

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 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. K0164061	10. Budget Program Number 029113	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Administrative Officer	
3. Division West Region			12. Proposed Class Title	
4. Section Administration	For Use By	13. Allocation		
5. Unit Community Relations		14. Effective Date		
6. Location (address where employee works) City Negotiable County		15. By	Approved	
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %		Personnel Office	16. Audit Date: By:	
8. Regular hours of work: (circle appropriate time) FROM: AM/PM To: AM/PM			17. Audit 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 regional customer service consultant for the 65 counties in the West Region and is the first contact for screening customer service calls. This person will have contact with clients, employers, legislators, educators, non-profit agencies, state and local government service providers and professional organizations in the West Region. Other responsibilities will include serving as the primary back-up for the Assistant Director for Community Relations and will provide assistance in building positive working relationships and partnerships with other helping agencies and organizations in the West Region.

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
Randall J. Lind	Assistant Director for Community Relations	K0224714

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Randall J. Lind	Assistant Director for Community Relations	K0224714

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 of a diversified 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 requiring careful analysis and interpretation. Assignments are given with some direction and are checked for progress on an intermittent basis.

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	In addition to the tasks listed below the incumbent is expected to communicate the Mission and Vision of the agency to peers, customers and the public. This person is also expected to identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model and work cooperatively with peers, staff, customers, community partners and the general public.
1. 60%	E	<p><u>Customer Service Consultant</u></p> <ul style="list-style-type: none"> • Responsible for the regional direction of the customer service program and provides expertise to resolve concerns. • Acts as an initial liaison or client advocate to resolve conflicts or misunderstandings by researching the issue with the proper Program Administrator. • Responds to and acknowledges consumers' concerns normally the day they are received but no later than 24 hours. • 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. • Receives, assigns and tracks all customer concerns regarding the delivery of service by DCF within the West Region. • Maintains documentation of actions taken to respond to concerns.
2. 20%	E	<p><u>Public Relations</u></p> <ul style="list-style-type: none"> • Promotes and coordinates public activities sponsored by the Region to ensure broad exposure of the activity. • Confers, in writing and orally, with the general public, civil organizations, department officials and employees. • Prepares and maintains necessary files, records and reports relating to prepared informational material.
3. 10%	E	<p><u>Administrative</u></p> <ul style="list-style-type: none"> • Performs liaison and public relations assignments dealing with other agencies and the public. • Oversee the preparation of periodical reports used to provide information including legislative/media reports and other reports used to communicate information to Central Office and other entities. • Requires the ability to develop a broad knowledge of local, state and federal programs.
4. 5%	E	<p><u>Supervisor Duties</u></p> <ul style="list-style-type: none"> • Provides supervisor and direction for on Human Services Assistant
5. 5%	E	<p><u>Other Duties as Assigned</u></p>

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
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Human Service Assistant	K0162711
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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 could result in adverse publicity for the agency, legal action against the agency by dissatisfied constituents, or adversely effecting relationships with legislators, consumers and other agencies. This employee is involved in all DCF programs and represents the agency with consumers and legislators.

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, consumers and the public in order to provide information. Other contacts include West Region staff, Central Office staff, legislators and the public.

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

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

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

PC – daily Copier – daily Telephone – daily Fax/scanner – daily Calculator - 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 GED.

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities – Preferred

General knowledge of the Economic and Employment Services program, the Prevention and Protection Services program, the Rehabilitation Service program and the Child Support Services program. Proficient writing skills and excellent knowledge of English grammar. The ability to communicate verbally in a clear, concise and compassionate manner. Two years of experience exercising independent judgment in evaluating situations and making decisions. Three years of customer/community relations experience.

Experience - length in years and kind

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

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.

Signature of Employee _____ Date _____

Signature of Personnel Official _____ Date _____

Approved:

Signature of Supervisor _____ Date _____

Signature of Agency Head or _____ Date _____
Appointing Authority