

FIELD REPRESENTATIVE 1**Nature of Work**

Under general supervision, performs work at the full-performance level by serving in a liaison capacity between a central department or agency and field units or sub-sponsors or the public in educational, state or federal programs or services. Has some latitude to vary methods and procedures within established procedures, rules, and guidelines. Frequent travel is required. Performs related work as required.

Distinguishing Characteristics

Work at this level does not entail supervisory duties. Typically, positions at this level are part of a unit or sub-unit consisting of other Field Representatives, or other similar professional classes.

Examples of Work

- Monitors program operations through field visits and selective reviews to determine adherence to state, federal, and departmental rules, regulations, policies, and procedures.
- Serves as advisor or consultant to program participants, sub-sponsors, or facility managers; provides needed information and assistance.
- Conducts inspections of field units or sub-sponsors, educational facilities, or local communities and prepares a detailed report of findings.
- Investigates complaints from program participants and attempts to resolve.
- Visits work sites to review program operating and participant's eligibility records for legal compliance, answers questions, and assists in problem resolutions.
- Assists in developing and implementing program plans, and provides assistance and direction to sub-sponsors for program operation.
- Participates in informal hearings regarding complaints.
- Maintains awareness of changes in regulations and procedures applicable to specific programs.
- Completes reports on program status and submits to supervisor for review.
- Updates program handbooks periodically to include amended or additional legal statutes.
- Provides assistance to the local agencies, communities, facilities, or sub-sponsors in the processing of grant applications, claims, investigations, or proposals for new or additional positions.
- Meet with citizens to obtain information regarding services being requested of the agency.
- Review field conditions to assess the necessity/viability of the services being requested.

FIELD REPRESENTATIVE 1 (CONT'D)**Examples of Work (Con't)**

Communicate with agency representatives to facilitate the provision of the requested services.
 Prepare draft letters or e-mail correspondence for the signature of regional managers or the agency head, as appropriate.

Knowledge, Skills and Abilities

Knowledge of the fundamentals and procedures involved with grant writing and the monitoring of grants.
 Knowledge of basic investigative techniques.
 Knowledge of highway maintenance issues.
 Ability to learn state, federal, and agency rules, regulations, policies, and procedures applicable to specific programs.
 Ability to learn specific program goals, guidelines, and objectives.
 Ability to write detailed reports.
 Ability to establish and maintain effective working relationships with state and federal agencies, program sub-sponsors and participants, and co-workers.
 Ability to communicate effectively, both orally and in writing.
 Ability to learn the informal hearings procedures involved in the settlement of complaints.
 Ability to stay informed of amended and new legal statutes.
 Ability to perform basic math with accuracy.
 Ability to interface effectively with the public.

Minimum Qualifications

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

SUBSTITUTION: Experience in criminal justice, employment security, law enforcement, personnel, planning, social work, or health, or highway construction or maintenance may be substituted for the required training on a year-for-year basis.

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