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STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
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HUMAN RESOURCES COMMISSION

Meeting Notice

DATE: December 19, 2025

TIME: 9:00 a.m.

LOCATION: Legislative Building
401 S. Carson Street
Room 3137
Carson City, NV

Legislative Hearing Rooms Building
7120 Amigo Street
Room 6
Las Vegas, NV

The sites will be connected by videoconference. The public is invited to attend at either location. As video conferencing gives the Commission, staff, and others flexibility to attend meetings in either Northern or Southern Nevada, handouts to the Commission on the day of the meeting may not be transmitted to distant locations.

Notice: The Human Resources Commission may address agenda items out of sequence to accommodate persons appearing before the Commission or to aid the efficiency or effectiveness of the meeting at the Chair's discretion. The Commission may combine two or more agenda items for consideration, and the Commission may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. Comments will be limited to three minutes per person and persons making comment will be asked to begin by stating their name for the record and to spell their last name. The Commission Chair may elect to allow additional public comment on a specific agenda item when the item is being considered.

Agenda

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|----------------------------|---|
| | I. Call To Order, Welcome, Roll Call, Announcements |
| | II. Public Comment: No vote or action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. |
| FOR POSSIBLE ACTION | III. Approval of Minutes of Previous Meetings: |
| | A. June 27, 2025 |
| FOR POSSIBLE ACTION | IV. Discussion and Approval or Denial of Proposed Permanent Regulation Changes to Nevada Administrative Code, Chapter 284 |

A. LCB File No. R010-25

Sec. 1. NAC 284.126 Creation of new class, reclassification of position or reallocation of existing class.

INFORMATIONAL ITEM

V. Report of Uncontested Classification Changes Not Requiring Human Resources Commission Approval per NRS 284.160

The following items were posted for at least 20 working days. No written objections were received by the Administrator before the end of the posting period; therefore the changes automatically went into effect.

Posting: #03-25

10.124 Corrections Counselor Series

Posting: #05-25

12.392 Casework Management Specialist Series

Posting: #06-25

11.118 Public Safety Dispatcher Series

Posting: #08-25

12.152 Workforce Services Representative Series

Posting: #12-25

12.392 Casework Management Specialist Series

Posting: #01-26

11.123 Supervisor, Communications Call Taker

Posting: #03-26

07.207 Manager, Information Technology Innovation

Posting: #04-26

07.412 Right-of-Way Series

06.713 Manager, Hydrology

07.428 Staff Specialist, Right-of-Way Series

Posting: #05-26

09.410 Skilled Trades Apprentice

02.811 Supply Technician Series

13.241 Criminal Investigator Series

02.300 Accounting Assistant Series

07.422 Review Appraiser Series

02.131 Student Worker

06.809 Manager, Environmental Programs

VI. Discussion of Dates for Upcoming Meetings

VII. Commission Comments

VIII. Public Comment: No vote or action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken.

IX. Adjournment

Supporting material for this meeting is available at the Division of Human Resource Management at 515 E. Musser Street, Suite 101, Carson City, Nevada, 89701; 7251 Amigo Street, Suite 120, Las Vegas, NV, 89119; or on our website:

https://hr.nv.gov/Boards/PersonnelCommission/Human_Resources_Commission_-_Meetings/. To obtain a copy of the supporting material, you may contact Roxanne Hardy at (775) 684-0131 or roxannehardy@admin.nv.gov

Inquiries regarding the items scheduled for this Commission meeting may be made to Roxanne Hardy at (775) 684-0131 or roxannehardy@admin.nv.gov.

We are pleased to make reasonable accommodations for individuals who wish to attend this meeting. If special arrangements or audiovisual equipment are necessary, please notify the Division of Human Resource Management in writing at 515 E. Musser Street, Suite 101, Carson City, NV, 89701, no less than (5) working days before the meeting.

Persons who wish to receive notice of meetings must subscribe to the Division of Human resource Management LISTSERV HR Memorandums, which can be found on the following webpage:

http://hr.nv.gov/Services/HRM_Email_Subscription_Management/. If you do not wish to subscribe to LISTSERV and wish to receive notice of meetings, you must request to receive meeting notices and renew the request every 6 months thereafter per NRS 241.020(3)(c), which states in part, "A request for notice lapses 6 months after it is made." Please contact Roxanne Hardy at (775) 684-0131 or roxannehardy@admin.nv.gov to make such requests.

Notice of this meeting has been posted at the following locations:

Carson City

515 East Musser Street, Suite 101
Nevada State Library and Archives Building, 100 North Stewart Street
Nevada State Capitol Building, 101 North Carson Street
Nevada State Legislature Building, 401 South Carson Street

Las Vegas

Eureka Building, 7251 Amigo Street

Websites:

Nevada Public Notice website: <http://notice.nv.gov>
Division of Human Resource Management: www.hr.nv.gov

ITEM III

**STATE OF NEVADA
HUMAN RESOURCES
COMMISSION**

Held at the Nevada State Library and Archives Building, 100 N. Carson Street, Room 110, Carson City; and via video conference in Las Vegas at the Eureka Building, 7251 Amigo Street, Room 120.

**MEETING MINUTES
June 27, 2025
(Subject to Commission Approval)**

COMMISSIONERS PRESENT:

Mr. Mark Olson, Chairperson
Ms. Angela Scurry, Commissioner
Mr. Andreas Spurlock, Commissioner
Mr. Rick McCann, Commissioner
Ms. Patricia Hurley, Commissioner

STAFF PRESENT:

Ms. Bachera Washington, Administrator, DHRM
Ms. Michelle Garton, Deputy Administrator, DHRM
Ms. Keish Harris, Deputy Administrator, DHRM
Mr. Greg Ott, Deputy Attorney General
Ms. Carrie Hughes, HR Analyst, DHRM

I. CALL TO ORDER, WELCOME, ROLL CALL, ANNOUNCEMENTS

Chairperson Olson: I would just love to call this quarterly meeting of the State Human Resources Commission to order and we'll proceed with our agenda, which is to welcome everyone and we're so happy to be here on Friday, correct? Yes. Any announcements from Ms. Washington? Any announcements, Ms. Garton?

Michelle Garton: No, not from here.

II. PUBLIC COMMENT

Chairperson Olson: No voter action may be taken upon a matter reached under this item of the agenda until the matter itself has been specifically included on an agenda as an item in which action may be taken. Having said that, is there any public comment down here, down south? And I'm seeing and hearing no one rise. Up north, public comment if you please.

III. APPROVAL OF MINUTES OF PREVIOUS MEETINGS: A. March 28, 2025

Chairperson Olson: Is there any questions, comments, corrections any of the Commissioners have noticed? Please speak now. Anything up north, questions, comments? Hearing none, may we have a motion on item 3, please?

The motion passes.

MOTION:	Moved to approve the March 28, 2025 meeting minutes.
BY:	Commissioner McCann
SECOND:	Commissioner Scurry
VOTE:	The motion passed unanimously.

IV. POSSIBLE DISCUSSION TO ENTER INTO A NEW CONTRACT WITH THE HEARINGS DIVISION OR POSSIBLE RECRUITMENT OF INDEPENDENT HEARING OFFICERS

Michelle Garton: This agenda item is a new interlocal contract with the Hearings Division of the Department of Administration. They have been for 10 years at least, I believe, hearing personnel appeals and also whistleblower appeals filed by employees. It has been working wonderfully for us, and the contract is essentially the same as the current one, which the Commission approved last June. For example, the rates are all the same. The only difference in this contract is we added language there to say that the Division of Human Resources may approve travel for a hearing officer. The contract currently has travel for the appellants, but we wanted to add the hearing officer in case it makes the most sense for the hearing officer to travel. Certainly we would scrutinize it and get a good justification from them to use our funding authority for that but that is possible now if the contract's approved.

Chairperson Olson: And may I ask when that hearing officer travels, and I believe I read it here, the standard state per diems apply or is there a unique per diem for these officer expenses reimbursement?

Michelle Garton: Yes, standard rates. Exactly.

Chairperson Olson: Questions from the Commission?

Commissioner Spurlock: The travel anymore for these hearing officers is becoming fewer and far between, is that correct?

Michelle Garton: Our Division has not yet paid for that, so I'm not sure. I would say yes. The vast majority of their hearings are conducted virtually. It's just in that off chance.

Chairperson Olson: Any other comments, questions? Okay, very good, so as it pertains to this Item Number 4, may we

have a motion?

The motion passes.

MOTION: Moved to approve Item 4 as read
BY: Commissioner Spurlock
SECOND: Commissioner McCann
VOTE: The motion passed unanimously.

V. 2025 LEGISLATIVE SESSION SIGNIFICANT DIVISION OF HUMAN RESOURCE MANAGEMENT RELATED APPROVED BILLS

Carrie Hughes: This document is a summary of key signed into law human-resource related bills for the 2025 Nevada Legislative Session. There are a variety of bills that were signed revising human-resource related topics such as collective bargaining, employment of children, antisemitism, and capping the cost of Family and Medical Leave Act certification costs. Several bills were also signed that will move, reorganize, and rename departments and offices. The office of the Chief Informational Officer is being renamed to the Governor's Technology Office, the Division of Emergency Management is being moved into the Governor's offices, and parts of the Department of Health and Human Services are being split out into a new organization titled the Nevada Health Authority and that will also include and bring under it the Public Employee's Benefits Program, which is the insurance program, as well as the Silver State Health Insurance Exchange. There were bills that created groups to research and report on issues such as Firefighter and Peace Officer Wellness and Public Records. Assembly Bill 547 impacts state recruiting practices by addressing federal government experience and prohibiting, with exception, requiring applicants to have a bachelor's degree. There are also several bills that revise the state's Open Meeting Law and Nevada Administrative Procedure Act. DHRM staff are working to ensure that we will be in compliance with these revisions, such as Assembly Bill 125 regarding public body posting requirements, and Assembly Bill 444 regarding small business impact requirements. I especially wanted to point to Assembly Bill 64 that specifically applies to public bodies such as this Commission. It addresses several points. One of those key points is it defines meeting as not including gatherings of the members to receive legal advice from an attorney. It also does not include under the definition of meeting: meeting to deliberate on that advice from legal counsel. It also addresses issues such as when meetings are held by means of remote technology when there is not a actual physical location for members of the public to come and make public comment, and issues of defamatory statements made by a member of the public when they're providing public comment to the public body.

Chairperson Olson: Questions from the Commission? Very good. Thank you for that summary.

VI. REPORT OF UNCONTESTED CLASSIFICATION CHANGES NOT REQUIRING HUMAN RESOURCES COMMISSION APPROVAL PER NRS 284.160

Posting: #02-25
5.205 Education Programs Series

Posting: #07-25
1.804 Forestry Fleet coordinator

Chairperson Olson: Any comments from staff? Any questions from the Commission?

VII. DISCUSSION OF DATES FOR UPCOMING MEETINGS

Michele Garton: The Division would like to propose September 26th, if that works for folks, to give the Legislative Council Bureau's Legal Division more time to review some of our regulations that we may put forth soon here. So we'd like to propose September 26th and December 19th. If the Commission could put a tentative date for December 19th, that would

be helpful to the Division to put together a schedule for any LCB files we might want to bring to the Commission.

VIII. COMMISSION COMMENTS

Chairperson Olson: Anyone down here, Commission comment?

Commissioner Spurlock: I just wanted to let everybody know that I've given my resignation to Michelle Garton and today will be my last meeting.

Chairperson Olson: Well, and let me say this, in the short time I've been the Chair, I've always valued your input, comments, your focus on the areas that you're deeply interested in (inaudible), so thank you for that.

Bachera Washington: We do thank you on behalf of the state for your participation and just your contribution of being here. I know this is volunteer and to take your time for 10 years to dedicate to us, we really appreciate it.

Commissioner Spurlock: I've enjoyed it. I'm very impressed by the staff at the state. It always just amazes me how technically knowledgeable they are.

IX. PUBLIC COMMENT

Chairperson Olson: Public comment. Of course no vote or action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda item as an item upon which an action may be taken. Having said that, is there any public comment in Las Vegas and seeing no one, none, up north, any public comment from the group there?

X. ADJOURNMENT

Chairperson Olson: Okay. And that brings us to X, 10, and adjournment. So thank you. Thank you staff for putting all this together and we look forward to seeing everyone in September. Enjoy the rest of your summer and be healthy.

ITEM IV

Human Resources Commission
December 19, 2025

FOR DISCUSSION AND POSSIBLE ACTION

The following regulation has been proposed for permanent adoption. A brief explanation precedes the regulation and summarizes the intent of the regulation change. **NOTE:** Language in *italics* is new, and language in brackets ~~omitted material~~ is to be omitted.

The following summarizes the recommended action of the Human Resources Commission and identifies if there has been support or opposition to the proposed action.

LCB File No. R010-25

The Division of Human Resource Management recommends the permanent adoption of the regulation amendments contained in LCB File No. R010-25. The recommended amendments achieve the objective of bringing the regulation into alignment with current practice, as well as removing a reference to an outdated form name.

EXPLANATION OF PROPOSED CHANGE
LCB File No. R010-25

Section 1: NAC 284.126 Creation of new class, reclassification of position or reallocation of existing class.

This amendment, proposed by the Division of Human Resource Management, replaces the word 'preponderance' with 'majority,' the phrase, "preponderance of duties and responsibilities," is not clearly defined and creates confusion among agencies. The intent is to streamline the classification process and allow more flexibility and agility in the classification process.

This amendment, also proposed by the Division of Human Resource Management, removes an outdated form name from the regulation and includes language that is flexible for any changes in the future.

**PROPOSED REGULATION OF
THE HUMAN RESOURCES COMMISSION**

LCB File No. R010-25

July 8, 2025

EXPLANATION – Matter in *italics* is new; matter in brackets ~~omitted material~~ is material to be omitted.

AUTHORITY: § 1, NRS 284.065 and 284.155.

A REGULATION relating to state human resources; revising the definition of “significant change” for the purpose of the classification of certain positions; revising provisions relating to the effective date of a classification decision; and providing other matters properly relating thereto.

Legislative Counsel’s Digest:

Existing law requires the Administrator of the Division of Human Resource Management of the Department of Administration to prepare, maintain and revise a master classification plan for all positions in the classified service of the State, based upon similarity of duties and responsibilities. Existing law also provides that the classification plan and changes therein are subject to approval by the Human Resources Commission. (NRS 284.160) Finally, existing law requires the Human Resources Commission to adopt a code of regulations for the classified service. (NRS 284.155)

Existing regulations provide for the creation of a new class or the reallocation or reclassification of an existing class or position if a significant change in the duties and responsibilities assigned to the position has occurred or may occur. Under existing regulations, “significant change” is defined to mean a change in the duties and responsibilities assigned to a position in a class that: (1) is outside of the scope of the class as described by the class specification; (2) is not part of the scope of responsibility of the position; and (3) results in the preponderance of duties and responsibilities being allocated to a different class. (NAC 284.126) **Section 1** of this regulation revises the definition of “significant change” to instead require the change to result in the majority, instead of the preponderance, of duties and responsibilities being allocated to a different class.

Existing regulations provide that the effective date of a classification decision will be the date on which Form NPD-19 is received by the Division or agency personnel officer unless certain information is received after that date. (NAC 284.126) **Section 1** removes a reference to Form NPD-19 and instead provides that the effective date of a classification decision will be the date on which the appropriate form is received by the Division or agency personnel officer.

Section 1. NAC 284.126 is hereby amended to read as follows:

284.126 1. For the purposes of this section:

(a) “Agency personnel officer” means the Director of Personnel within the Nevada System of Higher Education or any person holding a position in the classified service with the title of Personnel Officer.

(b) “Significant change” means a change in the duties and responsibilities assigned to a position in a class that:

- (1) Is outside of the scope of the class as described by the class specification;
- (2) Is not part of the scope of responsibility of the position; and
- (3) Results in the ~~preponderance~~ *majority* of duties and responsibilities being allocated to a different class.

2. If an appointing authority or an employee proposes the creation of a new class, a reclassification of a position to a different class or the reallocation of an existing class based upon a gradual accumulation of duties and responsibilities which results in a significant change and is intended to be permanent, the Division of Human Resource Management or agency personnel officer must be notified on the appropriate form. If the creation, reclassification or reallocation is approved, the Division of Human Resource Management will allocate the position to one of the existing classes in the classification plan or to a new, revised or reallocated class as appropriate.

3. The effective date of the classification decision will be the date on which ~~Form NPD-19~~ *the appropriate form* is received by the Division of Human Resource Management or agency personnel officer unless information that substantially affects the decision concerning the creation, reclassification or reallocation is received after this date. In that case, the effective date will be the date on which the appropriate information necessary to make the decision is received.

However, the subsequent receipt of an application or examination score that confirms the qualifications of an incumbent will not have a bearing on the effective date. If the form was prepared but delayed due to an administrative or clerical error, the effective date must be determined by the appointing authority and must be based upon the date on which the form should reasonably have been submitted to the Division of Human Resource Management or agency personnel officer. In no case, however, may a retroactive adjustment because of an administrative or clerical error exceed 6 months after the date of receipt.

4. If an agency makes or anticipates making a significant change in the duties for a position or the agency anticipates a reorganization which will require the reclassification of an existing position, the reallocation of an existing class or the creation of a new class, it shall advise the Budget Division of the Office of Finance or, in the case of the Nevada System of Higher Education, the budget division of the applicable institution. The proposed change may not be required of an employee nor be submitted to the Division of Human Resource Management until funding for it is approved. If the change is approved by the Division of Human Resource Management, the effective date will be determined by the Budget Division.

5. In effecting a reclassification pursuant to subsection 2 or 4, the appointing authority must review and take into consideration the organizational structure and the qualifications of the incumbent before assigning new duties to a position which are intended to be permanent. No position will be reclassified to a higher grade through the individual classification process if the incumbent does not meet the minimum qualifications for the higher level position or is unable to meet such qualifications as an underfill within 1 year after the effective date of the reclassification decision. If an employee does not meet the minimum qualifications to reclassify his or her position or is unable to meet such qualifications as an underfill within 1 year after the

effective date of the reclassification decision, the employee is not eligible for promotion, but may be eligible for a special adjustment to his or her pay pursuant to NAC 284.206.

6. The establishment of a new class or reallocation of a class in an occupational study which results in a fiscal cost becomes effective when the funding is provided by the Legislature in the biennial operating budget for this State.

7. From the date on which the Division of Human Resource Management formally announces the beginning of an occupational study until the date on which the occupational study becomes effective:

(a) An existing position in the occupational study that has a significant change may only be reclassified to an existing class.

(b) An existing class in the occupational study must not be reallocated to a different grade.

(c) A new position may be allocated to an existing class or a new class as determined by the Division of Human Resource Management.

8. A position may be reclassified absent significant change in the duties and responsibilities assigned to the position upon a determination by the Division of Human Resource Management that:

(a) The position is incorrectly classified; or

(b) The duties and responsibilities assigned to the position are more consistent with the duties and responsibilities assigned to a position in a different class.

ITEM V

REPORT OF CLASSIFICATION CHANGES NOT REQUIRING HUMAN RESOURCES COMMISSION APPROVAL

Attached is a report of changes made to the classification plan pursuant to NRS 284.160, sections 5 through 7 which reads as follows:

“5. The classification plan and changes therein are subject to approval by the Commission, except that the Administrator, at the request of an appointing authority, may make a change in the classification plan without the prior approval of the Commission if:

- (a) The Administrator deems it necessary for the efficiency of the public service;
- (b) The change is not proposed in conjunction with an occupational study; and
- (c) The Administrator, at least 20 working days before acting upon the proposed change:

(1) Provides written notice of the proposal to each member of the Commission, to all departments and to any head of an employees' organization who requests notice of such proposals; and

(2) Posts a written notice of the proposal in each of the principal offices of the Division.

↪ Any occupational study conducted by the Division in connection with the preparation, maintenance or revision of the classification plan must be approved by the Commission.

6. If no written objection to the proposed change to the classification plan is received by the Administrator before the date it is scheduled to be acted upon, the Administrator may effect the change. The Administrator shall report to the Commission any change in the classification plan made without its approval at the Commission's next succeeding regular meeting.

7. If a written objection is received before the date the proposed change is scheduled to be acted upon, the Administrator shall place the matter on the agenda of the Commission for consideration at its next succeeding regular meeting.”

The conditions set forth in these statutes have been met. A copy of the justifications and revised class specifications are on file in the office of the Administrator of the Division of Human Resource Management.

The following changes have been effected:

REPORT OF CLASSIFICATION CHANGES

POSTING#: 03-25

Effective: 02/06/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
10.124	Corrections Counselor V	44	B		<i>No Change</i>		
10.126	Corrections Counselor IV	43	B	<i>10.126</i>	<i>Correction Counselor IV</i>	<i>43</i>	<i>B</i>
10.132	Corrections Counselor III	39	B		<i>No Change</i>		
10.143	Corrections Counselor II	37	E		<i>No Change</i>		
10.154	Corrections Counselor I	35	E		<i>No Change</i>		

Basis for Recommendation

At the request of the Department of Corrections (DOC), the Division of Human Resource Management (DHRM) conducted a review of the Corrections Counselor series. Corrections Counselors within the Nevada Department of Corrections provide mental health services to offenders in a correctional setting including interviews, behavioral planning and implementation, consultation, psycho-educational classes, research, and training.

In coordination with Subject Matter Experts from DOC and analysts within DHRM it is recommended that the Corrections Counselor IV class be revised to amend the Minimum Qualifications, Education and Experience section, to assist with recruitment efforts. As such, it is recommended that a Master's degree equivalent be included at the Corrections Counselor IV level.

This recommended change will allow the agency more flexibility in the hiring process by broadening the applicant pool.

Throughout the review management and staff within DOC and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes to the class specifications.

Changes to the class specification are noted as follows: additions in blue and deletions in red.



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>
CORRECTIONS COUNSELOR V	44*	A	10.124
CORRECTIONS COUNSELOR IV	43*	B	10.126
CORRECTIONS COUNSELOR III	39*	B	10.132
CORRECTIONS COUNSELOR II	37*	B	10.143
CORRECTIONS COUNSELOR I	35	B	10.154

SERIES CONCEPT

Corrections Counselors within in the Nevada Department of Corrections provide mental health services to offenders in a correctional setting including interviews, behavioral planning and implementation, consultation, psycho-educational classes, research, and training.

Interview individuals to determine treatment, programming, or placement needs; make behavioral health recommendations; interpret and integrate data with interview findings and behavioral observations; discuss results with offenders or other authorized individuals; prepare written reports on offenders interviewed which include potential behavioral health needs.

Participate as a member of the treatment team in staff meetings; share information and analyze treatment options; define, provide, and schedule appropriate care.

Provide counseling services, relaxation training, relationship counseling, substance abuse counseling, and pain management counseling to facilitate recovery and maintain offender in the least restrictive environment possible.

Provide crisis intervention by applying appropriate de-escalation techniques and principles in order to relieve the immediate problem; intervene with offenders who may be hostile, aggressive, combative or assaultive; follow established protocol in order to protect offenders, staff, and others who may be at risk; form a crisis debriefing team of mental health and security professionals and debrief staff involved in emergency situations to alleviate emotional concerns.

Consult and train staff regarding current policies and procedures to comply with statutory and ethical requirements and current scientific developments in areas relevant to agency services.

Participate in planning, developing and coordinating program services to meet the needs of the population served; participate in committees and facility activities in developing policies and procedures; and participate in quality review programs. In a correctional setting, participate on the Unit Management Team to deliver services to offenders within their units.

Document activities in regular written reports and on charts to comply with legal requirements and maintain adequate records; prepare information and documentation necessary for billing and recommend third party payments as appropriate.

Conduct research and evaluation studies, for data collection and statistical purposes, to enhance services provided which may include interviews, offender characteristics, prediction of positive treatment outcomes, or prediction of recidivism or violence of an individual offender.

Perform related duties as assigned.

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

CORRECTIONS COUNSELOR V	44*	A	10.124
CORRECTIONS COUNSELOR IV	43*	B	10.126
CORRECTIONS COUNSELOR III	39*	B	10.132
CORRECTIONS COUNSELOR II	37*	B	10.143
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CLASS CONCEPTS

Corrections Counselor V: Incumbents provide mental health services described in the series concept and, in addition, are responsible for a mental health services program. Incumbents supervise at least one Corrections Counselor IV to include performance evaluations, work performance standards, scheduling, work assignment and review, training, and discipline and may also supervise lower-level professional, technical, and/or administrative staff as needed. Positions at this level typically report to a Medical Director, Mental Health Director, Correctional Programs Administrator, or other higher-level administrator, and work is assigned through agency goals and objectives.

Corrections Counselor IV: Under general direction, incumbents perform advanced clinical and programmatic work ~~[requiring a doctorate in psychology, social science or human service discipline]~~ and perform the full range of duties described in the series concept. In addition, incumbents observe for mental illness symptoms, developmental or learning disabilities and other related disorders, provide oral and written court testimony as a witness regarding the degree of disability and credibility of offenders and evaluate findings, and ~~[may provide administrative supervision of]~~ *supervise* lower-level Corrections Counselors *to include performance evaluations, work performance standards, scheduling, work assignment and review, training and discipline and may also supervise lower-level* professional, technical, and/or administrative staff as needed. Positions at this level typically report to a Corrections Counselor V, a Correctional Programs Administrator, or a Clinical Program Manager, and may be assigned to develop, implement, and manage specialized programs.

Corrections Counselor III: Under general supervision, Corrections Counselor III's are assigned complex caseloads and provide care for the most severely mentally ill, developmentally, or learning-disabled offenders and provide for psycho-educational programs and groups.

Corrections Counselor II: Under general supervision, Corrections Counselor II's perform the full range of duties described in the series concept.

Corrections Counselor I: Incumbents either:

- 1) Under general supervision, perform some of the duties described in the series concept in a more limited manner as determined by the Department. Positions may be permanently allocated at this level and there is no progression to the next level in the series; or
- 2) Under close supervision, receive training in performing the duties described in the series concept. This is the trainee level in the series and incumbents may progress to the next level in the series upon meeting minimum qualifications, satisfactory performance, and with the recommendation of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * 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 pre-employment screening for controlled substances.

CORRECTIONS COUNSELOR V	44*	A	10.124
CORRECTIONS COUNSELOR IV	43*	B	10.126
CORRECTIONS COUNSELOR III	39*	B	10.132
CORRECTIONS COUNSELOR II	37*	B	10.143
CORRECTIONS COUNSELOR I	35	B	10.154

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MINIMUM QUALIFICATIONS (cont'd)

CORRECTIONS COUNSELOR V

EDUCATION AND EXPERIENCE: Doctoral degree from an accredited college or university in clinical psychology, psychology, counseling, education, social work, or closely related field and four years of post-doctoral experience providing therapy, psychological testing and rehabilitative programs to clients or offenders in a correctional, rehabilitative, clinic or institutional setting, one year of which must have been in a supervisory capacity; **OR** a Doctoral degree (Psy.D.) in clinical psychology from an accredited school of professional psychology and four years of experience as described above; **OR** one year of experience as a Corrections Counselor IV in Nevada State service. (*See Special Requirement*)

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

Working knowledge of: State and federal regulations for mental health, developmental disabilities, rehabilitation, or correctional populations; principles and practices of supervision; management principles and practices sufficient to plan, organize, delegate, oversee and evaluate the work of doctoral level and other professional staff and support personnel; general medical conditions which affect mental illness, developmental disabilities, and substance abuse. **Ability to:** participate in management team meetings as requested by the Mental Health Director, Correctional Programs Administrator, Clinical Program Manager or other administrator; resolve programmatic issues resulting from conflicting policies or regulations; establish goals and objectives for the unit or department; develop budgets, work plans, performance indicators, and administrative reports; communicate complex ideas and resolve problems interdepartmentally; provide training to lower level professionals; develop appropriate interventions and goals; *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: agency, divisional and departmental policies and procedures; State personnel practices and procedures; advocacy issues regarding mental illness, developmental disabilities, co-occurring disorders, and substance abuse. **Ability to:** collect, analyze, and utilize data in administrative accountability and evaluation studies; prepare and administer a yearly departmental budget by correlating the available fiscal resources with agency needs for equipment, personnel, and training; develop, implement, and evaluate programs in response to offenders and agency needs.

CORRECTIONS COUNSELOR IV

EDUCATION AND EXPERIENCE: *Master's degree from an accredited college or university in clinical psychology, psychology, counseling, education, social work, or closely related field and four years of post-Master's degree experience providing therapy, psychological testing and programmatic services in a correctional, rehabilitative, clinic or institutional setting;* **OR** Doctoral degree from an accredited college or university in clinical psychology, psychology, counseling, education, social work, or closely related field and three years of post-doctoral experience providing therapy, psychological testing and programmatic services in a correctional, rehabilitative, clinic or institutional setting; **OR** a Doctoral degree (Psy.D.) in clinical psychology from an accredited school of professional psychology, and three years of experience as described above; **OR** one year of experience as a Corrections Counselor III ~~[, to include a Doctoral degree as described above,]~~ in Nevada State service. (*See Special Requirement*)

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

Detailed knowledge of: anti-social personalities; correctional programs, criminal justice processes and systems; offender classification and security procedures and requirements; reference books including psychological treatment, diagnostic and statistical manuals. **Working knowledge of:** therapeutic principles and techniques used in providing mental health services to clients/offenders with mental illness, developmental and related disorders and disabilities; types, etiology, and treatment of mental disorders; assessment methods; psychopharmacology and correctional programs. **Ability to:** apply federal and State

CORRECTIONS COUNSELOR V	44*	A	10.124
CORRECTIONS COUNSELOR IV	43*	B	10.126
CORRECTIONS COUNSELOR III	39*	B	10.132
CORRECTIONS COUNSELOR II	37*	B	10.143
CORRECTIONS COUNSELOR I	35	B	10.154

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MINIMUM QUALIFICATIONS (cont'd)

CORRECTIONS COUNSELOR IV (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
 laws related to treatment and therapy in a correctional environment; provide mental health services and correctional programming in a correctional setting; abide by the American Psychological Association code of ethics; assess for mental illness, developmental disabilities and related disorders; develop, implement and manage clinical and correctional programs and services; assign and review work, organize staff activities, and provide review of subordinates' work as assigned; *and all knowledge, skills, and abilities required at the lower levels.*

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

CORRECTIONS COUNSELOR III

EDUCATION AND EXPERIENCE: Master's degree from an accredited college or university in clinical psychology, psychology, counseling, education, social work, or closely related field and three years of post-Master's degree experience providing therapy, psychological testing and programmatic services in a correctional, rehabilitative, clinic or institutional setting; **OR** a Doctoral degree from an accredited college or university in clinical psychology, counseling psychology, educational psychology, social work, or closely related field which included a one-year internship in an applied program and one year of professional experience providing therapy, psychological testing and programmatic services in a correctional, rehabilitative, clinic or institutional setting; **OR** a Doctoral degree (Psy.D.) in clinical psychology from an accredited school of professional psychology, a one-year internship in an applied program, and one year of experience as described above; **OR** one year of experience as a Corrections Counselor II in Nevada State service. *(See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: assessment tools and instruments used in the diagnosis, treatment and evaluation of individuals in the population served; federal and State laws related to mental health, intellectual disabilities and substance abuse; correctional programs; agency, divisional and departmental policies and procedures; client/offender rights and confidentiality of information; personality disorders; educational and learning disorders; survey design and data collection; mental health and developmental service delivery systems; analysis and interpretation of statistical data; case management practices and procedures; crisis intervention techniques; individual, marital, group and family counseling techniques; treatment team dynamics; psychotropic medications including desired effects, common side effects, and drug interactions; services, roles and responsibilities of human services agencies in the community. **General knowledge of:** chemical dependency and substance abuse; psychological and physical conditions encountered in a correctional setting; normal and abnormal human behavior, growth and development. **Ability to:** make specific observations and recommendations regarding client/offender treatment and progress; coordinate treatment services provided by agency personnel and others; and provide correctional programming; work ethically and professionally with individuals who have been convicted of crimes; participate in program development projects; assess, develop and implement behavior plans and goals; assess and utilize social, agency, and community resources; establish rapport and appropriate relationships with offenders, their families and care providers; set priorities which accurately reflect the level of care needed by offenders; balance responsibilities with documentation requirements; modify intervention procedures to meet specific service needs of offenders or families; *and all knowledge, skills, and abilities required at the lower level.*

CORRECTIONS COUNSELOR V	44*	A	10.124
CORRECTIONS COUNSELOR IV	43*	B	10.126
CORRECTIONS COUNSELOR III	39*	B	10.132
CORRECTIONS COUNSELOR II	37*	B	10.143
CORRECTIONS COUNSELOR I	35	B	10.154

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MINIMUM QUALIFICATIONS (cont'd)

CORRECTIONS COUNSELOR III (cont'd)

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

CORRECTIONS COUNSELOR II

EDUCATION AND EXPERIENCE: Master's degree from an accredited college or university in clinical psychology, psychology, counseling, education, social work, or closely related field and two years of post-Master's degree experience providing therapy, psychological testing and programmatic services in a correctional, rehabilitative, clinic or institutional setting; **OR** a Doctoral degree from an accredited college or university in clinical psychology, counseling psychology, educational psychology, social work, or closely related field which included a one-year internship in an applied program in a correctional, law enforcement, rehabilitative, clinic or institutional setting; **OR** a Doctoral degree (Psy.D.) in clinical psychology from an accredited school of professional psychology, and a one-year internship in an applied program as described above; **OR** two years of experience as a Corrections Counselor I in Nevada State service. *(See Special Requirement)*

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

Working knowledge of: theories and principles of counseling; symptoms, characteristics, and treatment of neurological impairment, mental illness, developmental disabilities, and emotional and behavioral disorders; laws governing abuse and neglect of clients/offenders; ethical standards of care and treatment; verbal communication skills sufficient to confer with colleagues, clients/offenders, and others. **General knowledge of:** client rights and confidentiality of information. **Ability to:** develop and maintain effective and cooperative working relationships with co-workers, medical and health professionals, social service agency representatives and others; write comprehensive evaluations, reports and recommendations; observe and detect signs and symptoms of psychological disorders.

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

CORRECTIONS COUNSELOR I

EDUCATION AND EXPERIENCE: Master's degree from an accredited college or university in clinical psychology, psychology, counseling, education, social work, or closely related field.

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

General knowledge of: normal and abnormal behavior and development; individual and group counseling techniques; case management practices and procedures; crisis intervention techniques; laws governing abuse and neglect of clients/offenders; ethical standards of care and treatment; confidentiality of information; symptoms, characteristics, and treatment of common mental and emotional illnesses. Ability to: provide individual and group therapy; write concise, logical, and clear reports regarding client status and treatment; establish rapport with clients; work effectively with co-workers, medical, and health professionals, social service agency representatives and others.

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

CORRECTIONS COUNSELOR V	44*	A	10.124
CORRECTIONS COUNSELOR IV	43*	B	10.126
CORRECTIONS COUNSELOR III	39*	B	10.132
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This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>10.124</u>	<u>10.126</u>	<u>10.132</u>	<u>10.143</u>	<u>10.154</u>
ESTABLISHED:	7/1/89P 8/19/88PC	12/1/68	12/1/68	12/1/68	8/8/23UC
REVISED:		2/26/76	2/26/76	2/26/76	
REVISED:		7/27/76	7/27/76	7/27/76	
REVISED:		7/1/86R	7/1/86R	7/1/86R	
		7/18/86-3	7/18/86-3	7/18/86-3	
REVISED:		7/1/89P	7/1/89P	7/1/89P	
		8/19/88PC	8/19/88PC	8/19/88PC	
REVISED:		12/14/89-3			
REVISED:	3/13/90-3	3/13/90-3	3/13/90-3	3/13/90-3	
REVISED:	7/1/93LG	7/1/93LG			
REVISED:	7/1/99P	7/1/99P	7/1/99P	7/1/99P	
	10/2/98PC	10/2/98PC	10/2/98PC	10/2/98PC	
REVISED:	10/16/03UC	10/16/03UC	10/16/03UC	10/16/03UC	
REVISED:	7/1/07LG	7/1/07LG	7/1/07LG	7/1/07LG	
REVISED:	3/9/16RNC	3/9/16UC	3/9/16UC	3/9/16UC	
REVISED:	8/8/23UC	8/8/23UC	8/8/23UC	8/8/23UC	
REVISED:		2/6/25UC			

REPORT OF CLASSIFICATION CHANGES

POSTING#: 05-25

Effective: 02/06/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
12.392	Casework Management Specialist Supervisor	37	B	<i>12.392</i>	<i>Casework Management Specialist Supervisor</i>	<i>37</i>	<i>B</i>
12.393	Casework Management Specialist IV	36	B	<i>12.393</i>	<i>Casework Management Specialist IV</i>	<i>36</i>	<i>B</i>
12.394	Casework Management Specialist III	35	B	<i>12.394</i>	<i>Casework Management Specialist III</i>	<i>35</i>	<i>B</i>
12.395	Casework Management Specialist II	34	B	<i>12.395</i>	<i>Casework Management Specialist II</i>	<i>34</i>	<i>B</i>
12.396	Casework Management Specialist I	32	B	<i>12.396</i>	<i>Casework Management Specialist I</i>	<i>32</i>	<i>B</i>

Basis for Recommendation

At the request of the Department of Health & Human Services (DHHS), Aging & Disability Services Division (ADSD), the Division of Human Resource Management (DHRM) conducted a review of the Casework Management Specialist Series. Currently, Casework Management Specialists within the Department of Health & Human Services, Division of Child & Family Services provide case management services for children and their families and may be assigned to one of many specialized programs and/or facilities where duties may be performed in the home and/or any similar setting. Incumbents often work in a team environment to provide service coordination and case management services; develop and implement case and safety plans; provide direct services and case management to support the safety, permanency and well-being of assigned clientele; utilize crisis intervention to manage angry, hostile or combative clientele; develop, identify, obtain, coordinate, monitor and evaluate resources and services to meet client and family/care provider needs; make referrals to other service providers and community resources; utilize evidence based practices to bring about change behavior to ensure client goals are accomplished; prepare and submit a variety of reports related to client services and evaluation to courts and other State and federal agencies; and provide education, information, and technical assistance to clients, family members, other agencies and service providers

In coordination with Subject Matter Experts from ADSD and analysts within DHRM it is recommended that the Series Concept be amended to include the Aging & Disability Services Division as well as references to vulnerable and/or older adults. In addition, the Minimum Qualifications Education & Experience and Entry Level Knowledge, Skills, and Abilities sections were also amended to reflect the requested changes.

These recommended changes will allow ADSD to better utilize existing positions and allow more flexibility in the hiring process by broadening the applicant pool.

Throughout the review management and staff within ADSD and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes to the class specifications.

Changes to the class specification are noted as follows: additions in blue and deletions in red.



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>
CASEWORK MANAGEMENT SPECIALIST SUPERVISOR	37	B	12.392
CASEWORK MANAGEMENT SPECIALIST IV	36	B	12.393
CASEWORK MANAGEMENT SPECIALIST III	35	B	12.394
CASEWORK MANAGEMENT SPECIALIST II	34	B	12.395
CASEWORK MANAGEMENT SPECIALIST I	32	B	12.396

SERIES CONCEPT

Casework Management Specialists provide case management services for children, *vulnerable and/or older adults*, and their *respective* families and may be assigned to one of many specialized programs and/or facilities where duties may be performed in the home and/or any similar *residential* setting. Incumbents often work in a team environment to provide service coordination and case management services; develop and implement case and safety plans; provide direct services and case management to support the safety, permanency and well-being of assigned clientele; utilize crisis intervention to manage angry, hostile or combative clientele; develop, identify, obtain, coordinate, monitor and evaluate resources and services to meet client and family/care provider needs; make referrals to other service providers and community resources; utilize evidence based practices to bring about change behavior to ensure client goals are accomplished; prepare and submit a variety of reports related to client services and evaluation to courts and other State and federal agencies; and provide education, information, and technical assistance to clients, family members, other agencies and service providers.

Develop, manage, and implement case plans and safety plans by interviewing the client, family members, collaterals, court stakeholders and care providers; on a continuing basis, assess individuals/clients using agency approved assessment tools to evaluate, identify and determine social service needs and advise clients of their service related rights and responsibilities; identify goals and develop strategies based on established objectives and available resources; review client's history, report observations and recommend changes; remediate deficits and provide intervention strategies; assist care providers in learning techniques to enhance the care provider/client relationship; evaluate the effectiveness of the plan in meeting the client, family and care provider needs; review plan with client and family/care provider and revise as needed.

Monitor client and family progress; identify, coordinate, monitor and evaluate resources and services to meet client and family/care provider needs; assist clients in obtaining financial assistance as appropriate; coordinate services with outside agency service providers; consult with other clinicians, social workers, medical personnel, vendors, contractors, school districts, courts, other public agencies, community organizations, law enforcement and professionals in the legal system to exchange information; serve as motivator and negotiator to arrange and resolve service delivery issues.

Conduct assessments, have contact with children, *vulnerable and/or older adults*, and *their respective* families and perform home visits using motivational interviewing; monitor follow-up services specified in the case and/or safety plan; arrange, assist, and/or provide transportation for clients to various appointments and community assistance services as necessary; prepare reports for court on family function recommendations; monitor providers to ensure services are provided; monitor quality of the living environment; train care providers as necessary as outlined in the approved agency provider standards; review billing forms for accuracy of services provided, *assist clients with applying for program(s) and/or ongoing eligibility requirements*.

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SERIES CONCEPT (cont'd)

Adhere to all regulatory and agency standards for documentation; document case activities, client contact and progress in case records; prepare a variety of written reports related to the evaluation of clients and services provided; provide information to treatment/service team members, other professionals, family members, care providers, administrators, and judiciary; prepare correspondence and submit forms and documentation as required.

Participate in multidisciplinary teams and attend staff, committee, task force and/or other scheduled meetings to discuss and provide input concerning critical client issues and problems; meet with professionals in local communities to develop program awareness and partnerships; may attend and participate in in-service training, workshops, seminars, and continuing education programs to enhance knowledge, skills and abilities related to job performance.

Perform related duties as assigned.

CLASS CONCEPTS

Casework Management Specialist Supervisor: Under general direction, and in addition to being able to perform the full range of duties described in the series concept, incumbents supervise and direct, approve and make decisions regarding the activities of lower-level Casework Management Specialist IV, III, and II positions, and may supervise other related paraprofessional, technical and support staff, to include performance evaluations, work performance standards, scheduling, assigning and reviewing work, training and discipline. Incumbents assist in program planning by developing goals and objectives, conduct needs assessments, and collect and report information regarding program activities; ensure compliance with applicable policies and procedures; may assist in budget preparation and monitoring; and may recommend or develop new and/or revised policies and procedures. Incumbents may carry a caseload; however, supervision of Casework Management Specialists is the primary responsibility. This is the supervisory level in the series.

Casework Management Specialist IV: Under limited supervision, and in addition to performing the full range of duties described in the series concept for the most sensitive and/or highly complex cases as defined by the agency, incumbents act as a lead-worker on a regular and reoccurring basis over a staff of lower-level Casework Management Specialist III, II and I positions.

This level in the class series is distinguished from the lower level by providing case management for the most complex and highly sensitive cases; acting as a lead-worker by assigning and reviewing work, coordinating and managing caseloads, and providing training to Casework Management Specialist III, II and I positions; reviewing data entry, assessments, case and safety plans, and reports for accuracy, clarity, format and to ensure policy and procedure were followed; and providing assistance to lower-level specialists regarding case preparation and presentation in a court of law. This is the advanced journey level in the series.

Casework Management Specialist III: Under general supervision, incumbents perform the full range of duties as described in the series concept. This is the journey level in the series.

Casework Management Specialist II: Incumbents either:

- 1) Under limited supervision perform some of the duties described in the series concept on a more limited basis. Positions are permanently allocated at this level, and there is no progression to the next level; or

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CLASS CONCEPTS (cont'd)

Casework Management Specialist II: (cont'd)

- 2) Under close supervision, perform some of the duties described in the series concept and continue to receive training in performing the duties outlined in the series concept. This is the continuing trainee level for this series and provides for progression to the next level upon meeting minimum qualifications, satisfactory performance and with the approval of the appointing authority.

Casework Management Specialist I: Under close supervision, incumbents receive training in performing the duties outlined in the series concept. This is the trainee level for this series and provides for progression to the next level upon meeting minimum qualifications, satisfactory performance and with the approval of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Positions may be required to work evenings, weekends, and/or holidays.
- * Positions are subject to call-out or call-back.
- * Positions require a valid driver's license, or equivalent mobility, at the time of appointment and as a condition of continuing employment.

INFORMATIONAL NOTE:

- * Licensure by the State of Nevada Board of Examiners for Social Workers as a Social Worker or Clinical Social Worker may be substituted for one year of required work experience.
- * Individuals who have current licensure may be required to maintain licensure as a condition of continuing employment.

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, *sociology, gerontology*, or closely related ~~[social/human]~~ *social science or human services* related field and four years of professional experience providing case management services specific to children *or vulnerable and/or older adults* in a health and/or human services setting, one year of which included supervising staff who provide case management services to children *or vulnerable and/or older adults* in a health and/or human services setting; **OR** one year of experience as a Casework Management Specialist IV in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. (*See Special Requirements and Informational Note*)

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

Detailed knowledge of: *applicable federal and* State ~~[, federal, departmental and divisional]~~ laws *and* regulations *and agency* policies, practices and procedures. ~~[to include, but not limited to, child safety, permanency and wellbeing.]~~ **General knowledge of:** supervisory principles and practices. **Ability to:** evaluate need and level of response, critically think through problems and develop/facilitate appropriate solutions; serve as an agency representative with community services and public agencies; review case and safety plans regarding children, *vulnerable and/or older adults*, and *their respective* family members and prove effective assessment of social service needs and/or critical client issues and problems; create, implement and monitor procedures and/or policies related to case management services for children, *vulnerable and/or*

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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR (cont'd)

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

older adults, and *their respective* families; identify goals and develop strategies based on established objectives and available resources; assume control and resolve critical situations in a safe and expedient manner; develop and maintain a cohesive relationship with multidisciplinary teams, community organizations, public agencies, courts and law enforcement; *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 regulations related to personnel administration. **Ability to:** provide supervision to subordinate staff, evaluate performance; establish and maintain effective working relationships with subordinates, peers, management and State, federal, and local agencies; establish priorities which accurately reflect the relative importance of job responsibilities and standards.

CASEWORK MANAGEMENT SPECIALIST IV

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, *gerontology*, or closely related ~~[social/human]~~ *social science or human services* related field and three years of professional experience providing case management services specific to children *or vulnerable and/or older adults* in a health and/or human services setting; **OR** one year of experience as a Casework Management Specialist III in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. (*See Special Requirements and Informational Note*)

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

Working knowledge of: best practices related to safety, permanency and wellbeing of children and *vulnerable and/or older adults* as defined by State and federal mandates; *applicable federal and State* ~~[federal, departmental and divisional]~~ laws *and* regulations *and agency* policies, practices and procedures; ~~[to include, but not limited to, child safety, permanency and wellbeing.];~~ service coordination and complex case management services. **Skill in:** using complex data collections systems. **Ability to:** establish priorities which accurately reflect the relative importance of job responsibilities and standards; function as technical lead-worker to subordinate staff, organize workflow, delegate responsibility and provide training; accurately use assessment tools to assess and manage ~~[child]~~ *client* safety; use critical thinking skills to accurately analyze problems to arrive at logical conclusions; analyze information, problem situations, practices and procedures pertaining to case management services for children, *vulnerable and/or older adults*, and their *respective* families; identify goals and develop strategies based on established objectives and available resources; assume control and resolve critical situations in a safe and expedient manner; develop and maintain cohesive relationships with multidisciplinary teams; understand reporting requirements and problem solve how to retrieve accurate data for review; *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 Casework Management Supervisor.*)

CASEWORK MANAGEMENT SPECIALIST III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, *gerontology*, or closely related ~~[social/human]~~ *social science or human*

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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST III

EDUCATION AND EXPERIENCE:

services related field and two years of professional experience providing case management services specific to children **or vulnerable and/or older adults** in a health and/or human services setting; **OR** one year of experience as a Casework Management Specialist II in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. (*See Special Requirements and Informational Note*)

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

Working knowledge of: **applicable federal and** State ~~[federal, departmental and divisional]~~ laws **and** regulations **and agency** policies, practices and procedures regarding human characteristics which indicate dysfunction; developing, implementing and managing case and safety plans for children, **vulnerable and/or older adults**, and their **respective** family members; motivational interviewing techniques and Stages of Change Theory; de-escalation and crisis intervention techniques; clients rights and confidentiality laws; court procedures. **Skill in:** maintenance of accurate case management records and entry of case management data into assigned database. **Ability to:** take decisive action to protect vulnerable ~~[children]~~ at risk **clients**; apply advanced case work methods and principles; remain calm, think clearly and act professionally and decisively while dealing with stressful situations and/or difficult clients; conduct home visits; supervise child/parent visits; testify in court proceedings; prepare periodic and permanency reports and comprehensive recommendations to court system; monitor compliance with court orders; *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 Casework Management Specialist IV.)

CASEWORK MANAGEMENT SPECIALIST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, **gerontology**, or closely related ~~[social/human]~~ **social science or human services** related field and one year of professional experience providing case management services to clients in a health and/or human services program; **OR** one year of experience as a Casework Management Specialist I in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. (*See Special Requirements and Informational Note*)

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

Working knowledge of: collaborative case planning. **General knowledge of:** State, federal, departmental and divisional laws and regulations, policies, practices, and procedures; de-escalation and crisis intervention techniques; community organizations and utilization of public and private community resources. **Skill in:** preparation of clear, concise and accurate records and reports. **Ability to:** make physical and behavioral assessments; apply interviewing and investigative techniques; analyze information, identify problems and arrive at a logical conclusion; make appropriate decisions in confrontational situations; conduct home visits and monitor follow-up services in case and/or safety plan; coordinate and facilitate team and community meetings; provide transportation to clients; *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 Casework Management Specialist III.)

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR	37	B	12.392
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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, *gerontology*, or closely related ~~[social/human]~~ *social science or human services* related field. (See *Special Requirements and Informational Note*)

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

General knowledge of: interviewing techniques to aid in identifying service needs; case management practices and service coordination; factors influencing human growth and development; principles of individual and group behavior; socio-economic conditions, trends and factors; problem solving, research techniques and report preparation. **Skill in:** maintaining case files and records; operating a computer sufficiently to enter, store and retrieve data. **Ability to:** effectively interact with individuals from a variety of economic, cultural, social and education backgrounds; work cooperatively and effectively with the public, service providers, and co-workers; communicate effectively both verbally and in writing; read and understand technical and legal documents; participate as part of a team; work independently and follow through on assignments with minimal direction; organize and prioritize work.

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

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Casework Management Specialist II.)

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

	<u>12.392</u>	<u>12.393</u>	<u>12.394</u>	<u>12.395</u>	<u>12.396</u>
ESTABLISHED:	3/19/18UC	3/19/18UC	3/19/18UC	3/19/18UC	3/19/18UC
REVISED:				10/8/18UC	
REVISED:	2/6/25UC	2/6/25UC	2/6/25UC	2/6/25UC	2/6/25UC

REPORT OF CLASSIFICATION CHANGES

POSTING#: 06-25

Effective: 05/20/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
11.117	Public Safety Dispatcher VI		F		<i>Abolish</i>		
11.118	Public Safety Dispatcher V		F	<i>11.118</i>	<i>Public Safety Dispatcher IV</i>	<i>37</i>	<i>F</i>
11.120	Public Safety Dispatcher IV		F	<i>11.120</i>	<i>Public Safety Dispatcher IV</i>	<i>35</i>	<i>F</i>
11.122	Public Safety Dispatcher III		F	<i>11.122</i>	<i>Public Safety Dispatcher IV</i>	<i>33</i>	<i>F</i>
11.124	Public Safety Dispatcher II		F		<i>Abolish</i>		
11.126	Public Safety Dispatcher I		F		<i>Abolish</i>		

Basis for Recommendation

At the request of the Department of Public Safety (DPS) Division of Records, Communications, and Compliance (DRCC), the Division of Human Resource Management (DHRM) conducted a review of the Public Safety Dispatcher series. Public Safety Dispatchers perform technical communications work in the operation of a district, central, or statewide communications center to include, but not limited to: providing assistance to law enforcement units in both routine and emergency situations; dispatching enforcement units and other emergency mobile units from a computer-aided system; accessing various criminal justice information systems and transmitting the required information; placing telephone calls for officials and registered vehicle owners at accident scenes; providing assistance to other law enforcement agencies as requested; maintaining a variety of logs, recordings, and records; preparing performance and statistical summaries on center activities; and providing reports, records, and other various information upon request and within legal authority.

In coordination with Subject Matter Experts within DPS, DRCC, and DHRM it is recommended that the current Public Safety Dispatcher VI, 11.117, grade 37 and Public Safety Dispatcher V, 11.118, grade 34 be combined into a newly titled Manager, Public Safety Dispatcher. It is further recommended that the Manager, Public Safety Dispatcher maintain the existing grade allocated to the Public Safety Dispatcher VI, a grade 37, as the majority duties of the class will remain maintain consistent with that level.

11.118, Manager Public Safety Dispatcher, grade 37: Under administrative direction, and in addition to *being able to* perform the full range of duties described in the series concept, incumbents plan, organize, coordinate, and oversee a variety of functions related to the management of the Department of Public Safety's dispatch operations and serves as the department's representative in coordinating access to dispatch services by various agencies and other authorized federal, State, local, and civil entities. In *addition, incumbents* directly supervise a staff of *Supervisor*, Public Safety Dispatcher positions to include performance appraisals, work performance standards, work assignment and review, scheduling, training, and discipline; *and* may supervise other professional, technical, and/or administrative staff as assigned. Incumbents participate in the development and implementation of policies, procedures, goals, objectives, and quality standards; analyze, draft, and submit new and proposed legislation, amendments, and regulations; analyze reports, resolve issues, and ensure compliance with all laws, regulations, and policies; develop, administer, maintain, and provide mandated training and certification standards and effect audits to ensure compliance; participate in the development, implementation, monitoring, and approval of expenditures of budgets for assigned center operations; represent the department at various state and national events including but not limited to, meetings, seminars, hearings and training. Incumbents participate in the design, development, implementation, and maintenance of computer aided dispatch

consoles and various automated records management and reporting systems; participate in the development of requests for proposals and communicate multiple system needs, evaluate and recommend bids for service and equipment contracts; represent the assigned center at various department staff meetings and other meetings as assigned; and are responsible for coordinating department communications center activities with other law enforcement agencies.

In addition, it is recommended that the existing Public Safety Dispatcher IV, 11.120, grade 33 be retitled to Supervisor, Public Safety Dispatcher with an increase in two grades to a grade 35 and the existing Public Safety Dispatcher III, 11.122, grade 31 be retitled to Public Safety Dispatcher with an increase in two grades to a grade 33. The increase in grade is recommended due to recruitment and retention issues.

- 1) *Supervisor, Public Safety Dispatcher, 11.120, grade 35*: Under general direction, incumbents perform the full range of duties described in the series concept and supervise Public Safety Dispatcher positions to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline. Incumbents develop, implement and update center policies and procedures to ensure compliance with applicable federal, State, and local laws, regulations, and policies; assist in budget preparation by assessing equipment, training, travel, and staffing needs and preparing cost projections; assist with implementing and providing training for staff and administer examinations to demonstrate proficiency; analyze legislation and regulations as requested. Collect, organize, and maintain materials from entities serviced such as policies, procedures, functions, and updates; prepare statistical reports for submission to management; conduct audits and quality control checks regarding the entry, modification, deletion, confirmation, and validation of law enforcement records (i.e., warrants, criminal history); perform audits of criminal history requests; coordinate with other law enforcement communications centers; respond to information requests from the media according to department policy; and testify at court and administrative proceedings regarding evidentiary communications records as needed.
- 2) *Public Safety Dispatcher, 11.122, grade 33*: Under limited supervision, incumbents perform the full range of duties described in the series concept and, in addition, provide training and guidance to other Public Safety Dispatchers as needed.

It is also recommended that the Public Safety Dispatcher II, 11.124, grade 28 and the Public Safety Dispatcher I, 11.126, grade 27 be abolished as the Senior Communications Call Taker, 11.125, grade 29 and Communications Call Taker, 11.127, grade 27 will be utilized to underfill the Public Safety Dispatcher as needed.

Lastly, the Series Concept, Class Concepts, and the Minimum Qualifications were amended to reflect the recommended changes.

These recommended changes will allow agencies more flexibility in the recruitment process by broadening the applicant pool which will then increase the number of total applicants that would be eligible for employment. Furthermore, the recommended changes will assist with retaining seasoned employees who leave State service due to salary concerns.

Throughout the review management and staff within DPS and DRCC and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes to the class specification. In addition, the Department of Wildlife and the Taxicab Authority within the Department of Business & Industry also support the recommended changes.

Changes to the class specification are noted as follows: additions in blue and deletions in red.



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>
[PUBLIC SAFETY DISPATCHER-VI]	37*	F	11.117
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER-II]	29*	F	11.124
[PUBLIC SAFETY DISPATCHER-I]	27*	F	11.126

SERIES CONCEPT

Public Safety Dispatchers perform ~~[technical]~~ communications work in the operation of a district, central, or statewide communications center including but not limited to: providing assistance to law enforcement units in both routine and emergency situations; dispatching enforcement units and other emergency mobile units from a ~~[computerized dispatch center]~~ *computer-aided system*; ~~[researching]~~ *accessing* various criminal justice ~~[records]~~ *information* systems and transmitting the required information; placing telephone calls for officials and registered vehicle owners at accident scenes; providing assistance to other law enforcement agencies as requested; maintaining a variety of logs, *recordings*, and records; ~~[and]~~ *preparing performance and* statistical summaries on center activities; *preparing reports; conducting data analysis; and providing reports, records, and other various information upon request and within legal authority.*

Operate ~~[computerized]~~ dispatch ~~[consoles]~~ *equipment proficiently*; ~~[and]~~ determine which information resource to access *and what should be transmitted* for expediency and situational relevance; ~~[interpret information received and transmitted;]~~ enter, retrieve, and edit data; ~~[and]~~ ensure accurate storage of the system's activities; *destroy records in accordance with federal and State laws, regulations, policies, and procedures governing various criminal justice information systems; interpret information received and transmitted; access information resources and/or databases; and dispatch specialized emergency support units when appropriate.*

Provide dispatch support to ~~[State and federal]~~ *various* law enforcement entities and/or peace officers outside of the agency, following each entity's procedural guidelines *and ensuring contracted services are performed*; ensure adherence to the *laws, regulations, policies, and procedures governing* ~~[of]~~ various criminal justice ~~[records]~~ *information* systems. ~~[by the entities; interpret information received and transmitted; access appropriate information resources or data bases; and dispatch specialized emergency support units for the entities.]~~

Respond to routine and emergency telephone calls from citizens and law enforcement/criminal justice entities; take control of the conversation and extract pertinent information; determine whether the caller is authorized to receive the requested information; assess appropriate information resources; answer off-hour calls for other entities as assigned.

Enter, modify, confirm, *query, clear*, and delete warrants by accessing ~~[the Nevada Criminal Justice Information System (NCJIS) and the National Crime Information Center (NCIC);]~~ *various criminal justice information systems*; produce warrant abstracts upon requests by law enforcement/criminal justice agencies as assigned.

Provide daily and routine equipment maintenance by troubleshooting problems and correcting/adjusting if possible; consult manuals and vendor contracts; contact vendor or repair service for service call; and prepare written documentation of equipment problem and resolution.

~~[* Reflects a 2-grade, special salary adjustment authorized by the 2005 Legislature to improve recruitment and retention.]~~

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

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SERIES CONCEPT (cont'd)

Assist in training new employees and provide orientation *in accordance with* [tø] communications center policies and procedures; observe and coach *on* dispatch work at the computerized consoles; and[y] provide instruction [*in the authorized use, screen formatting and confidentiality standards*] *regarding policies, procedures, and functionality* of the various criminal justice [records] systems.

Perform related duties as assigned.

CLASS CONCEPTS

~~**[Public Safety Dispatcher VI]:** Under general administrative direction, the Public Safety Dispatcher VI oversees the activities of the two dispatch centers in the Communications Bureau and directly supervises a staff of Public Safety Dispatcher V positions to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline; may supervise other professional, technical, and/or administrative staff as required. In addition to having working knowledge of the duties described in the series concept, incumbents plan, organize, coordinate, and oversee a variety of functions related to the management of the Department of Public Safety's dispatch operations and serves as the department's representative in coordinating access to dispatch services by various department and other authorized federal, State, local, and civil entities.~~

~~Provide guidance to staff in the development and implementation of policies, procedures, and quality standards; authorize equipment purchases; administer mandated training and certification standards and effecting audits to ensure compliance; analyze, draft, and submit new and proposed legislation, amendments, and regulations; testify before legislative committees and report on legislation in other states and at the federal level; analyze reports, resolve issues, and ensure compliance with all laws, regulations, and policies; participate in the development of requests for proposals and communicate multiple system needs; evaluate and determine successful bids for service and equipment contracts; participate in and oversee the planning, development, and administration of the budget and revenue sources; review and approve expenditures for staffing, operations, system enhancements and projected legislation.~~

~~Present and defend the budget before the Budget Division and the legislature; research and solicit potential external funding sources for Dispatch functions as appropriate; develop grant proposals and ensure compliance with established requirements; establish goals and objectives; develop, implement, and revise policies and procedures; plan and develop justifications for work programs; meet and consult with officials at all levels of the criminal justice community, and private industry to address needs, resolve problems, and provide research and support; may testify in court and at administrative hearings as an expert witness as appropriate.]~~

Manager, Public Safety Dispatcher [V]: Under *general* administrative direction, [~~and in addition to performing the full range of duties described in the series concept,~~] incumbents *plan, organize, coordinate, and oversee a variety of functions related to the management of dispatch operations and serve as the department's representative in coordinating access to dispatch services by various agencies and other authorized federal, State, local, and civil entities. In addition, incumbents* [manage the activities of, and are responsible for, the 24-hour operation of a specific Department of Public Safety Communications Center. Incumbents] directly supervise [~~a staff of~~] *Supervisor, Public Safety Dispatcher [IV]* positions to include performance appraisals, work performance standards, work assignment and review, scheduling, training, and discipline; *and* may supervise other professional, technical, and[~~or~~] administrative staff as assigned.

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

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CLASS CONCEPTS

Manager, Public Safety Dispatcher [V]: (cont'd)

Incumbents develop, review, update, and implement policies, procedures, goals, objectives, and quality standards; analyze, draft, and submit new and proposed legislation, amendments, and regulations; analyze reports, resolve issues, and ensure compliance with laws, regulations, and policies; develop, administer, maintain, and provide mandated training and certification standards; initiate and oversee audits; participate in the development, implementation, monitoring, and approval of expenditures of budgets for assigned center operations; coordinate with other law enforcement communications centers; respond to information requests from the media according to department policy; and testify at court and administrative proceedings regarding evidentiary communications records as needed; represent the department at various state and national events including meetings, seminars, hearings, and training.

Incumbents participate in the design, development, implementation, and maintenance of computer aided dispatch consoles and various automated records management and reporting systems; *participate in the development of requests for proposals and communicate multiple system needs; evaluate and recommend bids for service and equipment contracts* ~~[assist in the development and monitoring of budgets for assigned center operations; assist in the development of goals, objectives, and work programs for assigned center operations and staff; implement training for staff and administer examinations to demonstrate proficiency required by various criminal information systems standards; provide law enforcement communications training to department personnel; represent the assigned center at various department staff meetings and other meetings as assigned; and are responsible for coordinating department communications center activities with other law enforcement agencies].~~

Supervisor, Public Safety Dispatcher [IV]: Under general direction, incumbents perform the full range of duties described in the series concept ~~[and function as a shift supervisor over]~~ *and supervise* ~~[lower level]~~ Public Safety Dispatcher positions to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline. *Incumbents assist in developing, reviewing, updating, and implementing center policies and procedures to ensure compliance with applicable federal, State, and local laws, regulations, and policies; assist in budget preparation by assessing equipment, training, travel, and staffing needs, and preparing cost projections; assist with implementing and providing training for staff and administer examinations to demonstrate proficiency; analyze legislation and regulations as requested.* ~~[Incumbents assess staffing needs and develop the work schedules of subordinate dispatchers to ensure the communications center is appropriately staffed 24 hours a day, 7 days a week.]~~

~~[Develop, implement, and update center procedures to ensure compliance with department policy, NCIC, NCJIS and NLETS (The International Justice and Public Safety Network) rules, regulations, and policies; ensure compliance with applicable laws and regulations for various federal, State, and local agencies.]~~

~~[Assist the Public Safety Dispatcher V, with implementing training for staff and administer examinations to demonstrate proficiency required by various criminal information systems standards and providing law enforcement communications training to department personnel.]~~

~~[Assess equipment, training, travel, and staffing needs; prepare cost projections; and submit information to management as input to the overall communications center budget.]~~

Collect, organize, and maintain materials from entities serviced such as policies, procedures, functions, and updates; prepare statistical reports for submission to management; conduct audits and quality control checks regarding the entry, modification, deletion, confirmation, and validation of law enforcement records (i.e., warrants, criminal history); perform audits of criminal history requests ~~[- coordinate with other law enforcement communications centers; respond to information requests from the media according to department policy; and testify at court and administrative proceedings regarding evidentiary communications records].~~

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II]	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I]	27*	F	11.126]

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CLASS CONCEPTS (cont'd)

Public Safety Dispatcher [III]: Under limited supervision, incumbents perform the full range of duties described in the series concept ~~and, in addition, act as a lead worker over lower level Public Safety Dispatchers to include work review and assignment, training, and providing input regarding performance evaluations and discipline as needed. This is the journey level in the series].~~

[Public Safety Dispatcher II]: Under general supervision, incumbents ~~continue to receive training in performing the full range of duties described in the series concept and may progress to the next level in the series upon meeting minimum qualifications, satisfactory performance, and with the recommendation of the appointing authority. This is the continuing trainee level in the series.~~

Public Safety Dispatcher I: Under close supervision, incumbents ~~receive training in performing the duties described in the series concept and may progress to the next level in the series upon meeting minimum qualifications, satisfactory performance, and with the recommendation of the appointing authority. This is the trainee level in the series.]~~

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, all 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.
- * Positions require work on evenings, weekends, and/or holidays.
- * Positions require a State of Nevada/FBI background check.
- * Positions require a pre-employment criminal history check and fingerprinting.

INFORMATIONAL NOTES:

- * Incumbents must pass the NCIC certification examination within six months of appointment and *recertify* every two years thereafter as a condition of continuing employment.
- ~~[* Applicants must meet the minimum typing speed established by the agency at the time of recruitment.~~
- ~~* At the Public Safety Dispatcher I, applicants may be required to attach copies of their successful completion of the Emergency Telecommunications Program of Study and current certification from the International Academies of Emergency Dispatch at the time of application.~~

PUBLIC SAFETY DISPATCHER VI

EDUCATION AND EXPERIENCE: Six years of law enforcement communications experience, two years which included supervising the personnel and operations of a public safety dispatch center; budget preparation and management; report preparation and data analysis; and program development and implementation; **OR** two years of experience as a Public Safety Dispatcher V in Nevada State service; **OR** an equivalent combination of education and experience as described above. (See Special Requirements and Informational Notes)

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

Detailed knowledge of: theories, principles, techniques, and practices of public safety dispatch and communications. **Working knowledge of:** principals of other public safety agencies' operations as they pertain to law enforcement communications; laws, rules, and guidelines specific to assigned areas of

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

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MINIMUM QUALIFICATIONS (cont'd)

[PUBLIC SAFETY DISPATCHER VI]

~~ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)~~
~~responsibility. **Skill in:** mathematical calculations sufficient to prepare reports and analyze data; designing, researching, and interpreting study results; recommending courses of action based upon study outcomes and results; organizing, developing, and making oral presentations; coordinating and implementing diverse work plans. **Ability to:** collaborate with municipal and state officials; plan, manage others, analyze, carry out projects, consult and offer advice; make presentations specific to the Communications Bureau to management, staff and legislative bodies; write clear and concise policies, procedures, reports and justifications using correct English grammar, vocabulary, spelling and punctuation; read, interpret and apply rules, regulations and statutes to determine and ensure compliance and provide direction to management and staff; communicate orally to instruct, advise or persuade management, staff and others regarding budget requests, policy interpretation and business operations; research, organize and analyze data related to business operations; identify and resolve operating problems; analyze data and formulate logical conclusions and recommendations; read and interpret technical reports, governmental publications and federal directives; 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:** Nevada State budgeting principles and practices sufficient to develop a request and administer a budget; legislative process relating to budgeting; principles of sound business management. **Skill in:** planning, organizing, coordinating, and directing the overall program of emergency dispatch communications; establishing and maintaining public confidence in all public safety dispatch centers. **Ability to:** develop Statewide dispatch-related training programs for the Communications Bureau; establish short-range or long-range plans and objectives within scope of policies and goals; keep abreast of changes in policy, methods, operations, budgetary and equipment needs, etc. as they pertain to division operations and activities.]~~

MANAGER, PUBLIC SAFETY DISPATCHER [V]

EDUCATION AND EXPERIENCE: ~~[Four]~~ *Graduation from high school or equivalent education and three* years of experience in law enforcement communications including control of ten or more units and the use of State and national criminal justice information systems, ~~[two years]~~ *one year* which ~~[were]~~ *was* in a ~~[lead worker or shift]~~ *supervisory* capacity; **OR** one year of experience as a *Supervisor*, Public Safety Dispatcher ~~[IV]~~ in Nevada State service. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: *theories, principles, techniques, and practices of public safety dispatch and communications;* regulations, policies and procedures governing the operations and activities of a law enforcement communication center as applied to directing, advising, and coordinating operations. **Working knowledge of:** organizational structure and programs administered by the agency; monitoring and tracking dispatch center operating and supply budgets; supervisory techniques including disciplinary processes, employee evaluation, and the development of work performance standards. **General knowledge of:** State budgeting process. **Skill in:** *mathematical calculations to prepare reports and analyze data; designing, researching, and interpreting study results; recommending courses of action based upon study outcomes and results; organizing, developing, and making verbal presentations; coordinating and implementing work plans.* **Ability to:** develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties; motivate others and encourage effective action; evaluate activities and applied practices using various techniques and principles to determine operations and performance compliance with system requirements; ~~[plan, organize and oversee the work and performance of a specific dispatch center;]~~ *plan, manage others, analyze, carry-out projects, consult, and offer advice; write clear and concise policies, procedures, reports, and justifications using correct English grammar, vocabulary,*

[PUBLIC SAFETY DISPATCHER VI]	37*	F	11.117]
<u>MANAGER, PUBLIC SAFETY DISPATCHER [V]</u>	[34*] 37	F	11.118
<u>SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]</u>	[33*] 35	F	11.120
<u>PUBLIC SAFETY DISPATCHER [III]</u>	[31*] 33	F	11.122
[PUBLIC SAFETY DISPATCHER II]	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I]	27*	F	11.126]

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MINIMUM QUALIFICATIONS (cont'd)

MANAGER, PUBLIC SAFETY DISPATCHER [V] (cont'd)

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

spelling, and punctuation; read, interpret and apply rules, regulations, and statutes to determine and ensure compliance and provide direction to management and staff; instruct, advise, or persuade management, staff, and others regarding budget requests, policy interpretation, and business operations; research, organize, and analyze data related to business operations; identify and resolve operating problems; analyze data and formulate logical conclusions and recommendations; read and interpret technical reports, governmental publications, and federal directives; identify specific non-compliance areas or problems and initiate and prepare individual training courses on a variety of topics; ~~[read, interpret and apply new regulations, policies and procedures with limited assistance;]~~ supervise subordinate supervisors and staff including organizing work flow to accomplish established objectives, delegating responsibility, training, evaluating work effectiveness and proficiency, and administering necessary discipline; and all knowledge, skills, and abilities required at the lower levels.

~~[FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Public Safety Dispatcher VI.)]~~

SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]

EDUCATION AND EXPERIENCE: ~~[Three]~~ *Graduation from high school or equivalent education and two years of experience in law enforcement communications including control of ten or more units and the use of State and national criminal justice information systems; OR one year of experience as a Public Safety Dispatcher [III] in Nevada State service. (See Special Requirements and Informational Notes)*

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

Working knowledge of: the agency's operating policies and procedures; various types and jurisdictions of law enforcement and criminal justice agencies; types of available public safety organizations that support law enforcement activities; effective training or coaching techniques used in training ~~[lower level dispatchers]~~ *others*; warrant system procedures for entering, deleting, editing, validating and confirming information; public relations principles and practices; personnel rules and regulations. **General knowledge of:** supervisory techniques and practices which involved coordinating, directing, and scheduling dispatchers. **Ability to:** compose and maintain a variety of correspondence and reports using correct English grammar, vocabulary, spelling and punctuation; interact with supervisors, peers and subordinates tactfully and effectively; adjust priorities quickly as circumstances dictate; assist in drafting communication center procedures; assess situations and make comparisons to judge whether they are similar to or different from prescribed standards; make presentations in front of large groups of people; *and all knowledge, skills, and abilities required at the lower levels.*

~~[FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for, Public Safety Dispatcher V.)]~~

PUBLIC SAFETY DISPATCHER [III]

EDUCATION AND EXPERIENCE: ~~[Two years]~~ *Graduation from high school or equivalent education and one year of work experience; OR certification as a Public Safety Dispatcher; OR one year of experience as a Senior Communications Call Taker in Nevada State service. ~~[of experience in law enforcement communications]~~*

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

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MINIMUM QUALIFICATIONS (cont'd)

PUBLIC SAFETY DISPATCHER [III]

EDUCATION AND EXPERIENCE: (cont'd) ~~including control of ten or more units and the use of State and national criminal justice information systems; OR one year of experience as a Public Safety Dispatcher II in Nevada State service.] (See Special Requirements and Informational Notes)~~

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

Detailed knowledge of: capabilities and screen formats of criminal justice information systems ~~[such as, but not limited to, NCIC, NLETS, California Law Enforcement Telecommunications Systems (CLETS), NCJIS, and Shared Computerized Operations for Protection and Enforcement (SCOPE)]~~; communications center functions and capabilities to train ~~[lower level dispatchers]~~ *others*. **Working knowledge of:** security, confidentiality and privacy regulations; maintenance contracts for resolution of equipment malfunctions; location of ~~[DPS Officers and other]~~ law enforcement units assigned geographically throughout the responsible area of the assigned Communications Center; agency procedures, policies, and programs; functions and communications procedures of other entities serviced ~~[-by the communications center]~~; law enforcement terminology as applied to operating a computerized dispatch console; geography of Nevada and its major highways. **Ability to:** handle a large volume of radio, telephone and telecommunication traffic; work independently and follow through on assignments with minimal direction; law enforcement terminology as applied to operating a computerized law enforcement dispatch console; efficiently and accurately respond to requests for information using criminal justice information systems ~~[-such as, but not limited to, NCIC, NLETS, CLETS, NCJIS and SCOPE]~~; recognize emergency situations and take appropriate action; *and all knowledge, skills, and abilities required at the lower levels.*

~~[FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Public Safety Dispatcher IV.)]~~

PUBLIC SAFETY DISPATCHER II

EDUCATION AND EXPERIENCE: ~~One year of experience in law enforcement communications or dispatch work; OR one year of experience as a Public Safety Dispatcher I in Nevada State service. (See Special Requirements and Informational Notes)~~

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

General knowledge of: the capabilities of criminal justice information systems; common office procedures for reports and records; the organizational work unit where employed; other entities serviced by communication center. **Working knowledge of:** the Department's Computer Aided Dispatch (CAD) system; geography of Nevada and its highways within the responsible area of the assigned Communications Center. **Ability to:** perform complex dispatch work including fatalities, pursuits, and officer involved shootings; *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 Public Safety Dispatcher III.)]~~

PUBLIC SAFETY DISPATCHER I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of general work experience; **OR** graduation from high school to include successful completion of the Emergency Telecommunications Program of Study and current certification from the International Academies of

~~[PUBLIC SAFETY DISPATCHER VI
MANAGER, PUBLIC SAFETY DISPATCHER [V]
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]
PUBLIC SAFETY DISPATCHER [III]
[PUBLIC SAFETY DISPATCHER II
[PUBLIC SAFETY DISPATCHER I~~

37*	F	11.117]
[34*]37	F	11.118
[33*]35	F	11.120
[31*]33	F	11.122
29*	F	11.124]
27*	F	11.126]

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MINIMUM QUALIFICATIONS (cont'd)

[PUBLIC SAFETY DISPATCHER I

~~EDUCATION AND EXPERIENCE: (cont'd) Emergency Dispatch; **OR** an equivalent combination of education and experience as described above. (See Special Requirements and Informational Notes)~~

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

~~**General knowledge of:** standard office practices and procedures; arithmetic necessary to produce accurate information. **Ability to:** perform routine dispatch work; interact efficiently and tactfully with the public and various law enforcement officers; work as part of a team; read and interpret maps; respond to a variety of information requests; speak clearly and distinctly using correct English; maintain alpha/numeric files and records; establish and maintain effective working relationships with employees, other agencies and the general public; understand and carry out oral and written instructions; communicate clearly and effectively both orally and in writing; work under frequent interruptions and distractions; prioritize work; operate keyboard equipment; and memorize information.~~

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

~~(These are identical to the Entry Level Knowledge, Skills and Abilities required for Public Safety Dispatcher II-)]~~

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

	<u>11.117</u>	<u>11.118</u>	<u>11.120</u>	<u>11.122</u>	<u>11.124</u>	<u>11.126</u>
ESTABLISHED:	7/1/13R 3/27/14UC	6/12/95R 11/26/96UC	8/2/91R 4/3/92UC	8/2/91R 4/3/92UC	8/2/91R 4/3/92UC	8/2/91R 4/3/92U
REVISED:			7/1/93P 8/31/92PC	7/1/93P 8/31/92PC	7/1/93P 8/31/92PC	7/1/93P 8/31/92PC
REVISED:			9/24/93PC	9/24/93PC	9/24/93PC	9/24/93PC
REVISED:			6/12/95R 11/26/96UC			
REVISED:		10/1/97UC	10/1/97UC	10/1/97UC	10/1/97UC	10/1/97UC
REVISED:		12/18/00UC				
REVISED:		6/29/01UC	6/29/01UC	6/29/01UC	6/29/01UC	6/29/01UC
REVISED:		7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG
REVISED:		7/1/13R	7/1/13R	7/1/13R	7/1/13R	7/1/13R
REVISED:		3/27/14UC	3/27/14UC	3/27/14UC	3/27/14UC	3/27/14UC
REVISED:	11/18/22UC	11/18/22UC	11/18/22UC	11/18/22UC	11/18/22UC	11/18/22UC
REVISED:	10/26/23UC	10/26/23UC	10/26/23UC	10/26/23UC	10/26/23UC	10/26/23UC
REVISED:		5/20/25UC	5/20/25UC	5/20/25UC		
ABOLISHED:	5/20/25UC				5/20/25UC	5/20/25UC

REPORT OF CLASSIFICATION CHANGES

POSTING#: 08-25
Effective: 08/07/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
12.152	Workforce Services Representative V	34	B	<i>12.152</i>	<i>Workforce Services Representative V</i>	<i>34</i>	<i>B</i>
12.153	Workforce Services Representative IV	32	B	<i>12.153</i>	<i>Workforce Services Representative IV</i>	<i>32</i>	<i>B</i>
12.157	Workforce Services Representative III	30	B	<i>12.157</i>	<i>Workforce Services Representative III</i>	<i>30</i>	<i>B</i>
12.158	Workforce Services Representative II	28	E	<i>12.158</i>	<i>Workforce Services Representative II</i>	<i>28</i>	<i>E</i>
12.159	Workforce Services Representative I	26	E	<i>12.159</i>	<i>Workforce Services Representative I</i>	<i>26</i>	<i>E</i>

Basis for Recommendation

At the request of the Department of Employment, Training, and Rehabilitation (DETR), and to maintain compliance with federal regulations, the Division of Human Resource Management (DHRM) conducted a review of the Workforce Services Representative series. Workforce Services Representatives provide a broad range of services in accordance with the Workforce Innovation & Opportunity Act, assist job seeking customers and business customers seeking qualified applicants, and provide priority employment services to eligible veterans and disabled veterans as defined by the Department of Labor.

It is recommended that the Special Requirements, of the Minimum Qualifications, be revised to clarify the definition of a qualified veteran per 38 Unites States Code 101(2).

In addition, conforming changes were made to the Series and Class Concepts and the Entry Level and Full Performance Knowledge, Skills, and Abilities to be consistent with new class specification review processes and to maintain consistency with verbiage, formatting, and structure.

Throughout the review management and staff within DETR and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes to the class specification.

Changes to the class specification are noted as follows: additions in blue and deletions in red.



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
WORKFORCE SERVICES REPRESENTATIVE V	34	B	12.152
WORKFORCE SERVICES REPRESENTATIVE IV	32	B	12.153
WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
WORKFORCE SERVICES REPRESENTATIVE II	28	E	12.158
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SERIES CONCEPT

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

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

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

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

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

Perform related duties as assigned.

CLASS CONCEPTS

Workforce Services Representative V:

Incumbents at this level ~~[typically]~~ supervise Workforce Services Representative II's, III's, and IVs *to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline.* ~~[in a large metropolitan office or are responsible for the daily operation of a casual labor employment office in a metropolitan area.]~~

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CLASS CONCEPTS (cont'd)

Workforce Services Representative V: (cont'd)

Compile information and submit a variety of reports to management regarding staff, production, or special projects; review periodic reports to track quality assurance, timeliness, and customer service goal achievement for individual employees and the office; participate in the development and implementation of corrective action plans when established goals are not met; review and approve customer classroom and on-the-job training contracts and payment documentation; answer subordinates' questions and resolve problems with staff and customers.

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

Workforce Services Representative IV:

Representative duties of positions assigned to EMPLOYMENT SERVICES:

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

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

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

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

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

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

Promote workforce investment resources; participate in cooperative agency meetings, attend community sponsored workshops, and maintain liaison with Chamber of Commerce, industrial development agencies personnel associations and other community organizations; hold meetings and exchange correspondence to

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CLASS CONCEPTS (cont'd)

Workforce Services Representative IV: (cont'd)

Representative duties of positions assigned to EMPLOYMENT SERVICES: (cont'd)

coordinate employment service activities with other community agencies; resolve job order verification problems and complaints.

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

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

Representative duties of positions assigned to LOCAL VETERANS EMPLOYMENT REPRESENTATIVE:

Positions allocated to this option provide most of the services described in the above Employment Services section at this level for veteran employment and assist Employment Services and the Disabled Veterans Outreach Program (DVOP) in obtaining employment for veterans as needed.

Workforce Services Representative III:

Representative duties of positions assigned to EMPLOYMENT SERVICES:

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

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

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

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CLASS CONCEPTS (cont'd)

Workforce Services Representative III: (cont'd)

Representative duties of positions assigned to EMPLOYMENT SERVICES: (cont'd)

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

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

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

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

Positions allocated to this option provide the full range of services as defined by the terms and conditions for the Jobs For Veterans' State Grant (JVSG) and guidance from the U.S. Department of Labor (DOL) Veterans' Employment and Training Services (VETS). The services described in the above Employment Services section at this level are provided only for veterans and other eligible individuals who have been categorized as having a Significant Barrier to Employment (SBE) as defined by federal regulations. DVOP's provide technical advice and guidance to office staff regarding federal and State laws and departmental policies and procedures to ensure the proper delivery of program services; recommend action to improve program performance; provide outreach to the community; network with employers on behalf of an individual client; and maintain close liaison with veterans' organizations and local social service providers.

Workforce Services Representative II:

Representative duties of positions assigned to EMPLOYMENT SERVICES:

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

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

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

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CLASS CONCEPTS (cont'd)

Workforce Services Representative II:

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

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

Workforce Services Representative I:

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

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Some positions require a valid driver's license at the time of appointment and as a condition of continuing employment.
- * Some positions require verification *as a qualified veteran, which is a person who served in the active military, naval, air, or space service, and who was discharged or released therefrom under conditions other than dishonorable as defined in 38 U.S.C. 101(2).* ~~[of an honorable discharge from the U.S. military service.]~~

INFORMATIONAL NOTES:

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

WORKFORCE SERVICES REPRESENTATIVE V

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of relevant employment services experience which included one year of Employment Services program experience coordinating and monitoring employer/employment services and activities; mediating between parties or groups to resolve problems; providing leadership to motivate staff and customers to achieve goals, improve performance, or utilize program services; researching and analyzing various types of materials or

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE V (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)

situations to prepare reports or identify problems or alternative solutions and recommend corrective action; **OR** one year as a Workforce Services Representative IV in Nevada State service; **OR** two years of experience as a Workforce Services Representative III in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements and Informational Notes)*

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

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

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

~~**Working knowledge of:** one-stop operating system programs and processes to troubleshoot or identify and report problems and advise staff on proper usage; federal and State workload standards governing quality, quantity and timeliness for the assigned programs; supervisory techniques and practices; State personnel rules for supervision of subordinate personnel. **Ability to:** supervise, plan, organize and monitor the workload of the office; conduct performance evaluations; negotiate and formulate complaint resolution; organize, coordinate and implement training for staff in technical areas.]~~

WORKFORCE SERVICES REPRESENTATIVE IV

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

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

[Working-k] Knowledge of: federal and State laws and regulations and agency policies and procedures for assigned programs; training providers within the community; computer modules used for case management, customer assessment and developing an employment plan; unemployment insurance benefit job search requirements; marketing techniques; **[General knowledge of:]** behavior modification techniques used to

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE IV (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
 assist job seeking customers change behaviors which present barriers to employment. **Skill in:** coordinating efforts to supply information and needed services; composing business correspondence and reports; managing an ongoing case load of customers receiving program services and/or assistance; building and maintaining working relationships with other agencies, business customers, professional groups, and organizations. **Ability to:** establish rapport and gain trust of customers to analyze, discuss and advise them on sensitive personal attributes, attitudes or behaviors which may present obstacles to employment; analyze a customer's behavior and attitudes and provide insight to overcome barriers to employment; identify job seeking customers' strengths and weaknesses and develop mutual strategies to promote employment; identify appropriate training to enhance a customer's employability in their chose occupation; train staff on assigned program requirements, policies and procedures; train staff on assigned program requirements; participate in and represent the division at cooperative agency meetings, community sponsored workshops and with community organizations; monitor vendor contracts for compliance; mediate between parties with opposing views; respond quickly to unexpected situations; compose newspaper, radio and television advertisements and public service announcements; speak publicly and extemporaneously to provide information and persuade others to accept or adopt a specific course of action; prepare and maintain reports. *and all knowledge, skills, and abilities required at the lower levels.*

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

WORKFORCE SERVICES REPRESENTATIVE III

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

EMPLOYMENT SERVICES & DISABLED VETERANS OUTREACH PROGRAM

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
~~[Working-k]~~**Knowledge of:** federal and State equal employment opportunity laws and regulations for assigned program area; computer programs used to assess job seeking customers' interests, skills, and aptitudes; labor market information, local prevailing wage information and minimum wage laws; occupational requirements and current labor conditions; active listening and communication techniques used to establish rapport and trust with customers;~~[-General knowledge of:]~~ services, roles, and responsibilities of local human service agencies; policies and procedures related to workforce development service programs; programs and types of assistance available through Employment Services and affiliated partners. **Ability to:** assess job seeking customers' education, training and work history to provide vocational guidance and identify steps required to achieve occupational goals; resolve complaints and answer inquiries from business customers regarding job listing procedures; manage a case load of customers; apply program regulations,

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MINIMUM QUALIFICATIONS (cont'd)

WORKFORCE SERVICES REPRESENTATIVE III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
policies and procedures to identify customers' eligibility for assistance; monitor customer progress through training and ensure compliance with contract and program provisions; establish and maintain case files; encourage customers to comply with program regulations; speak before groups to relay program information and requirements; promote employment services with business customers via telephone and the office staff through training and consultation; prepare and maintain reports; *and all knowledge, skills, and abilities required at the lower levels.*

EMPLOYMENT SERVICES

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

DISABLED VETERANS OUTREACH PROGRAM

~~FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: adjustment and vocational problems prevalent among veterans with substantial barriers to employment (SBE); federal and State laws and regulations governing rights and benefits for veterans with an SBE. **Detailed knowledge of:** local area programs, agencies, organizations, and benefits available to assist veterans with an SBE. **Ability to:** interpret and explain SBE programs to staff, employers, and program participants; prepare and maintain reports regarding outreach, contacts, referrals, training, and placements.]~~

WORKFORCE SERVICES REPRESENTATIVE II

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

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
[Working k] Knowledge of: customer service and interviewing techniques used to gather education and work history from job seeking customers or job requirement from business customers; techniques necessary to establish rapport and gain the trust of customers; resource center equipment and software used to assist job seeking customers in developing resumes, assessing skills and searching the Internet for job openings; occupational requirements of positions and current labor market conditions in Nevada; program related computer software and reports, codes, screens, formats, and key entry sequences; laws, regulations, policies and procedures applicable to Employment Services Programs. **Ability to:** enter, process and retrieve data from the One-Stop Operating System; assist customers in the use of computer hardware and software in resource centers; enter job listings; advise and encourage job seeking customers to follow through on job referrals; evaluate job listings to determine compliance with federal and State laws and regulations; evaluate customers' education, training and work history and assess qualifications for job referral; establish and

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MINIMUM QUALIFICATIONS (cont'd)

~~WORKFORCE SERVICES REPRESENTATIVE II (cont'd)~~

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
maintain cooperative working relationships with co-workers, the public, business customers and other agencies; assist customers with resume development by editing and proof reading drafts and recommending appropriate language and format; make ~~oral~~ **verbal** presentations to groups or individuals regarding program information, policies and procedures; identify customers' barriers to employment; advise customers on job search skills; *and all knowledge, skills, and abilities required at the lower level.*

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

WORKFORCE SERVICES REPRESENTATIVE I

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

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
[Working k] Knowledge of: English grammar, spelling, punctuation, vocabulary and composition; ~~[-General knowledge of:]~~ customer service techniques; modern office practices, procedures and equipment; telephone techniques and etiquette; record-keeping and filing methods. **Skill in:** operating a personal computer to enter, retrieve and process data. **Ability to:** read, comprehend and apply written policies and procedures to specific situations; perform basic mathematical computations including the addition, subtraction, multiplication, and division of whole numbers; compose basic business communications and document interviews; interview customers to gather accurate factual information; interact effectively with customers of diverse backgrounds; compare information and identify similarities, differences and inconsistencies; accurately copy, post or transcribe information from one source to another; explain program services, policies and requirements; establish and maintain cooperative working relationships with co-workers and the public; understand and follow ~~oral~~ **verbal** and written directions.

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

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

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ESTABLISHED:	7/1/03P	7/1/03P	7/1/03P	7/1/03P	7/1/03P
	7/2/02PC	7/2/02PC	7/2/02PC	7/2/02PC	7/2/02PC
REVISED:	4/20/09R	4/20/09R	4/20/09R		
REVISED:	6/4/09	6/4/09	6/4/09		
REVISED:	5/21/10UC	5/21/10UC	5/21/10UC		

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WORKFORCE SERVICES REPRESENTATIVE III	30	B	12.157
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	<u>12.152</u>	<u>12.153</u>	<u>12.157</u>	<u>12.158</u>	<u>12.159</u>
REVISED:		12/27/11UC	12/27/11UC	12/27/11UC	
REVISED	6/9/15RNC	6/9/15RNC	6/9/15UC	6/9/15UC	6/9/15RNC
REVISED:		6/11/24UC	6/11/24UC	6/11/24UC	
REVISED:	8/7/25UC	8/7/25UC	8/7/25UC	8/7/25UC	8/7/25UC

REPORT OF CLASSIFICATION CHANGES

POSTING#: 12-25
Effective: 08/07/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
12.392	Casework Management Specialist Supervisor	37	B	<i>12.392</i>	<i>Casework Management Specialist Supervisor</i>	<i>37</i>	<i>B</i>
12.393	Casework Management Specialist IV	36	B	<i>12.393</i>	<i>Casework Management Specialist IV</i>	<i>36</i>	<i>B</i>
12.394	Casework Management Specialist III	35	B	<i>12.394</i>	<i>Casework Management Specialist III</i>	<i>35</i>	<i>B</i>
12.395	Casework Management Specialist II	34	B	<i>12.395</i>	<i>Casework Management Specialist II</i>	<i>34</i>	<i>B</i>
12.396	Casework Management Specialist I	32	B	<i>12.396</i>	<i>Casework Management Specialist I</i>	<i>32</i>	<i>B</i>

Basis for Recommendation

At the request of the Department of Health & Human Services (DHHS), Division of Child & Family Services (DCFS), the Division of Human Resource Management (DHRM) conducted an additional review of the Casework Management Specialist series. Casework Management Specialists provide case management services and service coordination for children, vulnerable and/or older adults, and their respective families and may be assigned to one of many specialized programs and/or facilities where duties may be performed in the home and/or any similar residential setting.

It is recommended that changes be made to the Series and Class Concepts to clarify representative job duties. Furthermore, it is recommended that changes be made to the Education & Experience section of the Minimum Qualifications, at every level, to add equivalencies and experience.

These recommended changes will allow agencies to better utilize existing positions and allow more flexibility in the hiring process by broadening the applicant pool.

In addition, conforming changes were made to the Series and Class Concepts and the Entry Level and Full Performance Knowledge, Skills, and Abilities to be consistent with new class specification review processes and to maintain consistency with verbiage, formatting, and structure.

Throughout the review management and staff within DHHS, DCFS, Aging & Disability Services and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes to the class specification.

Changes to the class specification are noted as follows: additions in blue and deletions in red.



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>
CASEWORK MANAGEMENT SPECIALIST SUPERVISOR	37	B	12.392
CASEWORK MANAGEMENT SPECIALIST IV	36	B	12.393
CASEWORK MANAGEMENT SPECIALIST III	35	B	12.394
CASEWORK MANAGEMENT SPECIALIST II	34	B	12.395
CASEWORK MANAGEMENT SPECIALIST I	32	B	12.396

SERIES CONCEPT

Casework Management Specialists provide casework ~~[management]~~ services *and service coordination* for children, vulnerable and/or older adults, and their respective families and may be assigned to one of many specialized programs and/or facilities where duties may be performed in the home and/or any similar residential setting. ~~[Incumbents often work in a team environment to provide service coordination and case management services; develop and implement case and safety plans; provide direct services and case management to support the safety, permanency and well-being of assigned clientele; utilize crisis intervention to manage angry, hostile or combative clientele; develop, identify, obtain, coordinate, monitor and evaluate resources and services to meet client and family/care provider needs; make referrals to other service providers and community resources; utilize evidence-based practices to bring about change behavior to ensure client goals are accomplished; prepare and submit a variety of reports related to client services and evaluation to courts and other State and federal agencies; and provide education, information, and technical assistance to clients, family members, other agencies and service providers.]~~

Develop, manage, and implement case plans and safety plans by interviewing the client, family members, collaterals, court stakeholders and care providers *to support the safety, permanency, and well-being of assigned clientele*; on a continuing basis, assess individuals/clients using agency approved assessment tools to evaluate, identify and determine social service needs and advise clients of their service related rights and responsibilities; identify goals and develop strategies based on established objectives and available resources; review client's history, report observations and recommend changes; remediate deficits and provide intervention strategies; assist care providers in learning techniques to enhance the care provider/client relationship; evaluate the effectiveness of the plan in meeting the client, family and care provider needs; *utilize evidence based practices to bring about change behavior to ensure client goals are accomplished*; review plan with client and family/care provider and revise as needed.

Monitor client and family progress; *develop*, identify, *obtain*, coordinate, monitor and evaluate resources and services to meet client and family/care provider needs; *make referrals to other service providers and community resources*; assist clients in obtaining financial assistance as appropriate; coordinate services with outside agency service providers; consult with other clinicians, social workers, medical personnel, vendors, contractors, school districts, courts, other public agencies, community organizations, law enforcement and professionals in the legal system to exchange information; serve as motivator and negotiator to arrange and resolve service delivery issues; *utilize crisis intervention to manage angry, hostile or combative clientele*.

Conduct assessments, have contact with children, vulnerable and/or older adults, and their respective families and perform home visits using motivational interviewing; monitor follow-up services specified in the case and/or safety plan; arrange, assist, and/or provide transportation for clients to various appointments and community assistance services as necessary; prepare reports for court on family function recommendations; monitor providers to ensure services are provided; monitor quality of the living environment; train care providers as necessary as outlined in the approved agency provider standards; review billing forms for accuracy of services provided, assist clients with applying for program(s) and/or ongoing eligibility requirements.

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SERIES CONCEPT (cont'd)

Adhere to all regulatory and agency standards for documentation; document case activities, client contact and progress in case records; prepare *and submit* a variety of written reports related to the evaluation of clients and services provided *and evaluation to courts and other federal and State agencies*; provide information to treatment/service team members, other professionals, family members, care providers, administrators, and judiciary; prepare correspondence and submit forms and documentation as required.

Participate in multidisciplinary teams and attend staff, committee, task force and/or other scheduled meetings to discuss and provide input concerning critical client issues and problems; meet with professionals in local communities to develop program awareness and partnerships; may attend and participate in in-service training, workshops, seminars, and continuing education programs to enhance knowledge, skills and abilities related to job performance.

Perform related duties as assigned.

CLASS CONCEPTS

Casework Management Specialist Supervisor: Under general direction, and in addition to being able to perform the full range of duties described in the series concept, incumbents supervise and direct, approve and make decisions regarding the activities of ~~[lower-level]~~ *other* Casework Management Specialist ~~[IV, III, and II]~~ positions to include performance evaluations, work performance standards, scheduling, assigning and reviewing work, training and discipline; and may supervise other related paraprofessional, technical and support staff *as assigned*. Incumbents assist in program planning by developing goals and objectives, conduct needs assessments and collect and report information regarding program activities; ensure compliance with applicable policies and procedures; may assist in budget preparation and monitoring; and may recommend or develop new and/or revised policies and procedures. Incumbents may carry a caseload; however, supervision of Casework Management Specialists is the primary responsibility. ~~[This is the supervisory level in the series.]~~

Casework Management Specialist IV: Under limited supervision, and in addition to performing the full range of duties described in the series concept for the most sensitive and/or highly complex cases as defined by the agency, incumbents act as a lead-worker on a regular and reoccurring basis over a staff of ~~[lower-level]~~ Casework Management Specialist III, II, and I positions *to include work assignment and review, providing assistance on case preparation and presentation in a court of law, training, and providing input regarding performance evaluations and discipline as needed; or provides quality assurance and training for one or more programs, units, and/or offices.*

~~[This level in the class series is distinguished from the lower level by providing case management for the most complex and highly sensitive cases; acting as a lead-worker by assigning and reviewing work, coordinating and managing caseloads, and providing training to Casework Management Specialist III, II and I positions; reviewing data entry, assessments, case and safety plans, and reports for accuracy, clarity, format and to ensure policy and procedure were followed; and providing assistance to lower-level specialists regarding case preparation and presentation in a court of law. This is the advanced journey level in the series.]~~

Casework Management Specialist III: Under general supervision, incumbents perform the full range of duties as described in the series concept. ~~[This is the journey level in the series.]~~

Casework Management Specialist II: Incumbents either:

- 1) Under limited supervision perform some of the duties described in the series concept on a more limited basis. Positions are permanently allocated at this level, and there is no progression to the next level; or

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CLASS CONCEPTS (cont'd)

Casework Management Specialist II:

- 2) Under close supervision, perform some of the duties described in the series concept and continue to receive training in performing the duties outlined in the series concept~~[-This is the continuing trainee level for this series and provides for progression]~~ *and may progress* to the next level *in the series* upon meeting minimum qualifications, satisfactory performance and with the ~~[approval]~~ *recommendation* of the appointing authority.

Casework Management Specialist I: Under close supervision, incumbents receive training in performing the duties outlined in the series concept~~[-This is the trainee level for this series and provides for progression]~~ *and may progress* to the next level *in the series* upon meeting minimum qualifications, satisfactory performance and with the ~~[approval]~~ *recommendation* of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Positions may be required to work evenings, weekends, and/or holidays.
- * Positions are subject to call-out or call-back.
- * Positions require a valid driver's license, or equivalent mobility, at the time of appointment and as a condition of continuing employment.

INFORMATIONAL NOTE:

- * Licensure by the State of Nevada Board of Examiners for Social Workers as a Social Worker or Clinical Social Worker may be substituted for one year of required work experience.
- * Individuals who have current licensure may be required to maintain licensure as a condition of continuing employment.

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field and four years of professional experience providing casework~~management~~ services specific to children, *adults, families, [or] vulnerable and/or older adults in a health and/or human services setting;*~~[-one year of which included supervising staff who provide case management services to children or vulnerable and/or older adults in a health and/or human services setting;]~~ *OR* one year of experience as a Casework Management Specialist ~~[IV]~~ *III or Social Worker III* in Nevada State service; *OR two years of experience as a Casework Management Specialist II or Social Worker II in Nevada State service;* *OR* an equivalent combination of education and experience above the Bachelor's degree level as described above. (See Special Requirements and Informational Note)

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

~~[Detailed knowledge of: applicable federal and State laws and regulations and agency policies, practices and procedures. General k]~~ **Knowledge of:** supervisory principles and practices. **Ability to:** evaluate need and level of response, critically think through problems and develop/facilitate appropriate solutions; serve as an agency representative with community services and public agencies; review case and safety plans regarding children, vulnerable and/or older adults, and their respective family members and prove effective assessment

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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
of social service needs and/or critical client issues and problems; create, implement and monitor procedures and/or policies related to case management services for children, vulnerable and/or older adults, and their respective families; identify goals and develop strategies based on established objectives and available resources; assume control and resolve critical situations in a safe and expedient manner; develop and maintain a cohesive relationship with multidisciplinary teams, community organizations, public agencies, courts and law enforcement; *provide supervision to subordinate staff, evaluate performance; establish and maintain effective working relationships with subordinates, peers, management and federal, State, and local agencies; 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 regulations related to personnel administration. **Ability to:** provide supervision to subordinate staff, evaluate performance; establish and maintain effective working relationships with subordinates, peers, management and State, federal, and local agencies; establish priorities which accurately reflect the relative importance of job responsibilities and standards.]~~

CASEWORK MANAGEMENT SPECIALIST IV

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field and three years of professional experience providing casework[management] services specific to children, *adults, families*, or vulnerable and/or older adults in a health and/or human services setting; **OR** one year of experience as a Casework Management Specialist III *or Social Worker III* in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. *(See Special Requirements and Informational Note)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
~~[**Working k**]**Knowledge of:** best practices related to safety, permanency and wellbeing of children and vulnerable and/or older adults as defined by State and federal mandates; [applicable federal and State laws and regulations and agency policies, practices and procedures;] service coordination and complex case management services. **Skill in:** using complex data collections systems. **Ability to:** establish priorities which accurately reflect the relative importance of job responsibilities and standards; function as technical lead-worker to subordinate staff, organize workflow, delegate responsibility and provide training; accurately use assessment tools to assess and manage client safety; use critical thinking skills to accurately analyze problems to arrive at logical conclusions; analyze information, problem situations, practices and procedures pertaining to case management services; [for children, vulnerable and/or older adults, and their respective families;] identify goals and develop strategies based on established objectives and available resources; assume control and resolve critical situations in a safe and expedient manner; develop and maintain cohesive relationships with multidisciplinary teams; understand reporting requirements and problem solve how to retrieve accurate data for review; and all knowledge, skills and abilities required at the lower level.~~

~~CASEWORK MANAGEMENT SPECIALIST IV (cont'd)~~

~~[FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Casework Management Supervisor.)]~~

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR	37	B	12.392
CASEWORK MANAGEMENT SPECIALIST IV	36	B	12.393
CASEWORK MANAGEMENT SPECIALIST III	35	B	12.394
CASEWORK MANAGEMENT SPECIALIST II	34	B	12.395
CASEWORK MANAGEMENT SPECIALIST I	32	B	12.396

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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field and two years of professional experience providing casework[management] services specific to children, *adults, families*, or vulnerable and/or older adults in a health and/or human services setting; **OR** one year of experience as a Casework Management Specialist II *or Social Worker II* in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. *(See Special Requirements and Informational Note)*

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

[Working-k] Knowledge of: applicable federal and State laws and regulations and agency policies, practices and procedures regarding human characteristics which indicate dysfunction; developing, implementing and managing case and safety plans for children, vulnerable and/or older adults, and their respective family members; motivational interviewing techniques and Stages of Change Theory; ~~[de-escalation and crisis intervention techniques];~~ clients rights and confidentiality laws; court procedures. **Skill in:** maintenance of accurate case management records and entry of case management data into assigned database. **Ability to:** take decisive action to protect vulnerable at risk clients; apply advanced case work methods and principles; remain calm, think clearly and act professionally and decisively while dealing with stressful situations and/or difficult clients; conduct home visits; supervise child/parent visits; testify in court proceedings; prepare periodic and permanency reports and comprehensive recommendations to court system; monitor compliance with court orders; *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 Casework Management Specialist IV-.)]~~

CASEWORK MANAGEMENT SPECIALIST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field and one year of professional experience providing casework[management] services to clients in a health and/or human services program; **OR** one year of experience as a Casework Management Specialist I in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. *(See Special Requirements and Informational Note)*

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

[Working-k] Knowledge of: collaborative case planning; ~~[-General knowledge of:]~~ *applicable* federal, State, departmental and divisional laws and regulations, policies, practices, and procedures; de-escalation and crisis intervention techniques; community organizations and utilization of public and private community resources. **Skill in:** preparation of clear, concise and accurate records and reports. **Ability to:** make physical and behavioral assessments; apply interviewing and investigative techniques; analyze information, identify problems and arrive at a logical conclusion; make appropriate decisions in confrontational situations; conduct home visits and monitor follow-up services in case and/or safety plan; coordinate and facilitate team and community meetings; provide transportation to clients; *and all knowledge, skills and abilities required at the lower level.*

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR	37	B	12.392
CASEWORK MANAGEMENT SPECIALIST IV	36	B	12.393
CASEWORK MANAGEMENT SPECIALIST III	35	B	12.394
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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST II (cont'd)

~~[FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Casework Management Specialist III.)]~~

CASEWORK MANAGEMENT SPECIALIST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field. *(See Special Requirements and Informational Note)*

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

~~[General-k]~~ **Knowledge of:** interviewing techniques to aid in identifying service needs; case management practices and service coordination; factors influencing human growth and development; principles of individual and group behavior; socio-economic conditions, trends and factors; problem solving, research techniques and report preparation. **Skill in:** maintaining case files and records; operating a computer sufficiently to enter, store and retrieve data. **Ability to:** effectively interact with individuals from a variety of economic, cultural, social and education backgrounds; work cooperatively and effectively with the public, service providers, and co-workers; communicate effectively both verbally and in writing; read and understand technical and legal documents; participate as part of a team; work independently and follow through on assignments with minimal direction; organize and prioritize work.

~~[FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Casework Management Specialist II.)]~~

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

	<u>12.392</u>	<u>12.393</u>	<u>12.394</u>	<u>12.395</u>	<u>12.396</u>
ESTABLISHED:	3/19/18UC	3/19/18UC	3/19/18UC	3/19/18UC	3/19/18UC
REVISED:				10/8/18UC	
REVISED:	2/6/25UC	2/6/25UC	2/6/25UC	2/6/25UC	2/6/25UC
REVISED:	8/7/25UC	8/7/25UC	8/7/25UC	8/7/25UC	8/7/25UC

REPORT OF CLASSIFICATION CHANGES

POSTING#: 01-26

Effective: 08/26/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
11.125	Communications Call Taker	27	F	<i>11.125</i>	<i>Communications Call Taker</i>	<i>27</i>	<i>F</i>
11.127	Senior Communications Call Taker	29	F	<i>11.127</i>	<i>Senior Communications Call Taker</i>	<i>29</i>	<i>F</i>
	<i>New</i>			<i>11.123</i>	<i>Supervisor, Communications Call Taker</i>	<i>31</i>	<i>F</i>

Basis for Recommendation

Subject Matter Experts from the Division of Human Resource Management (DHRM) are recommending the addition of a supervisory level to the Communications Call Taker series.

Positions in this series process incoming emergency and non-emergency information received through telecommunication and online systems, supply and input information into appropriate systems, and communicate the information to the appropriate entities.

- 1) *Supervisor, Communications Call Taker, 11.127, grade 29*: Under general supervision, incumbents perform the full range of duties and responsibilities described in the series concept and supervise Communications Call Taker positions to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline. Incumbents develop standardized procedures for tracking and monitoring the outcome of emergency and/or non-emergency reports received; oversee supply and inventory control; and assist management in developing, reviewing, and implementing policies for the work unit.
- 2) *Senior Communications Call Taker, 11.127, grade 29*: Under general supervision, incumbents perform the full range of the duties and responsibilities described in the series concept and may function as a lead worker over Communication Call Taker positions by assigning and reviewing work and providing training. Incumbents research, develop, and deliver analytical, narrative, and statistical reports to management; assist in the development of procedures for tracking and monitoring the outcome of emergency and/or nonemergency reports received; oversee file maintenance; and may assist management in reviewing and implementing policies.
- 3) *Communications Call Taker, 11.127, grade 27*: Under limited supervision, incumbents perform all or part of the duties and responsibilities described in the series concept.

The job duties align with the Occupational Group 11, Regulatory & Public Safety, Subgroup A, Law Enforcement Support Services. The EEO Administrator assigned an EEO-4 code of "F" Administrative Support which are occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork in an office and includes dispatchers, telephone operators, and kindred workers. The grade comparison determination utilized existing job specifications and are closely related or adjacent to the DMV Services Supervisor, 11.422, grade 31 and Supply Technician IV, 2.811, grade 31 classes.

Throughout the review of the job specification, management, and staff within Business and Industry, Taxicab Authority and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they supported the recommended changes to the job specifications.

Changes to the class specification are noted as follows: additions in blue and deletions in red.



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>
<i>SUPERVISOR, COMMUNICATIONS CALL TAKER</i>	<i>31</i>	<i>F</i>	<i>11.123</i>
SENIOR COMMUNICATIONS CALL TAKER	29	F	11.125
COMMUNICATIONS CALL TAKER	27	F	11.127

SERIES CONCEPT

Communications Call Takers process incoming emergency and non-emergency information received through telecommunication and online systems, supply and input information into appropriate systems, and communicate the information to the appropriate entities.

Provide emergency and/or non-emergency dispatch support to federal, State and other governmental agencies; respond to routine and life threatening telephone calls and extract pertinent information; coordinate communications with youth, K-12 students, members of the public, law enforcement, government and school officials, community groups and other authorized individuals, and the general public; relay specialized and sensitive information which impacts programs and activities; defuse irate callers; determine which information resource to access for expediency and situational relevance; interpret information received and transmit and route to authorized individuals; enter, retrieve, and edit data; ensure accurate storage of the system's activities.

Receive anonymous reports about dangerous, violent, or unlawful activities, or the threat of such activities, conducted on school property, at an activity sponsored by a public school, on a school bus of a public school or by a pupil enrolled at a public school; provide reports to appropriate State or local public safety agencies and to school administrators about dangerous, violent or unlawful activities, or the threat of such activities, conducted on school property, at an activity sponsored by a public school, on a school bus of a public school or by a pupil enrolled at a public school; ensure program activities conform to established goals and policies; ensure the confidentiality of any record or information associated with anonymous reports.

Gather information necessary to determine the validity of a report and the severity of any threat; generate and prepare accurate detailed narratives based on caller's report; monitor electronic messages and notifications from criminal justice agencies; determine the validity and eligibility of requests; forward information to appropriate authorities; provide rejection notices to the requesting agencies as required; assess appropriate information resources.

Determine which persons and organizations in the community, including, without limitation, a provider of mental health services which is operated by a state or local agency, that could be made available to assist pupils and staff in recovering from a crisis, emergency or suicide.

Review warrant documents to determine eligibility to be placed into federal and State systems; determine if cautions are valid and necessary by researching criminal history; validate warrants; research identified changes and make conforming changes to the warrant record as needed; investigate and resolve warrant related issues.

Respond to public records requests and subpoenas; determine if request meets federal and State laws, regulations and policy; disseminate information as required; provide courtroom testimony or deposition pursuant to information provided in a subpoena request.

Generate and prepare narrative and statistical reports related to activities and outcomes; identify anomalies and

SUPERVISOR, COMMUNICATIONS CALL TAKER

SENIOR COMMUNICATIONS CALL TAKER

COMMUNICATIONS CALL TAKER

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29 F 11.125

27 F 11.127

SERIES CONCEPT (cont'd)

provide recommendations to resolve problems; communicate directly with partnering State agencies to ensure consensus of resolution approval; communicate with partnering personnel for efficient transition of communication with callers and/or resource entities; maintain confidentiality of conversations and communications.

Implement standardized procedures for emergency and non-emergency tracking and monitoring the outcome of reports received; interpret and explain program policies, regulations, and requirements.

Perform related duties as assigned.

CLASS CONCEPT

Supervisor, Communications Call Taker: Under general supervision, incumbents perform the full range of the duties and responsibilities described in the series concept and supervise Communications Call Taker positions to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline. Incumbents develop standardized procedures for tracking and monitoring the outcome of emergency and/or nonemergency reports received; oversee supply and inventory control; and assist management in developing, reviewing, and implementing policies for the work unit.

Senior Communications Call Taker: Under general supervision, incumbents perform the full range of the duties and responsibilities described in the series concept and may function as a lead worker over Communications Call Taker positions by assigning and reviewing work and providing training~~[-or may function as a supervisor to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline].~~ Incumbents research, develop and deliver analytical, narrative and statistical reports to management; *assist in the development of* ~~[and implement standardized]~~ procedures for tracking and monitoring the outcome of emergency and/or nonemergency reports received; oversee file maintenance~~[-supply and inventory control]~~; and may assist management in ~~[developing,]~~ reviewing~~[-]~~ and implementing policies~~[-for the work unit]~~.

Communications Call Taker: Under limited supervision, incumbents perform all or part of the duties and responsibilities described in the series concept.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
- * Some positions require a State of Nevada/FBI background check.
- * Some positions require a pre-employment criminal history check and fingerprinting.
- * Some applicants must meet the minimum typing speed established by the agency at the time of recruitment.

INFORMATIONAL NOTES:

- * Pursuant to NRS 432.100, some positions may require a State of Nevada, Division of Child & Family Services Child Abuse & Neglect Central Registry Check.
- * Some positions may require working a swing and/or graveyard shift, weekends, and/or holidays.

SUPERVISOR, COMMUNICATIONS CALL TAKER
SENIOR COMMUNICATIONS CALL TAKER
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MINIMUM QUALIFICATIONS (cont'd)

SUPERVISOR, COMMUNICATIONS CALL TAKER

EDUCATION AND EXPERIENCE: *Graduation from high school or equivalent education and two years of experience providing emergency and/or nonemergency dispatch support; OR one year of experience as a Senior Communications Call Taker in Nevada State service; OR an equivalent combination of education and experience as described above.*

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

Knowledge of: federal and State laws and regulations; functions and communications procedures of other entities served by the communications center. Skill in: overseeing a high-volume call center. Ability to: efficiently and accurately respond to telephone calls and online communications; recognize life safety situations and take appropriate action; and all knowledge, skills, and abilities required at the lower level.

SENIOR COMMUNICATIONS CALL TAKER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of experience providing emergency and/or nonemergency dispatch support as described in the series concept; OR one year of experience as a Communications Call Taker in Nevada State service; OR an equivalent combination of education and experience as described above.

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

~~[Working-k]~~ **Knowledge of:** *agency policies, procedures, and programs; common office procedures for reports and records; criminal justice information systems;* security, confidentiality, and privacy regulations; functions and communications procedures of other entities served by the communications center. ~~[General knowledge of: agency policies, procedures, and programs; common office procedures for reports and records; criminal justice information systems.]~~ **Skill in:** ~~[managing-]~~ a high volume of telecommunication calls and online communications; responding appropriately to emergencies. **Ability to:** establish and maintain effective working relationships; handle a large volume of telephone and online communications; work independently and follow through on assignments with minimal direction ~~[; efficiently and accurately respond to telephone calls and online communications];~~ recognize life safety situations and take appropriate action; and all knowledge, skills, and abilities required at the lower level.

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

~~General knowledge of: agency mission, functions, programs, activities, and operating policies; policy and procedure development. Ability to: assign and review work; provide training.]~~

COMMUNICATIONS CALL TAKER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education.

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

~~[General-k]~~ **Knowledge of:** standard office practices and procedures; arithmetic to produce accurate information; telephone etiquette. **Skill in:** working with individuals with mental health and/or substance use disorders. **Ability to:** perform routine dispatch and communications activities; interact efficiently and tactfully with the public, school officials, and law enforcement; read and interpret maps; respond to a variety of information requests; understand and carry out verbal and written instructions; maintain files and records; receive and transmit information precisely and promptly; work as part of a team; establish and maintain effective working relationships with employees, other agencies, and the general public; speak clearly and distinctly using correct English, both verbal and written; communicate and engage effectively with individuals of varied backgrounds, trauma experiences, cultures, education level to include youth, and socio-economic status; work with frequent interruptions and distractions; remain calm, professional, and clear headed during escalated situations; make decisions, think critically, and problem solve; operate computers and related software.

SUPERVISOR, COMMUNICATIONS CALL TAKER

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~~[FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Senior Communications
Call Taker.)]~~

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.

11.123

11.125

11.127

ESTABLISHED: ***08/26/25UC***

11/26/24UC

11/26/24UC

REVISED:

3/28/25HRC

3/28/25HRC

REVISED:

08/26/25UC

08/26/25UC

REPORT OF CLASSIFICATION CHANGES

POSTING#: 03-26

Effective: 11/06/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
	<i>New</i>			7.207	<i>Manager, Information Technology Innovation</i>	48	A

Basis for Recommendation

At the request of the Department of Nevada Health Authority (NHA), Division of Enterprise IT & Innovations, the Division of Human Resource Management (DHRM) conducted an additional review of the Manager, Information Technology Innovation series. The Manager, Information Technology (IT) Innovation provides strategic planning, governance, and implementation of innovative IT solutions across the department's enterprise systems, driving technological advancements that enhance operational efficiency and service delivery.

An Incumbent in this classification acts on behalf of the Department Director in matters related to departmental strategy, IT operations, and activities; assists in establishing policies and procedures that align with statutory and regulatory requirements; assists the Department Director in the day-to-day operations of the department by providing guidance and seeking short- and long-term strategic initiatives to solve ongoing issues; provides strategic direction and oversight for the department's design, development, operations, and support functions; develops and implements an enterprise IT strategy; collaborates with senior management, division administrators, and stakeholders to identify and prioritize technology initiatives; directs the design, development, and deployment of IT projects and adoption of new technologies and innovative solutions; develops controls for the operations of the department; ensures and oversees training, supervision, scheduling, performance management, and other leadership duties as appropriate for the department; develops, maintains, and implements policies and procedures to ensure compliance; oversees the Information Security Office (ISO) team's development of IT security policies, standards, and procedures and IT systems portfolio and infrastructure, prioritizing reliability, security, and scalability; coordinates with the ISO to perform ongoing security assessments and audits, ensuring timely identification and remediation of potential threats; and develops and manages budgets, resources, and outsourced system vendor relationships.

It is recommended that the Manager, Information Technology Innovation, be allocated a grade 48. It was the intent of the department to put this position in the Unclassified Service; however, it was approved in the 83rd Legislative Session as a classified position through their budget proposal. The department will be moving this position to the unclassified service in the next biennium.

Also, a comment was added to the bottom of this job specification to identify that this specification would be abolished as this position transitions to the Unclassified Service. This comment further clarified that no additional positions would be allocated to this classification.

It is further recommended that the series be placed in the 7.000 Fiscal Management & Staff Services Occupational Group; Sub-group K; Information Technology. The DHRM EEO Officer has assigned EEO-4 job code "A – Officials and Administrators" to recognize the position's responsibility for setting broad policies, exercising overall responsibility for execution of policies, and guiding the strategic planning, governance, and implementation of innovative IT solutions across the department's enterprise systems. The determination of the Overtime Eligibility Status, under State law, is exempt.

Throughout the review, management and staff within NHA and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes to the job specification.

NOTE: This is a new job classification.



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
MANAGER, INFORMATION TECHNOLOGY INNOVATION	48	A	7.207

JOB SUMMARY

The Manager, Information Technology (IT) Innovation, under the administration of the Department Director, oversees the efficient and effective delivery of support functions essential to the operations of the Nevada Health Authority. The Manager, IT Innovation is responsible for guiding the strategic planning, governance, and implementation of innovative IT solutions across the department's enterprise systems, driving technological advancements that enhance operational efficiency and service delivery, leveraging department resources, and maximizing federal funding opportunities to support health care delivery systems for the citizens of Nevada.

JOB DUTIES

1. Act on behalf of the Department Director in matters related to departmental strategy, IT operations, and activities.
2. Assist the Department Director in the day-to-day operations of the department by providing guidance and seeking short- and long-term strategic initiatives to solve ongoing issues.
3. Provide strategic direction and oversight for design, development, operations, and support functions.
4. Advise and inform executive leadership on departmental planning, progress, and key initiatives to ensure alignment with long-term goals.
5. Provide strategic direction and approve operational and staffing resources to support departmental efficiency.
6. Develop and implement an enterprise IT strategy while leading and coordinating key projects and initiatives.
7. Collaborate with senior management, division administrators, and stakeholders to identify and prioritize technology initiatives.
8. Direct the design, development, and deployment of IT projects and adoption of new technologies and innovative solutions.
9. Develop controls for the operations of the department.
10. Develop, maintain, and implement policies and procedures to ensure compliance with federal and State laws, regulations, and best practices.
11. Oversee the development of IT security policies, standards, and procedures and enterprise IT systems portfolio and infrastructure, prioritizing reliability, security, and scalability.
12. Coordinate with the ISO to perform ongoing security assessments and audits, ensuring timely identification and remediation of potential threats.
13. Develop and manage budgets, resources, and outsourced system vendor relationships.
14. Ensure and/or oversee training, supervision, scheduling, performance management and other leadership duties as appropriate for the department.
15. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

******This class specification will be abolished as the current positions transition to the Unclassified Service. No additional positions will be allocated to this series.***

Five or more years of applicable experience as described in the job duties with a minimum of three years managerial experience and graduation from high school or equivalent education.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trainable after entry into position.)

Knowledge of:

- The structure, functions, and processes of State government, including Legislative, Executive, and Judicial branches.
- Applicable federal, State, county, and municipal laws and regulations governing area(s) of responsibility.
- Budgeting and fiscal management.
- Program development and implementation in area discipline.

Skill in:

- Developing and managing budgets, allocating resources efficiently, and ensuring compliance with fiscal and purchasing rules and regulations.
- Building and maintaining positive relationships with elected officials, government agencies, community organizations, and other stakeholders to advance the agency's mission and goals.
- Negotiation, analytical and legal interpretation, and conflict resolution.
- Negotiating political, confidential, and sensitive issues.
- Building consensus among diverse individuals with varying opinions.
- Active listening.
- Independent judgment and effective decision-making in the application of a wide variety of laws, policies, and procedures and in effective problem-solving.
- Interpersonal and communication skills, both verbal and written.
- The use of office equipment and related software.

Ability to:

- Interpret and explain complex and sometimes conflicting laws, regulations, policies, and procedures.
- Plan, organize, direct and control statewide programs related to area of discipline.
- Direct and deploy department resources within authorized staffing and budgetary limitations; establish and manage budgets and initiatives.
- Establish priorities, interpret and enforce department and division policies and procedures.
- Identify relevant concerns, factors, patterns or operations, tendencies and relationships and draw conclusions.
- Establish and maintain effective working relationships with federal, State, local, community-based and private organizations and individuals; gain commitment and facilitate change.
- Handle sensitive and confidential information with discretion.
- Communicate both orally and in writing, to audience of various social, educational, and economic backgrounds.
- Analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions and recognize alternatives and their implications.
- Resolve conflicts, mediate, negotiate, and exchange ideas, information, and opinions with employees, customers or agencies.
- Diffuse hostile situations respectfully and tactfully.

******This class specification will be abolished as the current positions transition to the Unclassified Service. No additional positions will be allocated to this series.***

- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.

SPECIAL REQUIREMENTS

1. A valid Nevada driver's license, with applicable endorsements, may be required at the time of appointment and as a condition of continuing employment.
2. Ability to travel at least 25% of the time is required.
3. Some positions may require certifications, designations, and/or licensures at the time of appointment and as a condition of continuing employment.
4. Some positions may require pre-employment screening for controlled substances.
5. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

*Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)*

- | | | | | | |
|---|--|--|--------|--|---|
| <input checked="" type="checkbox"/> Standing | <input type="checkbox"/> Running | <input checked="" type="checkbox"/> Lifting | 20 lbs | <input checked="" type="checkbox"/> Observing | <input checked="" type="checkbox"/> Turning |
| <input checked="" type="checkbox"/> Walking | <input checked="" type="checkbox"/> Bending/stooping | <input checked="" type="checkbox"/> Carrying | 20 lbs | <input type="checkbox"/> Tasting | <input type="checkbox"/> Throwing |
| <input checked="" type="checkbox"/> Balancing | <input checked="" type="checkbox"/> Sitting | <input checked="" type="checkbox"/> Pushing | 20 lbs | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Hearing |
| <input checked="" type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Pulling | 20 lbs | <input checked="" type="checkbox"/> Stretching | <input type="checkbox"/> Smelling |

*Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)*

- | | |
|---|---|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak English | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings. |

Please note this section is for the sole purpose of complying with the ADAAA "Americans with Disabilities Act Amendments Act" and is not to be construed to include all team members employed in each job classification. The Employer reserves the right to change the requirements of each job as changes in business and/or technology
*****This class specification will be abolished as the current positions transition to the Unclassified Service.
No additional positions will be allocated to this series.**

TITLE
MANAGER, INFORMATION TECHNOLOGY INNOVATION

<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
48	A	7.207

dictate.

The State of Nevada is an equal opportunity employer dedicated to building diverse, inclusive, and innovative work environments with employees who reflect our communities and enthusiastically serve them. All applicants are considered without regard to race, color, national origin, religion or belief, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, domestic partnership, genetic information (GINA), or compensation and/or wages.

******This class specification will be abolished as the current positions transition to the Unclassified Service. No additional positions will be allocated to this series.***

REPORT OF CLASSIFICATION CHANGES

POSTING#: 04-26

Effective: 11/18/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
7.412	Rights-of-Way Supervisor	39	A	<i>7.412</i>	<i>Supervisor, Right-of-Way</i>	<i>39</i>	<i>A</i>
7.436	Right-of-Way Agent III	29	B	<i>7.437</i>	<i>Senior Right-of-Way Agent</i>	<i>36</i>	<i>B</i>
7.437	Right-of-Way Agent II	34	B	<i>7.436</i>	<i>Right-of-Way Agent II</i>	<i>34</i>	<i>B</i>
7.443	Right-of-Way Agent I	32	B	<i>7.443</i>	<i>Right-of-Way Agent I</i>	<i>32</i>	<i>B</i>

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
6.713	Chief, Hydrology Section	44	A	<i>6.713</i>	<i>Manager, Hydrology</i>	<i>44</i>	<i>A</i>

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
7.428	Staff Specialist, Right-of-Way	37	B	<i>7.428</i>	<i>Right-of-Way Specialist</i>	<i>37</i>	<i>B</i>

Basis for Recommendation

Subject Matter Experts from the Division of Human Resource Management (DHRM) are recommending revisions of the class (job) specification design, formatting, structure, language, and job title hierarchy. It is also recommended that the job duties be condensed.

The DHRM worked with management and subject matter experts to ensure the main duties and responsibilities of the job titles within the series remain consistent with the job's intent. The grade levels have not changed; however, it is recommended that the trainee level be removed as positions are not classified at the trainee level. Additionally, the minimum qualifications are revised pursuant to Assembly Bill 547 (2025), Nevada Revised Statute 284, removing the Bachelor degree requirement, unless required by statute or licensure. The assigned EEO-4 code has not changed.



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
RIGHT-OF-WAY AGENT I	32	B	7.443
RIGHT-OF-WAY AGENT II	34	B	7.437
SENIOR RIGHT-OF-WAY AGENT	36	B	7.436
SUPERVISOR, RIGHT-OF-WAY	39	A	7.412

JOB SUMMARY

Right-of-Way Specialists appraise, acquire, relocate, clear, and manage real property for the State and as requested, its political subdivisions.

JOB DUTIES

RIGHT-OF-WAY AGENT I

1. Set the economic rent for leases, licenses and rental properties.
2. Negotiate agreements with property owners to acquire various interests in real property.
3. Review data accuracy and prepare necessary documents.
4. Engage with property owners and other members of the public to address program related issues.
5. Participate in eminent domain actions.
6. Provide relocation assistance and services to individuals, businesses, farms, public agencies, and non-profit organizations.
7. Manage acquired properties, inspect and verify inventories, compute values, arrange for maintenance and repairs, and write rental agreements, leases, licenses, and process evictions.
8. Participate in the disposal activities of excess properties.
9. Conduct research in a variety of areas, gather and compile information into reports, and respond to inquiries from property owners, attorneys, and others.
10. Coordinate the relocation and adjustment of affected utilities and railroads.
11. Review and interpret contracts and plans, identify utility types and locations, and ensure inclusion in construction plans.
12. Verify ownership, and research and determine prior rights and access rights to right-of-way.
13. Verify cost estimates, coordinate relocation agreements, ensure construction plans and work are completed on schedule, verify billings, and process invoices for payment.
14. Participate in the control of outdoor advertising and junkyards along designated highways.
15. Perform related duties as assigned.

RIGHT-OF-WAY AGENT II

1. Duties performed at the previous level, AND:
2. Assist and provide guidance to less experienced agents, other department staff, and public and private entities for various projects.
3. Perform related duties as assigned.

RIGHT-OF-WAY AGENT I	32	B	7.443
RIGHT-OF-WAY AGENT II	34	B	7.437
SENIOR RIGHT-OF-WAY AGENT	36	B	7.436
SUPERVISOR, RIGHT-OF-WAY	39	B	7.412

SENIOR RIGHT-OF-WAY AGENT

1. Duties performed at the previous levels, AND:
2. Serve as a project manager.
3. Participate in consultant contract administration.
4. Recommend issuance or denial of outdoor advertising and junkyard permits.
5. Review proposed legislation and assess potential impacts on right-of-way operations.
6. Perform related duties as assigned.

SUPERVISOR, RIGHT-OF-WAY

1. Duties performed at the previous levels, AND:
2. Prepare and publish narrative appraisal reports on properties, in both the before and after condition.
3. Assign and review projects and ensure work is performed according to established standards.
4. Provide technical expertise and guidance regarding sensitive issues and problems.
5. Prepare and manage section budgets and expenditures.
6. Train, supervise, schedule, and evaluate the performance of employees, and other supervisory duties as appropriate for managing people.
7. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

RIGHT-OF-WAY AGENT I

One or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

RIGHT-OF-WAY AGENT II

Two or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

SENIOR RIGHT-OF-WAY AGENT

Three or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

SUPERVISOR, RIGHT-OF-WAY

Four or more years of applicable experience as described in the job duties with a minimum of one-year supervisory experience preferred and graduation from high school or equivalent education.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

RIGHT-OF-WAY AGENT I	32	B	7.443
RIGHT-OF-WAY AGENT II	34	B	7.437
SENIOR RIGHT-OF-WAY AGENT	36	B	7.436
SUPERVISOR, RIGHT-OF-WAY	39	B	7.412

RIGHT-OF-WAY AGENT I

Knowledge of:

- Real estate and public utility services.

Skill in:

- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Analyze a variety of information and take or recommend appropriate action.
- Compose correspondence; develop graphs and charts; prepare documents and reports.
- Establish and maintain positive and cooperative working relationships with others; negotiate contracts.
- Conduct field inspections.

RIGHT-OF-WAY AGENT II

Knowledge, skills, and abilities required at the previous level, AND:

Knowledge of:

- Applicable federal and State laws, regulations, and agency policies and procedures; applicable technical and legal terminology, documents, and descriptions; property rights and transfer of property.
- Applicable engineering principles and practices; appraisal and/or property management methods, principles, and practices; real property negotiation techniques; title search practices; land use planning and zoning; highway construction techniques regarding soil conditions and terrain.
- Estimating relocation costs; various types of materials used in the utilities industry; railroad operations and safety issues regarding signal locations and crossings.
- Acquisition principles as related to eminent domain.

Ability to:

- Plot and locate parcels; make presentations; conduct negotiations with groups or individuals.
- Gather and analyze market data; read and interpret plans, maps, and drawings; read, interpret, and explain engineering, construction, and utility design plans, profiles, cross sections, and other technical data.
- Conduct title searches; identify and locate various types of public and private utilities and railroad installations.

SENIOR RIGHT-OF-WAY AGENT

Knowledge, skills, and abilities required at the previous levels, AND:

Knowledge of:

- Railroads and utilities related to departmental projects.
- Methods, principles and practices pertinent to the appraisal, acquisition, relocation, clearance, and management of land and the disposal of property.
- Highway Beautification Act.

Ability to:

RIGHT-OF-WAY AGENT I	32	B	7.443
RIGHT-OF-WAY AGENT II	34	B	7.437
SENIOR RIGHT-OF-WAY AGENT	36	B	7.436
SUPERVISOR, RIGHT-OF-WAY	39	B	7.412

- Lead a team to attain departmental goals; gather facts and reach conclusions and resolutions.

SUPERVISOR, RIGHT-OF-WAY

Knowledge, skills, and abilities required at the previous levels, AND:

Knowledge of:

- Uniform Standards of Professional Appraisal Practice

Ability to:

- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.
- Communicate both verbally and in writing to audiences of various social, educational, and economic backgrounds.
- Resolve conflicts and mediate, negotiate, and exchange ideas, information, and opinions with employees, customers, or agencies; diffuse hostile situations respectfully and tactfully.
- Review work products for quality, quantity, and timeliness; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications.

SPECIAL REQUIREMENTS

1. A valid Nevada driver's license, with applicable endorsements, may be required at the time of appointment and as a condition of continuing employment.
2. Some positions may require certifications, designations, and/or licensures at the time of appointment and as a condition of continuing employment.
3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

*Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)*

- | | | | | |
|---|--|--|--|--|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 20 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 20 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 20 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 20 lbs | <input checked="" type="checkbox"/> stretching | <input checked="" type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:

RIGHT-OF-WAY AGENT I	32	B	7.443
RIGHT-OF-WAY AGENT II	34	B	7.437
SENIOR RIGHT-OF-WAY AGENT	36	B	7.436
SUPERVISOR, RIGHT-OF-WAY	39	B	7.412

(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

Please note this section is for the sole purpose of complying with the ADAAA " Americans with Disabilities Act Amendments Act" and is not to be construed to include all team members employed in each job classification. The Employer reserves the right to change the requirements of each job as changes in business and/or technology dictate.

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STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
MANAGER, HYDROLOGY	44	A	6.713

JOB SUMMARY

Manager, Hydrology provides hydrologic and hydrogeologic expertise.

JOB DUTIES

1. Oversee division hydrologic programs and studies and make recommendations on hydrologic factors in managing Nevada's water resources.
2. Establish, review, and coordinate policies and procedures regarding hydrologic investigations, review current investigations, and make recommendations for long term plans, directives, and future investigations.
3. Research, review, and prepare rulings, reports, and research results to approve or deny water right submittals and applications.
4. Resolve disputes and evaluate the impact of proposed water right applications on existing water rights.
5. Prepare, oversee, and monitor the budget, prepare requests for enhancements and justifications, prepare purchase requests, and monitor and approve expenditures.
6. Provide expertise and advice to management and staff on matters relating to mining, geothermal, surface water and ground water interaction, aquifer storage and recovery, and other matters that affect Nevada's water resources.
7. Review and develop ground and surface water models and evaluate applications and permits for their impact on water resources.
8. Determine magnitude, extent, and time of impacts of applications on prior appropriators, surface water flows, ground water levels, subsurface inter-basin flows, and overall water resources.
9. Evaluate hydrologic aspects and implications from development of waters resources to include basic and applied research on water and water resources.
10. Forecast water supply and water flows and develop new, improved, or more economical methods, techniques, and instruments used in forecasting.
11. Oversee and monitor regional monitoring plans, hydrologic studies, and reports required for permits.
12. Coordinate with applicants to design and implement monitoring programs and studies that provide information used in determining the impact of water development.
13. Represent the division at various hearings, meetings, mediation processes, and conferences.
14. Coordinate and consult with non-partisan research organizations in conducting regional water-related studies to revise, refine, and supplement existing knowledge of water resources.
15. Conduct, implement, and optimize scientific reviews for the statewide ground water monitoring network and optimize data collection.
16. Monitor and report changes to the State's ground water resources that affect existing rights and future applications for appropriation.
17. Train, supervise, schedule, and evaluate the performance of employees, and other supervisory duties as appropriate for managing people.
18. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

Five or more years of applicable experience as described in the job duties with a minimum of two years supervisory/managerial experience and graduation from high school or equivalent education.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

Knowledge of:

- Applicable federal and State laws, regulations, and agency policies and procedures; applicable case law.
- Hydrogeology principles, processes, and numerical ground water flow modeling; computer modeling techniques.
- Surface water hydraulics; hydrologic processes and modeling; geology; current technology for determining hydrologic properties, ground water recharge estimation, and evapotranspiration; data processing and Geographic Information Systems.
- Principles and practices of management and supervision; budgeting; techniques for providing information to the public.

Skill in:

- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Organize and manage complex programs and hydrologic studies; make comprehensive recommendations on hydrologic problems; respond to unanticipated changes to reach desired goals and objectives.
- Establish and maintain effective working relationships; present information, explain procedures, and persuade others; interact with the public in a competent manner in adversarial situations.
- Write clear and concise reports; analyze information, technical data, problems, situations, practices, or procedures to define the problem or objective.
- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.
- Communicate both verbally and in writing to audiences of various social, educational, and economic backgrounds.
- Resolve conflicts and mediate, negotiate, and exchange ideas, information, and opinions with employees, customers, or agencies; diffuse hostile situations respectfully and tactfully.
- Review work products for quality, quantity, and timeliness; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications.
- Develop, implement, and oversee policies and procedures to meet agency mandates, including program design, statutory compliance, and goal achievement.
- Serve as liaison between various stakeholders, including federal, State, and local agencies, to coordinate activities, resolve issues, and represent agency interests.
- Analyze and propose legislative changes for program management, draft amendments, and provide testimony.

SPECIAL REQUIREMENTS

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3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 40 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 40 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 40 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 40 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

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STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
RIGHT-OF-WAY SPECIALIST	37	B	7.428

JOB SUMMARY

Right-of-Way Specialists participate in developing, formulating, and coordinating statewide programs, policies, and procedures related to areas such as acquisition, relocation assistance, appraisal, property management and property disposals, utilities/railroad relocation, and permits

JOB DUTIES

1. Research, evaluate, and interpret federal and State laws and regulations.
2. Develop, recommend, and implement policies and procedures to ensure compliance.
3. Update and maintain policies and procedures in program manuals.
4. Develop, review, and/or revise forms, legal documents, and brochures.
5. Act as a liaison with departmental divisions and other federal, State, and local public agencies regarding program activities.
6. Conduct studies, audits, and research and prepare reports.
7. Review and audit various right-of-way transactions and work products to ensure compliance.
8. Assess consultant contract provisions, successes, and the need for future modifications.
9. Review, evaluate, and oversee program operations and assess program quality and results.
10. May serve as a member on committees and review boards, to develop recommendations for action.
11. Develop, arrange, and conduct applicable training for agency staff and other public agencies.
12. Participate as needed in right-of-way activities.
13. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

Three or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

Knowledge of:

- Applicable federal and State laws, regulations, acts, and agency policies and procedures; applicable industry standards; technical and legal terminology, documents, and descriptions related to real estate.
- Contract or agreement development, negotiation, and oversight.

Skill in:

- Planning, researching, evaluating, and revising policies and procedures.
- Operational components associated with rights-of-way and property
- Interpersonal and communication, both verbal and written.

- Use and operation of office and job-related equipment and software.
- Conduct training sessions.

Ability to:

- Prepare correspondence, graphs, charts, and other materials; prepare reports and documentation; develop and review draft legislation; analyze problems and develop and recommend effective solutions; coordinate and implement training programs; negotiate contracts and agreements; interpret and explain technical documents.

SPECIAL REQUIREMENTS

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PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 20 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 20 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 20 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 20 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

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REPORT OF CLASSIFICATION CHANGES

POSTING#: 05-26
Effective: 11/19/2025

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
9.326	Equipment Mechanic-In-Training IV	29	H		<i>Abolish</i>		
9.328	Equipment Mechanic-In-Training III	28	H		<i>Abolish</i>		
9.330	Equipment Mechanic-In-Training II	27	H		<i>Abolish</i>		
9.332	Equipment Mechanic-In-Training I	25	H		<i>Abolish</i>		
9.465	Craft Worker-In-Training IV	29	H		<i>Abolish</i>		
9.466	Craft Worker-In-Training III	28	H				
9.467	Craft Worker-In-Training II	27	H				
9.468	Craft Worker-In-Training I	25	H				
	<i>New</i>			9.410	<i>Skilled Trades Apprentice</i>	29	H

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
2.811	Supply Technician IV	31	F	2.811	<i>Supervisor II, Supply Technician</i>	31	F
2.819	Supply Technician III	29	F	2.819	<i>Supervisor II, Supply Technician</i>	29	F
2.824	Supply Technician II	27	F	2.824	<i>Supply Technician II</i>	27	F
2.836	Supply Technician I	25	F	2.836	<i>Supply Technician I</i>	25	F
2.827	Supply Assistant	23	F	2.827	<i>Supply Assistant</i>	23	F

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
13.241	Supervisory Criminal Investigator II	43	D		<i>Abolish</i>		
13.242	Supervisory Criminal Investigator I	43	D	13.242	<i>Supervisor, Criminal Investigator</i>	43	D
13.243	Criminal Investigator III	41	D	13.243	<i>Criminal Investigator</i>	41	D
13.244	Criminal Investigator II	39	D		<i>Abolish</i>		
13.245	Criminal Investigator I	37	D		<i>Abolish</i>		

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
2.300	Accounting Assistant IV	29	F	2.300	<i>Supervisor, Accounting Assistant</i>	29	F
2.301	Accounting Assistant III	27	F	2.301	<i>Senior Accounting Assistant</i>	27	F
2.303	Accounting Assistant II	25	F	2.303	<i>Accounting Assistant II</i>	25	F

2.306	Accounting Assistant I	23	F	2.306	<i>Accounting Assistant I</i>	23	<i>F</i>
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CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
7.422	Review Appraiser	37	B	7.422	<i>Review Appraiser</i>	37	<i>B</i>
7.421	Review Appraiser Intern II	35	B		<i>Abolish</i>		
7.423	Review Appraiser Intern I	33	B		<i>Abolish</i>		
7.424	Review Appraiser Trainee	31	B		<i>Abolish</i>		

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
2.131	Student Worker	10	F	2.131	<i>Student Worker</i>	10	<i>F</i>

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
6.809	Chief, Environmental Programs	44	A	6.809	<i>Manager, Environmental Programs</i>	44	<i>A</i>

Basis for Recommendation

Subject Matter Experts from the Division of Human Resource Management (DHRM) are recommending revisions of the class (job) specification design, formatting, structure, language, and job title hierarchy. It is also recommended that the job duties be condensed.

The DHRM worked with management and subject matter experts to ensure the main duties and responsibilities of the job titles within the series remain consistent with the job's intent. The grade levels have not changed; however, it is recommended that the trainee level be removed as positions are not classified at the trainee level. Additionally, the minimum qualifications are revised pursuant to Assembly Bill 547 (2025), Nevada Revised Statute 284, removing the Bachelor degree requirement, unless required by statute or licensure. The assigned EEO-4 code has not changed.



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SKILLED TRADES APPRENTICE	29	H	9.410

JOB SUMMARY

Skilled Trades Apprentices receive training and complete a variety of assignments directly related to a job title in the skilled trades.

JOB DUTIES

1. Receive on-the-job training in both a classroom setting and in practical field exercises.
2. Participate in classes, complete coursework and assignments, and take written examinations.
3. Service, repair, and maintain assigned trades equipment.
4. Serve as an assistant to the skilled trades staff and complete instructional assignments.
5. Perform duties applicable to the occupation.
6. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

No experience or education required.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

Knowledge of:

- Proper grammar, punctuation, and spelling; operation of computer equipment for entering, retrieving, and accessing information; mathematical computation.
- Relevant tools and equipment; applicable health and safety regulations; manual labor.

Skill in:

- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Read, understand, implement, and explain federal and State laws, regulations, and agency policies and procedures; read and understand equipment manuals, applicable codes, blueprints, and diagrams; work cooperatively with others; follow verbal and written instructions.
- Evaluate information, problems, and goals; think clearly and rationally; diagnose situations correctly and act quickly; understand and follow verbal and written instructions and directions.
- Safely operate and maintain hand and power tools, materials, and equipment; perform work relevant to assigned trades.

SPECIAL REQUIREMENTS

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 4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.
-

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 50 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 50 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 50 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 50 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

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STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SUPPLY ASSISTANT	23	F	2.827
SUPPLY TECHNICIAN I	25	F	2.836
SUPPLY TECHNICIAN II	27	F	2.824
SUPERVISOR I, SUPPLY TECHNICIAN	29	F	2.819
SUPERVISOR II, SUPPLY TECHNICIAN	31	F	2.811

JOB SUMMARY

Supply Technicians participate in the procurement, receipt, storage, issuing, shipment, property control, inventory, and recordkeeping for a wide variety of assets.

JOB DUTIES

SUPPLY ASSISTANT

1. Receive, inspect, store, issue and fill orders, ship, inventory, and maintain records of wide variety of supplies, services, food, forms, materials, parts, equipment, property, or expendable stores and supplies.
2. Procure items up to pre-established monetary limits and specifically delegated purchasing authority
3. Pack and return damaged goods and incorrect items and notify vendor of return status.
4. Reorder stocked items and conduct limited item or service specific procurement under supervisory review.
5. Deliver or pick up property, equipment, expendable stores, and supplies.
6. Prepare and process purchase orders and requisitions.
7. Utilize a credit card to obtain a limited variety of well-defined repair services or items.
8. Contact vendors to determine availability and price and follow up with vendors when problems occur.
9. Operate materials handling and/or safety equipment such as a forklift, pallet jack, and/or dolly.
10. Input, update, and retrieve data and produce reports.
11. May repair equipment, perform regular maintenance, or send to outside vendor for repair or maintenance.
12. Dispose of obsolete and excess items by following applicable processes.
13. May set up and dismantle special equipment.
14. Procurement work is reviewed by the supervisor before a purchase is made.
15. Guidelines and manuals are explicit and directly applicable to the work.
16. Problems that are new or complex in nature are forwarded to the supervisor.
17. Perform related duties as assigned.

SUPPLY TECHNICIAN I

1. Duties performed at the previous level, AND:
2. Focus of the work is complex item specific purchasing for a range of supplies, equipment, materials, forms, parts, and services on a regular basis.
3. Coordinate with requesting party to clarify and develop item specifications.
4. Locate specific items, evaluate terms of warranties, and identify acceptable substitutions.
5. Initiate informal bid process, negotiate price, terms, and delivery, and make final determination.
6. Originate purchases using a credit card, purchase order, or requisition within standard purchasing authority.
7. Maintain property inventory records, affix identification tags, record property movement or disposition, and

SUPPLY ASSISTANT	23	F	2.827
SUPPLY TECHNICIAN I	25	F	2.836
SUPPLY TECHNICIAN II	27	F	2.824
SUPERVISOR I, SUPPLY TECHNICIAN	29	F	2.819
SUPERVISOR II, SUPPLY TECHNICIAN	31	F	2.811

conduct periodic physical inventory

8. Frequently encounter problems in locating supply sources and must search beyond the local area for items.
9. Purchases are based on requests received from authorized agency staff or through the review of stock.
10. Procurement duties vary and include different or unrelated processes and methods.
11. Perform related duties as assigned.

SUPPLY TECHNICIAN II

1. Duties performed at the previous levels, AND:
2. Interpret and federal and State laws, regulations, rules and agency policies and procedures.
3. Ensure compliance with fire, safety, health, or security standards.
4. Perform the most complex purchasing duties and make final decisions regarding the purchase of items.
5. Exercise a significantly higher level of direct purchase authority than Supply Technician I positions.
6. Function as either a supervisor and oversee a single warehouse or on an ongoing basis purchase a wide variety of items.
7. May train, supervise, schedule, and evaluate the performance of employees, and other supervisory duties as appropriate for managing people.
8. Oversee a single warehouse which serves several institutions for a State agency.
9. Make changes in procedures which will improve the quality of work and better meet the needs of the agency.
10. Establish appropriate inventory and reorder levels and establish delivery schedules and priorities.
11. Purchase a wide variety of items such as chemicals, heavy and light duty equipment, parts, tools, safety equipment, highway maintenance and construction supplies, furniture, equipment, clothing, surplus property, and fuel.
12. Perform related duties as assigned.

SUPERVISOR I, SUPPLY TECHNICIAN

1. Duties performed at the previous levels, AND:
2. Responsible for the operation of a regional warehouse which serves several divisions with diverse needs.
3. Oversee and participate in the most complex purchasing activities.
4. Draft and recommend operating policies and procedures.
5. Initiate the purchase of equipment and services as budgeted for the warehouse.
6. Prepare and monitor the operational budget and recommend non-recurring expenditures.
7. Interpret and apply information to specific problems for which there may be no clear-cut precedent.
8. Perform research, factual comparisons, and examination of detailed information to resolve problems.
9. Train, supervise, schedule, and evaluate the performance of employees, and other supervisory duties as appropriate for managing people.
10. Perform related duties as assigned.

SUPERVISOR II, SUPPLY TECHNICIAN

1. Duties performed at the previous levels, AND:
2. Responsible for the operation of a central warehouse facility that supplies an agency's regional warehouses statewide.
3. Manage, monitor, maintain, and train staff to use computerized perpetual inventory systems.
4. Establish stocking levels and reorder points for supplies purchased, stored, and distributed.
5. Assist in the audit of regional warehouses, report findings, and recommend improvements.

SUPPLY ASSISTANT	23	F	2.827
SUPPLY TECHNICIAN I	25	F	2.836
SUPPLY TECHNICIAN II	27	F	2.824
SUPERVISOR I, SUPPLY TECHNICIAN	29	F	2.819
SUPERVISOR II, SUPPLY TECHNICIAN	31	F	2.811

6. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

SUPPLY ASSISTANT

Six or more months of applicable experience as described in the job duties and graduation from high school or equivalent education.

SUPPLY TECHNICIAN I

One or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

SUPPLY TECHNICIAN II

Two or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

SUPERVISOR I, SUPPLY TECHNICIAN

Three or more years of applicable experience as described in the job duties with a minimum of one-year supervisory experience preferred and graduation from high school or equivalent education.

SUPERVISOR II, SUPPLY TECHNICIAN

Four or more years of applicable experience as described in the job duties with a minimum of one-year supervisory experience and graduation from high school or equivalent education.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

SUPPLY ASSISTANT

Knowledge of:

- Basic calculator functions; storekeeping methods and procedures; methods and costs of available shipping; basic computer functions and keyboarding techniques; recordkeeping related to storekeeping; storekeeping equipment such as forklift, pallet jack, and dolly; inventory methods.

Skill in:

- Packaging a variety of supplies and materials for shipment.
- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

SUPPLY ASSISTANT	23	F	2.827
SUPPLY TECHNICIAN I	25	F	2.836
SUPPLY TECHNICIAN II	27	F	2.824
SUPERVISOR I, SUPPLY TECHNICIAN	29	F	2.819
SUPERVISOR II, SUPPLY TECHNICIAN	31	F	2.811

- Systematically arrange similar kinds of stock and/or property into groups or categories according to established criteria; perform mathematical calculations.
- Establish and maintain cooperative working relationships with others; read and understand catalogs, instructions, forms, and other materials commonly used in a supply/procurement environment; complete standard forms; lift and move heavy objects.

SUPPLY TECHNICIAN I

Knowledge, skills, and abilities required at the previous level, AND:

Knowledge of:

- Purchasing regulations, policies, and procedures; physical inventory procedures, records, and controls; proper handling, storage, and shipment of hazardous materials; data entry techniques; customer service techniques; researching and developing specifications for technical equipment and supplies.

Ability to:

- Order inventory utilizing State and/or vendor computerized systems; use technical reference manuals, guides, and other informational resource materials related to supply/procurement work; maintain records and write correspondence relating to procurement; perform minor repairs to furniture and equipment.
- Prepare general item-specific specifications; communicate with vendors and requestors regarding the price, availability, terms, and delivery of supplies and materials; read, interpret, and disseminate information regarding fire and safety laws and regulations applicable to materials stocked and purchased; follow-up on orders to ensure timely delivery of materials and supplies purchased.

SUPPLY TECHNICIAN II

Knowledge, skills, and abilities required at the previous levels, AND:

Knowledge of:

- Market value of a variety of items; recordkeeping related to inventory control; fire and safety laws and regulations; laws and regulations applicable to materials stocked and purchased; principles of effective supervision and training.

Ability to:

- Analyze technical computer data related to purchasing and stores operations; negotiate with vendors regarding desired quality, warranty, price, and delivery date of supplies and materials; review inventories and identify and research discrepancies; prepare purchasing specifications for equipment and supplies.
- Train and provide work direction to others.

SUPERVISOR I, SUPPLY TECHNICIAN

Knowledge, skills, and abilities required at the previous levels, AND:

Knowledge of:

- Warehouse operations and postal regulations; applicable regulations, policies, and procedures; budget preparation and maintenance.

SUPPLY ASSISTANT	23	F	2.827
SUPPLY TECHNICIAN I	25	F	2.836
SUPPLY TECHNICIAN II	27	F	2.824
SUPERVISOR I, SUPPLY TECHNICIAN	29	F	2.819
SUPERVISOR II, SUPPLY TECHNICIAN	31	F	2.811

Ability to:

- Analyze personnel, equipment, operating, and travel needs and expenses for budget preparation; assist the supervisor in compiling data for budget preparation.
- Coordinate, review, and recommend improvements in storeroom operations; evaluate product data and make buy-rent and stock-purchase recommendations; draft and recommend storeroom operating policies and procedures.
- Perform general research, make factual comparisons, examine detailed information, and reach logical conclusions and decisions.
- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.
- Communicate both verbally and in writing to audiences of various social, educational, and economic backgrounds.
- Resolve conflicts and mediate, negotiate, and exchange ideas, information, and opinions with employees, customers, or agencies; diffuse hostile situations respectfully and tactfully.
- Review work products for quality, quantity, and timeliness; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications.

SUPERVISOR II, SUPPLY TECHNICIAN

Knowledge, skills, and abilities required at the previous levels, AND:

Knowledge of:

- Computerized perpetual inventory systems; methods and techniques used to perform inventory and procedural audits; distribution methods used to transport materials and equipment to regional warehouses throughout the State.

Ability to:

- Develop and write processes, procedures, and training for a computerized perpetual inventory system; communicate and demonstrate new processes and techniques in a group setting.
- Organize and write procedural and inventory audit findings; recommend procedure/process improvement based on audit findings; determine appropriate inventory and reorder levels to maximize the availability of equipment and materials purchased and stored at a central location; develop and assign delivery schedules.

SPECIAL REQUIREMENTS

1. A valid Nevada driver's license, with applicable endorsements, may be required at the time of appointment and as a condition of continuing employment.
2. Some positions may require certifications, designations, and/or licensures at the time of appointment and as a condition of continuing employment.
3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the

SUPPLY ASSISTANT	23	F	2.827
SUPPLY TECHNICIAN I	25	F	2.836
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SUPERVISOR II, SUPPLY TECHNICIAN	31	F	2.811

possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 50 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 50 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 50 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 50 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

Please note this section is for the sole purpose of complying with the ADAAA "Americans with Disabilities Act Amendments Act" and is not to be construed to include all team members employed in each job classification. The Employer reserves the right to change the requirements of each job as changes in business and/or technology dictate.

The State of Nevada is an equal opportunity employer dedicated to building diverse, inclusive, and innovative work environments with employees who reflect our communities and enthusiastically serve them. All applicants are considered without regard to race, color, national origin, religion or belief, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, domestic partnership, genetic information (GINA), or compensation and/or wages.



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CRIMINAL INVESTIGATOR	41	D	13.243
SUPERVISOR, CRIMINAL INVESTIGATOR	43	D	13.242

JOB SUMMARY

Criminal Investigators conduct criminal, administrative, and intelligence investigations and analysis of suspected criminal violations of federal and/or State laws.

JOB DUTIES

CRIMINAL INVESTIGATOR

1. Perform research, search crime scenes, take photographs and fingerprints, sketch diagrams, take videos, and document investigative activities.
2. Perform covert activities, participate in undercover operations, conduct surveillance.
3. Transport, secure, prepare, preserve, and analyze evidence.
4. Develop and maintain case files, logs, and reports.
5. Gather evidence, formulate facts and leads, conduct interviews, establish patterns, trends, and probable cause, determine motives, and support enforcement actions.
6. Develop final case reports for criminal prosecution.
7. Prepare, obtain, and execute affidavits, search and arrest warrants, subpoenas, and other legal documents.
8. Outline and summarize violations, document evidence, statements, and submit reports.
9. Provide testimony in a court of law and administrative hearings.
10. Conduct training on agency services, functions, and programs for a variety of groups.
11. Develop and establish relationships with other law enforcement agencies for the purpose of sharing intelligence information.
12. Perform special security assignments such as dignitary protection, high risk prisoner transport, extraditions, and other escorts.
13. May perform investigate tasks on a federal, State, and/or local task force.
14. Perform related duties as assigned.

SUPERVISOR, CRIMINAL INVESTIGATOR

1. Duties required at the previous level, AND:
2. Review requests for investigative services from a variety of law enforcement or criminal justice agencies and make determinations to accept or deny requests.
3. Review information for possible criminal activity, employee misconduct, validity of information, and jurisdiction.
4. Determine if requests are criminal, administrative, or preliminary inquiry based on research, applicable law, and policy.
5. Review investigative reports, forms, case assignments, and activities.
6. Oversee and/or perform specialized investigations dealing with sensitive, high profile, or difficult cases.
7. Develop, implement, and interpret policies, procedures, goals, and objectives.
8. Maintain the case management system and compile and prepare agency and federal task force reports.

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9. Serve as a liaison with local law enforcement agencies, the judicial system, and the surrounding community.
10. Train, supervise, schedule, and evaluate the performance of employees, and other supervisory duties as appropriate for managing people.
11. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

CRIMINAL INVESTIGATOR

Three or more years of applicable experience as described in the job duties and based on the assigned agency, Certification as a Category I, II, or III Peace Officer from a Nevada Commission on Peace Officer Standards and Training approved law enforcement academy.

SUPERVISOR, CRIMINAL INVESTIGATOR

Four or more years of applicable experience as described in the job duties with a minimum of one-year supervisory experience preferred and based on the assigned agency, Certification as a Category I, II, or III Peace Officer from a Nevada Commission on Peace Officer Standards and Training approved law enforcement academy.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

CRIMINAL INVESTIGATOR

Knowledge of:

- Applicable federal, State, and local laws, regulations, rules, codes, ordinances, collective bargaining agreements and agency policies and procedures; operation, structure, function, and practices of various law enforcement and criminal justice agencies; laws of arrest, rules of evidence, searches and seizures, confiscation of stolen property, legal rights of citizens, and court procedures; where to obtain needed information or documents required to substantiate or negate suspected criminal violations.
- Methods, principles, standards, and techniques applicable to criminal and civil investigations; interviewing and interrogation techniques; specialized terminology within the assigned area; general law enforcement principles and practices; investigative principles, practices, and techniques
- General office procedures, methods and equipment; use of force; the appropriate use and care of equipment such as firearms, handcuffs, radios, and surveillance equipment

Skill in:

- Writing complex investigative reports, search warrants, arrest warrants and other reports.
- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Conduct surveillance activities utilizing appropriate equipment and techniques; perform a variety of investigative functions; recognize emergencies or dangerous situations and take appropriate action; gain the confidence of others, reason persuasively, and take corrective action; provide in-service training to other staff; assist in the development of agency policies, procedures, goals, and objectives.
- Establish and maintain effective working relationships with others; secure facts by personal contact, observation, and checking of records; obtain and serve legal documents, arrest warrants, subpoenas, and affidavits; read and interpret court orders, legal documents, complaints, or judgments.

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- Recognize and develop evidence for presentation in a court of law; testify effectively in court; analyze situations and take effective action; maintain composure in the face of resistance, indifference, or hostility; discuss and explain agency policies and procedures to individuals of various backgrounds.
- Conduct interviews to obtain needed information; obtain and verify facts, statements, and incidents; weigh facts impartially and accurately; interpret and apply various laws, policies, and procedures.
- Perform research; efficiently and effectively organize information and data; select, prepare, and maintain needed and required records or documents; present information and findings in a clear and concise manner.
- Write concise, logical, and grammatically correct reports; speak on a one-to-one basis using appropriate vocabulary and grammar; record information quickly and accurately.

SUPERVISOR, CRIMINAL INVESTIGATOR

Knowledge, skills, and abilities required at the previous level, AND:

Knowledge of:

- Principles and practices of supervision, mentoring, and training; recordkeeping.

Ability to:

- Maintain good working relationships with other law enforcement agencies, government officials, the judicial system, and the public; provide in-service training to staff.
- Develop, interpret, and implement policies, procedures, and laws; assist in the development of program goals, objectives, plans, and budgets; communicate program goals, policies, and procedures to staff, law enforcement agencies, the judicial system, and the public; collect, organize, verify, and analyze investigative data.
- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.
- Communicate both verbally and in writing to audiences of various social, educational, and economic backgrounds.
- Resolve conflicts and mediate, negotiate, and exchange ideas, information, and opinions with employees, customers, or agencies; diffuse hostile situations respectfully and tactfully.
- Review work products for quality, quantity, and timeliness; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications.
- Brief executive level staff, legislative officials, or other policy making officials on investigative operations, conflicts of policy, issues with investigative practices, as to assist with the making of laws, policies, or regulations.

SPECIAL REQUIREMENTS

1. A valid Nevada driver's license, with applicable endorsements, may be required at the time of appointment and as a condition of continuing employment.
2. Some positions may require certifications, designations, and/or licensures at the time of appointment and as a condition of continuing employment.
3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

CRIMINAL INVESTIGATOR
SUPERVISOR, CRIMINAL INVESTIGATOR

41 D 13.243
43 D 13.242

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

*Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)*

- | | | | | |
|---|--|--|--|--|
| <input checked="" type="checkbox"/> standing | <input checked="" type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 20 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 20 lbs | <input type="checkbox"/> tasting | <input checked="" type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 20 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 20 lbs | <input checked="" type="checkbox"/> stretching | <input checked="" type="checkbox"/> smelling |

*Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)*

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

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STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ACCOUNTING ASSISTANT I	23	F	2.306
ACCOUNTING ASSISTANT II	25	F	2.303
SENIOR ACCOUNTING ASSISTANT	27	F	2.301
SUPERVISOR, ACCOUNTING ASSISTANT	29	F	2.300

JOB SUMMARY

Accounting Assistants supervise and participate in the performance of clerical accounting work in the maintenance of accounts and accounting records for State agencies.

JOB DUTIES

ACCOUNTING ASSISTANT I

1. Receive, review, verify, and process accounts payable and receivable documents.
2. Receive payments, match payment to receivable due, and prepare receipts.
3. Review timesheets for completeness, authorized signatures, correct calculation of hours, adequate leave balances, and attachment of required documentation.
4. Verify charges and bill the appropriate account, apprise debtor of their liability, and assist in collection of past due accounts.
5. Balance account information, verify totals with back-up data, identify discrepancies, and identify and refer adjustments and/or correct records.
6. Develop spreadsheets for tracking, organizing, and reporting account related data.
7. Perform data input and record, organize, track, report, and verify financial information.
8. Reconcile bank statements, identify exceptions, and resolve routine problems.
9. Compose correspondence and provide financial, accounting data, and other information.

ACCOUNTING ASSISTANT II

1. Duties described at the previous level, AND:
2. Process budget and accounting documents by encoding accounting distribution data.
3. Verify budget authority for expenditures, accuracy of billing claims, and authorized signatures.
4. Transfer accounting data to appropriate accounts, journals, or ledgers to summarize agency and/or program financial accounting information.
5. Assign a budgetary account code and post to revenue and receivable accounts.
6. Maintain and monitor revenue and expenditure accounts and notify management when revenues fall below projected levels.
7. Prepare and make daily deposits and balance monies, journals, and deposit forms.
8. Reconcile internal accounting records and reports to Controller's reports and balance and prepare documents to make reconciliation.
9. Serve as liaison with central pay center staff, investigate and correct errors, prepare time adjustment sheets, enter payroll data, and maintain related records.
10. Access account information to respond to inquiries from clients or vendors.
11. Perform related duties as assigned.

ACCOUNTING ASSISTANT I	23	F	2.306
ACCOUNTING ASSISTANT II	25	F	2.303
SENIOR ACCOUNTING ASSISTANT	27	F	2.301
SUPERVISOR, ACCOUNTING ASSISTANT	29	F	2.300

SENIOR ACCOUNTING ASSISTANT

1. Duties described at the previous level, AND:
2. Extract and gather information from a variety of internal and external sources and select which sources to use when information is conflicting.
3. Provide detailed supporting documentation for grant reports, work programs, and budget preparation.
4. Compile, organize, display, and summarize data to facilitate analyses and identify interrelationships.
5. Calculate, verify, and prepare documentation for overtime, call-back, shift differential, standby pay, requests for hand typed checks, and special pay.
6. Interpret and explain regulations, policies, procedures, and guidelines.
7. Review, resolve, and reconcile work done by others and provide technical assistance to staff to resolve problems.
8. Authorize payments within designated authority.
9. Act as a lead worker by assigning and reviewing work, training, and providing input to performance evaluations and discipline.
10. Assist in developing procedures to implement or improve work processes.
11. Perform related duties as assigned.

SUPERVISOR, ACCOUNTING ASSISTANT

1. Duties described at the previous levels, AND:
2. Plan, organize, and coordinate work unit activities.
3. Determine priorities to meet deadlines and reporting requirements.
4. Respond to and resolve the most difficult clerical accounting questions and confer with accounting personnel regarding significant problems.
5. Research and evaluate the applicability of past practices and precedents to current circumstances.
6. Compile and organize data used in budget preparation, revenues and expenditures, and purchases and assist in budget maintenance.
7. Identify and correct errors and discrepancies in the work products of subordinate staff, research questionable or inconsistent data, and assess errors made in relation to established procedures.
8. Develop and implement procedural changes and/or additional training to eliminate or minimize errors.
9. Ensure proper recording, coding, and reporting of clerical accounting information.
10. Train, supervise, schedule, and evaluate the performance of employees, and other supervisory duties as appropriate for managing people.
11. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

ACCOUNTING ASSISTANT I

One or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

ACCOUNTING ASSISTANT II

Two or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

ACCOUNTING ASSISTANT I	23	F	2.306
ACCOUNTING ASSISTANT II	25	F	2.303
SENIOR ACCOUNTING ASSISTANT	27	F	2.301
SUPERVISOR, ACCOUNTING ASSISTANT	29	F	2.300

SENIOR ACCOUNTING ASSISTANT

Three or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

SUPERVISOR, ACCOUNTING ASSISTANT

Four or more years of applicable experience as described in the job duties with a minimum of one-year supervisory experience preferred and graduation from high school or equivalent education.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

ACCOUNTING ASSISTANT I

Knowledge of:

- Standard processes, procedures and methods used to reconcile accounts; spreadsheets used for bookkeeping and accounts maintenance.
- Sources of information within an organization; tracking, organizing, and reporting data.
- Writing standard memoranda, letters, and report narratives.

Skill in:

- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Recognize problems or discrepancies in accounts and research a problem or question.
- Perform math calculations; review numerical data and documents to ensure accuracy and completeness.
- Retrieve account information from a computer or manual bookkeeping system; compose routine memoranda, letters and reports; format a computer spreadsheet following instructions.
- Use courtesy, tact and diplomacy when working with co-workers, outside agencies, vendors, and the public.

ACCOUNTING ASSISTANT II

Knowledge of:

- Applicable federal and State laws, regulations, and agency policies and procedures; accounts payable and receivable procedures.
- Clerical accounting and financial recordkeeping; applicable accounting codes.
- Payroll practices and procedures; tracking, organizing, and reporting accounting related data.

Ability to:

- Identify and apply established budgetary and financial recordkeeping requirements for the maintenance of accounts.
- Compile and summarize data for agency reports; distribute expenditures to subordinate accounts.
- Use established formulas to complete accounting documents and develop spreadsheets; prepare and

ACCOUNTING ASSISTANT I	23	F	2.306
ACCOUNTING ASSISTANT II	25	F	2.303
SENIOR ACCOUNTING ASSISTANT	27	F	2.301
SUPERVISOR, ACCOUNTING ASSISTANT	29	F	2.300

process travel arrangements and claims.

- Recognize problems or discrepancies in payroll, accounts payable or accounts receivable data, and payroll coding, and resolve and make corrections.

SENIOR, ACCOUNTING ASSISTANT

Knowledge, skills, and abilities required at the previous level, AND:

Knowledge of:

- Processing agency accounting documents; budgeting and funding; recording, tracking, organizing, and reporting data.
- Bookkeeping methods and procedures related to monitoring contracts and grant spending.

Ability to:

- Compile and interpret data, prepare reports and recommendations; understand legal contracts and grants.
- Plan, implement, and monitor clerical accounting methods and procedures; explain guidelines, policies, and procedures.
- Review accounts documents prepared by others; reconcile accounts using automated systems.

SUPERVISOR, ACCOUNTING ASSISTANT

Knowledge, skills, and abilities required at the previous level, AND:

Knowledge of:

- Principles and practices of supervision and training; budget preparation and monitoring; automated systems and applications typically used to support financial recordkeeping and reporting.

Ability to:

- Develop financial and statistical reports in conjunction with agency budget requests; resolve problems and data discrepancies; determine work priorities and adjust assignments to meet demanding timelines.
- Develop procedures to implement requirements, regulations, or other changes in work processes.
- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.
- Communicate both verbally and in writing to audiences of various social, educational, and economic backgrounds.
- Resolve conflicts and mediate, negotiate, and exchange ideas, information, and opinions with employees, customers, or agencies; diffuse hostile situations respectfully and tactfully.
- Review work products for quality, quantity, and timeliness; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications.

SPECIAL REQUIREMENTS

1. A valid Nevada driver's license, with applicable endorsements, may be required at the time of appointment and as a condition of continuing employment.
2. Some positions may require certifications, designations, and/or licensures at the time of appointment and as a condition of continuing employment.

ACCOUNTING ASSISTANT I	23	F	2.306
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3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 20 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 20 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 20 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 20 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

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STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
REVIEW APPRAISER	37	B	7.422

JOB SUMMARY

Review Appraisers prepare and review appraisals for transportation projects, appraise residential, commercial, industrial, or other special purpose property, and assist with establishing values for property management functions.

JOB DUTIES

1. Appraise the fair market value of real property including commercial, industrial, residential, and other types of property.
2. Review appraisals conducted by others to establish just compensation and ensure compliance with federal and State laws and regulations, agency policies and procedures, and industry standards.
3. Select the appropriate approach for appraisals, research and document the approach used, and reach conclusions regarding the value of properties.
4. Prepare determinations of just compensation for the acquisition of rights-of-way or disposal of excess properties.
5. Prepare acquisition cost and market rent estimates.
6. Consult and advise department staff, affected parties, and others concerning property valuations.
7. Respond to technical questions, provide information, and make presentations.
8. Prepare and maintain records, working files, required forms, and other documentation related to the appraisal process.
9. Participate in court proceedings for condemnation actions.
10. Participate in meetings regarding proposed projects.
11. Interpret legal and engineering documents, highway construction plans, and other property related documents for preparing or reviewing real property appraisals.
12. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

Three or more years of applicable experience as described in the job duties and Licensure as a Certified General Appraiser issued by the Nevada State Real Estate Division.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

Knowledge of:

- Applicable federal and State laws and regulations, agency policies and procedures, and industry standards; real estate and title law, various construction types, materials, and building methods used throughout the State to determine building class and quality.
- Real estate and real estate transactions, analysis and appraisal of properties including definitions and

principles, foundations of appraisal, the three approaches to value, the nature of value, and the valuation process, real property ownership interests, methods of extracting pertinent information from sources for use in the valuation process, and real estate economics including the impact of market conditions on property values.

- Applicable eminent domain principles, practices, and considerations including damages and/or special benefits; city and neighborhood trends, inspection techniques of improved properties, adequate review and understanding of legal descriptions and title encumbrances.
- Data collection on a macro- and micro-economic level; data collection techniques for land and improved properties, reconciling data of appraisal of larger parcels, appraisal of excess property for purposes of establishing market value and market rent estimates, review concepts including administration and professional standards.

Skill in:

- Application of professional appraisal approaches and techniques.
- Drawing final value conclusions and justifying and documenting those conclusions for negotiation or condemnation.
- Conducting field inspections of subject properties.
- Preparing accurate field reports, cost estimates, and market rent studies for acquisition, disposal, or property management.
- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Analyze data and prepare reports and other documents.
- Read and interpret legal and engineering documents applicable to preparing or reviewing real property appraisals.
- Communicate effectively in explaining ideas, proposals, recommendations, and findings; analyze problems and develop logical solutions; establish and maintain positive and effective working relationships with others; interact cooperatively with property owners, consultants, co-workers, and others using tact, courtesy, and diplomacy.

SPECIAL REQUIREMENTS

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2. Some positions may require certifications, designations, and/or licensures at the time of appointment and as a condition of continuing employment.
3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

*Indicate the type of **physical effort** which is essential to the successful performance of this job:*

(Check all that apply)

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 50 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 50 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 50 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 50 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:

(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

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STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
STUDENT WORKER	10	F	2.131

JOB SUMMARY

Student Workers perform a variety of routine and repetitive duties which require basic skills and can be learned in a short time.

JOB DUTIES

1. Answer telephone calls and route non-routine calls to appropriate individuals.
2. Type routine correspondence and other materials.
3. Process mail by opening and distributing to appropriate sections or individuals.
4. Check documents for completeness.
5. Inventory, categorize, label, code, batch, scan, and file various materials.
6. Operate standard office machines.
7. Assist with miscellaneous projects.
8. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

No experience required and enrollment in high school or equivalent educational program.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

Knowledge of:

- Basic English and math.

Skill in:

- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Read, write, and understand simple written materials; interact with others using common courtesy; follow verbal and written instructions; learn the practices and procedures of the employing agency; work cooperatively with others.

SPECIAL REQUIREMENTS

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condition of continuing employment.

3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 20 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 20 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 20 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 20 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

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STATE OF NEVADA
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JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
MANAGER, ENVIRONMENTAL PROGRAMS	44	A	6.809

JOB SUMMARY

Managers, Environmental Programs coordinate, plan, direct, and manage environmental activities related to air quality, environmental or drinking water quality, mining regulation and reclamation, management of waste, chemical hazards and sustainable materials, environmental planning and/or environmental remediation.

JOB DUTIES

1. Plan, organize, and direct environmental programs related to natural or physical science, environmental science or studies, engineering, water infrastructure, or other closely related fields.
2. Establish and review goals, objectives, schedules, policies, procedures, work plans, budgets, and applications for federal grants.
3. Establish organizational structures, provide programmatic direction and guidance, and develop and implement long term strategies.
4. Formulate programmatic regulations to meet statutory authorities, or regulations to generate fees.
5. Evaluate fee revenues to ensure their adequacy to support environmental regulatory programs.
6. Establish and monitor program policies for accurate processing of bills, contract payments, travel claims, other expenditures, and for the management of consultant contracts and agreements.
7. Represent the agency at various hearings, meetings, conferences, public news media interviews, and city and county council meetings to provide information and answer questions.
8. Coordinate communications with stakeholders to coordinate activities, solve problems, and negotiate solutions.
9. Communicate with the public on program inquiries or complaints.
10. Provide programmatic and technical assistance to staff and various committees.
11. Evaluate laws, regulations, studies, reports, scientific or engineering principles, technical data, or other sources of information to apply judgement, draw conclusions to provide direction to staff and/or make recommendations to department leaders.
12. Direct the application of federal and State laws and regulations to accurately conduct compliance and enforcement actions.
13. Serve as an expert witness in lawsuits and other court matters.
14. Identify needed statutory amendments, assist in the preparation of bill draft requests and fiscal notes.
15. Review, monitor, and research applicable bills that impact the agency, inform management of possible implications, and recommend a course of action.
16. Train, supervise, schedule, and evaluate the performance of employees, and other supervisory duties as appropriate for managing people.
17. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

Five or more years of applicable experience as described in the job duties with a minimum of three years supervisory/managerial experience and graduation from high school or equivalent education.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

Knowledge of:

- Applicable federal and State laws, regulations, and agency policies, procedures, goals, and objectives; federal, State, and local agencies involved in environmental protection; legal procedures as applied to the enforcement of pollution control; industry standards.
- Environmental terminology; environmental assessment; program development and implementation; scientific principles and practices and current technology of the assigned program area; various scientific disciplines for the review of written technical data and presentations, including those by expert witnesses at hearings.
- Environmental impact associated with the release of toxic chemicals and biological agents; principles of economics to analyze impacts of decisions on the regulated community; applied principles of ecological mitigation techniques in the natural and/or social science disciplines.
- Principles and practices of management, supervision, and training; collective bargaining agreements; budget preparation, monitoring, revenue projections, and the approval of expenditures; data processing.

Skill in:

- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Make decisions and establish priorities; interpret and enforce agency policies and rules; assess statutes and regulations and prepare and justify proposed amendments; identify relevant concerns, factors, patterns of operation, tendencies and relationships; respond to anticipated and unanticipated changes to reach organizational goals and objectives.
- Write accurate analytical, narrative, statistical, and/or technical reports and correspondence; estimate project costs; prepare and administer budgets; estimate revenues derived from State appropriated funds, federal grants, permit fees, and penalties.
- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.
- Communicate both verbally and in writing to audiences of various social, educational, and economic backgrounds.
- Resolve conflicts and mediate, negotiate, and exchange ideas, information, and opinions with employees, customers, regulated community, or agencies; diffuse hostile situations respectfully and tactfully.
- Review work products for quality, quantity, and timeliness; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications.
- Develop, implement, and oversee policies and procedures to meet agency mandates, including program design, statutory compliance, and goal achievement.

- Serve as liaison between various stakeholders, including federal, State, and local agencies, to coordinate activities, resolve issues, and represent agency interests.
- Analyze and propose legislative changes for program management, draft amendments, and provide testimony.

SPECIAL REQUIREMENTS

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PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

Indicate the type of **physical effort** which is essential to the successful performance of this job:
(Check all that apply)

- | | | | | |
|---|--|--|--|--|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 20 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 20 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 20 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 20 lbs | <input checked="" type="checkbox"/> stretching | <input checked="" type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:
(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
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