



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 SPECIALIST III	37	B	12.127
ESD PROGRAM SPECIALIST II	35	B	12.128
ESD PROGRAM SPECIALIST I	34	B	12.129

SERIES CONCEPT

Employment Security Division (ESD) Program Specialists are typically located in a central administrative program staff support section and participate in statewide program development; interpretation of federal and State laws and regulations; program planning, budgeting, and quality assurance; procedure development and evaluation; and training development and presentation for a variety of ESD programs related to unemployment insurance benefits, employer unemployment tax contributions, and workforce investment services. Incumbents may be assigned to one specialized program area or may work in a combination of programs.

Participate in planning and developing ESD programs that provide mandated services and comply with State and federal laws and regulations; conduct needs assessments; research and evaluate existing programs; calculate financial and operational impact to the agency; prepare reports and recommendations for management; apply for grants and develop program plans.

Apply knowledge of computer technologies within a single application or program area; develop automated training modules; troubleshoot operating problems; prepare specialized promotional materials; and develop databases.

Develop and revise program documentation to include State plans, policy manuals, procedures, forms, and contracts to ensure programs are implemented in accordance with established goals and objectives and in compliance with State and federal laws and regulations; gather and document input from program personnel and other interested parties; coordinate new or revised processes between affected units; acquire agency and regulatory approval as needed.

Monitor program quality and compliance to ensure programs are operating effectively, efficiently and in compliance with applicable laws and regulations; evaluate work samples for required quality assurance reviews using established tools and methodology; develop, monitor and validate management information reports to ensure reliability of computer programming; conduct on-site reviews of agency program operations, management practices, and program and financial records; identify problem areas, summarize findings in written and statistical reports, and develop recommendations for corrective action.

Provide technical assistance and guidance to management and staff providing client services in assigned program area; respond to inquiries and requests for information from agency management and personnel, other government agencies, community representatives, government officials, and the general public; provide policy clarification and statistical information; complete surveys from outside agencies; resolve complaints; and draft correspondence for managers, administrators and officials.

Plan and conduct studies to provide administration with needed information; design instruments for gathering data; examine and review existing programs; compile and analyze data; prepare comprehensive reports and develop recommendations.

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SERIES CONCEPT (cont'd)

Assist in monitoring program funds to ensure expenditures are appropriate and in accordance with goals and objectives; assess demands and estimate costs for services for assigned program clients; allocate funds to offices; analyze fiscal reports for compliance with budgetary limits and planned expenditures; monitor revenues and expenditures and notify appropriate manager if significant deviations occur.

Develop and implement training programs; analyze and research training needs; evaluate training models; develop appropriate training curriculum, materials and methods; establish training schedules; conduct training sessions; evaluate and update curriculum as required.

Develop working relationships with other state, federal, county and city agencies and service delivery organizations; ensure assigned program policies and procedures integrate with established federal and State programs and regulations; coordinate activities to optimize efficient client services.

Perform related duties as assigned.

CLASS CONCEPTS

ESD Program Specialist III: Incumbents at this level either:

- 1) Work under general direction of an ESD Program Chief and supervise and evaluate the performance of lower level ESD Program Specialists in performance of the work described in the series concept. In addition, they are responsible for long range, broad based planning for a variety of complex programs or policy development affecting major aspects of the work unit's activities/functions. Incumbents prepare project justifications; implement projects; establish and maintain project priorities, timelines and completion dates; review work and provide technical and professional guidance to subordinate staff and contractors. This level is distinguished from the lower levels by supervisory authority and by greater scope of responsibility and complexity of work; or
- 2) Report directly to the department director and perform professional work in support of departmental programs and activities. The incumbent performs special assignments on departmental and divisional levels and must have broad program knowledge and skills that include preparation of written materials, research and analysis of technical information, and representing upper management at special meetings, committees and conferences. Examples of specific duties at this level include preparing comprehensive narrative and statistical reports; writing, editing and releasing memoranda, the director's correspondence, and other written materials; ensuring materials are factual, current and accurate; and preparing speeches and speaking notes for management. The incumbent also participates in, chairs and/or oversees a variety of committees and work groups which significantly impact department and division programs, operations, staff and activities. Assignments at this level are characterized by a high degree of visibility and consequence of error in representing the director to various groups and individuals in the community and the department; or
- 3) Report to an ESD Manager IV or above and provide technical expertise and direction to ESD Manager and ESD Specialist positions to ensure consistent application of policies and procedures in their operation of State and federally funded employment programs. The incumbent will mediate policy and procedure issues between the Workforce Investment Support Services office and the JobConnect office managers; develop statewide client services budget for all JobConnect offices and provide oversight on expenditures to ensure compliance with State and federal goals; provide technical and professional guidance on program issues to multiple office locations; design, research and interpret study results; assist in establishing and

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CLASS CONCEPTS (cont'd)

ESD Program Specialist III: (cont'd)

maintaining project priorities, timelines and completion dates; provide direction in the development and implementation of new programs across multiple offices; develop reports on performance across multiple offices and monitor corrective action plans; provide input on staffing patterns and ratios for multiple locations; forecast program needs for a diverse population of customers, employers and occupations; prepare narrative and statistical reports; and assist management in the development and implementation of policies and procedures for multiple programs administered in multiple office locations. The incumbent may act on behalf of the ESD Manager in their absence, respond to requests for information from Administration, and attend/coordinate community and/or partner meetings as a representative of ESD. This level is distinguished from the lower levels by its technical expertise over multiple program areas and greater scope of responsibility and complexity of work involving multiple office locations and multiple program areas.

ESD Program Specialist II: Incumbents at this level perform the full range of duties described in the series concept and plan, develop, support implementation, and monitor comprehensive, complex programs and grants for the division and are responsible for interpreting the broad and sometimes ambiguous statutes and regulations that govern an assigned program area. This level is distinguished from lower level positions by greater responsibility for comprehensive complex programs and grants; independence in interpreting statutes and regulations and conducting on-site evaluations of grantees.

Based on knowledge of ESD programs and services, conduct on-site evaluations of grantees which may include operations, management practices, and/or program and financial records; identify problem areas, summarize findings in written and quantitative reports, and develop recommendations for corrective action; may participate in the development and maintenance of computerized systems to support program operations.

Independently apply recognized professional practices and methods in designing program budgets, evaluating compliance and financial records to identify problems, developing training and supporting implementation of solutions, making decisions regarding day-to-day program administration activities, and monitoring and assessing the effectiveness and efficiency of program operations and personnel.

Plan, facilitate and perform annual statewide on-site evaluation and technical assistance trips to local offices and operations centers; report findings and make recommendations; write corrective action plans when needed and follow up as required.

ESD Program Specialist I: Incumbents at this level perform most of the duties described in the series concept and function at the journey level. Duties are performed in accordance with standard operational guidelines and decisions, and actions can be reviewed against established policies and procedures. Oversight is available from higher-level program specialists and the program chief for more complex aspects of the program.

In order to be reallocated from one level in the series to a higher level, a position must spend the preponderance of time performing higher-level duties. Some positions may perform some higher-level duties, but this does not provide the basis for reallocation to the higher level. The duty statements listed are intended to be representative of the level, but all classification factors must be considered in relation to the duties assigned to a position in order to determine the appropriate classification.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * A valid driver's license at the time of appointment and as a condition of continuing employment.

ESD PROGRAM SPECIALIST III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business administration, public administration, social sciences or related field and three years of professional experience in planning, coordinating or administering a program which included interpretation of laws and regulations; development of program policy and procedures; development and implementation of program performance standards and objectives for providing services; applying complex laws and regulations; writing business correspondence, documenting findings and preparing summary reports or recommendations; analyzing organizational and administrative programs, policies and procedures to evaluate compliance and make recommendations for revision; and assessing the impact of new legislation and interpreting and applying statutes and regulations for the purpose of developing new or revised programs; **OR** graduation from high school or equivalent education and five years of professional experience as described above; **OR** one year of experience as an ESD Program Specialist II in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement*)

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

Working knowledge of: ESD programs and services applicable to the assignment. **General knowledge of:** basic principles and practices of supervision. **Ability to:** set priorities which accurately reflect the relative importance of department and/or division goals and objectives. **Skill in:** researching, writing and presenting program plans, complex narrative and statistical reports, requests for proposals and speeches; coordinating various facets of highly complex programs with internal staff, community and business representatives, and political entities by determining the time, place and sequence of actions to be taken based on analysis of data; organizing materials, information and resources systematically to optimize efficiency; interpreting and applying broad and ambiguous statutes and regulations to specific situations; recognizing and assessing the impact of legislative actions; negotiating and exchanging ideas, information and opinions with others to formulate policies and procedures, and reach consensus; *and all knowledge, skills and abilities required at the lower levels.*

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

General knowledge of: State personnel rules for supervision of personnel. **Ability to:** analyze, project and monitor project costs; supervise subordinate professional staff; evaluate performance, assess training needs, and recommend and document disciplinary actions; develop long range, broad based plans for a variety of complex programs; prepare project justifications. **Skill in:** providing technical and professional guidance to staff; establishing and maintaining project priorities, timelines and completion dates.

ESD PROGRAM SPECIALIST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business administration, public administration, social sciences or related field and two years of professional experience in planning, coordinating or administering a program which included interpretation of laws and regulations; development of program policy and procedures; development and implementation of program performance standards and objectives for providing services; applying complex laws and regulations; writing business correspondence, documenting findings and preparing summary reports or recommendations; and analyzing organizational and administrative programs, policies and procedures to evaluate compliance and make recommendations for revision; **OR** graduation from high school or equivalent education and four years of professional experience as described above; **OR** one year of experience as an ESD Program Specialist I in

MINIMUM QUALIFICATIONS (cont'd)

ESD PROGRAM SPECIALIST II (cont'd)

EDUCATION AND EXPERIENCE (cont'd)

Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement*)

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

Working knowledge of: processes, practices, methods and techniques associated with the operation of an assigned program; guidelines and policies pertinent to the program assignment; State and federal laws, regulations, policies, and procedures pertinent to the program assignment; federal workload standards governing quality, quantity and timeliness for assigned programs; computer program applications and application automated information screens, codes, formats and key entry sequences related to the assigned program; and computer technologies sufficient to develop automated training modules. **General knowledge of:** principles and practices of budget development; principles and practices for the development and presentation of training classes; quantitative methods and techniques; accepted practices and methods used in designing program reviews and evaluations; information system planning; automated information systems logic and its application to the program assigned; designing instruments for gathering data; data systems concepts including general database, system security, data communication, and multiple platform strengths and weaknesses. **Ability to:** read, understand, interpret and explain State and federal laws, regulations and procedures to staff and the public; identify and understand the needs of internal staff and program clientele and coordinate resources to meet those needs; analyze and compare procedures to prescribed standards and identify differences and similarities; conduct formal training sessions and oral presentations; analyze and research training needs, evaluate training modules, and develop appropriate training curriculum, materials and methods; evaluate work samples using established tools and methodology; update automated program documentation and recommend system work requests; interact with various levels of management on an agency-wide basis to resolve problems and make program recommendations; analyze organizational and administrative programs, policies and procedures, prepare plans for revision, and make recommendations; negotiate and exchange ideas, information and opinions with others to formulate policies and procedures and reach consensus; troubleshoot computer operating problems. **Skill in:** analyzing information, problems or practices to identify relevant concerns, identify patterns, tendencies, and relationships, and formulate logical conclusions; *and all knowledge, skills and abilities required at the lower level.*

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

Working knowledge of: ESD policies and procedures and their relationship with other departments, agencies, organizations and business customers; federal grants management requirements; quantitative methods and techniques; accepted practices and methods used in designing program reviews and evaluations; designing instruments for gathering data. **Ability to:** coordinate various facets of a highly complex program with internal staff, external clients and service providers by determining the time, place and sequence of actions to be taken based on the analysis of data; apply multiple, complex program regulations, policies and procedures and select alternative methods that affect the manner and speed with which program activities occur; interpret and apply broad and ambiguous statutes and regulations; conduct on-site evaluations of operations, management practices, and/or program and financial records to identify problem areas and summarize findings in written and quantitative reports; recognize and assess the impact of legislative actions. **Skill in:** writing in English sufficient to prepare program plans, reports, grant applications, and requests for proposals; organizing materials, information and resources systematically to optimize efficiency; organizing, planning, implementing and overseeing multiple programs and/or areas of responsibility; developing and maintaining working relationships with State, federal, community agencies and service delivery organizations.

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MINIMUM QUALIFICATIONS (cont'd)

ESD PROGRAM SPECIALIST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business administration, public administration, social sciences or related field and one year of professional experience in planning, coordinating or administering a program which included interpretation of laws and regulations; development of program policy and procedures; development and implementation of program performance standards and objectives for providing services; applying complex laws and regulations; and writing business correspondence, documenting findings, and preparing summary reports or recommendations; **OR** graduation from high school or equivalent education and three years of professional experience as described above; **OR** two years as an Unemployment Insurance Representative III or Contributions Examiner III in Nevada State service; **OR** three years as a Workforce Services Representative III in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirement)*

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

Working knowledge of: English grammar, punctuation, sentence structure, and vocabulary to prepare reports, recommendations, program plans and summarize findings; math computation including addition, subtraction, multiplication and division of whole numbers, fractions, decimals, percentages and ratios. **General knowledge of:** principles and applications of program evaluation and planning. **Ability to:** communicate effectively both verbally and in writing; analyze information, problems, situations, practices and procedures to identify relative concerns, formulate objective conclusions and recognize alternatives and applications; work independently to prioritize assignments, select appropriate methods and procedures, and develop a practical course of action for individual circumstances or assignments; review and verify data from a variety of sources; work as part of a team; reason and apply logic to develop proposals for new methods or operations; mediate between contending parties or groups; compose reports and correspondence regarding technical issues, problems and concerns; develop and maintain working relationships with a variety of customers; monitor funds to ensure expenditures are appropriate. **Skill in:** writing correspondence, documenting findings, and preparing program summary reports; math calculations sufficient to verify financial and budget reports; using a computer to input, retrieve and process information.

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

(These are identical to the Entry Level Knowledge, Skills and Abilities required for ESD Program Specialist 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.

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ESTABLISHED:	7/1/03P	7/1/03P	7/1/03P
REVISED:	1/10/03PC	1/10/03PC	1/10/03PC
REVISED:	09/29/17RNC	09/29/17RNC	09/29/17RNC
REVISED:	9/4/18UC	9/4/18UC	9/4/18UC