



DEPARTMENT OF PERSONNEL
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MEMO PERD #21/09

May 5, 2009

TO: Personnel Commission Members
Department Directors
Division Administrators
Agency Personnel Liaisons
Agency Personnel Representatives
Employee Representatives

FROM: Teresa Thienhaus, Director
Department of Personnel

A handwritten signature in cursive script that reads "Teresa Thienhaus".

SUBJECT: PROPOSED CLASSIFICATION CHANGES

Attached are proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections, please notify Peter Long in the Compensation and Classification Division in writing no later than June 4, 2009.

If no written objections are received in this office by June 4, 2009, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: #10-09
Posting Expires: June 4, 2009

Per NRS 284.160, the Personnel Director may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

It is recommended the following classes be revised effective: June 4, 2009

			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
12.152	Workforce Services Representative V	34 B	12.152	Workforce Services Representative V	34 B
12.153	Workforce Services Representative IV	32 B	12.153	Workforce Services Representative IV Options: A. Workforce Investment Services B. Disability Program Navigator	32 B
12.157	Workforce Services Representative III Options: A. Workforce Investment Services B. Local Veterans Employment Representative	30 B	12.157	Workforce Services Representative III Options: A. Workforce Investment Services B. Local Veterans Employment Representative C. Local Disability Program Navigator	30 B
12.158	Workforce Services Representative II Options: A. Workforce Investment Services B. Disabled Veterans Outreach Program	28 E	12.158	Workforce Services Representative II Options: A. Workforce Investment Services B. Disabled Veterans Outreach Program	28 E
12.159	Workforce Services Representative I	26 E	12.159	Workforce Services Representative I	26 E

EXPLANATION OF CHANGE

The Department of Personnel recommends additions to the Workforce Services Representative series to describe duties performed by positions initially funded by the Disability Program Navigator Initiative, which is a joint effort among the Department of Labor, Social Security Administration, and state employment security and disability agencies to improve the effectiveness and efficiency of employment assistance services provided to persons with disabilities. The Workforce Services Representative III: Local Disability Program Navigator supports and advocates the employment, accessibility, skill development, job retention, and career advancement of persons with disabilities for one or more local workforce investment or one-stop offices. The duties of these positions are comparable to Local Veterans Employment Representatives described at this level. The Workforces Services Representative IV: Disability Program Navigator supervises Local Disability Program Navigators and coordinates their activities and community relationships with employers and assistance agencies. The duties of these positions are comparable to Job Development Specialists and Employer Relations (Business Services) Consultants described at this level.

In addition, we recommend two other changes to this series. All positions are currently required to have driver's licenses, but only some positions require work outside of the office. As a result, it is recommended that only some positions be required to have driver's licenses as determined by the agency at the time of recruitment.

The current minimum qualifications for the Workforce Services Representative V include experience as a III, but no reference is made to the IV level. It is recommended that one year of experience as a IV be accepted, as this experience provides the knowledge, skills, and abilities needed at the V level. The requesting agency has reviewed the recommended additions and changes and supports them.

			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
13.205	DPS Sergeant	41 D	13.205	DPS Sergeant	41 D
13.206	DPS Officer II	39 D	13.206	DPS Officer II	39 D

EXPLANATION OF CHANGE

Upon request from the Department of Public Safety, the Department of Personnel is recommending changes to the class specification for the DPS Sergeant/Officer series. Since the DPS consolidation study conducted in 2005, positions have been assigned to the State’s Fusion Centers where they investigate and pursue offenders who commit crimes of violence; conduct interdiction of criminal offenses conducted on the interstates, highways and byways; investigate the manufacture, delivery, transportation, and sales of illegal drugs, narcotics and weapons; pursue and investigate sex offenders and fugitives; work in conjunction with other law enforcement entities in response to domestic or international terrorism; and seize for forfeiture the assets of violators of controlled substance laws or criminal enterprises.

In order to recognize the responsibility for conducting complex investigations, the Department of Personnel recommends modification of the class specifications to include Fusion Center positions in the group that is eligible to receive a special salary adjustment of +5%. Such recognition will have no impact on other journey level assignments involving drug interdiction, commercial vehicle inspectors, or other duties that are currently performed by DPS Officer II's.

The formal recommendations and specifications are on file with the Director of Personnel. To view a copy in Carson City, go to 209 East Musser Street, Room 101; in Las Vegas, go to 555 East Washington Avenue, Room 1400. For more information call (775) 684-0151.

Objections to the proposed change(s) must be received in writing by June 4, 2009 Objections should be addressed to Peter Long, Division Administrator, Compensation & Classification Division, Department of Personnel, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

POSTING DATE: May 5, 2009



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
<i>OPTIONS A: Workforce Investment Services</i>			
<i>B: Disability Program Navigator</i>			
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
<i>OPTIONS A: Workforce Investment Services</i>			
<i>B: Local Veterans Employment Representative</i>			
<i>C: Local Disability Program Navigator</i>			
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
<i>OPTIONS A: Workforce Investment Services</i>			
<i>B: Disabled Veterans Outreach Program</i>			
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.

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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 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:

OPTION A - Workforce Investment Services: *Positions allocated to this option* [~~Incumbents at this level~~] are distinguished from the lower levels by their significant involvement in outreach efforts to the community and business customers as either a Job Development Specialist or a Employer Relations Consultant. 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 job development program; educate business customers on available employment 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.

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.

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CLASS CONCEPTS (cont'd)

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.

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.

OPTION B –Disability Program Navigator: Positions allocated to this option are distinguished from the lower levels by supervision of Workforce Services Representative III's; significant involvement in outreach efforts to the community and business customers; compilation and submittal of reports for the Disability Program Navigator grant; and ongoing assessments of workforce investment facilities statewide.

Conduct outreach and collaborate with employers, employer organizations, governmental agencies, community service providers, and other private and public entities to promote the hiring of individuals with disabilities and to facilitate job placement; foster linkages between these organizations and programs operating through workforce investment and one-stop offices.

Ensure that workforce investment and one-stop offices, services, programs, and equipment are accessible to individuals with disabilities, including ensuring the availability of publications and materials in alternate formats.

Facilitate the collection of participant data to effectively evaluate the Disability Program Navigator initiative.

Serve as a resource for, and develop/provide training to, the workforce services staff to ensure a comprehensive knowledge of federal, State, local and private programs that impact the ability of individuals with disabilities to enter and remain in the workforce.

Serve as a resource for, and develop/provide training on, pertinent workforce development issues and policies affecting individuals with disabilities seeking employment, skill development, job retention assistance, or career advancement.

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CLASS CONCEPTS (cont'd)

OPTION B –Disability Program Navigator: (cont'd)

Supervise a staff of Workforce Services Representative III's acting as local disability program navigators; participate in hiring interviews; prepare work performance standards for subordinates; prepare and conduct performance evaluations; determine individual training requirements; recommend and prepare documentation for disciplinary actions.

Workforce Services Representative III:

OPTION A - Workforce Investment 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.

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CLASS CONCEPTS (cont'd)

Workforce Services Representative III: (cont'd)

OPTION B - Local Veterans Employment Representative: Positions allocated to this option coordinate and maintain the veterans employment services program in a local workforce investment or one-stop office; provide technical advice and instruction to office staff regarding State and federal laws and departmental policies and procedures to ensure the proper delivery of services to veterans; evaluate veterans services provided by the local office and determine if performance goals are met; prepare monthly veterans program production reports and recommend action to improve performance; monitor federal job listings and maintain contact with local federal contractors to ensure compliance with veterans preference requirements; and provide the services described in the Workforce Services option at this level to veterans; incumbents may supervise a Disabled Veterans Outreach Program position.

OPTION C – Local Disability Program Navigator: *Positions allocated to this option address the needs of customers with disabilities for one or more local workforce investment or one-stop offices; review available private, local, State, and federal laws, regulations, and programs designed to improve the employment, accessibility, skill development, job retention, and career advancement of persons with disabilities and provide comprehensive information to coworkers, customers, schools, employers, and others through discussions or formal training; address individual situations and suggest or coordinate services as needed; facilitate access to support and services that provide transition to employment; suggest and, with approval, implement changes to workforce investment or one-stop office policies, procedures, practices, information, and equipment to improve, streamline, and ease services for customers with disabilities.*

Conduct outreach to, and collaborate with, public and private agencies, organizations, and employers to promote and improve the employment of persons with disabilities; review and report on the effectiveness of services provided; may supervise Workforce Service Representative II's as assigned.

Workforce Services Representative II: 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 disabled veterans, public assistance clients, or business customers placing job listings.

OPTION A - Workforce Investment Services: Positions allocated to this option 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.

OPTION B - Disabled Veterans Outreach Program: Positions allocated to this option provide outreach, labor exchange, job development, referral to supportive services, training, follow-up, and educational services to disabled veterans; cooperate with military separation centers to present the Transition Assistance Program; and maintain close liaison with veterans organizations and local social service providers.

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CLASS CONCEPTS (cont'd)

Workforce Services Representative I: Under close supervision, incumbents receive classroom and on-the-job training in the duties described in the series concept. One year of experience as a Workforce Services Representative I in Nevada State service provides for semi-automatic progression to the next level in accordance with regulations. This is the trainee level in the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * *Some positions require a* valid driver’s license [~~is required~~] 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.
- * 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, 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 Workforce Investment 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):
General knowledge of: basic principles of supervision, training, and team leadership. **Ability to:** 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:** 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

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE V (cont'd)

workload of 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 Workforce Investment and one-stop offices; and managing a case load of customers receiving program 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: behavior modification techniques used to assist job seeking customers alter behavior not conducive to job interviewing or employer relations. **General knowledge of:** marketing techniques. **Ability to:** confront job seeking customers in a non-threatening, non-aggressive manner in order to address unacceptable attitudes or behaviors; 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; 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 a case load of customers receiving program services; 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):

Working knowledge of: group dynamics and leadership roles; current effective marketing techniques and strategies. **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 Workforce Investment Programs; prepare and maintain reports regarding outreach, contacts, referrals, training, placements, and contracted services and costs. **Skill in:** developing and implementing marketing strategies to penetrate the labor market, increase market share and secure job listings relevant to the applicant pool.

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

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE III (cont'd)

work 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*)

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

[BOTH] ALL OPTIONS

Working knowledge of: federal and State equal employment opportunity laws and regulations; 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. **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.*

OPTION B - LOCAL VETERANS EMPLOYMENT REPRESENTATIVE & OPTION C - LOCAL DISABILITY PROGRAM NAVIGATOR

Ability to: promote [veterans²] employment services with business customers via telephone and the office staff through training and consultation; prepare and maintain reports.

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

[BOTH] ALL OPTIONS

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. **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 discuss and advise them on sensitive personal attributes, attitudes or behaviors which may present obstacles to employment; train staff on assigned program requirements, policies and procedures; identify appropriate training to enhance a customer's employability in the their chosen occupation; prioritize assignments and manage time to accomplish established goals. **Skill in:** managing an ongoing case load of customers receiving program assistance.

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE III (cont'd)

OPTION B - LOCAL VETERANS EMPLOYMENT REPRESENTATIVE & OPTION C LOCAL DISABILITY PROGRAM NAVIGATOR

Working knowledge of: adjustment and vocational problems prevalent among veterans *or the disabled*; State and federal laws and regulations governing veterans *or the disabled* rights and benefits. **Detailed knowledge of:** local area programs, agencies, organizations, and benefits available to assist veterans *or the disabled*. **Ability to:** interpret and explain [the] veterans *or the disabled* programs to [veterans,] staff, [and] employers, *and veterans or the disabled*; prepare and maintain reports regarding [veteran] outreach, contacts, referrals, training, and placements.

WORKFORCE SERVICES REPRESENTATIVE II

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

BOTH OPTIONS

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 Workforce Investment 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.*

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE II (cont'd)

OPTION B - DISABLED VETERANS OUTREACH PROGRAM

Working knowledge of: State and federal laws and regulations and agency policies and procedures related to veterans rights and privileges; programs, agencies, organizations and benefits available to assist veterans.
Ability to: plan and implement outreach projects to locate and meet the needs of veterans within established goals and objectives; interface with federal and local veterans representative organizations.

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

BOTH OPTIONS

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 Workforce Investment and affiliated partners.

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 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.)

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WORKFORCE SERVICES REPRESENTATIVE III – <i>OPTIONS</i>	30	B	12.157
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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 7/2/02PC	7/1/03P 7/2/02PC	7/1/03P 7/2/02PC	7/1/03P 7/2/02PC	7/1/03P 7/2/02PC
REVISED:	6/4/09UC	6/4/09UC	6/4/09UC	6/4/09UC	6/4/09UC



STATE OF NEVADA – DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
DPS SERGEANT	41*	D	13.205
DPS OFFICER II	39*	D	13.206
DPS OFFICER I	36*	D	13.207

SERIES CONCEPT

DPS Officers perform a variety of law enforcement and public safety functions within the Department of Public Safety (DPS). Assignments vary widely and incumbents are assigned to various divisions within the department including the Nevada Highway Patrol, State Fire Marshal’s Office, Investigations, Parole & Probation, and Capitol Police. All positions in this series are trained peace officers in accordance with requirements established by the Commission on Peace Officer Standards and Training (P.O.S.T.). Allocation of positions to various levels within the series is based on the nature and complexity of the assignment; the depth of knowledge in specialized areas of law enforcement and public safety; supervisory responsibility; and level of independence.

Obtain and verify facts and statements regarding incidents; weigh facts impartially and accurately; conduct interviews and collect evidence and information as required in the course of law enforcement and administrative and regulatory activities; recognize, develop and secure evidence for orderly presentation in a court of law and/or Parole Board; prepare cases for court and testify as required.

Obtain and serve legal documents such as subpoenas, affidavits, and arrest, search and administrative warrants; perform extraditions as assigned; write routine and specialized reports; document work activities and maintain related records.

Operate and maintain a variety of public safety equipment including tools, weapons, protective gear and vehicles applicable to the specific assignment.

Respond to emergency situations, accidents, incidents and crime scenes; develop a logical course of action; identify hazards and provide assistance and protection as required and trained.

Conduct surveillance activities utilizing appropriate equipment and techniques applicable to the assignment.

Work cooperatively with staff in other public safety agencies, government officials, judicial system staff and the general public; refer victims and witnesses to community services and resources as appropriate; make presentations to community groups to provide information and raise awareness of public safety issues, problems and services.

Provide guidance and informal training to peers and subordinate staff as needed; and provide input in the development of laws, regulations, and procedures.

Perform related duties as assigned.

*Reflects special salary adjustments of 3 grades granted by the Legislature to improve recruitment and retention

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CLASS CONCEPTS

DPS Sergeant: Under general direction, incumbents typically supervise subordinate law enforcement officers in an assigned division within the department. Incumbents may also be assigned to administrative duties including, but not limited to, Pre-release, Interstate Compact, Fugitive Apprehension, Field Operations, Planning and Research, and Support Services. Supervisory duties include developing work performance standards; evaluating employee performance; identifying training needs and providing guidance; scheduling, assigning and reviewing work; reviewing records, reports and statistics for conformance to established policies, procedures, regulations and formats; and initiating or implementing counseling and discipline as required. Assignments at this level vary widely, depending upon the division to which assigned, and examples are provided in the Benchmark Descriptions.

DPS Officer II: Incumbents at this level work under limited supervision and either:

- 1) Perform a variety of law enforcement duties in the Highway Patrol or Parole & Probation divisions. Incumbents enforce laws, codes, regulations, ordinances, and standards applicable to the assignment; read and interpret technical materials and documents to ensure enforcement activities are in compliance with the law; arrest criminal offenders and maintain appropriate use of force to subdue violators in accordance with current Use of Force training standards described in department policy and P.O.S.T. requirements. This is the journey level for positions assigned within Divisions of Highway Patrol or Parole & Probation; or
- 2) Serve as a first-line supervisor in the Capitol Police Division and perform foot and vehicular patrol of State properties. Incumbents supervise daily operations by planning, organizing and monitoring field operations and assigning work schedules; evaluate employee performance; review and approve or reject officers' written reports; assist management in developing and interpreting new or existing regulations, policies, and procedures; ensure officers receive proper training by identifying training needs; develop and present training classes; and prepare statistics and reports. This is the supervisory level for the Capitol Police Division; or
- 3) Conduct complex and special investigations in the Investigations Division, State Fire Marshal's Office, ~~[or the Special Incident Response Team]~~ **Major Accident Investigation Team, or the State's Fusion Centers.** These positions are assigned complex investigative responsibilities that require additional experience and expertise and warrant a salary adjustment of 5% in addition to the established grade level for this class. Specific duties assigned to these positions are described in the Benchmark Descriptions.

DPS Officer I: Incumbents at this level are trained to perform law enforcement duties in a law enforcement academy. The instruction and training is provided in a formal classroom setting and in practical field exercises. Academy staff review and evaluate each cadet's class participation, coursework, assignments, and written performance examinations. Upon successful graduation from the academy, incumbents either:

- 1) Work under supervision as a trainee within the Divisions of Highway Patrol, Parole & Probation, Investigations, or the State Fire Marshal's Office. Incumbents receive training in the duties described in the series concept and may progress to the next level upon meeting minimum qualifications and with approval of the appointing authority; or
- 2) Work under general supervision in the Capitol Police Division at the journey level. Incumbents perform foot and vehicular patrol of State owned and leased property; check for unsecured doors and windows, vandalism, water leaks, and safety hazards; administer first aid in emergencies and/or call emergency personnel; patrol the Governor's Mansion and adjacent grounds and investigate suspicious circumstances or persons in the area. Additionally, some positions are assigned to a 24-hour desk operation where they receive and relay information to on-duty officers; maintain a daily incident log; operate a two-way radio base station; answer incoming calls to the Governor's Mansion and screen for

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CLASS CONCEPTS (cont'd)

DPS Officer I (cont'd)

- 2) threatening, obscene or harassing callers; and provide the public with general information and assistance in locating public buildings. For positions assigned to the Capital Police Division, there is no automatic progression to DPS Officer II.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * A valid Nevada Class C driver's license is required at the time of appointment and as a condition of continuing employment.
- * Pursuant to NRS 284.4066, all positions in this series have been identified as affecting public safety. Persons offered employment must submit to a pre-employment screening for controlled substances.
- * Some positions are subject to call-out or call-back.
- * Some positions require statewide travel.
- * Some positions require work on evenings, weekends, and/or holidays.
- * Applicants for DPS Sergeant, Pilot must possess: 1) a valid FAA commercial pilot's license with single-engine land and instrument ratings; 2) a valid FAA second-class medical certificate; 3) a current Cardiopulmonary Resuscitation Certificate; 4) a minimum of 1000 flight hours logged (100 logged within the last twelve calendar months) as pilot-in-command of a single-engine, fixed winged, land aircraft.

INFORMATIONAL NOTES:

- * Applicants must meet minimum standards for appointment as a peace officer as established in the Nevada Revised Statutes and Nevada Administrative Code.
- * Incumbents must pass the Peace Officer Standards & Training (P.O.S.T.) fitness test and possess the physical and mental abilities to perform the essential functions of the position as a condition of continuing employment.
- * Incumbents must meet firearms qualification/certification standards and proficiency requirements as established by agency policy.
- * DPS Sergeants and DPS Officer II's, as a condition of continuing employment with the State Fire Marshal's Office, must successfully complete the National Fire Academy's Arson Investigation course (R205) or an approved equivalent course within one year of appointment.
- * Some DPS Officer II and DPS Sergeant positions are granted a salary adjustment of 5% for complex investigative responsibilities or the supervision of DPS Officer II's performing complex investigations that require additional experience and expertise. These positions will be identified at the time of recruitment and are assigned to the Investigations Division, State Fire Marshal's Office, [~~and the Special Incident Response Team~~] **Major Accident Investigation Team, and the State's Fusion Centers**. Specific duties assigned to DPS Officer II positions are described in the Benchmark Descriptions.

DPS SERGEANT

EDUCATION AND EXPERIENCE: Completion of a Category I Peace Officer Nevada P.O.S.T. approved law enforcement academy and three years of law enforcement experience, two years of which were at the journey level; **OR** two years of experience as a DPS Officer II in Nevada State service; **OR** an equivalent combination of education and experience. (See *Special Requirements and Informational Notes*)

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MINIMUM QUALIFICATIONS (cont'd)

DPS SERGEANT (cont'd)

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

Working knowledge of: constitutional laws related to search and seizure, arrest, and legal rights of citizens; investigative techniques and rules of evidence needed to investigate criminal/civil cases; the judicial records system to obtain needed documents. **General knowledge of:** basic practices of supervision. **Ability to:** read, understand, interpret, implement and explain State laws pertaining to department and division policies, procedures, and regulations; review reports and forms to detect discrepancies and ensure compliance with policy and procedure; coordinate staff assignments and prioritize tasks; clearly communicate to give direction, provide instruction, and take command in emergency situations; *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: supervisory techniques such as planning, organizing, directing and scheduling work; statistical record keeping and reporting methods; the warrant application process; departmental policy and procedure applicable to law enforcement activities; computer software and applications commonly used in the department. **Ability to:** train, supervise and evaluate the performance of subordinates according to established principles and practices of personnel management; compile and evaluate statistical data regarding unit activities and services; plan, organize, schedule and coordinate work unit activities.

DPS OFFICER II

EDUCATION AND EXPERIENCE: Graduation as a Category I Peace Officer from a Nevada P.O.S.T. approved law enforcement academy and one year of law enforcement or experience in a police or fire agency; **OR** one year of experience as a DPS Officer 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: criminal law to include court procedures, laws of arrest, drug enforcement, rules of evidence, search and seizure, and the rights of citizens as required to take appropriate enforcement action, conduct investigations and testify in court; proper English grammar, punctuation, spelling and vocabulary sufficient to complete reports, forms, and other written materials; appropriate use and care of equipment such as firearms, baton, handcuffs, radios, and motor vehicles; investigative principles and techniques required to gather facts and information; basic psychology, human relations/interactions, and body language to assess and select appropriate communication methods when dealing with deviant, emotional, or aggressive behavior; operation of a personal computer and associated business software. **General knowledge of:** interviewing techniques; functions and practices of various law enforcement and criminal justice agencies; effects and detection of substance abuse; community service organizations and resources. **Ability to:** maintain familiarity with assigned geographical area including highways, landmarks, buildings and topography; keep informed and aware of persons and places suspected of illegal activity and/or potential problems; communicate orally and in writing sufficient to enforce laws, investigate accidents/incidents/crimes, prepare detailed forms, reports and diagrams, obtain subpoenas and warrants, and testify in court; analyze routine and emergency situations and develop a logical course of action; operate a motor vehicle under normal and adverse road, weather and traffic conditions; secure facts by personal contact and observation and checking records; read and interpret laws, regulations and procedures; read blueprints, maps, diagrams and schematics; identify and carry out appropriate enforcement action; communicate effectively with individuals of various social, cultural, economic, and educational backgrounds; establish and maintain positive and effective working relationships with others; coordinate activities with other law enforcement agencies; conduct interviews both in person and by phone to obtain information; organize information and data; work independently and as a part of a team, operate a personal

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MINIMUM QUALIFICATIONS (cont'd)

DPS OFFICER II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

computer to prepare reports and obtain information; provide in-service training to subordinate staff; make public presentations. **Skill in:** the use of firearms and defensive tactics to meet qualification/certification standards and proficiency requirements established by agency policies; *and all knowledge, skills and abilities required at the lower level.* *See benchmark descriptions for additional knowledge, skills and abilities for specialized assignments.

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

Working knowledge of: interviewing and investigative techniques. **Ability to:** independently conduct surveillance activities using appropriate equipment and techniques; research complex technical matters; assist in the development of agency goals, objectives, and operating policy and procedures.

DPS OFFICER I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of military service or public contact experience which included problem solving and applying policies to specific situations; **OR** Associate of Arts degree from an accredited college or university in criminal justice, psychology, social work, fire science, or related field and one year of experience as described above; **OR** Bachelor's degree from an accredited college or university in criminal justice, psychology, sociology, social work, public administration, or related field; **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):

General knowledge of: traffic/public safety laws and practices; proper grammar, punctuation and spelling sufficient to complete written examinations and assignments in the Academy, and prepare reports and written communication required after assignment; operation of computer equipment sufficient to enter, retrieve, and access information. **Ability to:** calculate solutions to arithmetic and algebra problems as required for successful completion of the accident investigation course; analyze information, problems and objectives; think clearly and logically and apply to problem situations; diagnose situations correctly, think and act quickly, and adopt an effective course of action; understand and follow oral and written instructions/directions; establish and maintain effective interpersonal relations with classmates, instructors, and academy staff.

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

(These are identical to the Entry Level Knowledge, Skills and Abilities required for DPS Officer II.)

BENCHMARK DESCRIPTIONS

The following benchmark descriptions are representative examples of specialized assignments in several user agencies, but they are not intended to be all-inclusive. Allocation of new or existing positions not described below must be determined by a review of the nature and complexity of work performed; the knowledge, skills and abilities required; independence/supervision received; scope of responsibility/consequence of error; authority to take action/decision-making; and personal contacts necessary to complete work.

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BENCHMARK DESCRIPTIONS (cont'd)

DPS SERGEANT

1) **Parole & Probation Division** – Either manage a rural satellite office or act as a first-line supervisor for subordinate staff and conduct initial review of reports and case logs; monitor casework activities; ensure conformance with federal, State and division requirements, and endorse fair and equitable treatment to criminal defendants, offenders under supervision, and victims of crime; and secure or provide proper training and direction to staff. Establish internal controls of staff activities; implement training for assigned staff in the areas of supervision, enforcement techniques, report writing, policy and procedure, records management, classification, case management and related functions; and provide direction regarding referral services, educational programs and job services so that parole and probation agreements and the needs of the offender are met.

2) **Highway Patrol Division**

Pilot – Coordinate and administer the division’s air enforcement and safety program for the northern or southern region; pilot single-engine fixed-winged aircraft for enforcement of the federally mandated National Maximum Speed Limit (NMSL) and coordinate the selection of speed monitoring sites; formulate detailed objectives for the air operation program; prepare the regional aircraft operating budget for submission to the Federal Projects Coordinator; perform pre-flight and post-flight inspections of division aircraft pursuant to Federal Aviation Administration (FAA) regulations; establish and direct a comprehensive public information program regarding the NHP air enforcement and public safety programs; develop course outlines, lesson plans, and minimum training standards for certification and re-certification of officers designated as airborne traffic observers, and provide classroom and on-the-job instruction and training; supervise and evaluate the performance of staff as assigned.

Traffic or Commercial Operations – Supervise traffic or hazardous materials enforcement activities; assign work schedules, evaluate the performance of subordinate staff, complete employee development reports, and when appropriate, recommend disciplinary action or commendation. Administer training needs by determining specific needs, recommending curriculum and presenting training classes. Collect traffic data to identify traffic problem areas and devise corrective plans, or audit commercial carrier records and reports to ensure compliance with established laws and regulations.

DPS SERGEANT - COMPLEX & SPECIAL INVESTIGATIONS

Sergeant positions supervising DPS Officers performing complex investigations are granted a salary adjustment of +5% for supervising complex operations and investigative activities; establishing protocols, training and guidelines for complex investigations and when inter-agency involvement exists; and auditing case files to determine accuracy and quality of investigations. These positions train, supervise and evaluate the performance of subordinate officers and are located in the *State’s Fusion Centers*, [~~Special Incident Response Team~~] *Major Accident Investigation Team*, Investigations Division and State Fire Marshal’s Office.

DPS OFFICER II

1) **Parole & Probation Division** - Supervise parolees and probationers who present varying degrees of individual needs and risk to the community, with the primary focus on protection of the community and successful compliance with the terms and conditions of parole or probation. Incumbents apply a risk-based classification system to assess and review offenders in accordance with the needs of the offender

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BENCHMARK DESCRIPTIONS (cont'd)

DPS OFFICER II (cont'd)

Parole & Probation Division (cont'd)

and the best interest of the community, establish supervision levels, develop case plans that address the needs of the offender, and perform casework services.

Conduct restitution or other administrative investigations; research criminal and personal history of offender, facts and conditions surrounding the current and/or previous offenses, drug or alcohol treatment, counseling and/or community service, and make recommendations regarding sentencing, parole or probation, and stipulated conditions of agreements.

Collect restitution and supervision fees; conduct drug/alcohol testing; conduct unannounced visits to offender's home, job site or various other locations; contact family, friends, employers, counselors and other law enforcement agencies to ensure parolee or probationer is in compliance with rules of supervision; work with employers to develop job training programs; refer clients to services or activities to facilitate social adjustment and prevent further criminal acts or technical violations of conditions of parole or probation.

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

Ability to: conduct all aspects of casework services for an assigned caseload of offenders; coordinate and carry out enforcement activities; work independently; organize, prioritize/re-prioritize tasks and assignments, often on short notice in both formal and informal environments and potentially hazardous situations; use word processing software proficiently to prepare detailed reports; research State statutes concerning criminal offenses.

- 2) **Highway Patrol Division** – Enforce federal, State and local laws and regulations on the public highways and on all property to which the general public has access, with the primary focus on accident reduction programs. DPS Officers investigate accidents within the NHP's jurisdiction and criminal violations on public highways according to established procedures and assist other agencies as needed or requested. In addition, incumbents assist in coordinating and directing initial emergency operations at the scene of hazardous materials accidents and incidents using training, experience and discretion to ensure the safety of the general public. Some positions are assigned to commercial vehicle inspection and enforcement of emission control laws and regulations.

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

Working knowledge of: federal, State and local laws governing traffic enforcement, motor vehicle registration, hazardous material licensing and commercial vehicles; patrol methods and procedures necessary for the prevention or reduction of traffic accidents. **Ability to:** patrol the public highways of the State, investigate accidents/incidents, and take appropriate enforcement action; follow traffic enforcement procedures such as pre-stop observation, violator contact, violator safety and use of force with combative persons, to initiate traffic stops and make arrests.

- 3) **Capitol Police** – Serve as first-line supervisor in the Capitol Police Division and perform foot and vehicular patrol of State properties. Incumbents supervise daily operations by planning, organizing and monitoring daily field operations and assigning work schedules; review and approve or reject officers' written reports; assist management in developing and interpreting new or existing regulations, policies and procedures; ensure officers receive proper training by identifying training needs; develop and present training classes; and prepare statistics and reports.

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BENCHMARK DESCRIPTIONS (cont'd)

DPS OFFICER II - COMPLEX & SPECIAL INVESTIGATIONS: (*See Informational Notes*)

- 1) **Investigations Division:** Investigate complex crimes including, but not limited to, homicides, sexual assault, drug trafficking, drug diversion, clandestine laboratories, and unidentified deceased or missing persons. Incumbents perform overt/covert activities utilizing surveillance technology, have direct interaction with suspects, collect criminal intelligence, and manage confidential sources of information.
- 2) **State Fire Marshal's Office:** Conduct complex investigations involving structure, vehicle and wildland fire; explosives, pyrotechnics, environmental and regulatory issues; participate on a local, State or federal team or task force to conduct enforcement and interdiction activities involving commercial trucking, environmental crimes, hazardous materials, explosives and pyrotechnics or controlled substances as specified by the State Fire Marshal. Incumbents perform overt/covert activities utilizing surveillance technology, collect criminal intelligence, manage confidential sources of information and serve as field training officer as assigned.

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

Detailed knowledge of: fire prevention principles; fire investigation and arson detection principles and techniques; National Fire Protection Association codes and standards; International Fire Code; International Building Code; federal and State regulations related to fire and life safety, building construction and materials. **Working knowledge of:** civil and criminal court procedures. **General knowledge of:** criminal laboratory procedures and capabilities. **Ability to:** independently investigate small fires; perform standard mathematical computations to include basic algebra and geometry; research complex technical matters, analyze information and identify key patterns, problems and objectives; communicate effectively under demanding conditions.

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

Ability to: effectively manage investigations of large and/or complex fires resulting in criminal charges.

- 3) [~~Special Incident Response Team~~] **Major Accident Investigation Team:** Investigate/reconstruct complex traffic collisions resulting in fatality and/or serious injury with the potential for prosecution, and collisions determined to be high profile, to the extent and detail necessary to determine causation, contributing factors, and provide for successful prosecution as necessary. Incumbents maintain investigative/reconstruction expertise through training and certification requirements; follow investigative protocols or memorandums of understanding as guidelines for investigating collisions when inter-agency involvement exists; and develop and maintain a division-wide database of statistical information related to collisions.

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

Working knowledge of: recognized investigative principles and practices; interviewing and interrogation techniques; illicit and prescription controlled substance drug enforcement; crime scene processing, documentation and preservation; evidence management including identification, collection and preservation. **Ability to:** develop evidence for orderly presentation in a court of law; testify effectively in court; maintain equanimity in the face of resistance, indifference or hostility; research and obtain needed information or documents required to substantiate or negate suspected criminal violations; independently conduct surveillance activities utilizing appropriate equipment and techniques, within the confines of case law and State and federal law; independently conduct a variety of investigative functions and follow through with minimal direction; prioritize assignments with changing workloads and deadlines.

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BENCHMARK DESCRIPTIONS (cont'd)

DPS OFFICER II - COMPLEX & SPECIAL INVESTIGATIONS: (See Informational Notes)

3) [~~Special Incident Response Team~~] **Major Accident Investigation Team:** (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: agency policy and procedure related to the mission of the department, including identifying, establishing and articulating elements of a crime necessary for prosecution; advanced or specialized analytical investigative techniques to perform complex or difficult case assignments with minimal supervision or direction; criminal laboratory procedures, capabilities and limitations. **Ability to:** work in a covert manner to gain the confidence of others, reason persuasively, and take appropriate action; draw, utilize and account for divisional monies (cash) with regard to purchasing/attainment of evidence through "undercover buys," informant rewards and investigative expenses; identify and minimize safety hazards in regard to crime scenes.

4) **State Fusion Centers:** *Investigate and pursue offenders who commit crimes of violence; conduct interdiction of criminal offenses conducted on the interstates, highways and byways; investigate the manufacture, delivery, transportation, and sales of illegal drugs, narcotics and weapons; pursue and investigate sex offenders and fugitives; work in conjunction with other law enforcement entities in response to domestic or international terrorism; and seize for forfeiture the assets of violators of controlled substance laws or criminal enterprises. Incumbents are assigned to the All Threats/All Crimes Task Force (ATAC) in the Highway Patrol Division and provide investigatory response to the Fusion and Intelligence Centers in Nevada, nationally and internationally.*

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 series.

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ESTABLISHED:	1/1/61	1/1/61	7/1/91P 10/19/90PC
REVISED:		4/1/69	
REVISED:	4/1/70		
REVISED:	6/29/73		
REVISED:		7/1/75	
REVISED:	10/16/75		
REVISED:		2/26/76	
REVISED:		5/28/76	
REVISED:		6/29/78-3	
REVISED:	8/15/78-3	8/15/78-3	
REVISED:		10/11/79-3	
REVISED:	10/24/80		
REVISED:	3/25/81-3		
REVISED:	5/7/82-3		
REVISED:	7/1/82P	7/1/82P	
	6/11/82PC	6/11/82PC	
REVISED:		12/7/84	
REVISED:	7/18/86-3	7/18/86-3	
REVISED:	1/30/87-3		
REVISED:	4/14/87-3		
REVISED:	8/6/87-3	8/6/87-3	
REVISED:	6/9/89PC	6/9/89PC	
REVISED:	7/1/89LG	7/1/89LG	

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REVISED:	7/1/91P	7/1/91P	
	10/19/90PC	10/19/90PC	
REVISED:		8/23/91-3	
REVISED:	11/15/91PC	11/15/91PC	11/15/91PC
REVISED:		7/13/94UC	7/13/94UC
REVISED:	7/1/95LG	7/1/95LG	7/1/95LG
REVISED:		12/4/95UC	12/4/95UC
REVISED:		10/19/00UC	10/19/00UC
REVISED:	3/29/01UC		
REVISED:	7/1/01LG	7/1/01LG	7/1/01LG
REVISED:	7/1/05P	7/1/05P	7/1/05P
	3/25/05PC	3/25/05PC	3/25/05PC
REVISED:	7/1/05LG		
REVISED:	9/29/06UC	9/29/06UC	9/29/06UC
REVISED:	10/1/07LG	10/1/07LG	10/1/07LG
REVISED:	6/4/09UC	6/4/09UC	