

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children & Families		9. Position Number K0225813		10. Budget Program Number 23311	
2. Employee Name (leave blank if position vacant) vacant			11. Present Class Title (if existing position)		
3. Division West DCF Region			12. Proposed Class Title Public Service Administrator III		
4. Section Garden City, Liberal, Dodge City and Greensburg Service Centers			13. Allocation		
5. Unit Operations/Service Center Management			14 (a). Effective Date		14 (b). FLSA Code
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 X % 100 100%			16. Audit Date: _____ By: _____ Date: _____ By: _____		
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM			17. Position Reviews Date: _____ By: _____		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position functions as a high level manager of day to day operations of multiple West Region Service Centers. Responsible for coordination with program experts to ensure efficient and high level customer service and directs staff activities in the area of physical resources for the service center. Operational functions are: facility management and planning, personnel management, member of the West Management Team, member of the West Operations team, contract monitoring, and facility safety and accessibility management. Manages communication with landlords and janitorial contractors, vehicle fleet, and site purchasing.

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

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

Name: _____ **Title:** _____ **Position Number:** _____

Who evaluates the work of an incumbent in this position?

Name: Same **Title:** _____ **Position Number:** _____

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. Instructions are given either in written or verbal form with specific outcomes described. Employee support is provided by regulations, policies and procedures. Assignments are generally given as goals or general program objectives.

- d) Which statement best describes the result of error in action or decision of this employee.
- () Minimal property damage, minor injury, minor disruption of the work flow.
 - () Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 - (x) Major program failure, major property loss, or serious injury of incapacitation.
 - () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this 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 (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of 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 or minimal part of the position

No. % E O R M

40%	E	<p><u>1. FACILITIES MANAGEMENT</u> This position provides critical management for the day to day operations of the Garden City, Liberal, Dodge City and Greensburg Service Centers. Also manages the administrative operations of the reception desks for various facilities. This position assures critical support to all lines of business connected to these Service Centers. Service Center Management focuses first on delivery of excellent internal and external customer service. Solutions must be developed for the diverse and dynamic variety of day to day activities of the Service Centers including, customer service, facility and resource administration, human resource management and safety/risk management, delegation of activities from the Assistant Director of Operations. The diversity inherent within the management of a Service Center requires decision making for issues and problems that are very unique from established processes and procedures. Develops and maintains responsive and customer friendly reception services in the Service Centers. Assures all Service Center fiscal work is effectively completed. Manages the telecommunication and computer services and equipment of the center meet staff's needs to work effectively. Meets regularly with Assistant Directors, Program Administrators and supervisors to assess area facility needs and establish systems to ensure effectiveness of space planning, building security requirements, and agency asset management. Manages compliance with Federal, state and local laws and regulations related to safety and accessibility. Identifies and directs needed changes in these areas and in risk management of facility. Manages and review Service Center purchasing procedures of goods and services to ensure state purchasing rules are followed. Manages fleets of cars and vehicle maintenance, as well as responsible for tracking of vehicles through the monthly car logs. Manages and reviews Service center purchasing procedures of goods and services to ensure state purchasing rules are followed.</p>
20%	E	<p><u>2. PERSONNEL/ HUMAN RESOURCE MANAGEMENT</u> Provides leadership, ensures accountability and acts as a role model for staff members. Plans, organizes, assigns duties in the service center's reception and referral unit. Supervises assigned professional program staff, including hiring, training, supporting, coaching and evaluating these professional staff. Identifies and resolves concerns that directly affect internal and external customers. Acts as a liaison and facilitator between customers, service center staff, and contractors when necessary. Plans, organize, and direct the Service Center team to build and maintain a cultural environment that can and will respond quickly to meet the changing needs of customers and availability of resources. Appropriately implements program changes. Monitors work, reports, and data to assure work meets service outcomes. Identifies and Implements corrective action when needed to meet service outcomes. Coordinates service delivery with all other service and administrative units within the region. Accepts direction from program administrators and works cooperatively with them.</p>
10%	E	<p><u>3. PROGRAM MONITORING AND EVALUATION</u> Analyzes Service Center administration work and staffing requirements to meet organizational needs through the appropriate allocation of available resources. Delegate authority to Administrative staff as appropriate to ensure the efficiency of the Service Center and the completion of agency initiatives. Reviews recruitment, hiring, training, evaluation and discipline of all personnel responsible for the day to day operation of the Service Center; reception staff and facilities management staff. Develops and maintains responsive and customer friendly reception services in the Service Centers. Identifies barriers that are limiting leadership and decision-making for the reception and Service Center staff. Collaborates with Assistant Regional Director of Operations and Human Resources to resolve Service Center personnel issues with staff supervised. Analyze and assess area facility needs and establishes systems to ensure effectiveness of, customer service, space planning, building security requirements and agency asset management</p>
10%	E	<p><u>4. REGIONAL MANAGEMENT</u> A member of the West Regional Management team. Takes an active role in the overall management of the Region to ensure the Agency Regional priorities are being met. Meets regularly with Assistant Directors, program administrators and other management members to discuss problems and resolutions relating to day to day operation of the Service Center and to resolve community issues affecting DCF. Shares information and develops goals and strategies that reduce ongoing organizational barriers that effects customer service. Participates in agency and region wide teams to develop agency plans, policies, and procedures. Meets with Assistant Directors and Program Administrators to discuss problems and resolutions relating to delivery of services</p>
20%	E	<p><u>5. OPERATIONS MANAGEMENT</u> Participates in the development and modification of Operations program activity and policy with Assistant Director of Operations, West Region Executive Team and other managers. Work involves interpreting technical guidelines, regulations, and other materials in the area of operations management while providing daily administration, implementation and oversight of the regional operation functions.</p> <p>Other duties as assigned by the Assistant Regional Directors of Operations, Programs, Community Relations, or Regional Director.</p>

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform duties properly could result in risk to health and/or life of clients, potential loss of federal funds, and wasteful expenditure of tax dollars.

23. 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 class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title	Position/KIPPS Number
Human Service Assistant-Dodge City	K0163217
Human Service Assistant-Dodge City	K0162697
Human Service Assistant-Garden City	K0043147
Human Service Assistant-Garden City	K0224101
Human Service Assistant-Garden City	K0068146
Human Service Assistant-Liberal	K0204836
Human Service Assistant-Liberal	K0046114

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

This position works very closely and collaboratively with employees and managers from all lines of business, Central office, contractors, community partners, and the general public on a daily basis. Purpose of contacts is to resolve problems, build consensus and otherwise facilitate the provision of day-to-day services within the Service Centers.

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

Work environment involves moderate hazards such as contact with angry and hostile customers. Exposure to minor deviation from pleasant environmental conditions is normal. Some job related tasks will need to take place outside of normal working hours and occasional overnights away from the employee's home. Travel will be required.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Telephone - daily
Calculator - daily
State and private vehicle - frequently
E-mail/Internet - daily
Copier - daily
Fax - daily
Scanner - daily

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Two years of experience in providing direction necessary to implement the objectives of an agency, program or organizational unit. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

Must gain and maintain security clearance and driver's license.

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Supervisory experience

Knowledge of community partners and/or contractors in a problem solving or customer relations capacity.

Bachelor's Degree in Business Administration or Accounting, Statistics, Management

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Capable to do occasional lifting. Frequent travel between DCF offices within the state is required.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Complying with accepted and normal safety standards in the operation of equipment and performing work tasks as expected.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date