



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
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MEMO PERD #17/12

April 11, 2012

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

FROM: Lee-Ann Easton, Administrator *Lee-Ann Easton*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES

Attached are proposed classification changes pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes, please send your written notification to Peter Long at plong@admin.nv.gov no later than May 9, 2012.

If no written objections are received in this office by May 9, 2012, 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: 11-12
Posting Expires: May 9, 2012

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:

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
6.976	Communications Systems Supervisor	37 A	6.976	Communications Systems Supervisor	37 A
6.977	Communications Systems Specialist II	35 C	6.977	Communications Systems Specialist II	35 C
6.973	Communications Systems Specialist I	33 C	6.973	Communications Systems Specialist I	33 C

EXPLANATION OF CHANGE

At the request of the Department of Public Safety, the Division of Human Resource Management added an Informational Note which will allow an applicant at the Communications Systems Specialist I level to obtain certification of competency within six months of employment rather than at the time of application.

The Division of Human Resource Management also worked with other agencies that utilize this class including Wildlife, Office of the Military and State Parks, and they also support the change.

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
12.357	Social Services Manager I	37 A	12.357	Social Services Manager I	37 A

EXPLANATION OF CHANGE

The Education and Experience requirements as currently worded do not explicitly state that qualifying experience for Social Services Manager I must be in the field of social services. Implementation of social services programs is specifically mentioned as an experience requirement for the II, III, IV, and V levels. As the Social Services Manager I class is currently used, it is logical to specify that social services experience of a professional nature is required. All levels in the series are managerial, and none is considered to be an entry or trainee classification. Social Services Manager I incumbents typically carry out their responsibilities through subordinate supervisors and/or other professionals. The proposed revision also clarifies that the required supervisory experience must have been of a professional nature in social services. These changes are consistent with the grade of the class and will provide potential applicants with a clearer understanding of the needs of the hiring agencies. No changes are proposed for the other levels in the series.

The Division of Welfare and Supportive Services and the Aging and Disability Services Division, which use this class, provided subject matter experts to assist in the study and support this recommendation.

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
11.428	DMV Services Manager IV	41 A	11.428	DMV Services Manager IV	41 A

EXPLANATION OF CHANGE

The Department of Motor Vehicles has restructured upper management of their Field Services Division. The DMV Services Manager IV position has been moved from Las Vegas to Northern Nevada and will now be responsible for overseeing operations of all DMV metropolitan offices as well as satellite offices throughout the State. As a result, the benchmark description for this class is no longer accurate, and the proposed revisions to the class concept reflect the current assignment.

Management of the Department of Motor Vehicles assisted in revising the benchmark description and supports this recommendation. No other levels in the DMV Services Manager series are affected.

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
7.753	Grants & Projects Analyst III	37 B	7.753	Grants & Projects Analyst III	37 B
7.755	Grants & Projects Analyst II	35 B	7.755	Grants & Projects Analyst II	35 B
7.757	Grants & Projects Analyst I	33 B	7.757	Grants & Projects Analyst I	33 B

EXPLANATION OF CHANGE

The Division of Human Resource Management recommends minor changes to the series and class concepts of the Grants & Projects Analyst to more accurately reflect the scope of work currently performed. Furthermore, revisions to the minimum qualifications and the knowledge, skills and abilities were made to clarify the type of relevant requisite experience, as the previous minimum qualifications were often misunderstood by applicants.

Additionally the benchmark for the Grants & Projects Analyst II was revised to better reflect the scope and complexity of the grants managed at that level.

The agencies that utilize this series were consulted during the revision process and support this recommendation.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. 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 May 9, 2012. Objections should be addressed to Peter Long, Deputy Division Administrator, Compensation, Classification and Recruitment, Section of the Division of Human Resource Management, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

POSTING DATE: April 11, 2012



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
COMMUNICATIONS SYSTEMS SUPERVISOR	37	A	6.976
COMMUNICATIONS SYSTEMS SPECIALIST II	35	C	6.977
COMMUNICATIONS SYSTEMS SPECIALIST I	33	C	6.973

SERIES CONCEPT

Communications Systems Specialists perform specialized electronic technician work involving the fabrication, installation, maintenance, repair and modification of 24-hour communications systems in a geographical area or on a statewide basis. This may include two-way radio and microwave equipment, mountaintop base stations, power systems, towers, antennas, multiple station/operator radio control console systems, data, voice, and data terminals.

Repair, align and troubleshoot radio frequency (RF) components, units, and systems, microwave, radios and other ancillary equipment making frequency, modulation, distortion, noise and power measurements; use and maintain test equipment such as oscilloscopes, voltmeters, microwave link analyzers, spectrum analyzers, baseband analyzers, radio frequency transmission reflectrometer test sets, sweep generators and deviation calibrators, tuning and adjusting tools, microcomputers and microprocessor controlled test/status/alarm equipment.

Maintain RF systems at peak efficiency using advanced troubleshooting skills and electronics theory at a systems engineering level.

Implement and monitor an integrated geographically dispersed radio communications processing network comprised of multiple hardware platforms, information resources, communications protocols and physical network topologies for an agency's district or statewide trunked radio communications system.

Install, align and troubleshoot other communications equipment such as frequency and digital multiplex equipment, digital encoding equipment, analog and digital video systems, radio control, switching equipment, multiple station/operator radio control console systems, multiple channel information logging recorders, data terminals and printing systems, scanning monitor receivers, receiver voting systems, grounding system and surge protection equipment using test equipment and understanding of schematics.

Install, repair and maintain agency mountaintop base station radios, microwave and radio systems, power distribution systems, antenna systems, towers, lighting systems and primary and back-up power generation systems to create remote communication sites to cover a geographical area and radio communications network.

Install copper and fiber optic cabling and cable distribution systems in division facilities enabling radio, telephone and data systems to be inter-connected and distributed as required.

Perform electrical and mechanical installation, maintenance and repairs on emergency vehicle equipment and maintenance vehicles including electronic siren and public address amplifiers, emergency lights and light control systems, antenna systems, data terminals, printers, data multiplexers, radio control consoles, logging recorders, radar sets, mobile and portable radios to ensure reliability of public safety and maintenance vehicles, communications equipment and networks.

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SERIES CONCEPT (cont'd)

Conduct research and develop custom circuit boards and sub-systems to provide necessary system components which are unavailable from commercial sources or which require modification for use with existing components and communications system.

Provide on-site direction and assistance to lower level Communication Systems Specialists to facilitate reliable, efficient, cost effective service to the agency.

Coordinate with other communications entities including federal, State and private agencies in the repair, maintenance and modification of the agency's communications system.

Review and analyze system utilization statistics, user training needs, hardware, software and environmental needs.

Maintain shop inventory of parts and equipment and maintain replacement and repair stock by researching part numbers, descriptions, and prices.

Prepare and maintain documentation of work completed, files for the system and vendor information for the assigned work area.

Train equipment operators in the use of communications equipment.

Perform related duties as assigned.

CLASS CONCEPTS

Communications Systems Supervisor: Under general direction, incumbents perform the full range of duties in the series concept, supervise a statewide staff of Communications Systems Specialists, and provide systems engineering design, research and development of an agency's statewide communications system.

Conduct communications systems engineering including frequency availability, path analysis, coverage area charts, site layout, installation and interconnection methods and site power source and sizing; develop and implement technical parameters and standard practices for the installation, maintenance and repair of communication equipment; and ensure the integrity of the communications system is maintained.

Perform needs analysis concerning a statewide communications system; write detailed plans and other documentation to meet identified needs including annual work plans and broad system improvements and strategy; analyze existing system configuration and proposed improvements to ensure compatibility, reliability, efficiency and cost effectiveness.

Assign, direct and evaluate the work of assigned staff; interview, select and hire personnel; delegate responsibility to appropriate levels; develop and communicate work performance standards consistent with principles of effective management; identify training needs and provide for appropriate training opportunities based on organizational requirements and within budget constraints.

Communications Systems Specialist II: Under direction, at the journey level, incumbents perform the full range of duties in the series concept and in addition, may act as a leadworker for lower level Communications Systems Specialists and other technical staff.

Assist the Communications Systems Supervisor in performing systems engineering and design, research and development including frequency availability, path analysis, coverage area charts, site layout, installation

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CLASS CONCEPTS (cont'd)

Communications Systems Specialist II (cont'd)

methods, interconnection methods, site power sizing and determination of power source types for each additional site or site to be modified as well as the repair and maintenance of a statewide communication system.

Communications Systems Specialist I: Under general supervision of a higher-level Communications Systems Specialist or Supervisor, incumbents either:

- 1) perform routine installation, repair and maintenance of the agency's communications equipment below the journey level. Progression to the journey level is not automatic, and positions may be permanently allocated to this level; or
- 2) function in a training capacity and learn to perform the duties described in the series concept. Progression to the next level may occur upon meeting the minimum qualifications and with the approval of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, some 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.
- * Some positions require extensive travel.
- * Some positions require on-call availability and emergency response during non-working hours including holidays.
- * Work is performed during inclement weather conditions and includes climbing towers and hiking into remote site areas as required.
- * Applicants must submit proof of certification of competency issued by one of the following: National Association of Radio Telecommunication Engineers (NARTE), Association of Public Safety Communications Officers (APCO), or National Association of Business and Educational Radio (NABER); or possess a Federal Communication Commission (FCC) radio-telephone license.
- * A valid driver's license is required at time of appointment and as a condition of continuing employment.

INFORMATIONAL NOTE:

- * *Communications Systems Specialist I applicants must submit proof of certification of competency as specified above within six months of employment.*

COMMUNICATIONS SYSTEMS SUPERVISOR

EDUCATION AND EXPERIENCE: Bachelor's degree in electrical engineering, electronics technology or closely related field and three years of technical electronics experience, two years of which included installing, maintaining and repairing communications and ancillary equipment; **OR** an associate's degree in electronics technology and four years of technical electronics experience, two years of which included experience installing, maintaining and repairing communications and ancillary equipment; **OR** an equivalent combination of education and experience; **OR** one year of experience as a Communications Systems Specialist II in Nevada State service. (See *Special Requirements and Informational Note*)

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MINIMUM QUALIFICATIONS (cont'd)

COMMUNICATIONS SYSTEMS SUPERVISOR (cont'd)

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

Working knowledge of: FCC licensing procedures including frequency coordination; communications system design; systems engineering to include needs analysis, system requirements and the development and implementation of solutions; correct English grammar, usage, punctuation and spelling. **Ability to:** establish and maintain effective working relationships with other State agencies, equipment suppliers, employees and the public; plan and set project priorities; motivate and direct subordinates; organize and coordinate the work of others. **Skill in:** oral and written communications; *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: State Rules for Personnel Administration; State regulatory requirements applicable to communications; principles and practices of supervision and training. **Ability to:** manage projects such as site development, system upgrades and modifications; train, supervise and evaluate the performance of assigned staff; represent the agency regarding its communications system; purchase parts and supplies according to established policies and regulations. **Skill in:** assessing technical and administrative issues, analyzing potential solutions and reaching sound decisions in a timely manner.

COMMUNICATION SYSTEMS SPECIALIST II

EDUCATION AND EXPERIENCE: Associate's degree in electronics technology or equivalent with course work in algebra, trigonometry, schematics, electronics laboratories, corrective maintenance procedures and technical writing courses and three years of technical electronics experience, one year of which included installing, maintaining and repairing communications and ancillary equipment; **OR** completion of trade school, military or college training to the certificate level in electronics technology which included theory of communication technology and three years of technical electronics experience, one year of which included installing, maintaining and repairing communications and ancillary equipment; **OR** an equivalent combination of education and experience; **OR** one year of experience as a Communications Systems Specialist I in Nevada State service. (*See Special Requirements and Informational Note*)

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

Detailed knowledge of: math including algebra and trigonometry; microwave, radio and antenna systems (transmitters, receivers, repeater stations, transceivers, mobile and portable radios and base station dispatch consoles); telephone systems; standby power including generators, uninterruptible power supplies, and solar electric systems; processes and procedures used in circuit analysis and corrective diagnosis for repair and troubleshooting communications equipment. **Working knowledge of:** calibration principles and techniques; federal communications rules and regulations. **Ability to:** coordinate and implement communications site development and improvement projects; provide training and direction to lower level technical staff; supervise the work of outside contractors; prepare technical and analytical reports; analyze communications protocols; and *all knowledge, skills and abilities required at the lower level.*

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

Detailed knowledge of: theory of communications technology as applied to specialized communications networks. **Ability to:** use word processing, spreadsheet and database management software.

COMMUNICATIONS SYSTEMS SPECIALIST I

EDUCATION AND EXPERIENCE: Associate's degree or equivalent with course work in algebra, trigonometry, schematics and electronics laboratories and two years of technical experience in the installation, maintenance and repair of electronic equipment; **OR** completion of trade school, military or

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COMMUNICATIONS SYSTEMS SPECIALIST II	35	C	6.977
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MINIMUM QUALIFICATIONS (cont'd)

COMMUNICATIONS SYSTEMS SPECIALIST I (cont'd)

EDUCATION AND EXPERIENCE (cont'd)

college training to the certificate level in electronics technology which included theory of communication technology and two years of technical electronics experience as described above; **OR** an equivalent combination of education and experience. (*See Special Requirements and Informational Note*)

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

Detailed knowledge of: electronics including AC/DC principles, pulse circuits, solid state integrated circuit devices and microprocessors; microwave and multiplex principles and theories; analog and digital electronics. **Working knowledge of:** math including algebra and trigonometry; public address systems; processes and procedures used in circuit analysis and corrective diagnosis for the repair and troubleshooting of communications equipment. **General knowledge of:** basic calibration principles and techniques. **Ability to:** operate a variety of electronic test equipment that measures time, frequency, phase, amplitude and power; install, repair and maintain communications and ancillary equipment; operate a variety of hand and power tools; read and understand complex schematics and understand the operations of components, units, and systems; work independently and as a team member; write reports and documentation in a clear and concise manner.

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

Working knowledge of: electronics technology as applied to specialized communications networks; microwave, radio and antenna systems including transmitters, receivers, repeater stations, transceivers, mobile and portable radios, and base station dispatch consoles; voice and data communications servers; standby power including generator, uninterruptible power supply and solar electric systems; analog and digital video; copper and fiber optic data and voice cabling distribution systems. **General knowledge of:** federal communications rules and regulations.

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

	<u>6.976</u>	<u>6.977</u>	<u>6.973</u>
ESTABLISHED:	12/13/88R 10/91/90PC	12/13/88R 10/19/90PC	7/1/93P 8/31/92PC
REVISED:	7/1/93P 8/31/92PC	7/1/93P 8/31/92PC	
REVISED:	9/19/03PC	9/19/03PC	9/19/03PC
REVISED:	5/12/06PC	5/12/06PC	5/12/06PC
REVISED:	5/9/12UC	5/9/12UC	5/9/12UC



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SOCIAL SERVICES MANAGER V	42	A	12.307
SOCIAL SERVICES MANAGER IV	40	A	12.325
SOCIAL SERVICES MANAGER III	39	A	12.326
SOCIAL SERVICES MANAGER II	38	A	12.350
SOCIAL SERVICES MANAGER I	37	A	12.357

SERIES CONCEPT

Under general direction, Social Services Managers plan, organize, direct and manage the activities, staff and functions necessary to provide social services in an assigned region or district office and its satellites. Incumbents supervise and evaluate the performance of subordinate supervisors and professional staff and are typically located in the Divisions of Health Care Financing & Policy, Welfare and Supportive Services, Aging Services and Child & Family Services. Social Services Managers implement programs and ensure quality services are delivered in their respective community or region in compliance with applicable laws, regulations, policies and procedures. They may also participate in program planning, development and implementation and represent the division in the community, but the primary purpose of the work is managing service delivery.

Manage the activities and operations of a social services district or regional office and its satellites and ensure division goals are accomplished effectively and efficiently and programs are administered in compliance with applicable regulations and policies; review, interpret and communicate regulations, policies, and procedures to subordinate supervisory staff; develop and revise internal office policies and procedures; integrate operations with other offices or program areas; implement and monitor corrective action plans.

Participate in statewide program planning, development and implementation to ensure responsiveness concerning needs and availability of resources; participate in management meetings to recommend new and revised policies and procedures; implement new programs; review proposed policies and procedures and provide recommendations to administration; compile and report statistical data; advise administration of potential problem areas; solicit service providers; negotiate and/or monitor agreements.

Supervise subordinate supervisors, program and support staff to accomplish the goals of the division; interview applicants and select personnel; ensure appropriate training is provided; delegate authority and responsibility to staff by defining guidelines to accomplish specific assignments; provide counseling, guidance, and motivation; initiate or recommend disciplinary action; establish work performance standards and evaluate performance.

Represent the division in the community to recognize and respond to community needs and concerns; serve as a member of community, private, and public boards; coordinate efforts with various service providers, government officials, professionals, and parents to resolve issues of mutual concern; respond to requests for information from interested parties such as the media, legislators, attorneys, government officials and the general public; respond to client problems and concerns.

Manage financial resources and facilities to ensure efficient operations and compliance with budgetary limitations; develop and submit budget recommendations to division administrators; monitor expenditures; locate, plan and organize office space; establish appropriate safety, security, and emergency measures; arrange for office maintenance and repairs.

Perform related duties as assigned.

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ALLOCATION OF POSITIONS

Allocation of positions to a level within this series is determined by a review of seven classification factors: 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 the work. Social Services Managers at all levels in the series manage the design, development and evaluation of statewide public assistance and/or social services programs; supervise professional staff which may include licensed professional social workers and nurses; and prepare and monitor budgets. Management responsibilities require frequent and intensive communication with all levels within and outside the organization in order to defend, justify, negotiate and mediate issues.

The programs administered by incumbents in this series vary considerably in scope, complexity and size. In evaluating and allocating positions, consideration is given to the nature and complexity of the services provided; the level and number of subordinate staff supervised directly and indirectly; and the fiscal responsibility for budgets and funds disbursed in entitlement programs. To assist in determining the appropriate level for a position, benchmark descriptions are provided to facilitate comparisons and serve as a representative example of a position at each level.

CLASS CONCEPTS

Social Services Manager V: Under general direction of an administrator or deputy administrator, incumbents are responsible for several major statewide social services programs and have direct control over program implementation. This level in the series is distinguished from the Social Services Manager IV by the greater complexity of the programs administered; broader scope of responsibility; independence with which positions function; decision-making authority; size of the budget administered; number and level of employees supervised which typically includes several Social Services Manager IV's and III's; and the consequence of actions taken and decisions made that impact several statewide programs such as Temporary Assistance for Needy Families (TANF), Family Medical Coverage (FMC), Food Stamps (FS), Medical Assistance to Aged, Blind and Disabled (MAABD), Employment and Training (ET), Child Care Development Fund (CCDF), Medicaid Estate Recovery, and Investigations and Recovery (I&R).

The primary responsibility at this level is program implementation, and therefore, assignments are broadly stated in terms of program objectives to be met and federal standards of quality, accuracy and timeliness. Incumbents are responsible for planning and organizing work units throughout the State; determining work methods used to produce the desired results; making proper interpretations of law regulations and policies; and overseeing program management. Incumbents are also held accountable for the efficiency and effectiveness of program implementation, long-range planning, expenditure of funds, and problem resolution.

Actions directly affect the content of major agency services provided to citizens of the State. Decisions concern the policies, procedures, and rules by which the programs are administered; the content of supportive programs; short and long-term planning; and the quality, cost, configuration and commitment of resources that may exceed millions of dollars.

Field Operations Manager: An example of a Social Services Manager V is a position in the Division of Welfare and Supportive Services which is responsible for the determination of eligibility and employment and training services for State and federal public assistance programs throughout the State which include TANF, MAABD, FMC, FS and CHAP. The incumbent supervises eight subordinate Social Services

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SOCIAL SERVICES MANAGER I	37	A	12.357

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CLASS CONCEPTS (cont'd)

Social Services Manager V (cont'd)

Managers and indirectly several hundred paraprofessional and professional employees; resolves all personnel-related activities including hiring new managers, and evaluating the performance of managers; and oversees local office staffing needs by performing staffing analyses on a monthly basis, monitoring and filling vacant positions and recommending resource allocations. The incumbent also monitors critical functions such as application approval and denial rates, booked-out days, overdue case processing, and work participation rates to ensure efficient office operations and compliance with federal regulations and State laws. In addition, the incumbent prepares monthly, quarterly and annual federally mandated reports.

Social Services Manager IV: Under general direction, incumbents monitor the day-to-day operation and implementation of several major social services programs in an assigned district or region through several subordinate supervisors. Programs administered at this level are broad and complex such as TANF, MAABD, FMC, FS, E&T and I&R. Services managed at this level require interpretation of rules and regulations and the assessment of conflicting situations, divergent views and data that is complex. Management duties require the resolution of difficult, complex, or sensitive problems through the interpretation or development of policies and procedures.

Actions of managers at this level directly affect the nature, quality and effectiveness of services provided to program clients in the region or district and decisions are not typically reviewed. Managers determine the methods and procedures necessary to provide essential services, and meet established objectives and ensure the quality, quantity, accuracy and timeliness of services in accordance with federal and State rules and regulations.

This level in the series is distinguished from the Social Services Manager III by the greater number of social services programs monitored; number of clients served; scope of services provided; independence with which the positions function; decision-making authority; and the number of employees supervised directly and indirectly.

Welfare and Supportive Services Division: An example of a Social Services Manager IV is a position in the Division of Welfare and Supportive Services which manages the Belrose district office and the Cambridge satellite office in Las Vegas. The incumbent is responsible for planning, organizing, directing and coordinating the determination of eligibility for TANF, MAABD (Institutional and Non-Institutional), FS, FMC, and for I&R and E&T functions. The district office serves a large population in a metropolitan area, and the total caseload in this district is approximately twenty thousand. The incumbent supervises eleven Family Services Supervisors and one hundred twenty Family Services Specialists and is responsible for the safety, security and maintenance of facilities and equipment.

Social Services Manager III: Under general direction, incumbents exercise direct control over the implementation and provision of social services for a major program such as Medicaid or child welfare services in an assigned region. Services provided by subordinate staff and first-line supervisors are complex and involve significant health and safety issues for clients, and therefore, require professional licensure as a social worker or registered nurse.

Typical work elements involve interpretation and assessment of conflicting situations. Assigned work involves the resolution of difficult, complex or sensitive problems through the interpretation of policies and procedures.

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SOCIAL SERVICES MANAGER IV	40	A	12.325
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CLASS CONCEPTS (cont'd)

Social Services Manager III (cont'd)

Managers at this level must have knowledge of management and supervisory principles and practices sufficient to determine duties and responsibilities of subordinate supervisory and professional staff; organize work units; and develop work plans, goals and objectives. Incumbents coordinate the activities of subordinate supervisors and professional work units; supervise and evaluate the performance of supervisors and professional staff; implement corrective action and discipline; and ensure compliance with standards of quality, quantity, timeliness and cost in accordance with federal regulations and State laws.

This level in the series may also be used for positions that have statewide management responsibility for a large program serving a broad-based population. Services are provided by paraprofessional staff who are located in multiple locations and who report to the manager through lower level managers and/or first-line supervisors. Incumbents are responsible for ensuring service goals and objectives are met; proper implementation of new or revised policies, procedures and requirements; provision of services in a consistent, efficient and effective manner; and the effective use of human and financial resources.

Regional Office Manager: An example of a Social Services Manager III is a position in the Division of Health Care Financing & Policy that is responsible for administering Medicaid programs in the southern region of the State. The programs managed include Maternal Obstetrical Management Services (MOMS), Disabled Waiver, Managed Care, Transportation, Healthy Kids, Rehabilitation Case Management Services (RECAMS), Katie Beckett Personal Care Aid, Community Placement Initiative, Facility Review, Adult Day Care, and Hearings.

The incumbent directs overall program operations within the region which covers all of Las Vegas and the surrounding counties; coordinates, monitors and evaluates services provided to Medicaid recipients and prepares various reports; ensures division goals are accomplished effectively and efficiently and in compliance with federal and State rules and regulations; supervises three Health Care Coordinator IV's, and indirectly three Health Care Coordinator III's, twenty-three Health Care Coordinator II's, three Family Services Specialist II's, and nine Administrative Assistants.

Child Support Enforcement: Another example of a position at this level is the manager of field operations in the child support enforcement program. The incumbent has statewide management responsibility for all offices in which support enforcement services are provided by paraprofessional staff. Support enforcement services include locating absent parents; establishing paternity if necessary; determining financial responsibility for child support; and initiating administrative and/or judicial procedures for enforcement of court orders.

The incumbent supervises two subordinate Social Services Managers and a Social Services Specialist, and indirectly, forty paraprofessionals and support staff as well as individuals employed by counties who also provide child support enforcement services.

Social Services Manager II: Under general direction, incumbents manage social services provided at the regional or district level. Managers at this level must supervise subordinate supervisors; coordinate activities of staff through subordinate supervisors; evaluate performance of supervisors; implement corrective action and discipline; ensure compliance with standards of quality, quantity, timeliness and cost; and make recommendations concerning hiring, disciplinary action and termination of staff.

This level in the series is distinguished from the Social Services Manager I by the greater complexity of the program administered such as the Community-Based Care program for the elderly; scope of services

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SOCIAL SERVICES MANAGER IV	40	A	12.325
SOCIAL SERVICES MANAGER III	39	A	12.326
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SOCIAL SERVICES MANAGER I	37	A	12.357

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CLASS CONCEPTS (cont'd)

Social Services Manager II (cont'd)

provided; independence with which positions function; the number and level of employees supervised directly and indirectly; and the consequence of actions taken and decisions made.

District Office Manager: An example of a position at this level is the manager of Community-Based Care programs in the Division for Aging Services. The incumbent manages the community home-based care program and allied services such as personal care, adult day care, personal emergency response, adult companion, family support services, respite, and nutrition therapy services in the southern region comprising approximately one-third of the State. The incumbent interprets and implements program policies and procedures and supervises a staff that includes four Social Work Supervisors, eighteen Social Workers, and three clerical staff.

Social Services Manager I: Under general supervision, incumbents manage social services provided at the local level and may be responsible for the development of policies and procedures for a narrowly focused program. Some positions, in addition to managing service delivery, have responsibility for program development to include developing policies and procedures that directly affect implementation of the program. Managers at this level must have general knowledge of management and supervisory principles and practices sufficient to determine duties and responsibilities of subordinate professional positions, organize work units and develop overall work plans, goals and objectives. Incumbents supervise subordinate supervisors and/or professional staff.

Incumbents at this level establish priorities, identify appropriate processes, and complete work according to established procedures and a variety of rules and regulations directly pertinent to the assigned social services program. Work is reviewed to ensure conformance to established standards of quality, applicable regulations, and general acceptability. Incumbents have authority to make recommendations concerning hiring, disciplinary action and termination of staff, but the final decision is made by a higher-level manager. Incumbents may also expend funds for work unit supplies, parts and equipment, and other materials within clearly established guidelines and regulations.

Aging and Disability Services Division: An example of a Social Services Manager I is a position in the Division for Aging and Disability Services that oversees the Elder Protective Services (EPS) program. The incumbent manages the program statewide and oversees the work of the supervisors, professional staff and clerical staff assigned to collect, record and investigate reports of elder abuse, neglect, exploitation and isolation. This position is responsible for program compliance with State laws, program development including policies and procedures, staff training, data management, quality assurance and representing the EPS Program through out the State.

The incumbent directly supervises two Social Work Supervisors and one Administrative Assistant I, and indirectly, fourteen Social Workers and five Administrative Assistants statewide.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * Some positions require professional licensure or certification in a social or medical specialty issued by the appropriate licensing board in the State of Nevada, which will be identified at the time of

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MINIMUM QUALIFICATIONS (cont'd)

SPECIAL REQUIREMENT: (cont'd)

recruitment. Incumbents must maintain professional licensure or certification in their specialty for continuing employment.

SOCIAL SERVICES MANAGER V

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, health or social science, public administration or related field and five years of progressively responsible experience implementing social service programs; coordinating program activities with officials and representatives of other agencies; interpreting and applying complex federal regulations, technical journals, and legislative studies; writing program policies, procedures and reports; conducting research and preparing recommendations for management. Two years of the experience must have been at a managerial level which included the supervision of subordinate supervisors; **OR** an equivalent combination of education and experience. *(See Special Requirement)*

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

Detailed knowledge of: federal regulations and State laws regarding assigned programs; principles and practices of management and supervision; management of social services programs provided in multiple offices. **Ability to:** coordinate the functions of multiple offices; encourage staff to provide excellent customer service and quality case management; review and prepare reports to management; evaluate the effectiveness of service delivery and identify critical success variables to produce desired client outcomes; *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: current and accepted administrative principles and techniques applied to planning, organizing and directing social services programs. **Skill in:** managing statewide programs; coordinating the functions of district offices statewide. **Ability to:** establish staffing patterns and ratios and monitor critical statewide office functions; establish goals and objectives for statewide social services and programs.

SOCIAL SERVICES MANAGER IV

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, health or social science, public administration or related field and four years of supervisory experience in the implementation of social services programs; directing the operation of a program unit; coordinating program activities with officials and representatives of other agencies; interpretation and application of complex federal regulations; and writing program policies, procedures, and reports; **OR** an equivalent combination of education and experience. *(See Special Requirement)*

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

Working knowledge of: methods and techniques of efficient administration of a large, multi-program social services office. **Skill in:** planning, coordinating and supervising complex social services programs; evaluating the work performed by staff to ensure compliance and adherence to federal regulations and State and agency policies, standards, and procedures; determine appropriate caseload size in terms of the number

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MINIMUM QUALIFICATIONS (cont'd)

SOCIAL SERVICES MANAGER IV (cont'd)

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

of cases and staff supervised. **Ability to:** set priorities to accurately reflect the needs and requirements of social services programs; organize staff and community resources to meet program requirements; administer the budget; organize, coordinate and manage the operations and activities of a multi-faceted social services program; *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: State statutes, federal regulations, program manuals, and automated systems; development and implementation of program policies and procedures; organizational processes/units interface and integration; litigation and court decisions impacting assigned program(s); divisional goals, objectives, policies and procedures. **Ability to:** forecast program and community needs and develop plans to meet those needs; manage contracts and agreements; mediate between contending parties such as clients, staff, legal services, contractors and the agency; modify or adapt program policies and procedures to meet workload demands or unusual circumstances such as atypical caseload growth or loss of funding.

SOCIAL SERVICES MANAGER III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, health or social science, public administration or related field and three years of supervisory experience in the implementation of social services programs; directing the operation of a program unit; coordinating program activities with officials and representatives of other agencies; interpretation and application of complex federal regulations; and writing program policies, procedures, or reports; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

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

Knowledge of: methods and techniques of efficient administration of a large, multi-program office. **Working knowledge of:** principles and practices of management and supervision; federal and State laws and regulations governing social and health care services; quality management principles; effective change management; effective management practices including budget development, resource allocation and personnel administration. **Ability to:** review and analyze legislative documents and correspondence; sell or promote ideas, programs, policies, and procedures to staff, administration, legal entities, and the public; formulate policies, program decisions, contracts and staffing; coordinate the work of a number of diverse work units using leadership, communication and negotiation skills; define cause and effect relationships in areas of program compliance; develop and manage a complex budget; *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: State statutes, federal regulations, program manuals, and automated systems to interpret, analyze, and direct the development and implementation of program policies and procedures; organizational unit interface and integration; general and State-specific principles and practices of budgeting and accounting; services, roles and responsibilities of human service agencies at local, regional and national levels; litigation and court decisions impacting assigned program(s) to develop, maintain, update or defend existing policies or procedures; agency policies and procedures; State rules for personnel administration; the State legislative process; divisional goals, objectives, policies and procedures. **Ability to:** forecast program and community needs and develop plans to meet those needs; manage contracts and agreements; mediate between contending parties such as clients, staff, legal services, contractors and the agency; modify or adapt

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MINIMUM QUALIFICATIONS (cont'd)

SOCIAL SERVICES MANAGER III (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (cont'd)

program policies and procedures to meet workload demands or unusual circumstances such as atypical caseload growth or loss of funding.

SOCIAL SERVICES MANAGER II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, health or social science, public administration or related field and two years of supervisory experience in the implementation of social services programs; interpretation and application of complex federal regulations; and writing program policies, procedures, and reports; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

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

Detailed knowledge of: social services casework principles, techniques, and practices. **Working knowledge of:** principles and practices of supervision; statutes and regulations governing social services programs; services, roles, and responsibilities of other human service agencies; policies, practices, procedures and eligibility requirements related to social services and programs. **General knowledge of:** legal and philosophical basis for social services programs; principles for administration of social services. **Ability to:** establish work priorities and delegate assignments; train, supervise and evaluate the performance of professional and paraprofessional staff; develop standards, policies and procedures for implementation of programs and office operations; interpret and apply established policies, regulations and standards to social services and programs; establish and maintain cooperative working relationships with agency staff, representatives from other agencies, government officials, and professionals in the community; interact with persons of various social, cultural, economic, and educational backgrounds for the purpose of providing assistance or services; read and interpret program related materials such as policy manuals, federal regulations and State statutes; mediate and negotiate between contending parties; analyze information, issues, problems and objectives; identify relevant concerns or factors, formulate logical and objective conclusions, and recognize alternatives and their implications; organize material, information and staff in a systematic way to meet objectives and optimize program effectiveness and efficiency. **Skill in:** writing grammatically correct business correspondence and reports; *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: State and agency administrative policies and procedures. **Ability to:** manage resources, space and equipment including developing utilization plans and justifying new office locations; calculate statistical data to plan for staff and program needs, prepare a budget and analyze program effectiveness; establish program goals and objectives for the assigned office; develop standards, policies and procedures for implementation of programs and office operations; make oral group presentations to provide information or persuade others to accept a specific action; develop control systems, identify case trends, and organize staff and community resources to meet client needs; establish, maintain, and implement plans for delivery of emergency services.

SOCIAL SERVICES MANAGER I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in social work, health or social science, public administration or related field and two years of *professional*

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MINIMUM QUALIFICATIONS (cont'd)

SOCIAL SERVICES MANAGER I (cont'd)

EDUCATION AND EXPERIENCE (cont'd)

experience in *the field of social services involving* collecting and documenting detailed information[;], making determinations regarding requests for services[;], interpreting and applying State and federal regulations[;], and writing case summaries and reports. **In addition**, [Ø] one year of the [required] **above** experience must have been at the supervisory level; **OR** an equivalent combination of education and experience. (*See Special Requirement*)

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

General knowledge of: principles and practices of training and supervision; federal and State laws and regulations governing social and health care services; current social and economic trends impacting eligibility for social services and programs; philosophy and purpose of social services programs; effective change management; quality management principles. **Ability to:** establish and maintain cooperative working relationships with direct and indirect reporting staff, peers, administrators, legal entities, federal officials, other agencies and businesses; modify and/or adapt policies, procedures or methods to ensure program compliance and avoid federal penalties; define problems and identify relevant concerns to formulate logical and objective solutions; negotiate and exchange ideas, information and opinions with others to formulate policy recommendations; establish work priorities, delegate assignments, train, motivate, and supervise staff; write concise, logical, and grammatically correct analytical reports, correspondence and program documents; make oral presentations to persuade others to accept a specific opinion or achieve consensus, and to explain and/or promote ideas, procedures, policies, and actions; read and interpret complex legal documents such as federal and State laws, court decisions and attorney general opinions; organize materials, information, and staff in a systematic way to meet objectives and optimize program effectiveness and efficiency; analyze information and statistical reports to plan for staff, program needs, budget preparation and to determine program effectiveness.

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

Detailed knowledge of: federal and State laws and regulations which govern assigned programs; goals, objectives and federal guidelines for assigned social service program(s); department, division, and unit goals, systems, programs, and policies related to the program assignment. **Working knowledge of:** principles and practices of social services administration; State and agency administrative regulations, policies, and procedures; methods of program administration, program terminology, and acceptable program practices. **General knowledge of:** State budgeting and accounting practices. **Ability to:** accurately evaluate program effectiveness and accountability and recommend improvements; identify training and education needs and available resources that are applicable and effective. **Skill in:** financial analysis and planning and budget administration.

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:	12/16/76	6/1/69	7/1/93P 11/6/92PC	6/1/69	6/1/69
REVISED:		1/5/73		1/5/73	1/5/73
REVISED:		12/16/76		12/16/76	12/16/76
REVISED:					6/19/76-3
REVISED:				9/20/77	
REVISED:	6/19/78-3	6/26/78-3		6/19/78-3	

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REVISED:		8/13/81-3		8/13/81-3	8/13/81-3
REVISED:		9/14/89R			
		10/19/90PC			
REVISED:	7/1/93P	7/1/93P		7/1/93P	7/1/93P
	11/6/92PC	11/6/92PC		11/6/92PC	11/6/92PC
REVISED:	11/17/93UC		11/17/93UC		11/17/93UC
REVISED:		5/5/97UC			
REVISED:	5/19/98R	5/19/98R	5/19/98R	5/19/98R	5/19/98R
	5/28/99UC	5/28/99UC	5/28/99UC	5/28/99UC	5/28/99UC
REVISED:	1/14/00R	1/14/00R			
	7/27/00UC	7/27/00UC			
REVISED:	7/1/03P	7/1/03P	7/1/03P	7/1/03P	7/1/03P
	10/14/02PC	10/14/02PC	10/14/02PC	10/14/02PC	10/14/02PC
REVISED:	7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG
REVISED:					12/7/09UC
REVISED:					5/9/12UC



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
DMV SERVICES MANAGER IV	41	A	11.428
DMV SERVICES MANAGER III	39	A	11.420
DMV SERVICES MANAGER II	37	A	11.429
DMV SERVICES MANAGER I	35	B	11.432

SERIES CONCEPT

DMV Services Managers plan, organize, coordinate, develop, and implement a broad variety of services and programs provided by the Department of Motor Vehicles (DMV) in one of the following divisions: Field Services, Central Services and Records, Management Services and Programs, or Compliance Enforcement.

Ensure consistent application and conformance with laws, regulations, requirements and restrictions related to issuance of driver's licenses, vehicle registration and titles, business licensing and enforcement activities; interpret and apply complex laws, rules, regulations and policies related to the full range of services applicable to the assignment; participate in developing and reviewing legislative initiatives, policies, forms and other materials.

Analyze and resolve problems; adjust priorities; review reports and statistics to evaluate efficiency and measure success in meeting the mission, vision and objectives of the State; coordinate and integrate the work activities of diverse teams; develop and implement innovative methods and approaches in accordance with continuous improvement concepts.

Plan, develop, implement, monitor and evaluate assigned services and activities and ensure proper implementation across divisional lines throughout the DMV; assemble and oversee the activities of cross-functional teams and other inter-divisional work groups; assist in the development of training materials for new and modified programs and services; oversee the development of communication plans for agency staff and external entities.

Ensure the integrity of programs and activities and conformance with legislative intent; work collaboratively with other managers, administrators and staff within the agency in the development and implementation of innovative programs and services; confer with federal, State and local government officials, representatives of the vehicle and insurance industries, and special interest groups to exchange information, identify problems and concerns, and resolve issues.

Design, formulate, establish and implement methods, standards and data collection techniques to evaluate program outcomes and success; identify areas of potential improvement and take appropriate steps as indicated; target deficiencies and develop remedial action plans based on analysis of current and historical data; participate in strategic planning and goal-setting activities for assigned areas of responsibility.

Perform related duties as assigned.

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CLASS CONCEPTS

DMV Services Manager IV: Under administrative direction, *the* incumbent[s] reports directly to a DMV Division Administrator. This level is distinguished from the lower levels by greater managerial responsibility reflected in directing DMV services and programs on a ~~regional or~~ statewide basis. This level in the series is further distinguished from the DMV Services Manager III by the broader scope of responsibility; independence with which *the* position[s] functions; decision-making authority; size of the budget administered; and number and level of employees directly or indirectly supervised which must include DMV Services Managers.

The primary responsibilities at this level are resource management and program implementation, and therefore, assignments are broadly stated in terms of program objectives to be met and State and federal standards of quality, accuracy, and timeliness. *The* incumbent[s-are] *is* responsible for ensuring the efficiency and effectiveness of program implementation and management; long-range planning; expenditure of funds; problem resolution; planning and organizing work units throughout the ~~region or statewide~~ State; determining work methods used to produce the desired results; and making proper interpretations of law, regulations and policies.

At this level, actions and decisions directly affect the content of major agency services provided to citizens of the State. Decisions concern the policies, procedures, and rules by which the programs are administered; the content of supportive programs; short and long-term planning; and the quality, cost, configuration and commitment of resources.

~~[Field Services: An example of a DMV Services Manager IV is]~~ The position *is located* in the Field Services Division *and* ~~[that manages all DMV metropolitan and satellite offices [in Las Vegas]. The incumbent]~~ reports directly to the Division Administrator. *The incumbent* ~~[and]~~ is responsible for planning, organizing, directing, and coordinating a broad range of DMV services provided to the ~~southern area of the~~ State. *To accomplish this*, the incumbent supervises ~~[five]~~ *six* DMV Services Manager III's, *one DMV Services Manager II* and ~~[eight]~~ *seven* branch offices ~~[in southern Nevada]~~, and provides general support to the managers throughout the ~~[district]~~ State, ensuring a visible and active presence at department sites by traveling to each site and maintaining consistent contact. The incumbent is also responsible for establishing policies ~~[for the region]~~ and contributing to the development of departmental policy; exercising executive control and final action on major projects within the policies established by the department; and developing and managing ~~[the region's]~~ budgets to include determining and monitoring the need for and cost of equipment and supplies, overtime, travel, training, publications, data processing, printing, and committee, conference and meeting requirements.

DMV Services Manager III: Under general direction, incumbents plan, organize, coordinate, and oversee a broad variety of services, activities and programs, which either directly serve the driving public or support department staff in doing so. The actions and decisions of managers at this level directly affect the nature, quality, and effectiveness of services provided to customers, and decisions are not typically reviewed. Managers determine the methods and procedures necessary to provide essential services, meet established objectives, and ensure the quality, quantity, accuracy, and timeliness of services in accordance with federal and State rules and regulations. Incumbents assign, direct and evaluate the work of assigned staff; interview, select and hire personnel; delegate responsibility to appropriate levels; develop and communicate work performance standards consistent with principles of effective management; and identify training needs and provide for appropriate training opportunities based on organizational requirements and within budget constraints. Incumbents must have an in-depth knowledge of personnel rules, regulations, and principles applicable to hiring, training, evaluation, and discipline of subordinate staff. Examples of positions at this level include:

Field Services: DMV Services Manager III positions in this division manage the day-to-day operation and implementation of DMV services and programs through several subordinate supervisors in a major metropolitan field services office and satellite offices as assigned. Services administered at this level are broad and complex such as driver licensing and vehicle registration and titling. Services managed require interpretation of rules and regulations and the assessment of conflicting situations, divergent views and data

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CLASS CONCEPTS (cont'd)

DMV Services Manager III (cont'd)

Field Services (cont'd)

that is complex. Management responsibilities require the resolution of difficult, complex, or sensitive problems through the interpretation or development of policies and procedures.

As the highest level manager in a metropolitan DMV office, incumbents ensure effective and efficient delivery of services to DMV customers; participate in the development, analysis and revision of performance goals and measurable outcomes; review weekly, monthly and quarterly reports and statistics to evaluate efficiency and measure success in meeting the mission, vision and objectives of the DMV; and develop and implement space utilization plans to provide smooth traffic flow for customers and optimum working conditions for staff.

They also analyze and resolve service delivery problems; adjust priorities to meet changing community needs to ensure that customers are served quickly, effectively and courteously; evaluate the need for extended hours or other alternate service delivery methods; coordinate and integrate the work activities of diverse teams; and develop and implement innovative methods and approaches in accordance with continuous improvement concepts.

Management Services and Programs: DMV Services Managers in this division plan, organize, coordinate, implement and monitor major State and federal programs in department wide programs in one of the following areas: vehicle registration and ownership; driver licensing; business licensing and motor carrier; or vehicle emission control. Duties associated with each assignment are as follows:

Develop, modify, monitor and manage a variety of vehicle registration and ownership programs and activities including privilege and sales tax collection, vehicle inspection and appraisal, insurance verification, special plate development and issuance, issuance of titles of ownership and dismantler and junk certificates, and development of informational and training materials for financial institutions, vehicle dealers, insurance carriers and others.

Develop, modify, monitor and manage driver licensing programs and activities including driver education and evaluation, issuance of licenses and identification cards, medical review, driver sanctions and intervention/improvement, development of programs for high risk drivers, drivers with disabilities, commercial driver's licensing, third party verification, development of regulatory standards for DUI/traffic safety/driver training schools, and administration of interstate compacts and information systems related to driver licensing.

Develop, modify, monitor and manage business licensing and motor carrier programs and activities including establishment of applicable regulations, standards and guidelines, preparation of education and training materials for various licensees, research of highly exceptional licensing applications, implementation of State and federal fuel licensing and tax collection programs and international agreements, and development of appropriate auditing and monitoring standards to ensure compliance with interstate agreements and regulations.

Develop, modify, monitor and manage emission control programs and activities including those for gasoline and diesel powered vehicles, emission stations and inspectors, evaluation of federal regulations, assessment of program needs, evaluation of requests from county and local agencies for program enhancements/modifications, grant administration, evaluation of compliance with designated air quality, environmental and consumer protection standards, development of emission control education and training, equipment testing and standards, program monitoring for State and federal compliance, dispute resolution, and certification of emission inspectors.

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CLASS CONCEPTS (cont'd)

DMV Services Manager II: Under general direction, incumbents manage internal and external services and are responsible for the development of policies and procedures for assigned programs within established guidelines. Managers at this level supervise subordinate supervisors and staff and must have sufficient knowledge of management and supervisory principles and practices to determine duties and responsibilities of subordinate positions, organize efficient and effective work units, and develop overall work plans, goals and objectives.

Incumbents establish work priorities; identify, establish and develop appropriate work methods and processes; and complete work according to a variety of laws, rules, and regulations directly pertinent to the assigned functions. Work processes and procedures are reviewed to ensure conformance to established standards of quality, applicable regulations, and general acceptability. Incumbents have authority to make decisions concerning hiring, disciplinary action, and termination of staff. Incumbents may also expend funds for work unit supplies, parts and equipment, and other materials within established guidelines and regulations.

Central Services and Records Division: An example of a DMV Services Manager II is a position in the Alternate Services section that directs and oversees daily operations related to alternate services for vehicle registration renewal, driver license renewal, special vehicle license plates, undercover driver license and vehicle registration, the centralized telephone center, data integrity, and sales certification and research area. Another example is the position in the Processing Center that directs and oversees daily operations of the document processing and maintenance programs in the areas of title research, title production, salvage titles, insurance verification, license review, financial responsibility, microfilm-document processing and maintenance, and the centralized mail functions for the department.

DMV Services Manager I: Under general supervision of a higher-level manager, incumbents establish and implement work methods, standards, and procedures to accomplish service goals and objectives. They also provide information and justification on budget and strategic planning issues. And prepare and maintain statistical records for areas of responsibility. Incumbents also have subordinate supervision responsibility.

Central Services and Records Division: An example of a DMV Services Manager I is a position in the Records section in the Central Services and Records Division who is responsible for the management, direction and control of the following functions: vehicle renewal alternate services, driver license alternate services, special vehicle license plate, undercover driver license and vehicle registration, central telephone center, data integrity, and sales certification and research areas. The manager directly supervises subordinate supervisors and approximately 35 DMV Services Technicians and administrative support staff.

MINIMUM QUALIFICATIONS

INFORMATIONAL NOTE:

* Qualifying experience may be substituted for the education required above the high school level on a year for year basis.

DMV SERVICES MANAGER IV

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and five years of increasingly responsible professional experience which included program development and resource management, at least one year of which was at the managerial level; **OR** graduation from high school or equivalent

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES MANAGER IV (cont'd)

education and nine years of varied and increasingly responsible experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least one year of which was at the managerial level; **OR** an equivalent combination of education and experience. *(See Informational Note)*

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

Detailed knowledge of: analysis and problem solving techniques; program management principles and practices relating to staff and programs; principles, theories, techniques and trends in public or business administration. **Working knowledge of:** laws, rules, regulations, policies and procedures relevant to a complex program; group dynamics and leadership; organizational structure, functions, processes and applicable regulatory requirements related to a complex program. **Ability to:** plan, design, develop and implement new and modified programs and services for a regional or statewide program; interpret, explain and apply complex State and federal regulations and laws; direct managers and staff; promote support for the agency's program goals both within and outside the organization; organize staff and resources to provide services efficiently and meet customer needs; organize, coordinate and manage the operations and activities of a complex organization; review and prepare reports to administration. **Skill in:** planning, coordinating and supervising complex programs; evaluating the work performed by staff to ensure compliance and adherence to federal regulations and established policies, standards, and procedures; *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: budget formulation and justification; State regulations regarding hiring, employee development, discipline, performance evaluation and related aspects of personnel administration.

DMV SERVICES MANAGER III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and four years of increasingly responsible professional experience which included program development or implementation, at least two years of which were at the supervisory level; **OR** graduation from high school or equivalent education and eight years of varied and increasingly responsible experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least two years of which were at the supervisory level; **OR** an equivalent combination of education and experience. *(See Informational Note)*

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

Detailed knowledge of: problem-solving skills. **Working knowledge of:** team dynamics and consensus-building skills; strategic planning and goal-setting techniques; organizational structure, functions, processes and applicable regulatory requirements related to a complex program area; procedure manuals, policy guidelines and other technical references used to resolve complex problems and unique situations not covered by precedent; principles and practices of management, supervision and leadership; oral and written communication skills; principles, theories, techniques and trends in public or business administration including financial management and employee relations; program or project management; methods and techniques of efficient administration of multiple programs or offices; effective management practices including resource allocation and personnel administration. **Ability to:** plan, design, develop and implement new and modified programs and/or services in an assigned program area; interpret, explain and apply complex State and federal regulations, laws and guidelines related to assigned program and/or service areas; establish program and/or service objectives and performance goals and assess progress toward their achievement; write detailed policies, procedures, regulations and other materials as required; represent the

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DMV SERVICES MANAGER II	37	A	11.429
DMV SERVICES MANAGER I	35	B	11.432

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES MANAGER III (cont'd)

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

department both within and outside the organization and gain support for the agency's program goals; review and analyze legislative documents and correspondence; build consensus and promote ideas, programs, policies, and procedures to staff, administration, and the public; coordinate the work of a number of diverse work units using leadership, communication and negotiation skills; encourage and motivate staff to provide excellent customer service and quality staff managements; *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: State regulations regarding hiring, employee development, discipline, performance evaluation and related aspects of personnel administration; State budget development and maintenance procedures as required by the assignment.

DMV SERVICES MANAGER II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and three years of increasingly responsible professional experience which included program development or implementation, at least two years of which were at the supervisory level; **OR** graduation from high school or equivalent education and seven years of varied experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least two years of which were at the supervisory level; **OR** an equivalent combination of education and experience. *(See Informational Note)*

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

Working knowledge of: problem-solving skills; team dynamics and consensus-building skills; strategic planning and goal-setting techniques; organizational structure, functions, processes and applicable regulatory requirements of a complex program area; procedure manuals, policy guidelines and other technical references used to resolve complex problems and unique situations not covered by precedent; oral and written communication skills; methods and techniques of efficient administration of multiple programs or offices; effective management practices including resource allocation and personnel administration; principles and practices of supervision. **General knowledge of:** program or project management. **Ability to:** implement new programs and services in an assigned program area; identify training and employee development needs; establish and maintain cooperative working relationships with direct and indirect reporting staff, peers, administrators, or other agencies and businesses; write concise, logical, and grammatically correct analytical reports and/or correspondence and/or program documents; organize materials, information, and staff in a systematic way to meet objectives and optimize program effectiveness and efficiency; train, supervise and evaluate the performance of professional and paraprofessional staff; develop standards, policies and procedures for implementation of programs and/or services; interpret and apply established policies, regulations and standards. **Skill in:** operation of computer equipment and associated software; *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: budget and financial management development.

DMV SERVICES MANAGER I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and two years of professional experience in a team leader capacity which included program development or implementation; **OR**

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES MANAGER I (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

graduation from high school or equivalent education and six years of varied experience related to registration/titling of motor vehicles or licensing motor vehicle operators, two years of which were in a team leader capacity; **OR** one year of experience as a DMV Services Supervisor I; **OR** an equivalent combination of education and experience. (*See Informational Note*)

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

Working knowledge of: written English sufficient to compose reports and business correspondence; teambuilding and group dynamics. **General knowledge of:** quality assurance principles and practices; problem-solving skills; strategic planning and goal-setting techniques. **Ability to:** establish and implement work methods, standards, and procedures; interpret and apply complex State and federal laws and regulations; monitor budgets and/or maintain financial records; plan and organize work assignments; operate computer equipment sufficient to retrieve and manipulate data; establish and maintain cooperative working relationships with others; identify relevant concerns to formulate logical and objective solutions to problems; negotiate and exchange ideas, information and opinions with others; establish work priorities and delegate assignments accordingly; make oral presentations to persuade others to accept a specific opinion or achieve consensus, and to explain and/or promote ideas, procedures, policies, and actions; adapt to changes in regulations and program requirements and implement new procedures; use procedure manuals, policy guidelines and other technical references to resolve complex problems and unique situations not covered by precedent. **Skill in:** operating keyboard equipment.

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

Working knowledge of: policies, guidelines, and regulations pertinent to the assignment. **General knowledge of:** State personnel practices.

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>11.428</u>	<u>11.420</u>	<u>11.429</u>	<u>11.432</u>
ESTABLISHED:	3/2/04UC	8/28/98UC	7/1/03R 3/2/04UC	10/7/03R 3/2/04UC
REVISED:		7/1/99P 11/30/98UC		
REVISED:		3/2/04UC		
REVISED:	12/19/07UC	12/19/07UC	12/19/07UC	12/19/07UC
REVISED:	5/9/12UC			



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
GRANTS & PROJECTS ANALYST III	37	B	7.753
GRANTS & PROJECTS ANALYST II	35	B	7.755
GRANTS & PROJECTS ANALYST I	33	B	7.757

SERIES CONCEPT

Grants & Projects Analysts develop and implement and/or assess, monitor, control and review grant-in-aid projects/programs administered by State agencies, and provide assistance to recipients in evaluating program effectiveness.

Prepare grant applications to secure federal funding for State and/or State-sponsored programs including writing/amending program descriptions and compiling required financial and statistical data.

Review and evaluate applications *for subgrants* submitted by organizations for program participation, determine eligibility, and recommend approval.

Review, monitor and enforce recipient and sub-recipient compliance to federal, State and local laws and regulations; provide guidance for the uniform administration and use of federal or State funding for federal, State and/or State-sponsored programs.

Research, develop, recommend and implement long-range plans and projects within grant guidelines to maximize and enhance services provided.

Provide technical assistance to service providers regarding program operations including grants management, program planning, and interpretation and analysis of regulations, policies and procedures.

Conduct and/or assist in conducting workshops to provide guidance to service providers and program applicants regarding grant requirements, policies and procedures.

Compile data and prepare reports regarding program activities and funding sources.

Inspect service provider operations to ensure adherence to program objectives; document and report all discrepancies and make suggestions regarding proposed improvements.

Conduct audits of financial records and reports submitted by service providers to ensure the appropriate and efficient usage of monies received and/or reimbursed.

Perform related duties as assigned.

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ALLOCATION OF POSITIONS

All grants have some features in common, but there are many factors which, in combination, make the administration of some grants more complex than others. In allocating positions to the Grants & Projects Analyst I or II class, the following characteristics should be taken into consideration:

- *Size and number of grants.* This includes the amount of money allocated to the program, the complexity of applications to be reviewed, the extent of research to be conducted in allocating grant funds, requirements and regulations to be interpreted and applied, the method and procedure in allocating grants, the degree of difficulty involved in carrying out assignments, and the mental processes required to evaluate the program(s);
- *Number of subgrantees whose performance must be audited and evaluated.* This includes the extent and depth of monitoring performance of subgrantees and evaluating reports and applications submitted by subgrantees, and determining their compliance to requirements and regulations;
- *Number of years of the grant and contingencies placed upon program effectiveness,* the type of annual reporting required, and compliance with grant/project requirements;
- *In the Nevada System of Higher Education (NSHE),* complex grants are multi-year, requiring detailed budget projection; the purchase, depreciation and disposition of highly technical equipment; and may involve the use of human or animal specimens.

CLASS CONCEPTS

Grants & Projects Analyst III: Under general supervision, incumbents, in addition to overseeing and administering various complex grants, supervise, train and evaluate the performance of subordinate professional staff, and serve as a resource to lower level analysts.

Grants & Projects Analyst II: Under general supervision, incumbents perform the duties described in the series concept and are responsible for managing the more complex grants and projects functions. Complex grants and projects duties require interpreting numerous regulations and requirements, determining eligibility, providing justification for approving or denying applications, determining compliance, preparing reports and analyses, planning and conducting training, coordinating program activities with several public jurisdictions, and overseeing the maintenance of extensive informational and/or financial records. This is the advanced journey level in the series.

~~[A representative example of a Grants & Projects Analyst II is located in the Division for Aging and Disability Services in the Department of Health & Human Services. The Division for Aging and Disability Services receives money from the State and the federal government to provide various services to the elderly through nonprofit organizations and private contractors. The incumbent, under the supervision of a Grants & Projects Analyst III, ensures that elder Nevadans receive appropriate and quality services in areas such as nutrition, transportation, homemaker services, respite care, home modification, mental health, and medication management. The incumbent reviews over 60 grant applications annually and oversees the management of about 35 ongoing service activities. Individual grant awards may be as high as \$600,000 and the total grant is \$5 million annually.]~~

~~The incumbent reviews proposals from prospective subgrantees, recommends funding, conducts new grantee workshops, develops new service specifications and revises existing ones, develops performance indicators, monitors programs, provides technical assistance to grantees, and prepares and analyzes a variety of narrative and statistical reports. The incumbent establishes timelines and deadlines, ensures that application forms and materials are accurate and up to date, reviews and scores applications, and provides instruction and technical assistance to subgrant applicants via group workshops and one on one counseling.]~~

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CLASS CONCEPTS (cont'd)

Grants & Projects Analyst II: (cont'd)

A representative example of a Grants & Projects Analyst II is located in the Office of Criminal Justice Assistance in the Department of Public Safety. The Office of Criminal Justice Assistance administers grant funds to state and local units of government, and Native American tribes performing law enforcement functions for programs to improve the criminal justice system, which involves usage and sales of controlled substances. Grant funding is also utilized by faith-based and not-for-profit agencies providing drug treatment programs, corrections and prevention and education programs, prosecution and court programs. The incumbent, under the supervision of a Grants & Projects Analyst III, reviews over 62 grant applications annually and oversees the management of about 40 ongoing service activities. Grant awards to the agency total \$32 million, of which the incumbent manages a total \$5.4 million annually.

The incumbent researches and gathers statistics for analysis and support of funding requests; writes applications; develops budget narrative; analyzes guidance received from Federal Program Managers; prepares semi-annual federal reports; performs annual site monitoring; and tracks both fiscal and program aspects of each subgrant recipient. Additionally, prior to reimbursement to subgrantees, the incumbent ensures all expenditures meet the allowable costs/cost principles under the federal grant guidelines and special conditions with each federal grant. The incumbent is also responsible for providing technical assistance, grant training and grant writing assistance to all subgrant recipients.

Grants & Projects Analyst I: Under general supervision, incumbents perform the full range of duties described in the series concept. They assess, monitor, control and review grant projects/programs and provide technical assistance to subgrantees. This is the journey level in the series.

A representative example of a Grants & Projects Analyst I is located in the Department of Education. The incumbent oversees the Charter Schools Program grant from the U.S. Department of Education by providing technical assistance and administering subgrants to eligible charter school planners and operators.

The incumbent coordinates departmental and peer reviews of subgrant applications and assists applicants during the review process; approves/disapproves subgrant budgets, modifications and allowable costs; analyzes end-of-project financial and program reports from subgrantees; monitors programs on-site and through records reviews to ensure compliance with federal requirements; completes required federal financial and programmatic reports; and participates in the development of State charter school policies. The incumbent is responsible for approximately 20 subgrants from a total grant of \$2.5 million annually.

MINIMUM QUALIFICATIONS

GRANTS & PROJECTS ANALYST III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in public or business administration, accounting, finance or related field and three years of *professional* grants experience which included [~~the administration, assessment, coordination, analysis, and revision of grant programs~~] *writing grant applications to secure program funding; determining grant/subgrant program eligibility; researching, developing and implementing long-range grant program plans; managing fiscal aspects of grants/subgrants; and monitoring and enforcing grant/subgrant recipient compliance; OR* an equivalent combination of education and experience; **OR** one year of experience as a Grants & Projects Analyst II in Nevada State service.

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MINIMUM QUALIFICATIONS (cont'd)

GRANTS & PROJECTS ANALYST III (cont'd)

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

Detailed knowledge of: management of [~~federal~~] grants and [~~the federal~~] payment management systems; principles and applications of program planning and evaluation. **Ability to:** interpret, apply, and explain agency programs, processes and procedures, complex laws and regulations, restrictions, and standards to program clientele, representatives of external entities, and other agencies; make oral group presentations to persuade others to accept a specific opinion or action; represent the agency to a wide variety of groups; read, write and apply legal and technical documents; exchange ideas, information, and opinions with others to formulate policies and programs and arrive jointly at decisions, conclusions or solutions; *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: federal and State regulations and guidelines governing assigned areas of responsibility. **Working knowledge of:** State budgetary process; supervisory principles and practices.

GRANTS & PROJECTS ANALYST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in public or business administration, accounting, finance or related field and two years of *professional* grants experience which included [~~the administration, assessment, coordination, analysis, and revision of grant programs;~~] *writing grant applications to secure program funding; determining grant/subgrant program eligibility; researching, developing and implementing long-range grant program plans; managing fiscal aspects of grants/subgrants; and monitoring and enforcing grant/subgrant recipient compliance;* **OR** an equivalent combination of education and experience; **OR** one year of experience as a Grants & Projects Analyst I in Nevada State service.

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

Working knowledge of: management of [~~federal~~] grants and [~~the federal~~] payment management systems; accounting and financial recordkeeping practices; accounting coding used to distribute funds, accounts receivable and accounts payable bookkeeping practices; principles and processes of program planning and evaluation. **Ability to:** read, write, interpret, explain, and apply legal and technical documents; explain agency grant programs, actions, policies and procedures; write program plans, reports and grant applications using correct English grammar, spelling and punctuation; compute and prepare financial and budget reports; *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 Grants & Projects Analyst III.)

GRANTS & PROJECTS ANALYST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in public or business administration, accounting, finance or related field *related to the position* and one year of grants experience which included [~~the administration, assessment, coordination, analysis, and revision of grant program functions;~~] *writing grant applications to secure program funding; determining grant/subgrant program eligibility; researching, writing and/or revising grant program plans; providing technical assistance to grant/subgrant recipients; and managing fiscal aspects of grants/subgrants;* **OR** graduation from high school or equivalent education and three years of professional experience in [~~the research, development, coordination, revision, and evaluation of grant programs;~~] *writing grant applications to secure program funding; determining grant/subgrant program eligibility; researching, writing and/or revising*

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MINIMUM QUALIFICATIONS (cont'd)

GRANTS & PROJECTS ANALYST I (cont'd)

EDUCATION AND EXPERIENCE (cont'd)

*grant program plans; providing technical assistance to grant/subgrant recipients; and managing fiscal aspects of grants/subgrants; **OR** an equivalent combination of education and experience.*

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

General knowledge of: accounting and financial recordkeeping practices; accounting coding used to distribute funds; accounts receivable and accounts payable bookkeeping practices; federal *and/or State* regulations pertaining to grants; management of [federal] grants and [the federal] payment management systems; principles and processes of program evaluation and planning. **Ability to:** prepare grammatically correct written materials including program plans, reports and grant applications; complete required forms and documents related to program requirements; prepare and verify financial and budget reports; explain programs, policies and procedures of the agency; compose business correspondence in clear, concise and grammatically correct English.

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

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Grants & Projects Analyst II.)

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	<u>7.753</u>	<u>7.755</u>	<u>7.757</u>
ESTABLISHED:	6/24/83	6/24/83	6/24/83
REVISED:	7/1/93P	7/1/93P	7/1/93P
	9/24/92PC	9/24/92PC	9/24/92PC
REVISED:	12/14/07PC	12/14/07PC	12/14/07PC
REVISED:	5/12/10UC	5/12/10UC	5/12/10UC
REVISED:	5/0912UC	5/0912UC	5/0912UC