DA 281-2
Rev. 4-13

State of Kansas - Department of Administration
OFFICE OF PERSONNEL SERVICES

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ■ EXISTING POSITION

Agency Number

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name **Department for Children and Families**	9. Position No. K0061663	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) **Human Service Assistant**	
3. Division		12. Proposed Class Title	
4. Section	For	13. Allocation	
5. Unit	Use	14. Effective Date	
6. Location (address where employee works) City Phillipsburg County Phillips	By	15. By	Approved
7. (circle appropriate time) **Full time** Perm. Inter. Part time Temp. %	Personnel	16. Audit Date: By: Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: **8:00** **AM**/PM To: **5:00** AM/**PM**	Office	17. Audit Date: By: Date: By:	

Position Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Susan Thayer		

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Susan Thayer		

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

a) The individual in this position will be expected to function independently in regard to day to day work flow. Employee will adhere to strict deadlines in completing much of the work as it is time sensitive in nature.

b) Instructions are from manuals, Central Office memorandums, regional director communications, and oral or written directions from supervisor. Employee may be instructed through online training and hands-on training by shadowing an established employee. Incumbent will follow Federal, State and Agency regulations in the performance of duties. The unit supervisor will be available for consultation and direction.

c) **Assignments are given with enough detail for adequate completion of task. This employee will be expected to be familiar with program policies and will receive work assignments in the form of written or verbal communication. The employee may also be asked to assist with other teams' work assignments.**

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
		Professional Attitude: While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to: • Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency; • Demonstrate an attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy, process requests for service as quickly as possible); • Encourage individuals to identify and fulfill their own responsibilities; • Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers; • Maintain confidentiality of agency information at all times. Release information only to those who have an identified and legitimate business related need to know. Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the West Region DCF.
1 - 45%	**E**	**Business Process Management (BPM):** Supports the BPM process by receiving initial Economic and Employment Support (EES) applications; screens and registers applications, which involves inquiry of customer information in agency computer systems, saving existing or creating new customer information and case number information as necessary. This process includes data entry, cross-matching names, social security numbers and addresses, and pulling old or creating new case file(s). Processes incoming EES-related documents, including faxes and mail. This involves matching incoming mail items to the case file, entering information on the appropriate tracker system, and placing the file in the correct staging area. Pulls, delivers, and re-files case files for workers meeting clients in the lobby. Pulls and mails case files as requested, and is also the contact for the return of the above files. Prints and distributes reports as directed. Uses the tracker reports to reconcile staging areas. Prepares redetermination forms by using the mail merge database and mails appropriate documentation per federal/local policies. Uses the Electronic Benefit Transfer (EBT) system to assist customers needing to access benefits, set password, or entering alternate payee information per state and local policies. Generates work program support payments from vouchers/bills received for authorized purchases in the appropriate computer system. Processes Work Program payments that have been authorized by the Case Managers. Assists with file maintenance; identifying and destroying old files and materials according to agency policy in compliance with HIPPA regulations. Attends unit meetings/huddles, taking and distributing notes from those meetings as requested. Identifies, extracts, and applies information received from attendance in training, conferences, supervisor, unit, and regional meetings, etc. for daily use, to upgrade skills and to stay abreast of current program information.

Greets clients at the front desk and answers phone in a friendly, courteous, and professional manner. Uses appropriate scripts to discern reason for client's call/visit. For BPM walk-in clients, enters appropriate information onto the lobby tracker and informs client of the next step. Answers and transfers telephone calls using multiline telephone system. Enters BPM client information onto the Telephone Log Database as appropriate. Retrieves voice mail from BPM mail boxes as directed.

Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. Tasks may include, but are not limited to, assisting customers in connecting to language line and utilizing special communication equipment (ex: Telecommunications Device for the Deaf (TDD)), obtain reasonable accommodations where appropriate, and acquire the necessary services they need.

Maintains strict confidentiality.

2 - 45% **E**

Cross-Program/Agency Support:

Performs receptionist duties for the office. Determines the client's needs and refers to appropriate person for assistance, or takes the necessary information to make an appropriate referral for the customer. This is done through maintaining knowledge concerning all DCF programs in order to enable any person contacting this agency to receive an appropriate referral. Searches computer systems by using the inquiry process to access client case information to answer questions related to benefits and case status. Procures, updates, and disseminates information about local community resources to the client when agency resources are not available to or cannot meet the need of the client. This can be accomplished verbally, in writing, or by completing local referral forms provided by other helping agencies.

Monitors the general security of the office by being observant to any situation that may involve a hostile or angry client. Determines the level of urgency, seeks guidance from a supervisor, or phones the police department for assistance as situation warrants provide a safe environment for staff and other clients.

Keeps office supplies and forms available by monitoring their inventory levels. Requests reorders as needed before supplies/forms are depleted by completing the necessary formal request forms and obtaining appropriate approvals for local purchasing. Puts away supplies when received to prevent shortages in order that adequate supplies are available for staff use. Maintains lobby area.

Collects, opens, date stamps, sorts, and distributes all incoming mail on a timely basis so that case actions and daily work flow proceeds in an efficient manner. Gathers and delivers mail from the general point of mail collection in the office as per general office procedure. Prepares outgoing mail to meet mail schedule. Applies postage using an electronic postage meter. Receives payments, compiles necessary information and enters data on systems to process payments for various DCF programs. Secures negotiable items under lock and key as office procedure dictates to prevent the possibility of theft or loss.

Certifies signatures of staff or clients on various documents that may be used by the agency or court that require a Notary Public to notarize. This will be accomplished by viewing the actual signatures of the party(s) involved and then placing the notary stamp on the document, initialing and dating it.

Registers clients to vote to meet state statutory requirements. Accomplishes this by using designated forms and forwards all necessary paperwork and reports to the County Clerk's Office.

Monitors state cars for operation conditions and schedules routine maintenance and repairs as needed in support of Operations staff. Refers maintenance requests or problems to the Service Center Manager or General Maintenance and Repair Technician (GMRT) so that vehicles are maintained in a safe drive able condition. Prepares new monthly State Car Logs for vehicles by inserting vehicle number and starting mileage, and places in vehicle booklet on the 1st day of the new month. Removes previous month log, credit card charge tickets and any maintenance invoices for maintenance completed on car within the previous month and sends to the GMRT so that travel and vehicle reports can be prepared in order to predict travel costs and retain travel documentation. Updates state car mileage and maintenance spreadsheets.

3 - 10% **E**

Other:

Other duties as assigned by Supervisor, Program Administrator or Facility Manager. All above assignments are reviewed randomly by the supervisor and through quality assurance reviews for conformance and accuracy.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number

23. Which statement best describes the results of error in action or decision of this employee?

( ) Minimal property damage, minor injury, minor disruption of the flow of work.
(**X**) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
( ) Major program failure, major property loss, or serious injury or incapacitation.
( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to complete work as assigned would disrupt work flow for other staff within the unit and also adversely affect the overall welfare and well-being of both internal and external customers. The issuance of customer benefits may be delayed resulting in hardship for the customer.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This employee has daily contact with clients and co-workers to receive requests for services and/or assistance and to give or obtain information pertaining to DCF services and programs. This employee, on a weekly basis, may also have contact with attorneys, school personnel, mental health workers, the general public, politicians, law enforcement, county health departments, local hospitals, nursing home professionals, volunteers, community groups or organizations, Head Start agencies, county extension agents, Resource and Referral Agencies, and Child Care providers. Contact with area DCF officials could also occur daily or as is needed.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Work environment is that of atmosphere of a business office. Heating, cooling, lighting and ventilation are generally good. Incumbent may spend several hours per day using personal computer and other office machinery which may cause eye or muscle strain. Employee is generally free to get up from work station. Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase work load. Employee may also be required to life boxes of items or other materials that weigh up to 50 lbs on an intermittent basis.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

FAX machine, personal computer, printer, telephone system, copy machine, scanner, calculator, and postage machine all used daily, state vehicle and TDD machine may be used occasionally.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High school diploma or equivalent

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Must have the ability to establish and maintain productive work relationships with clients and other employees; ability to communicate effectively; ability to understand and interpret written materials, oral as well as written instructions; ability to perform basic arithmetic computations; ability to make basic decisions, maintain self-control in stressful situations, and take appropriate actions; and the ability to relate to and understand problems and needs of disadvantaged persons.

Experience - length in years and kind

28. **SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

The work requires light physical exertion. The employee works at a desk, requires the use of a personal computer, telephone, and frequently interacts with individuals for the purpose of providing information. The employee may be required to perform handling activities (stooping, bending, lifting) with lightweight or easily moved items (e.g. books, file folders, boxes of office supplies, small machine parts, etc.), perform moving activities for brief periods, operate light equipment, and perform repetitive motions for brief periods. The employee is required to communicate verbally in order to work with external and internal customers. The employee uses a PC in order to gather and enter data, and may be required to operate a motor vehicle to travel to/from required meetings.

Signature of Employee Date	Signature of Personnel Official Date

Approved:

Signature of Supervisor Date	Signature of Agency Head or Appointing Authority Date