



DEPARTMENT OF PERSONNEL
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MEMO PERD #67/07
December 20, 2007

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

FROM: Todd Rich, Director *T. R. Rich*
Department of Personnel

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 me in writing no later than January 24, 2008.

If no written objections are received in this office by January 24, 2008, action will be taken to effect the changes and a report will be made to the Personnel Commission.

TR:

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: **06-08**

Posting Expires: **January 24, 2008**

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:

			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
	NEW		9.208	Driver Warehouse Worker Trainee	24 H

EXPLANATION OF CHANGE

The Department of Corrections has experienced difficulty in efforts to recruit individuals with a commercial driver's license in the rural areas for Driver Warehouse Worker positions. As a result, the agency has requested a trainee class be established. This will allow an individual to gain experience in the necessary functions of the job including training to operate a commercial vehicle in order to obtain a Class B commercial driver's license. It is recommended the Driver Warehouse Worker Trainee class be established and allocated two grades below the journey level to recognize the higher level knowledge, skills and abilities and licensure required of the Driver Warehouse Worker I, grade 26.

The Department of Corrections participated in this review and supports the recommendation.

				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
9.475	Water System Manager	36	G	9.475	Water System Manager	36	G
9.498	Water System Operator II	33	G	9.498	Water System Operator II, Options A: Buildings & Grounds B: State Parks	33	G
9.478	Water System Operator I	31	G	9.478	Water System Operator I	31	G
9.499	Water System Worker	29	G	9.499	Water System Worker	29	G

EXPLANATION OF CHANGE

The Division of State Parks in the Department of Conservation & Natural Resources requested changes to the Water System series. State Parks is responsible for a water system that requires certification as a Water Treatment Operator, grade 2 as determined by the Division of Environmental Protection. The existing Water System Operator I class requires certification as a Water Treatment Operator, grade 1 and the Water System Operator II is a supervisory level. To accommodate the needs of State Parks, it is recommended the class concept for Water System Operator II be expanded to include an option for positions that currently work in a supervisory capacity and a new option for an advanced journey level position that requires the higher level of certification.

Certification as a Water Treatment Operator, grade 2 requires extensive study and takes approximately one year to acquire. Although the new option in State Parks is non-supervisory, it requires higher level knowledge, skills and abilities and is therefore evaluated at the same grade level as the supervisory position in the Buildings & Grounds option.

Representatives of both the Divisions of State Parks and Buildings & Grounds reviewed the class specifications and support this recommendation.

			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
10.308	Medically Fragile Case Manager	37 B		ABOLISH	

EXPLANATION OF CHANGE

The Department of Personnel recommends the Medically Fragile Case Manager class be abolished. This was a single incumbent class in the Division of Child & Family Services and has not been used since 2004. The Division of Child & Family Services does not intend to use the class in the future and is in agreement with this recommendation.

			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
12.315	Social Services Program Specialist III	37 B	12.315	Social Services Program Specialist III	37 B
12.318	Social Services Program Specialist II	35 B	12.318	Social Services Program Specialist II	35 B
12.323	Social Services Program Specialist I	33 B	12.323	Social Services Program Specialist I	33 B

EXPLANATION OF CHANGE

As requested by the Division of Health Care Financing & Policy of the Department of Health & Human Services, the Department of Personnel recommends modifications to the Social Services Program Specialist series. The current experience requirements for this series require all applicants to possess a social services background and this has created difficulties for the Division in attracting candidates with healthcare experience. In order to expand the applicant pool, the experience requirements have been expanded to include healthcare, as the Division has Medicaid positions that require a healthcare background.

Management in the Department of Health & Human Services and the Division of Health Care Financing & Policy supports these recommended changes.

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 300; in Las Vegas, go to 555 East Washington Avenue. For more information call (775) 684-0110.

Objections to the proposed change(s) must be received in writing by January 24, 2008. 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: December 20, 2007

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CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
DRIVER WAREHOUSE SUPERVISOR	30	H	9.212
DRIVER WAREHOUSE WORKER II	28	H	9.211
DRIVER WAREHOUSE WORKER I	26	H	9.210
<i>DRIVER WAREHOUSE WORKER TRAINEE</i>	24	H	9.208

SERIES CONCEPT

Driver Warehouse Workers receive and store freight; load transporting vehicles; deliver and pickup supplies, materials, and equipment.

Receive and store freight consisting of items such as food, office furniture, and office and janitorial supplies for use by State agencies and commodity food recipients; palletize freight; unload shipments manually or use forklifts or pallet jacks; inspect freight for damage; verify quantity and description agree with the bill of lading; and move freight to a designated area of the warehouse for storage.

Prepare orders and load the delivery vehicle in preparation for shipment to consignee in accordance with established delivery schedules; review orders, pull quantity and type of stock specified, pack or palletize stock, move filled orders to staging area, load delivery vehicle in accordance with the order in which goods will be delivered.

Within a local, regional or statewide area, operate various light, medium and heavy duty transporting vehicles to deliver orders and/or pick up materials, supplies, and equipment; unload orders, load and secure items being picked up, and obtain appropriate documentation to verify delivery or receipt of goods.

Ensure transporting vehicles, forklifts and related equipment are maintained in proper working order through periodic visual inspection of the vehicle/equipment; review maintenance records; perform routine service or report service and repair requirements; and arrange for emergency repairs.

Monitor warehouse stock layout and location through visual inspection to ensure easy access, proper rotation of stock, and best utilization of space; relocate stock as necessary and may conduct periodic inventories of stock.

In a correctional setting, function as a leadworker for an inmate crew on a regular basis and document inmate performance through completion of periodic performance reports. Incumbents are also responsible for implementing security procedures which include securing the work area from unauthorized inmates and accountability for assigned inmates, staff, tools, and equipment.

Perform related duties as assigned.

CLASS CONCEPTS

Driver Warehouse Supervisor: Under general supervision, the incumbent has full supervisory responsibility for the warehouses managed by the Purchasing Division. The incumbent evaluates the performance of subordinate Driver Warehouse Workers; develops budget information; determines new equipment or repairs needed and prepares specifications; adjusts schedules and work hours; and assesses circumstances for the most efficient use of staff, time and equipment.

DRIVER WAREHOUSE SUPERVISOR	30	H	9.212
DRIVER WAREHOUSE WORKER II	28	H	9.211
DRIVER WAREHOUSE WORKER I	26	H	9.210
<i>DRIVER WAREHOUSE WORKER TRAINEE</i>	24	H	9.208

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CLASS CONCEPTS (cont'd)

Driver Warehouse Worker II: Under general supervision, incumbents operate tractor-trailer combination vehicles which may include pulling double trailers for regional and statewide delivery and pickup of food, furniture, supplies, equipment and vehicles and perform the range of duties described in the series concept. Incumbents couple and uncouple tractor and trailer(s); inspect equipment systems and components to ensure they are safe and in proper working condition, and load and secure cargo. Combination vehicles are operated in a variety of driving conditions to include adverse weather conditions, mountainous terrain, multi-lane freeways, narrow two-lane roads, residential areas, and heavy urban traffic.

Incumbents at this level are distinguished from those at the lower level of the series based on the complexity of safely loading and operating tractor-trailer combination vehicles under a variety of driving conditions; the specialized knowledge and skills required; and the degree of independence with which they function while transporting freight statewide. This is the advanced journey level in the series.

Driver Warehouse Worker I: Under general supervision, incumbents perform the range of duties described in the series concept. Incumbents are assigned to a warehouse which serves as a distribution center for several agencies or a single institutional facility. They may supervise warehouse workers and inmates engaged in activities such as loading and unloading freight and rearranging stock by providing training, work assignment and work review. This is the journey level class in the series.

Driver Warehouse Worker Trainee: *Under close supervision, incumbents learn to perform the duties described in the series concept and supervise inmates in the warehouse. In addition, incumbents receive training and gain experience required to obtain a Nevada Class B commercial driver's license.*

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * *Driver Warehouse Workers are required to possess a valid commercial driver's license with appropriate endorsements [~~is required~~] at the time of appointment and as a condition of continuing employment.*
- * *Some positions require double/triple trailer endorsement, hazardous materials endorsement and/or qualifications to drive an over-length combination vehicle.*
- * *Driver Warehouse Worker Trainees must obtain a Class B commercial driver's permit within 30 days of appointment as a condition of continuing employment.*
- * *Driver Warehouse Worker Trainees must obtain a Class B commercial driver's license within 6 months of appointment as a condition of continuing employment.*
- * *Pursuant to NRS 284.4066, positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances. In addition, federal law requires random testing for controlled substances during employment.*

DRIVER WAREHOUSE SUPERVISOR

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience in warehouse operations which included responsibility for loading freight, operating forklifts, and operating a Class A commercial motor vehicle to deliver supplies and equipment; **OR** one year of experience as a Driver Warehouse Worker II in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

DRIVER WAREHOUSE SUPERVISOR	30	H	9.212
DRIVER WAREHOUSE WORKER II	28	H	9.211
DRIVER WAREHOUSE WORKER I	26	H	9.210
DRIVER WAREHOUSE WORKER TRAINEE	24	H	9.208

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MINIMUM QUALIFICATIONS (cont'd)

DRIVER WAREHOUSE SUPERVISOR (cont'd)

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

Working knowledge of: laws and regulations pertaining to commercial vehicle operations and the trucking industry; modern trucking methods and procedures. **Ability to:** provide training and work direction; prepare and adjust work schedules based on work load and delivery requirements; assess circumstances for the most efficient use of staff, time and equipment; *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 and practices. **Ability to:** analyze personnel, equipment, operating and travel needs and expenses for budget preparation; coordinate, review and recommend corrective action in storeroom operations; maintain and analyze inventories; prepare budget estimates; evaluate workplace and work methods used by drivers; prepare specifications for needed equipment.

DRIVER WAREHOUSE WORKER II

EDUCATION AND EXPERIENCE: One year of commercial freight delivery experience which included responsibilities for loading freight and operating a Class A commercial motor vehicle; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

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

Working knowledge of: the operating procedures and operating characteristics of tractor-trailer combination vehicles; warehouse operations including proper storage and stock rotation. **Ability to:** work independently and follow through on assignments with minimal direction. **Skill in:** driving tractor-trailer combination vehicles for long distances and in a variety of driving conditions; loading and securing freight; performing required equipment maintenance and service; *and all knowledge, skills and abilities required at the lower level.*

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

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Driver Warehouse Supervisor.)

DRIVER WAREHOUSE WORKER I

EDUCATION AND EXPERIENCE: One year of experience in warehouse operations which included responsibility for loading freight, operating forklifts and operating single commercial vehicles with a gross vehicle weight of 26,000 pounds or more to deliver supplies and equipment; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

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

Ability to: read warehouse orders, inventory reports and equipment operation and service manuals; perform simple math calculations; document the condition of freight and prepare inventory reports; communicate effectively with co-workers, vendors, and staff from various agencies; lift, push and pull heavy objects frequently; establish and maintain cooperative working relationships with co-workers and other agency personnel; complete assignments within established deadlines; perform repetitive work according to set procedures, sequence, and pace. **Skill in:** driving light, medium and heavy duty transporting vehicles long distances and in a variety of driving conditions.

DRIVER WAREHOUSE SUPERVISOR	30	H	9.212
DRIVER WAREHOUSE WORKER II	28	H	9.211
DRIVER WAREHOUSE WORKER I	26	H	9.210
<i>DRIVER WAREHOUSE WORKER TRAINEE</i>	24	H	9.208

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MINIMUM QUALIFICATIONS (cont'd)

DRIVER WAREHOUSE WORKER I (cont'd)

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

DRIVER WAREHOUSE WORKER TRAINEE

EDUCATION AND EXPERIENCE: *One year of experience that included taking inventory and moving and rotating materials or merchandise in a warehouse, stockroom or retail establishment. (See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: basic English and math skills; operation of a motor vehicle; general vehicle maintenance. General knowledge of: defensive driving techniques; traffic laws and regulations; stocking and inventory procedures. Ability to: read, write and understand simple written materials; convey information effectively to others; perform routine work according to set procedures; understand and follow directions; read maps.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Driver Warehouse Worker I.)

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.

	<u>9.212</u>	<u>9.211</u>	<u>9.210</u>	<u>9.208</u>
ESTABLISHED:	3/21/97UC	7/1/91P 11/29/90PC	7/1/89P 9/27/88PC	1/24/08UC
REVISED:			7/1/89P 6/9/89-3	
REVISED:			7/1/91P 11/29/90PC	
REVISED:		1/22/93R 5/21/93UC		
REVISED:		11/26/96UC	11/26/96UC	
REVISED:		3/21/97UC	3/21/97UC	
REVISED:	7/14/99R 4/28/00UC	7/14/99R 4/28/00UC		
REVISED	6/25/04PC	6/25/04PC	6/25/04PC	



CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
WATER SYSTEM MANAGER	36*	G	9.475
WATER SYSTEM OPERATOR II	33*	G	9.498
<i>OPTIONS:</i>			
<i>A. BUILDINGS & GROUNDS</i>			
<i>B. STATE PARKS</i>			
WATER SYSTEM OPERATOR I	31*	G	9.478
WATER SYSTEM WORKER	29*	G	9.499

SERIES CONCEPT

Water System Operators perform technical duties related to testing and treatment of ground and surface water, the operational duties associated with the collection and storage of ground and surface water, and the treatment and distribution of water.

Operate and maintain water treatment and distribution equipment; monitor compliance with State health regulations and Environmental Protection Agency regulations and implement corrective water treatment procedures; analyze treated water samples for turbidity, pH level, TPH, and chlorine residual tests; monitor contaminate levels to ensure compliance with regulatory requirements; adjust chemical dosages on analysis; collect water samples on a periodic basis and forward samples to the State Health Laboratory as required.

Route stream water into reservoir feed lines by installing and maintaining a catchment system including aprons, culverts, sand traps and transmission pipes.

Control reservoir levels and water distribution by releasing or retaining water through manual or computer systems; install and maintain the water-pumping system as needed to replenish water levels.

Perform preventive maintenance and repairs on the water system by inspecting distribution systems and maintaining pumps, valves, motors, air lines, and related machinery; rebuild motors, pumps and pipelines as necessary; clear debris; flush sand traps; repair pressure relief boxes, valves and pumps using a variety of hand and power tools, welders, dump trucks, loader and backhoe; maintain access roads within the water system by grading road surface and using a snow plow; transport vehicles and equipment on public roads and highways.

Assist supervisor in overseeing the management, collection, treatment and distribution of water resources; gather information including reservoir levels, water released and diverted, snow depth information, and system activities; develop reports, cost estimates and projections related to water collection, treatment and distribution.

May provide supervision to lower level operators and workers, seasonal staff and the work of inmates.

Perform related duties as assigned.

* Reflects a 2-grade, special salary adjustment granted by the 2007 legislature to improve recruitment and retention.

WATER SYSTEM MANAGER	36*	G	9.475
WATER SYSTEM OPERATOR II, <i>OPTIONS</i>	33*	G	9.498
WATER SYSTEM OPERATOR I	31*	G	9.478
WATER SYSTEM WORKER	29*	G	9.499

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CLASS CONCEPTS

Water System Manager: Under general direction, in addition to performing the duties described in the series concept, the incumbent oversees the management and collection of the State's water resources distributed to Carson City and Storey counties and the treatment and distribution of water to the Stewart building complex. The incumbent is certified as a Water Treatment Operator, grade 1 and a Water Distribution Operator, grade 2.

The incumbent participates with Carson City and Storey counties, the Carson Water Subconservancy District, special interest groups, and legislative committees in developing water policies, long range water needs assessments, water budgeting and distribution plans, and conservation and education plans and initiatives; oversees the development and maintenance of the collection (lake and run-off) system, maintenance or replacement of pipelines and equipment, and operation of the Stewart well and treatment and distribution system.

This position also develops and oversees a dedicated budget including projecting revenues and expenditures; monitors expenditures during the fiscal year; ensures the proper payment for water distributed to Carson City and Storey counties; assists the Division Administrator in the development of water supply contracts; supervises operators, workers, and seasonal employees, and directs the work of inmates.

Water System Operator II:

Option A: Buildings & Grounds

Under general direction, incumbents serve as a first-line supervisor including establishing work performance standards, assigning and reviewing work, providing work direction, evaluating performance, and providing counseling and discipline to subordinate staff. Incumbents function at the journey level and are certified as a Water Treatment Operator, grade 1 and Water Distribution Operator, grade 2 [-]; or

Option B: State Parks

Work at the advanced journey level on a water system designated by the Nevada Division of Environmental Protection as requiring certification as a Water Treatment Operator, grade 2 or higher. Duties at this level require advanced knowledge of treatment technology and operation of associated equipment.

Water System Operator I: Under general supervision, incumbents perform most of the duties described in the series concept and may direct the work of seasonal employees and inmates. Incumbents function as an entry-level operator and are certified as Water Treatment Operator, grade 1. Operators at this level must become certified as a Water Distribution Operator, grade 1 within 12 months of appointment.

Depending on the needs of the agency, incumbents may be permanently assigned to this level and function below the journey level, or progress to the higher level upon successful completion of the training period, attainment of the required certification, license endorsement, and with the recommendation of the appointing authority.

Water System Worker: Under close supervision, incumbents participate in a training program consisting of a course of self study and on-the-job training to acquire the necessary skills and experience required to perform the duties described in the series concept and become certified as a Water Treatment Operator, grade 1. Incumbents progress to the higher level upon successful completion of the training period, attainment of the required certification, license endorsement, and with the recommendation of the appointing authority.

WATER SYSTEM MANAGER	36*	G	9.475
WATER SYSTEM OPERATOR II, <i>OPTIONS</i>	33*	G	9.498
WATER SYSTEM OPERATOR I	31*	G	9.478
WATER SYSTEM WORKER	29*	G	9.499

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * A valid [~~Nevada~~] Class [~~A-commercial~~] *C* driver's license is required at the time of appointment and as a condition of continuing employment.
- * Working outdoors is required. Duties frequently require walking to elevations over 6000 feet and using snowmobiles and snowshoes to inspect and maintain the water system and equipment.
- * Working weekends [~~is~~] *may be* required.
- * Positions are subject to call-out or call-back.
- * *Some* Water System Manager, Water System Operator II, *and* Water System Operator I *positions require a* commercial driver's license *with* hazardous materials and tanker endorsements and Water Treatment Operator, grade 1 certification [~~are required~~] at the time of appointment. [~~License endorsements and certification must be issued by the State of Nevada and are required as a condition of continuing employment.~~]
- * Water System Manager, Water System Operator II – Water Distribution Operator, grade 2 certification is required at the time of appointment. [~~Certification must be issued by the State of Nevada and is required as a condition of continuing employment.~~]

INFORMATIONAL NOTES:

- * *Some* Water System Workers *positions may be* [~~are~~] required to obtain *a* commercial driver's license *with* hazardous materials and tanker endorsements within [~~6~~] *12* months of appointment, and *certification as* Water Treatment Operator, grade 1 certification within 18 months of appointment. [~~License endorsements and certification must be issued by the State of Nevada and are required as a condition of continuing employment.~~]
- * Water System Operator I's are required to obtain a Water Distribution Operator, grade 1 certification within 12 months of appointment. [~~Certification must be issued by the State of Nevada and is required as a condition of continuing employment.~~]
- * *Some Water System Operator II positions are required to obtain certification as a Water Treatment Operator, grade 2 within 12 months of appointment.*
- * *All licenses, endorsements and certifications must be issued by the State of Nevada and must be maintained as a condition of continuing employment.*

WATER SYSTEM MANAGER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of experience in the operation and maintenance activities of a water treatment or water distribution system, one year of which included supervising lower level water treatment or distribution operators; **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):

Detailed knowledge of: principles and techniques of operating and maintaining a reservoir water system including reservoir management and intake structures, coagulation and flocculation, sedimentation, filtration, disinfections, corrosion control, taste and odor control, plant operation, safety, and laboratory procedures; principles and techniques of surveying water sources and surface storage for capacity and potential contamination, and operation of water distribution system including storage facilities, distribution system facilities, distribution system operation and maintenance, disinfections, and safety; computer logging and graphing methods related to water treatment and distribution; federal statutes regarding water quality, treatment, and reporting requirements. **Ability to:** establish work performance standards, assign and review work, provide work direction, evaluate performance, and provide counseling and discipline to subordinate staff; read and interpret statutes and regulations regarding water quality, distribution, water rights, easements, and right-of-way; organize work and direct staff and inmates;

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WATER SYSTEM OPERATOR II, <i>OPTIONS</i>	33*	G	9.498
WATER SYSTEM OPERATOR I	31*	G	9.478
WATER SYSTEM WORKER	29*	G	9.499

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prepare monthly reports from field data and maintenance logs; establish and maintain effective working relationships with staff and interested parties; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Detailed knowledge of: State statutes and regulations regarding water quality, treatment and reporting requirements. **Working knowledge of:** State rules and regulations regarding personnel management, fiscal management, and purchasing; preparation of grants and grant reporting requirements. **Ability to:** oversee the management and collection of the State's water resources distributed to Carson City and Storey counties and the treatment and distribution of water provided to the Stewart building complex; work effectively with special interest groups, interested parties, and legislative committees who are developing water policies, long range water needs assessments, water budgeting and distribution plans, and conservation and education plans and initiatives; oversee the development and maintenance of Sierra water collection; establish maintenance or replacement schedules for equipment, facilities, pipelines, and catchments; develop and oversee a dedicated budget including projecting revenues and expenditures; monitor expenditures during the fiscal year; ensure the proper payment for distributed water; assist in the development of water supply contracts.

WATER SYSTEM OPERATOR II – BOTH OPTIONS

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience in the operation and maintenance of a treatment or water distribution system; **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: principles and techniques of operating and maintaining a reservoir water system including reservoir management and intake structures, coagulation and flocculation, sedimentation, filtration, disinfections, corrosion control, taste and odor control, plant operation, safety, and laboratory procedures; principles and techniques of surveying water sources and surface storage for capacity and potential contamination, and operation of water distribution systems including storage facilities, distribution system facilities, distribution system operation and maintenance, disinfections, and safety; computer logging and graphing methods related to water treatment and distribution; federal and State rules and regulations regarding water quality, treatment, and reporting requirements; transportation of fuel using a tanker truck. **Ability to:** provide first-line supervision to lower level employees and inmates; *and all knowledge, skills and abilities required at the lower levels.*

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

WATER SYSTEM OPERATOR I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of experience which included maintaining a water collection, storage, treatment, and distribution system; **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: principles and techniques of operating and maintaining a reservoir water system including reservoir management and intake structures, coagulation and flocculation, sedimentation, filtration, disinfections, corrosion control, taste and odor control, plant operation, safety, and laboratory procedures; principles and techniques of surveying water sources and surface storage for capacity and potential contamination; federal and State rules and regulations regarding water quality, treatment, and reporting requirements; transportation of fuel using a tanker truck. **Ability to:** operate a water treatment

WATER SYSTEM MANAGER	36*	G	9.475
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plant according to federal and State statutes and regulations regarding water quality and treatment; analyze water samples and calculate correct chemical dosages; inspect equipment to assess maintenance and replace needs; use tools and operate heavy equipment to maintain roads, and maintain, repair or replace pipelines, culverts, valves, pumps, meters and other devices; conduct on-site inspections and maintain inspection logs of equipment, pipelines, catchments and reservoirs; record and chart data using computer graphing software; direct the work of seasonal employees and inmates; *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: operation of water distribution systems including storage facilities, distribution system facilities, distribution system operation and maintenance, disinfections, and safety procedures.
Ability to: oversee assigned projects and provide work direction to seasonal employees and inmates; read plans and determine materials and equipment needs to complete a project; develop reports, cost estimates and projections related to water collection, treatment and distribution.

WATER SYSTEM WORKER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education that included vocational education and practical experience in areas such as metal shop, wood shop, small engines repair, agricultural mechanics, or similar areas utilizing hand tools and performing mathematic computations; and one year of semi-skilled experience maintaining equipment, operating machinery, constructing pipelines, or other related work experience; **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: operation and transportation of vehicles weighing 26,001 pounds or more.
General knowledge of: algebra and geometry; the operation, repair, and maintenance of valves, meters, pipes, gages, culverts, diesel engines. **Ability to:** operate and transport vehicles weighing 26,001 pounds or more; collect field data and prepare maintenance logs; enter and retrieve data using a computer; perform heavy physical labor; use hand tools and equipment used in maintaining roads, pipelines, culverts, valves, pumps, and meters; perform mathematic computations; read and comprehend administrative policy, regulatory laws and procedures, safety and equipment publications; read and understand water flow meters and snow depth gauges; communicate effectively both orally and in writing.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Water System Operator I.)

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.

	<u>9.475</u>	<u>9.498</u>	<u>9.478</u>	<u>9.499</u>
ESTABLISHED:	8/17/01R 7/5/02UC	6/22/70	12/26/91R	12/26/91R
REVISED:		1/24/84-3	11/3/92UC	11/3/92UC
REVISED:		3/3/89		
REVISED:		7/1/91P		
		11/29/90PC		
REVISED:		4/17/02R	4/17/02R	4/17/02R
		7/5/02UC	7/5/02UC	7/5/02UC
REVISED:	6/27/03PC	6/27/03PC	6/27/03PC	6/27/03PC
REVISED:	7/1/07LG	7/1/07LG	7/1/07LG	7/1/07LG
REVISED:	1/24/08UC	1/24/08UC	1/24/08UC	1/24/08UC



CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SOCIAL SERVICES PROGRAM SPECIALIST III	37	B	12.315
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SERIES CONCEPT

Social Services Program Specialists perform administrative and professional work in conjunction with the administration of statewide public assistance, *medical assistance*, or social services programs. Positions allocated to this series are primarily focused on program administrative functions which include interpretation of regulations and laws; development of program policies and procedures; quality assurance and quality control; preparation of statistical and narrative reports for federal and State entities and division/department management; and development and enhancement of automated systems that support program operations. While incumbents in this series may interact with clients to resolve customer service issues, the purpose of these positions is not the delivery of direct services to program participants. Employees may be assigned supervisory or lead worker responsibility at any level in the series, but this responsibility does not, by itself, warrant allocation to a higher level.

Participate in planning and developing social services *or medical assistance* programs to provide needed services; conduct needs assessments; research and evaluate existing programs; identify community and financial resources, and establish committees to assist with program development; calculate the financial and operational impact to the agency; prepare reports and recommendations for management; apply for grants; draft proposed legislation; develop program plans and acquire administrative approval.

Develop and revise program documentation to include State plans, policy manuals, procedures, and contracts to ensure programs are implemented in accordance with program goals and objectives and in compliance with federal regulations and State laws; analyze and interpret federal regulations and State laws; determine the impact upon program operations; gather input from program personnel and other interested parties, coordinate with other affected units within and outside the agency, and acquire agency approval and regulatory approval as needed.

Monitor program quality and compliance to ensure programs are operating effectively, efficiently, and in compliance with program requirements; design monitoring instruments; develop and monitor management information reports; conduct on-site reviews to include a review of program operations, management practices, and program and financial records; identify problem areas, summarize findings in a written report, and develop corrective action plans.

Provide technical assistance and guidance to program staff and respond to inquiries and requests for information from a variety of individuals such as agency management and personnel, other government agencies, community representatives, government officials, media representatives, attorneys, and the general public; interpret federal and State regulations; provide policy clarification and statistical information, complete surveys, resolve complaints, and draft correspondence for managers, administrators and officials.

Conduct research studies to provide administration with needed information; plan the study and design instruments for gathering data; research existing programs, compile and analyze data, prepare comprehensive reports, and develop recommendations.

Prepare and monitor program operating budgets to ensure funds are expended appropriately and in accordance with the goals and objectives of programs; develop annual budgets, allocate funds among program offices, monitor revenue and expenditures, and propose funding adjustments if necessary.

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SERIES CONCEPT (cont'd)

Promote social services *or medical assistance* programs and serve as a spokesperson for the division; communicate and meet with program personnel, clients, providers, media representatives, community groups, and government officials to promote program goals and objectives; serve as a liaison with local, State, and federal officials regarding the program; deliver speeches and write press releases and public service announcements; and develop informational material such as posters, brochures and pamphlets.

Develop and implement training programs; analyze and research training needs and evaluate training models; develop appropriate training curricula, materials, and methods; establish training schedules, conduct training sessions, and evaluate and update curricula on an ongoing basis.

Provide technical guidance to service providers within or outside the State; explain policies, procedures and applicable regulations; provide consultation on problematic cases.

Participate in the development, maintenance, and enhancement of computerized systems to support program operations; research and evaluate the needs of program staff, initiate system change requests, and work with programming staff to test and implement system changes; prepare documentation for the computer system manual *as assigned*.

Perform related duties as assigned.

CLASS CONCEPTS

Social Services Program Specialist III: Under general direction, incumbents perform the full range of duties described in the series concept and are assigned the most responsible and complex administrative and professional program assignments on a statewide basis. Regulations governing program areas assigned are usually extensive but not definitive, and incumbents are required to exercise judgment when interpreting the regulations or seeking clarification from federal regulatory officials.

Incumbents at this level work directly with a program chief or administrator in planning and implementing principal components of major social services *or medical assistance* programs and may function as an assistant program chief, supervising subordinate program specialists and other professional personnel as assigned.

Incumbents conduct comprehensive research and analyses and develop recommendations for management concerning substantive changes in policies and programs; participate in the development and implementation of new and more complex social services *or medical assistance* programs and monitor the initial phases of implementation until programs are established and administrative responsibility is transferred to a lower level program specialist. In addition, incumbents recommend new or improved procedures and processes for the provision of [social] services; serve as a consultant to caseworkers, district and regional managers, and lower level program specialists; monitor and evaluate social services *or medical assistance* programs operated by local government agencies and private organizations; serve as a liaison to other divisions, State and local agencies, federal representatives, service providers, professional and community organizations, and client representatives.

This class is distinguished from the lower levels by responsibility for the largest, broadest, and most complex, multifaceted programs. The majority of these positions are supervisory.

The following is a representative sample of duties and responsibilities assigned to Social Services Program Specialist III's and is not intended to be all-inclusive:

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CLASS CONCEPTS (cont'd)

Social Services Program Specialist III (cont'd)

Child Welfare: Under general direction of an agency manager, incumbents coordinate, monitor and evaluate a major child welfare component of the statewide social services program; participate in the planning and development of child welfare programs and manage allied grant programs; develop policies, procedures and proposed legislation; develop and monitor program budgets; provide consultation, training and technical assistance to professional and managerial staff; evaluate the quality of case planning with district staff; serve as a division representative and program liaison; evaluate State and local child welfare agencies for compliance with statutory requirements and prescribed standards; and supervise lower level Social Services Program Specialists.

An example of a Social Services Program Specialist III is a position in the Division of Child & Family Services. The incumbent has statewide responsibility for planning, monitoring, and fiscal management of all adoption programs including adoption of special needs children, international adoptions, specific request adoptions, other agency adoptions, adoption reunion register, adoption subsidy assistance, adoption fees work program, licensing and monitoring of private child-placing agencies, and Interstate Compact on Adoption and Medical Assistance. The incumbent monitors and maintains fiscal responsibility for the adoption subsidy program, adoption fees work program, and title IV-B funding for adoption support services. The incumbent prepares testimony and assists with bill draft requests for appropriate legislation; provides policy analysis for program development and justification for program changes; analyzes and prepares annual reports; and analyzes program trends for fiscal impact from funding sources. The incumbent also coordinates program planning with federal and other State agencies, local government entities and private organizations and represents the division on national and regional committees. The incumbent reports to a Clinical Program Planner II and supervises one Social Services Program Specialist II.

Medicaid Services: Under general direction of a program chief, incumbents supervise lower level Social Services Program Specialists, other professional, paraprofessional, and/or administrative support personnel; function as statewide program specialists developing, overseeing and implementing policies and procedures, soliciting and contracting with medical and service providers, negotiating fees and assessing the quality of care provided.

An example of a Social Services Program Specialist III is a position in the Health Care Financing & Policy Division. The incumbent has statewide responsibility for managing, developing, overseeing, and implementing Provider Enrollment, Third Party Liability, Electronic Verification of Eligibility, Provider Services, Rural Health Clinics, Indian Health Services, and Federally Qualified Health Centers programs. The incumbent develops, oversees, and implements policies and procedures for these programs; ensures compliance with federal regulations, State laws, and agency policies and procedures; participates in federal audits and responds to inquiries and surveys; develops and maintains provider contracts; provides technical assistance and training; and represents the agency at public hearings. The incumbent reports directly to a program chief and supervises one Social Services Program Specialist I, one Health Care Coordinator II, and an Administrative Assistant.

Public Assistance: Under general direction of a program chief, incumbents function as a program specialist having primary responsibility for major public assistance programs and allied assistance programs; may serve as an assistant to a program chief and supervise lower level Social Services Program Specialists and support staff; draft and revise the State plan; draft and oversee the implementation of policies, procedures and forms; prepare and monitor operating budgets; conduct research, studies and surveys; conduct district office management reviews and develop corrective action plans; serve as a division representative; coordinate development and maintenance of computerized systems.

An example of a Social Services Program Specialist III is a position in the Welfare and Supportive Services Division. The incumbent has statewide responsibility for developing and overseeing the Food

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Stamp Program, including program components such as Food Stamp Disaster, Food Program State Exchange Program, Benefit Issuance Contractor, Food Stamp Program Nutrition Network Program Plan, and Electronic Benefit Transfer. The incumbent develops contracts/agreements and memorandums of understanding between the division and other entities related to the program; ensures program components are executed and administered in compliance with federal regulations, State laws, and division goals and objectives; and performs the functions described above. The incumbent reports directly to a program chief and serves as assistant to the chief.

Support Enforcement: Under general direction of a program chief, incumbents serve as an assistant to the program chief and supervise a staff comprised of lower level Social Services Program Specialists, other professionals, paraprofessionals and administrative support personnel; plan, direct, and coordinate the development and implementation of policies, procedures, and legislative proposals; implement, enhance and maintain automated systems; monitor and evaluate both State and county program offices.

An example of a Social Services Program Specialist is a position in the Welfare and Supportive Services Division. The incumbent has statewide responsibility for the New Hire Reporting Program, IRS Safeguard reports, quality control reviews, maintaining the Child Support Enforcement Handbook, and is the Medicaid systems liaison. The incumbent also works with correctional restitution centers to ensure payment of child support is included in parole/probation orders, and oversees the counties' operating budgets for support enforcement. This position finalizes federal and State reports; develops and maintains the State plan; assists in writing bill draft requests; analyzes legislative bills; and prepares Interim Finance Committee and legislative testimony for the program chief. The incumbent reports to a program chief, serves as an assistant chief, and supervises two Quality Control Specialists, one Social Services Program Specialist I, two ~~[Support Enforcement]~~ *Family Services* Specialists, and two Administrative Assistants.

Social Services Program Specialist II: Under direction, incumbents perform the full range of duties described in the series concept in conjunction with planning, developing, and implementing comprehensive, complex social services *or medical assistance* programs. Incumbents interpret broad and sometimes ambiguous statutes and regulations that govern the assigned program area; independently make decisions regarding day-to-day program administration activities; apply recognized professional principles to develop solutions to problems; interpret and apply new and existing policies and procedures, and monitor and assess the effectiveness and efficiency of program operations and personnel. Decisions of a controversial nature or which have a significant impact on the program are made in conjunction with, or referred to, supervisory and managerial personnel. In conjunction with higher-level program staff, managers and chiefs, incumbents participate in the development and initial implementation of new program components, short- and long-term plans for the assigned program area and develop new program policies ~~[which]~~ *that* are reviewed and approved by management prior to implementation.

This class is distinguished from Social Services Program Specialist I by greater responsibility for comprehensive complex programs and/or grants, and independence in interpreting statutes and regulations. At this level, many positions are responsible for new program components or have regional responsibilities. ~~[In addition, higher-level knowledge, skills, and abilities are required in developing and maintaining computerized systems to support multiple program operations and computer applications.]~~

The following is a representative sample of duties and responsibilities assigned to Social Services Program Specialist II's in various agencies and is not intended to be all-inclusive:

Child Welfare: ~~[Under direction, participate in the design, development, and maintenance of programs such as the statewide automated child welfare information system; analyze and interpret statutes, regulations, and policies to make decisions regarding day to day program operations; develop and revise program documentation to include State plans, policy manuals and procedures; prepare and update the automated information system manual; work with programmers and information system specialists to ensure that online help is accessible to all users.]~~ *Under direction of a Social Services Program Specialist III, interpret federal and State Interstate Compact, placement, adoption, and immigration laws and regulations involving child placement issues between Nevada and all other states; provide*

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assistance to external agencies and attorneys; resolve issues involving medical, Medicaid, school, and foster care maintenance payments and financial assistance eligibility; review and approve or deny social worker recommendations for studies of placement homes; facilitate the return of a child to the sending state if a placement disruption occurs; assist with policy development and revision; collect statistical data; and respond to requests for assistance regarding constituent complaints.

Medicaid Services: Under direction of a program chief, monitor multiple statewide programs such as the dental, transportation, and laboratory programs for compliance and quality of services; analyze and interpret regulations, statutes and policies; draft and maintain the State plan and agency policies and procedures; serve as the agency representative on multiple committees; provide ongoing assistance, instruction and technical support to providers, recipients and staff; coordinate a network of services and resources; participate in fair hearings; respond to complaints and controversial claims from both providers and recipients.

Public Assistance: Under direction of a program chief, participate in overseeing the administration of multiple programs such as Food Stamp Employment and Training, Pregnancy Prevention, Repatriate, Second Chance Homes, and Statutory Rape Education; develop policies and procedures; provide training and technical assistance to program staff; conduct statewide program reviews; monitor program expenditures; negotiate and prepare contracts; compile and analyze data; conduct research and prepare reports.

Support Enforcement: Under direction of a program chief, design and develop multiple portions of the statewide child support program; develop program policies and procedures, provide training, consultation and technical assistance to program personnel in State and county program offices; initiate system change requests and test system changes; respond to requests for information from a variety of sources such as attorneys, government agencies, public officials and the media; resolve program problems and complaints from jurisdictions within and outside of Nevada; oversee contracts; and acquire data and prepare reports.

Social Services Program Specialist I: Under direction, incumbents perform most of the duties described in the series concept either as an assistant to higher-level program personnel or independently for defined aspects of a major social services *or medical assistance* program, and they may also oversee and monitor standard grant programs administered by the program section. Duties are performed in accordance with standard operational guidelines and decisions and actions can be reviewed against established policies and procedures. Higher-level program specialists and program chiefs are available for consultation on more complex aspects of the program. Incumbents are assigned programs that are narrower in scope and less complex than the programs assigned to Social Services Program Specialists II's.

The following is a representative sample of duties and responsibilities assigned to Social Services Program Specialist I's in various agencies and is not intended to be all-inclusive:

Medicaid Services: Under direction of a Social Services Program Specialist III, oversee day-to-day operations of the Medicaid Provider Support program; review federal and State legislation which may affect the program; receive, research, and respond to requests from recipients, providers, fiscal agents, other State agencies, and others to resolve Medicaid eligibility discrepancies; prepare reports; identify and assist in resolving automated system problems. In addition, this position is responsible for the Medicare/Medicaid dual eligibility program and reviews federal and State legislation which may affect the program; performs outreach efforts to increase public awareness and accessibility to medical assistance for qualified individuals; interprets and explains program requirements and procedures; prepares and submits federal reports; compiles and reviews statistical data related to fiscal agent performance; and ensures the State plan, operating manuals and State legislation adhere to federal mandates. This position is also responsible for reviewing applications for participation as a Medicaid independent provider and assists in resolving provider enrollment issues.

Public Assistance: Under direction of a Social Services [Program] Chief III, supervise the day-to-day operations of the Medicaid Estate Recovery program; review federal, State, and county legislation which

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may affect the program; interpret and explain Medicaid Estate Recovery program requirements and procedures to affected parties; file creditor claims for the State; implement liens against real or personal property of Medicaid recipients; compile and review statistical data for program planning and performance and budget preparation; ensure the State plan, operating manuals and State legislation adhere to federal mandates. This position supervises two clerical employees.

Support Enforcement: Under direction of a Social Services Program Specialist III, revise and update the child support policy manual; develop and maintain program documents including policies and procedures; draft and finalize program instructional memorandums; participate in resolution of computer system issues; research and approve requests to correct child support distributions; research and respond to child support inquiries and complaints, IRS refunds, and passport denials; provide technical expertise and support to the program area office and district attorney's office staff; represent the State in federal interstate child support meetings regarding technical, system, and program issues.

In order to be reallocated from one level in the series to a higher level, an incumbent 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 [NOTES AND] REQUIREMENT:

- * Some positions require professional licensure, which will be [~~designated~~] *identified* at the time of recruitment and as a condition of continuing employment.
- [* ~~Some positions require specialized experience, which will be designated at the time of recruitment.~~
- * ~~Candidates must submit to background checks prior to employment and fingerprinting upon appointment.]~~

SOCIAL SERVICES PROGRAM SPECIALIST III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in a field of study pertinent to the program assignment and two years of professional social services, *medical assistance programs services, or healthcare services* experience which included serving as a consultant to professional/supervisory program personnel; directing the operation of a program unit; coordinating program activities with officials and representatives of other agencies; interpretation and application of complex documents such as federal regulations, technical journals, and legislative studies; writing program policies, procedures, and reports; and conducting research and preparing recommendations for management; **OR** one year of experience as a Social Services Program Specialist II in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special [Notes and] Requirement*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: organizational structures and political subdivisions and systems; management practices and service delivery applicable to social services; methods and techniques of program development, implementation and administration; legislative proceedings and processes; data processing concepts including general database, system security, data communication, and multiple platform strengths and weaknesses. **General knowledge of:** methods and practices of evaluating, monitoring, delegating and training staff; financial planning and budget analysis related to program operations. **Ability to:** recommend solutions for complex system variables such as staff and funding shortages, increasing client needs and numbers, and increasing federal procedures and coverage requirements; develop cost-effective solutions to problems within budgetary constraints and available resources; develop

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computer system needs specifications in a logical manner *and* communicate system needs to computer programmers; and set up a testing mechanism to validate programming changes; investigate complex and sensitive issues and problems and make recommendations to management; maintain professional working relationships with all levels of government and public officials; read and understand complex documents such as court orders, federal and state laws and regulations, Supreme Court decisions, technical journals, and legislative studies; write complex technical and legal material to communicate with government, legal, legislative, and public entities and computer programming staff; coordinate the activities of various units and programs; coordinate and cooperate with the division, other State agencies and federal staff to maximize service delivery; interpret, analyze and direct the development and implementation of program policies and procedures; work with upper level management including administrators, directors, presidents, and chief executive officers; evaluate the need for policy clarification based on inquiries, case reviews and field requests; speak publicly to various groups and before the legislature; coordinate the development and implementation of quality standards; analyze and solve complex programmatic problems. **Skill in:** analyzing computer user needs; and developing appropriate solutions and requirements; researching and evaluating computer hardware and software needs; assisting data processing staff in developing bridging specifications to program areas that interact with computer processes and output; *and all knowledge, skills, and abilities required at the lower levels.*

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

Detailed knowledge of: program goals and objectives; federal regulations and State and local laws applicable to program assignment. **Working knowledge of:** principles and practices of program management and supervision; federal audit requirements and accounting practices; principles and practices of budgeting; State Personnel rules. **Ability to:** modify and/or adapt system designs, procedures, or methods; coordinate the activities of consultant and advisory committees, and other employee and inter-agency groups to organize material, information, and people to produce recommendations and solutions to problems and agency needs; respond to questions from the media, State and local officials and the public; project the impact of new policy or program changes on caseload, program, and budget; make appropriate program decisions; work with other staff within and across agencies to develop and administer successful programs; draft legislation, analyze proposed legislation, write testimony and attend legislative committee hearings; obtain, compile, and compute statistical data to determine program effectiveness; analyze internal and federal reports to determine program income, incentives and potential penalties for non-compliance; calculate financial and operational impacts; review fiscal status of contracts, grants and the State general fund. **Skill in:** research and analysis of complex issues.

SOCIAL SERVICES PROGRAM SPECIALIST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in a field of study pertinent to the program assignment and one year of professional experience providing social services to clients or program development and evaluation which required the application of regulations, laws, policies and procedures in making determinations; ***OR Bachelor's degree from an accredited college or university in a field of study pertinent to the program assignment and one year of professional experience providing medical assistance programs services or healthcare services to clients or program compliance and evaluation which required the application of regulations, laws, policies and procedures in making determinations;*** **OR** one year of experience as a Social Services Program Specialist I in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special [Notes and] Requirement*)

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

Working knowledge of: social services and resources applicable to the assigned program; methods of administering *social or medical assistance* programs in local and regional offices to ensure compliance with federal regulations and State law and implement new policies and procedures. **General knowledge of:** purpose and scope of assigned programs; appeal and hearing processes and protocols; automated information system logic and its application to the program assigned; data processing concepts including general data base, system security, data communication, and multiple platform strengths and weaknesses; computer technologies sufficient to develop automated training modules; develop routine database

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applications; principles and practices for the development and presentation of training classes. **Ability to:** *develop routine databases*; evaluate program effectiveness and recommend innovative and improved procedures and practices to enhance program services; mediate between contending parties such as clients and staff, legal services and staff, contractors and the division; coordinate program activities with professionals from a variety of disciplines; interpret broad, ambiguous, and sometimes conflicting regulations and laws; make independent decisions that impact the quality of services provided; resolve complex issues such as eligibility for services; resolve compliance problems while maintaining level of services; identify policy issues which require management resolution; analyze and communicate system needs to programmers and validate the programming process; prepare and update documentation for the computer system manual; conduct needs assessments and interpret results including training needs; evaluate training models and develop appropriate training curriculum, materials and methods; develop statistical and analytical reports; interpret case and program budgets and financial statements; coordinate program staff and unit activities by determining the time, place, and sequence of actions; plan and conduct meetings; relay clear and concise findings to service providers and contract personnel including responding appropriately to opposition or disagreement. **Skill in:** troubleshooting computer operating problems; *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: services, roles, and responsibilities of outside human services agencies and contractors; other divisional/departmental programs that impact the program assignment; State and division administrative policies and procedures; automated information systems logic and its application to the program assigned. **Ability to:** establish work priorities, delegate assignments, and train, motivate and supervise staff; set priorities which reflect implementation of federal regulations, State laws and divisional/departmental program goals; read, understand and build budgets; independently organize, plan, implement and oversee multiple programs; conduct varied and complex research studies involving management, organizations, programs and policies; mediate and provide information to achieve conflict resolution of issues between various entities; work with managers and administrators to implement and monitor results of corrective action plans.

SOCIAL SERVICES PROGRAM SPECIALIST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in a field of study pertinent to the program assignment and two years of paraprofessional experience [~~equivalent to a Family Services Specialist II or a Support Enforcement Specialist II~~] which included providing social services, *medical assistance programs services, or health care services* to the public and required the application of regulations, laws, policies and procedures in making determinations; **OR** two years of experience as a Family Services Specialist II [~~or a Support Enforcement Specialist II~~] in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special [Notes and Requirement]*)

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

General knowledge of: current social and economic trends affecting social service programs; purposes and goals of public assistance and social services programs. **Ability to:** read and analyze regulations, policies and procedures, and technical and legal documents; communicate information and findings in a clear, concise and tactful manner; interact diplomatically and make effective decisions in controversial situations; operate computer equipment and common business software; formulate logical and objective conclusions, recognize alternatives and their implications, and make recommendations; write logical, concise and grammatically correct reports, memoranda, justifications, recommendations, and other materials; make group presentations; speak and interact with persons of various social, cultural, economic and educational backgrounds to obtain necessary information; work as part of a team; establish and maintain cooperative working relationships with providers, co-workers, supervisors, managers and other professionals; organize and prioritize work assignments to complete work in a timely manner; work autonomously and follow through on assignments with minimal direction.

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FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: federal regulations and State laws governing the assigned program sufficient to assist in the development of policy and procedures and provide technical support and guidance; State plan for the assigned program areas; policies and procedures pertaining to the program assignment; the organization and operation of administrative and program offices; automated systems and accompanying program resources; eligibility requirements for assigned programs. **General knowledge of:** State and division administrative policies and procedures. **Ability to:** write logical, concise, and grammatically correct policies, procedures, and technical instructions for incorporation into existing program manuals; analyze problems and new regulations to determine the cause and effect relationship and fiscal and policy implications; provide technical support and guidance to staff and providers; determine compliance with policies and procedures; read and understand clinical and/or statistical reports; research issues, concerns or complaints and provide information, recommendations and program reports; negotiate, exchange ideas, information, and opinions with others to formulate policies and procedures and/or arrive jointly at decisions, conclusions or solutions; keep current on changes to program requirements and quickly implement new processes as identified; review the services of providers and staff; determine and provide appropriate training to providers and staff; evaluate and make appropriate decisions conforming to standard operating policies or procedures; navigate, locate, and enter data into the agency's computer system.

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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REVISED:	7/1/03P	7/1/03P	7/1/03P
	10/14/02PC	10/14/02PC	10/14/02PC
REVISED:	7/1/05LG	7/1/05LG	7/1/05LG
REVISED:	1/24/08UC	1/24/08UC	1/24/08UC