYMENT SERVICES

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

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Workforce Services Representative IV.)

DISABLED VETERANS OUTREACH PROGRAM

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

Working knowledge of: adjustment and vocational problems prevalent among veterans with substantial barriers to employment (SBE); State and federal laws and regulations governing rights and benefits for veterans with a SBE. **Detailed knowledge of:** local area programs, agencies, organizations, and benefits available to assist veterans with a SBE. **Ability to:** interpret and explain SBE programs to staff, employers, and program participants; prepare and maintain reports regarding outreach, contacts, referrals, training, and placements.

WORKFORCE SERVICES REPRESENTATIVE II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of relevant program experience which included interviewing job seeking customers to gather education and work

WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

Page 8 of 9

MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE II (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

history information or job requirements from business customers; evaluating education and training and applying knowledge of specific occupational requirements and labor market conditions to make referrals to job openings; assisting customers to use computer equipment and software to develop resumes, assess skills and aptitude and search the Internet for job openings, or post job listings on the Internet; recording information gathered from customers using program related computer software; identifying barriers to employment and explaining program requirements and regulations; **OR** one year as a Workforce Services Representative I in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements and Informational Notes)*

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

Working knowledge of: customer service and interviewing techniques used to gather education and work history from job seeking customers or job requirement from business customers; techniques necessary to establish rapport and gain the trust of customers; resource center equipment and software used to assist job seeking customers in developing resumes, assessing skills and searching the Internet for job openings; occupational requirements of positions and current labor market conditions in Nevada; program related computer software and reports, codes, screens, formats, and key entry sequences; laws, regulations, policies and procedures applicable to Employment Services Programs. **Ability to:** enter, process and retrieve data from the One-Stop Operating System; assist customers in the use of computer hardware and software in resource centers; enter job listings; advise and encourage job seeking customers to follow through on job referrals; evaluate job listings to determine compliance with State and federal laws and regulations; evaluate customers' education, training and work history and assess qualifications for job referral; establish and maintain cooperative working relationships with co-workers, the public, business customers and other agencies; assist customers with resume development by editing and proof reading drafts and recommending appropriate language and format; make oral presentations to groups or individuals regarding program information, policies and procedures; identify customers' barriers to employment; advise customers on job search skills; *and all knowledge, skills and abilities required at the lower level.*

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

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Workforce Services Representative III.)

WORKFORCE SERVICES REPRESENTATIVE I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience which included providing services to customers; reading and applying written policies, procedures, or instructions; operating personal computers to enter and retrieve data; and interviewing individuals to gather information; **OR** a Bachelor's degree in social or behavioral science, business administration, or related field; **OR** an equivalent combination of education and experience. *(See Special Notes and Requirements)*

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

Working knowledge of: English grammar, spelling, punctuation, vocabulary and composition. **General knowledge of:** customer service techniques; modern office practices, procedures and equipment; telephone techniques and etiquette; record keeping and filing methods. **Ability to:** read, comprehend and apply written policies and procedures to specific situations; perform basic mathematical computations including the addition, subtraction, multiplication, and division of whole numbers; compose basic business communications and document interviews; interview customers to gather accurate factual information; interact effectively with customers of diverse backgrounds; compare information and identify similarities, differences and inconsistencies; accurately copy, post or transcribe information from one source to another; explain program

WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
WORKFORCE SERVICES REPRESENTATIVE I	26	E	12.159

Page 9 of 9

MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE II (cont'd)

services, policies and requirements; establish and maintain cooperative working relationships with co-workers and the public; understand and follow oral and written directions. **Skill in:** operating a personal computer to enter, retrieve and process data.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Workforce Services Representative II.)

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.

	<u>12.152</u>	<u>12.153</u>	<u>12.157</u>	<u>12.158</u>	<u>12.159</u>
ESTABLISHED:	7/1/03P	7/1/03P	7/1/03P	7/1/03P	7/1/03P
	7/2/02PC	7/2/02PC	7/2/02PC	7/2/02PC	7/2/02PC
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REVISED:	6/4/09	6/4/09	6/4/09		
REVISED:	5/21/10UC	5/21/10UC	5/21/10UC		
REVISED:		12/27/11UC	12/27/11UC	12/27/11UC	
REVISED	6/9/15RNC	6/9/15RNC	6/9/15UC	6/9/15UC	6/9/15RNC