

# 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 Division of Personnel Services.

CHECK ONE:  NEW POSITION  EXISTING POSITION

Agency  
Number

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

1. Agency Name Department for Children and Families		9. Position No. K0162711	10. Budget Program Number 29113	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position)	
3. Division West Region		12. Proposed Class Title Human Service Assistant		
4. Section Community Relations-West Region	For Use By Personnel Office	13. Allocation		
5. Unit Customer Concerns		14. Effective Date		
6. Location (address where employee works)  City: Garden City County: Finney		15. By	Approved	
7. (circle appropriate time) Full time X Perm. Inter. Part time Temp. 100 %	Office	16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM To: 5:00 PM		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.

The incumbent serves as part of the customer service team ; serving as a contact for screening/processing customer service calls. This position will have contact with clients, employers, legislators, educations, non-profit agencies, state/local government, service providers and professional organizations within the West Region. This position will assist in covering customer service for the 65 counties in the West Region regarding customer service questions and/or complaints.

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

Name	Title	Position Number
Bonnie Wilson	Administrative Officer-West Region	

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Bonnie Wilson	Administrative Officer-West Region	

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.

Work is diverse in nature that usually involves multiple, unrelated steps requiring the application of analytical thought to deal with complex data and situations where several alternatives exist. When guidelines exist, they are broadly defined or technical, requiring careful analysis and interpretation. This position works with a considerable amount of independent judgment. Work is occasionally reviewed.

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	<p><u>Customer Service:</u></p> <p>Acts as part of a team in regards to customer service within the West Region who are the initial liaisons or client advocates to resolve conflicts or misunderstandings by researching the issue with the proper program administrator and then explaining and clarifying operational practices, procedures, regulations and activities; advises clients, organizations or the general public about specific programs and sensitive issues. This position works under the Community Relations Assistant Director in the West Region</p>
1. 20% E	<p>Responds to and acknowledges client' concerns within 24 hours.</p>
2. 15% E	<p>Upon resolution, develops report of fact finding and actions taken. Exercises tact, patience and discretion in communicating and dealing with persons of varying backgrounds and temperament.</p>
3. 30% E	<p>Receives, assigns and tracks customer concerns regarding the delivery of service by DCF within the West Region. Maintains documentation of actions taken to respond to concerns.</p>
4. 20% E	<p>Assists the Administrative Officer (Supervisor) and the Assistant Regional Director of Community Relations when necessary for special projects.</p>
5. 15% M	<p>Other duties as assigned by Supervisor.</p>

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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.
- | <b>Title</b> | <b>Position Number</b> |
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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.
  - 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.

Improper handling of customer service concerns could result in loss of agency integrity, loss of community support and poor utilization of government funds. Failure to respond or utilize initiative and good judgment can result in adverse impact on agency operations and agency integrity. Errors in judgment, delays in action, failure to resolve conflicts, may adversely affect relationships with legislators, clients, and other agencies. The employee is involved in all DCF programs and represents the agency with consumers and legislators.

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

Contacts are made daily with community leaders, other agencies, clients and the public in order to provide information. Other contacts include West Region staff, Central Office staff, legislators, and the public.

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

Normal office environment. Some travel is required. There will be contact with angry or hostile clients in the role of customer services consultant.

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

Computer (daily), Telephone (daily), Email (daily), Copier/Fax/Scanning (daily), State car (occasionally).

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

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

High School diploma or equivalent

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Education or Training - Special or professional

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License, certificates and registrations

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Special knowledge, skills and abilities

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Experience - Length in years and kind

One year of experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.

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**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.

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Signature of Employee

Date

Signature of Personnel Official

Date

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**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date