

Steve Sisolak
Governor



Laura E. Freed
Director

Matthew Tuma
Deputy Director

Frank Richardson
Administrator

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
209 E. Musser Street, Suite 101 | Carson City, Nevada 89701
Phone: (775) 684-0150 | <http://hr.nv.gov> | Fax: (775) 684-0122

MEMORANDUM
HR# 36-21

September 17, 2021

TO: DHRM Listserv Recipients

FROM: Frank Richardson, Administrator *Frank Richardson*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES – ORGANIZATIONAL CHANGE
MANAGER OPM***

Attached are revised proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes, please send your written notification to Deputy Administrator Beverly Ghan at bgghan@admin.nv.gov no later than October 15, 2021.

If no written objections are received in this office by October 15, 2021, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: Posting #03-22
Posting Expires: October 15, 2021

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

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
7.208	Organizational Change Manager, OPM***	44	A	<i>7.208</i>	<i>Organizational Change Manager***</i>	<i>44</i>	<i>A</i>

Basis for Recommendation

Due to an Individual Classification Study (NPD-19) and at the request of the Department of Taxation, it is recommended that the previously abolished series 7.208 Organizational Change Manager, OPM be temporarily reestablished due to the urgency of hiring staff to fill the position for the Department's Unified Tax System modernization project (Project Modernize Your Nevada Tax).

This class had been abolished when positions previously allocated to the Department of Motor Vehicles (DMV) and the Office of Project Management were moved to the Unclassified Service during the 80th Legislative Session. The position to be classified within the Department of Taxation is comparable to these two positions.

The class title was amended to remove the designated Office of Project Management (OPM) and the series concept was modified to identify the Department of Taxation and remove the STAR Modernization Project at DMV and the Enterprise Resource Planning for the State of Nevada. No other changes were required.

The position will be moved to the Unclassified Service during the 82nd Legislative Session and the class specification will be abolished when the incumbent transitions to the Unclassified Service.

Throughout the review the management and staff from the Department of Taxation and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended reestablishment of the class.

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

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Suite 101; in Las Vegas, go to 555 East Washington Avenue, Suite 1400. You may also view the recommendations and specifications online at hr.nv.gov/Sections/Classification/Proposed_Classification_Changes/. For additional information call (775) 684-0130.

Objections to the proposed new classification must be received in writing by October 15, 2021. Objections should be addressed to Beverly Ghan, Deputy Administrator, Compensation, Classification and Recruitment Section of the Division of Human Resource Management, 209 East Musser Street, Suite 101, Carson City, Nevada 89701-4204.

POSTING DATE: September 17, 2021



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>
ORGANIZATIONAL CHANGE MANAGER [OPM] ***	44	A	7.208

Under administrative direction of the Director [~~Office of Project Management (OPM);~~] *of the Department of Taxation*, the Organizational Change Manager [~~OPM~~] directs, coordinates and manages organizational change related to the implementation of [~~Enterprise Resource Planning (ERP) for the State of Nevada or the STAR Modernization Project for the Department of Motor Vehicles (DMV);~~] *the system modernization of the Unified Tax System for the Department of Taxation, Project Modernize Your Nevada Tax (MYNT)*; responsible for instilling organizational change management principles and practices within projects and structured work efforts to achieve desired business related outcomes; lead, direct, coordinate and provide visibility for the [~~State's or DMV's~~] *Departments* change management efforts.

Utilize organizational change methodology, principles and practices to create an environment for a successful transition to change; develop, implement and promote an organizational-wide buy-in strategy to promote forthcoming changes; assess and investigate areas of impact and how proposed changes will influence stakeholders; assess the overall significance of impending changes and the organization's degree of readiness for the change.

Develop and implement change plans that meet the architecture/technology needs of the State *and the Department*; [~~or DMV~~] incorporate business priorities, strategies, goals, emerging technologies, industry trends and economic viability; examine issues and create change plans with a long-term perspective; generate ideas and critically evaluate future scenarios; apply external and internal factors to strategy development; consider long-term strategic impact in setting direction; ensure short-term goals support long term strategy.

Develop and implement a communication plan detailing the organizational change to ensure employees/stakeholders are fully informed and aware of impending changes; promote the mission, vision, goals and operating model with a benefit framework that associates the adoption to change to successful project delivery and implementation; foster a positive acceptance of change.

Identify potential problems, areas of concern, points of resistance and events that may impact employees/stakeholders; develop and implement alternate strategies to mitigate issues that may arise; review ongoing changes to identify change fatigue; conduct a gap analysis and promptly address doubts and uncertainty surrounding the change.

Develop, implement and provide ongoing coaching and mentoring regarding change management practices to senior management, project managers, lead organizers and/or agency staff to increase effectiveness in driving successful and sustainable change; make presentations before legislative committees, executive committees and/or other entities to justify and explain needs, priorities and outcomes; participate in public hearings, meetings and conferences to explain processes, resolve concerns and problems.

Develop, implement and provide training and orientation programs to accommodate the needs of different State agencies, employees and/or stakeholders; solicit feedback to assess the success of change management activities to ensure alignment with strategic goals and objectives; develop and submit analytical, narrative and statistical reports regarding organizational change management activities and outcomes.

Perform related duties as assigned.

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

MINIMUM QUALIFICATIONS

INFORMATIONAL NOTE:

- * Position may require certification in either Project Management and/or Organizational Change Management, which will be identified at the time of recruitment.

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business administration, public administration, or closely related field and four years of professional experience in the development, implementation, evaluation and management of program(s) and activities which must include one year of experience in the development and implementation of organizational change management and/or project management; **OR** one year of experience equivalent to an Administrative Services Officer III or two years of experience equivalent to a Management Analyst IV in Nevada State service, either of which must include one year of experience in the development and implementation of organizational change management and/or project management; **OR** an equivalent combination of education and experience as described above.

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

Working knowledge of: organizational change management methodology, principles and practices; research methods and techniques; project management methodologies and project life cycles. **General knowledge of:** principles and techniques used in planning, organizing, developing, administering and evaluating a comprehensive program(s); principles and practices of Enterprise Resource Planning (ERP); principles and practices of strategic planning; development and implementation of best practices. **Ability to:** communicate effectively, both verbally and in writing, with all levels of management and staff to ensure successful implementation of directives, goals, policies and procedures; function as a change agent for implementing change management practices and driving change in support of State goals and strategy; mobilize others to support and enable change efforts; understand resistance to change and develop effective strategic solutions; develop and present information to management, legislators, Governor's office, key stakeholders and other interested parties regarding activities of work unit; write clear, concise and comprehensive analytical, narrative and statistical reports regarding program and/or project activities; identify problems and develop mutually beneficial solutions; communicate ideas and/or positions in a persuasive manner that builds support, agreement or commitment for change; establish and maintain positive and effective working relationships with others. **Skill in:** speaking before groups and committees to present detailed information and respond to questions; setting and managing stakeholder expectations; mediating between individuals with opposing points of view.

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

Detailed knowledge of: State government functions, organization and business practices. **Working knowledge of:** principles and practices of Enterprise Resource Planning (ERP); principles and practices of project management. **Ability to:** negotiate solutions to problems where competing interests and conflicting opinions exist.

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.

7.208

ESTABLISHED: 8/29/17UC
REVISED: 9/5/18UC
ABOLISHED: 2/10/20
REESTABLISHED: 10/15/21UC