

EMPLOYMENT PROGRAMS SPECIALIST

Nature of Work

Under general supervision, performs work at the full-performance level by providing administrative oversight of and complex technical assistance with a particular component of a statewide program, or a major technical area specific to or characteristic of the Bureau of Employment Programs. Assures compliance with federal, state, and local regulations governing the program or technical area. Uses independent judgement to determine appropriate action taken to achieve desired results. Exercises considerable latitude in determining approaches to problem solving. Work may be performed independently and/or in conjunction with other program or technical area staff. Performs related work as required.

Distinguishing Characteristics

The Employment Programs Specialist is distinguished from the Employment Programs Associate by the complex analysis and interpretation necessary to administer programs and assist participants. This class is distinguished from the Employment Programs Specialist, Senior, by the fact that although the Specialist may oversee clerical or support staff in relation to the completion of his/her own work, this class does not function in a lead or supervisory capacity.

Examples of Work

Analyzes laws and regulations governing program or technical area and applies them appropriately to resolve problems and assure compliance.
 Interprets laws and regulations governing program or technical area for participants and staff.
 Monitors changes in laws and regulations and advises participants and other staff.
 Confers with inter- and intra-agency personnel to transact business or discuss information.
 Collaborate on determining need for changes in procedures, guidelines, and formats; devises resolutions and changes, and monitors success.
 Writes (drafts, pending discussion and approval) program manuals, clarifying the wording and describing new procedures, etc., accurately.
 Represents the program in the area of assignment with the agency and outside entities.
 Has contact with federal, state, local program representatives and participants, or technical area personnel.
 Completes related reports; may compile special and/or statistical reports, analyzing data and interpreting results.
 May oversee the work of support staff or other specialists in relation to the completion of specific assignments.

Knowledge, Skills and Abilities

Knowledge of the rules, regulations, policies, and procedures of the Bureau of Employment Programs.
 Knowledge of the federal and state regulations, laws, and statutes governing program or technical area.
 Knowledge of the objective of the program or technical area, its procedures, policies, and guidelines, and its relationship to the rest of the Bureau and other user entities.
 Ability to analyze situations, problems, and information and develop appropriate responses and resolutions.
 Ability to communicate well, both orally and in writing.
 Ability to represent area of assignment and to provide consultation on program or Bureau concerns.
 Ability to synthesize information and provide interpretation.

EMPLOYMENT PROGRAMS SPECIALIST (CONT'D)

Minimum Qualifications

TRAINING: Graduation from a regionally accredited four-year college or university.

SUBSTITUTION: Additional qualifying experience as described below may be substituted for the required training on a year-for-year basis.

EXPERIENCE: Two years of full-time or equivalent part-time paid experience in providing technical or programmatic assistance to staff, users or participants in a program or technical area specific to or characteristic of the Bureau of Employment Programs. Qualifying experience must have been at a level consistent with the work performed at the Employment Programs Associate level OR two years of full-time or equivalent part-time paid experience as a bank teller, bank customer service, bank loan officer, manufacturing human resources officer, telemarketing supervisor, telemarketing human resources officer, retail sales manager, retail customer service position, retail human resources officer, or medical receptionist.

Established: 4/16/92

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