

**GSS25112-TEMP_EMPL, TEMPORARY EMPLOYMENT SERVICES
APPENDIX F - JOB DESCRIPTIONS**

The following pages detail the job titles and descriptions that will be included in this contract. Additional job titles and descriptions may be added throughout the contract period to accommodate State Agency needs. Requests from State Agencies for Temporary Employees shall only contain the on-contract job title. Additional job descriptions provided at the time of request shall not be utilized. Requests for positions not covered by this solicitation may only be added by request of the State Agency through approval of the Office of Management and Budget, Government Support Services. Awarded Vendors will not be authorized to fill positions they have not been awarded nor positions not on the contract.

Requesting State Agencies do not have the authority to authorize increases in pay and/or bill rates awarded as a result of this contract.

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Administrative Specialist I (#MAAA01) - Set-Aside

Description of Occupational Work

This class series uses three levels in the Administrative Services occupational group, Administrative Support occupational series and describes technical and administrative work done in support of an agency's business, programs, projects and operations. Administrative Specialists carry out a variety of activities in support of general administrative services such as budgeting, accounting, purchasing, human resources and related activities, or agency operations or state/federal programs.

Work involves creating word processing documents typically using a standardized software package such as Word; creating and maintaining databases typically using a standardized software package such as Access; creating and maintaining spreadsheets typically using a standardized software package such as Excel; creating original presentations typically using a standardized software package such as Power Point. Creating and producing these support documents requires applying advanced technology skills.

Positions assigned work to update, enter, modify, retrieve and report on data in an established information system's database are considered in the classification of Operations Support Specialist.

The extent to which positions use the computer applications will vary due to specific work assignments; however, the overall concept of the level of work will be used to make classification decisions.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies agency laws, rules, regulations, policies and procedures in maintaining and processing agency information.
- Creates official agency word processing documents; creates and maintains agency databases typically using Access or similar software packages; creates and maintains spreadsheets; creates original presentations using software packages.
- Serves as a liaison with the public, clients, agency staff and others to exchange information and explain agency services, laws, rules, regulations, policies and procedures.
- Assures effective coordination of operational functions.
- Establishes tracking and monitoring systems and conducts follow up to ensure effective resolution of matters.
- Obtains, organizes and drafts technical and administrative material necessary for public information or departmental use.
- Collects and compiles data to prepare reports and provide supporting documentation.
- Analyzes routine operating practices and procedures and makes recommendations to ensure smooth and efficient office operation.
- Maintains and controls data and/or filing systems to ensure effective, accurate and easily retrievable documentation of operations, program and project activities.
- May oversee or supervise lower-level employees.

Administrative Specialist I

This is the first level of administrative specialist work processing administrative and program information utilizing word processing, spreadsheet and database computer applications.

- Word processing documents produced typically require formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require recording/arranging data and creating charts/graphs. Database applications typically requires creating and maintaining the database as the sole support and includes activities such as design, create and edit file structures; sort/filter tables; and create/modify queries.
- Principal contacts are for the purpose of obtaining or verifying information in the processing of agency program data, to provide technical assistance concerning system processed information and resolving problems relating to procedures and delinquent deadlines.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of operations, services, programs and agency organization.
- Knowledge of program policies, procedures, and requirements.
- Knowledge of state and federal laws and regulations related to the area of assignment.
- Knowledge of administrative support practices and procedures.
- Knowledge of grammar, punctuation, spelling and composition.
- Knowledge of the methods and techniques in composing written communications such as responses to inquiries and narrative reports.
- Skill in applying basic and advanced tools used in word processing applications.
- Skill in applying the tools used in creating and modifying spreadsheet and database applications.
- Skill in coordinating agency/program operations.
- Ability to oversee the work of lower level clerical employees.
- Ability to establish and maintain effective working relationships.
- Ability to understand, explain, and apply rules, regulations, policies and procedures.
- Ability to verify accuracy of information, resolve discrepancies and follow-up on outstanding activities.
- Ability to communicate effectively with staff, employees and public.

JOB REQUIREMENTS for Administrative Specialist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in coordinating office activities such as planning/coordinating meetings or conferences; tracking workflow and follow up; composing meeting notes; directing clients/customers; explaining services to the public and customers/clients; establishing or maintaining filing/record systems.
2. Six months experience in document processing which includes reviewing and evaluating records for completeness and conformity with laws, rules, regulations, standards, policies and procedures, resolve deficiencies, interpret information, and track and monitor activities.
3. Six months experience in using standard computer software programs for word processing, spreadsheets or databases.
4. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data

Administrative Specialist II (#MAAA02) - Set-Aside

Description of Occupational Work

This class series uses three levels in the Administrative Services occupational group, Administrative Support occupational series and describes technical and administrative work done in support of an agency's business, programs, projects and operations. Administrative Specialists carry out a variety of activities in support of general administrative services such as budgeting, accounting, purchasing, human resources and related activities, or agency operations or state/federal programs.

Work involves creating word processing documents typically using a standardized software package such as Word; creating and maintaining databases typically using a standardized software package such as Access; creating and maintaining spreadsheets typically using a standardized software package such as Excel; creating original presentations typically using a standardized software package such as Power Point. Creating and producing these support documents requires applying advanced technology skills.

Positions assigned work to update, enter, modify, retrieve and report on data in an established information system's database are considered in the classification of Operations Support Specialist.

The extent to which positions use the computer applications will vary due to specific work assignments; however, the overall concept of the level of work will be used to make classification decisions.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies agency laws, rules, regulations, policies and procedures in maintaining and processing agency information.
- Creates official agency word processing documents; creates and maintains agency databases typically using Access or similar software packages; creates and maintains spreadsheets; creates original presentations using software packages.
- Serves as a liaison with the public, clients, agency staff and others to exchange information and explain agency services, laws, rules, regulations, policies and procedures.
- Assures effective coordination of operational functions.
- Establishes tracking and monitoring systems and conducts follow up to ensure effective resolution of matters.
- Obtains, organizes and drafts technical and administrative material necessary for public information or departmental use.
- Collects and compiles data to prepare reports and provide supporting documentation.
- Analyzes routine operating practices and procedures and makes recommendations to ensure smooth and efficient office operation.
- Maintains and controls data and/or filing systems to ensure effective, accurate and easily retrievable documentation of operations, program and project activities.
- May oversee or supervise lower level employees.

Administrative Specialist II

This is the second level administrative specialist work organizing and coordinating administrative activities in support of a variety of operational areas. Positions assigned to this level report to an administrator typically responsible for a program area involving several functional areas or a

Statewide program operating from a central office for which the incumbent performs support services of a diverse and complex nature.

- Word processing documents produced typically require composing correspondence in addition to the work performed at the I level, i.e., formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require developing formulas for calculations, analyzing data to make projections, creating a spreadsheet database, query database and developing/printing reports, create and use macros in addition to the work performed at the I level, i.e., recording/arranging data, creating charts/graphs. Database applications typically require creating and maintaining the database as the sole support and includes activities such as performing calculations and embedding objects in addition to the work performed at the I level, i.e., design, create and edit file structures; sort/filter tables; and create/modify queries. Presentations typically require developing layout, outline, slide presentation and handouts to create original presentations.
- Obtains administrative information for which an administrator may base his/her decisions for making recommendations.
- Keeps superior apprised of issues and accomplishments, follows up and tracks work flow and resolves problems relating to procedures and deadlines.
- Principal contacts are for the purpose of coordinating administrative details with the agency's other programs/functions or with other state/ federal agencies and private businesses.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of operations, services, programs and agency organization.
- Knowledge of program policies, procedures, and requirements.
- Knowledge of state and federal laws and regulations related to the area of assignment.
- Knowledge of administrative support practices and procedures.
- Knowledge of grammar, punctuation, spelling and composition.
- Knowledge of the methods and techniques in composing written communications such as responses to inquiries and narrative reports.
- Skill in applying basic and advanced tools used in word processing applications.
- Skill in applying the tools used in creating and modifying spreadsheet and database applications.
- Skill in coordinating agency/program operations.
- Ability to oversee the work of lower level clerical employees.
- Ability to establish and maintain effective working relationships.
- Ability to understand, explain, and apply rules, regulations, policies and procedures.
- Ability to verify accuracy of information, resolve discrepancies and follow-up on outstanding activities.
- Ability to communicate effectively with staff, employees and public.

In addition to the above knowledge, skills and abilities, the Administrative Specialist II requires:

- Knowledge of principles and practices of general administration.
- Skill in coordinating diverse activities to ensure completion of projects and work assignments.

JOB REQUIREMENTS for Administrative Specialist II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year experience in coordinating office activities such as planning/coordinating meetings or conferences; tracking workflow and follow up; composing meeting notes; directing clients/customers; explaining services to the public and customers/clients; establishing or maintaining
2. filling/record systems.
3. One year experience in document processing which includes reviewing and evaluating records for

completeness and conformity with laws, rules, regulations, standards, policies and procedures, resolve deficiencies, interpret information, and track and monitor activities.

4. One year experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
5. One year experience in using standard computer software programs for word processing, spreadsheets or databases.

Administrative Specialist III (#MAAA03) - Set-Aside

Description of Occupational Work

This class series uses three levels in the Administrative Services occupational group, Administrative Support occupational series and describes technical and administrative work done in support of an agency's business, programs, projects and operations. Administrative Specialists carry out a variety of activities in support of general administrative services such as budgeting, accounting, purchasing, human resources and related activities, or agency operations or state/federal programs.

Work involves creating word processing documents typically using a standardized software package such as Word; creating and maintaining databases typically using a standardized software package such as Access; creating and maintaining spreadsheets typically using a standardized software package such as Excel; creating original presentations typically using a standardized software package such as Power Point. Creating and producing these support documents requires applying advanced technology skills.

Positions assigned work to update, enter, modify, retrieve and report on data in an established information system's database are considered in the classification of Operations Support Specialist.

The extent to which positions use the computer applications will vary due to specific work assignments; however, the overall concept of the level of work will be used to make classification decisions.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies agency laws, rules, regulations, policies and procedures in maintaining and processing agency information.
- Creates official agency word processing documents; creates and maintains agency databases typically using Access or similar software packages; creates and maintains spreadsheets; creates original presentations using software packages.
- Serves as a liaison with the public, clients, agency staff and others to exchange information and explain agency services, laws, rules, regulations, policies and procedures.
- Assures effective coordination of operational functions.
- Establishes tracking and monitoring systems and conducts follow up to ensure effective resolution of matters.
- Obtains, organizes and drafts technical and administrative material necessary for public information or departmental use.
- Collects and compiles data to prepare reports and provide supporting documentation.
- Analyzes routine operating practices and procedures and makes recommendations to ensure smooth and efficient office operation.
- Maintains and controls data and/or filing systems to ensure effective, accurate and easily retrievable documentation of operations, program and project activities.
- May oversee or supervise lower-level employees.

Administrative Specialist III

This is the third level of administrative specialist work providing administrative support in a variety of operational areas to a Division Director, Deputy Director or head of a large operating unit or an administrative official typically at the upper management level. A significant aspect of the work is representing the agency on behalf of the superior in providing guidance and consultations to all levels of management on policy questions and administrative matters. Typically, only one Administrative Specialist III will be allocated to a manager as described above.

- Word processing documents produced typically require composing correspondence, formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require developing formulas for calculations, analyzing data to make projections, creating a spreadsheet

database, query database and developing/printing reports, create and use macros, recording/arranging data, creating charts/ graphs. Database applications typically require creating and maintaining the database as the sole support and includes activities such as performing calculations and embedding objects, design, create and edit file structures; sort/filter tables; and create/modify queries. Presentations typically require developing layout, outline, slide presentation and handouts to create original presentations.

- Conducts limited research and analyses of agency services or other situations requiring agency action to determine, implement or authorize an appropriate course of action. Briefs management on potential areas of difficulties.
- Coordinates operations and/or components of functional programs with Federal, local and state agencies to accomplish identified goals and objectives and assist in the administration and management of staff functions.
- Principal contacts are with department directors, division administrators, agency management, and executives outside the department and elected officials to confer and advise on the resolution of problems. Frequently handles highly sensitive, confidential, and/or political issues on behalf of the superior in situations critical to overall agency operations.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of operations, services, programs and agency organization.
- Knowledge of program policies, procedures, and requirements.
- Knowledge of state and federal laws and regulations related to the area of assignment.
- Knowledge of administrative support practices and procedures.
- Knowledge of grammar, punctuation, spelling and composition.
- Knowledge of the methods and techniques in composing written communications such as responses to inquiries and narrative reports.
- Skill in applying basic and advanced tools used in word processing applications.
- Skill in applying the tools used in creating and modifying spreadsheet and database applications.
- Skill in coordinating agency/program operations.
- Ability to oversee the work of lower level clerical employees.
- Ability to establish and maintain effective working relationships.
- Ability to understand, explain, and apply rules, regulations, policies and procedures.
- Ability to verify accuracy of information, resolve discrepancies and follow-up on outstanding activities.
- Ability to communicate effectively with staff, employees and public.

In addition to the above knowledge, skills and abilities, the Administrative Specialist III requires:

- Knowledge of principles and practices of general administration.
- Skill in coordinating diverse activities to ensure completion of projects and work assignments.
- Knowledge of department/division policies, priorities and objectives, operations and functions of all program areas.
- Skill in collecting, compiling, evaluating and analyzing information from a variety of sources.
- Skill in drawing conclusions and developing solutions to operational or service problems.

JOB REQUIREMENTS for Administrative Specialist III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Two years experience in coordinating administrative support operations, tracking workflow and resolving problems, providing guidance and consultation to management, customers and others on administrative matters.
2. Two years experience in conducting research from multiple sources, analyzing data collected and

preparing reports, letters, and administrative documents.

3. One year experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. One year experience in using standard computer software programs for word processing, spreadsheets or databases.

Clerical Assistant (#MAAZ02) - Set-Aside

Summary Statement

An employee in this class is responsible for providing general clerical assistance to office staff as directed.

Nature and Scope

An employee receives close supervision from a clerical supervisor or higher; the supervisor provides specific instructions on all assignments, and frequent and detailed review of progress, accuracy, and quality of work. Supervisory advice or assistance is readily available. Assignments are limited in nature and tasks are highly structured and performed in accordance with detailed instructions, established routines, and pre-determined methods, techniques, and procedures. An employee may perform the following and similar tasks as instructed.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

- Operates copy machines and collates materials.
- Opens, sorts and delivers mail.
- Locates, retrieves and files general alphabetical/numerical materials from easily identifiable sources.
- Delivers oral and written messages.
- Collects and delivers paperwork, records, supplies, and other items from one office to another.
- Places supplies and other materials in storage or display areas.
- Sorts or assembles forms and other materials according to a pre-determined format.
- Labels and stuffs envelopes.
- Proofreads materials for accuracy by comparing information on one form to information on another form.
- Records general information from one record to another.
- Learns to use telephone console and take accurate messages.
- Performs other related duties as required.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the alphabet and number system.
- Ability to read, write and spell.
- Ability to effectively communicate in oral form.
- Ability to sort and deliver mail.
- Ability to follow written and oral instructions.
- Ability to learn to operate office machines and equipment.
- Ability to learn office practices.
- Ability to learn and apply basic filing techniques.
- Ability to learn telephone techniques.

Custodial Supervisor I (#MCAB03) - Set-Aside

Description of Occupational Work

Custodial Services employees are responsible for cleaning, sanitizing and maintaining orderly interiors and furnishings following safety and health laws, rules, regulations, standards, policies, and procedures applicable to the assigned institutional living quarters, wards, state clinics or related state facilities.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed.

- Performs custodial work using protective and other equipment and techniques in compliance with applicable laws, rules, regulations, standards, policies, and procedures promoting safety and health of clients, visitors, property, or institutions.
- Cleans walls, doors, carpets and other interior building components by mopping, scrubbing, waxing, and shampooing or vacuuming.
- Uses brooms, wet or dry mops, ladders, brushes, scrapers, pails or buckets, and mixtures of water and chemical solutions or disinfectant.
- Dusts and polishes furniture and fixtures, and cleans windows, glass partitions, or mirrors using soapy water or other cleaners, sponges, or squeegees.
- Empties and cleans wastebaskets, garbage containers, and ashtrays and may sweep sidewalks and patios, shovel snow, and pick up trash. Transports trash to disposal area.
- Cleans and disinfects a variety of surfaces, areas, and equipment such as bathrooms, kitchens, and kitchen appliances, or client, clinic, or examination rooms.
- Maintains, replenishes, or replaces various supplies such as light bulbs, soap, paper, or linens.
- Moves and arranges furniture and hangs drapes and window shades.
- Uses automated information systems and computer software to enter, update, modify, delete, retrieve, or report on data.
- Operates a variety of mechanical custodial equipment such as vacuums, scrubbers, carpet shampooers, and buffers.
- Completes and maintains competency in required training.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Custodial Supervisor I

This is the first level supervisor of custodial services work. In addition to work performed by the Senior Custodial Worker level, employees supervise and participate in custodial work.

- Receives minimal supervision from a technical supervisor or higher; the supervisor defines objectives, priorities, and deadlines and assists the employee with unusual situations.
- Supervises two or more merit full-time positions, at least one of which must be in this Custodial Services class series and cannot be limited to contractual staff. The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Conducts regular shift meetings to ensure custodial assignments are completed and monitors shift workflow to adjust priorities.
- Inspects work areas to see that employees have cleaned, sanitized, and maintained assigned areas in accordance with instructions; and inspects eye wash stations or other safety equipment to ensure proper working order.
- Ensures safety and sanitary conditions are maintained in compliance with applicable laws, rules, regulations, standards, policies, and procedures promoting safety and health of clients, visitors, property, or institutions.
- Determines the need for equipment repairs, maintenance, and custodial supplies and maintains inventory by requisitioning supplies; notifies the supervisor or writes repair work orders.
- Prepares and maintains records and reports relating to personnel, supplies, equipment, and work performed. The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Knowledge, Skills and Abilities

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of applicable state and federal laws, rules, regulations, standards, policies, and procedures promoting safety and health of clients, visitors, property, or institutions.
- Knowledge of custodial materials, methods and practices.
- Knowledge of computer software and automated information systems used to enter, update, modify, delete, retrieve, and report on data.
- Knowledge of the proper use of personal protective equipment.
- Knowledge of how to properly dispose of hazardous waste.
- Knowledge of the operation and care of vacuums, scrubbers, buffers, and other custodial equipment.
- Ability to mix proper amounts of water or chemical solutions in accordance with directions and safety standards.
- Ability to understand and follow instructions.
- Ability to read and understand written materials.
- Ability to operate custodial equipment.
- Ability to compute correct amounts and measure ingredients.

In addition to the above Knowledge, Skills and Abilities, the Custodial Supervisor I requires:

- Ability to lead others in performing custodial work.
- Ability to provide on-the-job training, guidance, and direction to sta.
- Ability to keep records and complete forms.
- Knowledge of the principles and practices of supervision.
- Knowledge of basic recordkeeping and report writing.
- Ability to set shift priorities, performance standards, and monitor outcomes.

DATA ENTRY TECHNICIAN (MAAD01) - SET-ASIDE

Description of Occupational Work

This position is within the Administrative Services occupational group, Administrative Support occupational series and describes work in operating data entry and verification equipment and for checking source documents for completeness and accuracy.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Receives, reviews source documents, compares documents to database information, edits, codes, corrects or returns documents.
- Sets up data transcription equipment by manipulating keys, switches and/or probe to the appropriate format.
- Inputs data from source documents to designated fields on magnetic tapes or discs.
- Identifies causes of data entry problems.
- May provide information system generated reports to management and others.
- May maintain records and files regarding work processed.
- Contacts are with initiators of source documents.

Knowledge Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the operation of key to disc, verification and related data processing equipment.
- Knowledge of mechanical set up procedures for transcription and verification of data.
- Knowledge of agency function, coding system and policies and procedures.
- Skill in the operation of key to disc, verification and related equipment.
- Ability to recognize errors in source documents and obtain correct information.
- Ability to input data quickly and accurately.
- Ability to effectively communicate.

Job Requirements

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in record keeping which includes maintaining records, logs, and filing systems.
4. Experience in using an automated information system to enter, update, modify, delete, retrieve, inquire and report on data.

Fiscal Associate I (#MABA01) - Set-Aside

Description of Occupational Work

Fiscal Associates perform paraprofessional fiscal and general office support work for the State's financial operations such as accounting, bank or tax examinations, cash collections, cash management, financial analysis, timekeeping or payroll.

Employees apply bookkeeping principles and practices to record, review and process a variety of financial transactions, records and documents and maintain required files. Work includes verifying codes and other information, classifying, calculating, computing, recording, posting, reconciling, summarizing and reporting on financial data. Primary work is transactional in nature and includes entering, updating, modifying, deleting, retrieving and reporting on data in automated information systems and computer software, and gathering information for higher-level staff. Work also includes answering procedural inquiries, preparing correspondence and distributing documents, requiring the use of standard office equipment.

Work is distinguished from the Fiscal Advisor class series by performing work that is primarily transactional in nature within established procedures, practices and standards. More complex accounting problems and irregularities are referred to higher-level professional staff who review work periodically and upon completion for overall standards of performance.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series. These functions are not an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

- Reviews forms and source documents such as bills, receipts, invoices, claims, or service contracts to complete purchase orders; conforms accuracy, completeness, required documentation and approvals in compliance with applicable procedures, practices and standards.
- Verifies or determines correct classification and coding of transactions.
- Uses commercial and proprietary automated information systems and computer software to enter, update, modify, delete, retrieve and report on data.
- Uses standard formulas to perform and verify calculations; monitors balances and identifies and reports discrepancies.
- Creates and maintains financial records, documents and files.
- Prepares reports and summaries on the status of accounts or other financial data.
- Participates in recommending changes to internal procedures, forms, or process enhancements.
- Gathers and compiles data for higher-level staff.
- Performs general office work and functions as assigned such as preparing correspondence and distributing documents.
- May perform payroll entries and process payroll in automated information systems.

- Delivers excellent customer service to internal and external customers and the public in person, electronically, or by written communication.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.

Fiscal Associate I

This is entry level fiscal associate work recording, reviewing, and processing financial transactions, records and documents in support of the State's financial operations. Employees perform the full range of Essential Functions, completing routine and standardized assignments under close supervision.

- Receives close supervision from a technical supervisor; the supervisor provides specific instructions on all assignments, and frequent and detailed review of progress, accuracy, and quality of work. Supervisory advice or assistance is readily available.
- Learns applicable automated information systems and computer software, and related procedures, practices and standards within assigned financial support area.
- Seeks guidance from higher-level staff on work that is outside a range of specified, acceptable procedures, standards, alternatives, and practices.
- Communicates effectively with internal or external contacts to gather, clarify and relay information.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of assigned agency operations, services, programs and organization.
- Knowledge of bookkeeping principles and practices.
- Knowledge of applicable laws, rules, regulations, standards, policies and procedures.
- Knowledge of office practices, procedures, and equipment.
- Knowledge of computer software and automated information systems used to enter, update, modify, delete, retrieve and report on data.
- Skill in preparing routine financial reports and statements.
- Ability to apply analytical methods including computer applications to resolve bookkeeping/accounting problems.
- Ability to confirm accuracy and completeness of required documentation.
- Ability to identify and report discrepancies.
- Ability to organize and maintain up-to-date records and files.
- Ability to meet deadlines.

JOB REQUIREMENTS for Fiscal Associate I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Coursework, training and/or work experience in processing accounting, auditing or payroll transactions following applicable laws, rules, regulations, standards, policies and procedures.

Food Service Director I (37.5) (#MCBA05) - Set-Aside

Description of Occupational Work

This class series is within the Labor, Trades and Crafts Occupational Group, Food Services Series and describes work applying the principles, practices, management and technical oversight required to support the efficient operations in the various areas pertaining to preparation, production, safety, sanitation, storage, training, budgetary and inventory control involved in a food service program. Work includes utilization of various techniques and equipment in preparing and cooking a variety of food items using various methods and processes such as baking, frying, seasoning, broiling needed to prepare nutritious meals in large quantities in compliance with regulatory standards.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies food service principles, practices and methods governing food preparation activities such as food handling, proper storage and temperature control, cleaning of kitchen equipment and utensils to comply with safety and sanitary standards.
- Complies with applicable state and federal rules and regulations.
- Operates various commercial kitchen equipment such as dishwashers, ovens, toasters, meat slicers, choppers, deep fryers, food processors, steam pots, blenders, and mixers.
- Prepares and cooks a variety of food items by baking, frying, and broiling, gathering and measuring ingredients according to standardized menus/recipes and dietetic guidelines.
- May prepare requisitions for food items and other needed supplies.
- Attends Department approved training programs.

Food Service Director I

This level is responsible for planning and directing all food service activities from menu planning to food preparation for a food service operation.

- Supervises directly and through a subordinate supervisor(s). Supervision is exercised over at least two or more merit full time positions per the Merit Rules. The elements of supervision include planning, assigning, reviewing, evaluating, training and recommending hire/fire, discipline. Ensures proper scheduling of staff, optimizing production and minimizing overtime.
- Develops, implements, and maintains a quality assurance plan for the department and ensures that the food service staff are complying with standards.
- Establishes policies and procedures for all food service activities.
- Enforces safety and sanitary practices to comply with regulations.
- Orders and tracks purchases of food, kitchen supplies and equipment within budgetary allocation utilizing state contracts to meet menu planning for current menu and projected menu changes.
- Supervises the receiving, inspecting, storage and inventory of food, kitchen supplies, and equipment to ensure products meet the requirements of the specified purchase order and are in compliance with government regulations.
- Prepares the food service operations budget including short and long range plans for capital improvements.
- Investigates and resolves food quality and service complaints from residents.

- Contacts are typically with agency department heads/managers, dietitians, vendors, cook supervisors, residents, and administrative support, primarily for the purpose of participating in various agency committee meetings and working as a team regarding menu planning.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities are to give a general indication of the core requirements for all positions in the class series; therefore, the KS&A's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge in applying the food service principles, practices, processes and techniques involved in the food preparation activities.
- Knowledge of the materials, methods and equipment used to cook and prepare large volumes of food.
- Knowledge of safety and sanitary procedures related to cooking, food preparation, storage, equipment, and food handling.
- Knowledge of departmental rules, regulations, policies and procedures as well as applicable state and federal regulations.
- Skill in the operation of kitchen equipment.

In addition to the above Knowledge, Skills and Abilities, the Food Service Director I requires:

- Ability to cook complete meals with a minimum of supervision.
- Ability to work from a menu in the preparation of meals.
- Ability to prepare records and reports.
- Ability to establish and maintain effective working relationships.
- Ability to motivate, oversee and guide the work of cooks and other food service sta.
- Ability to maintain records and reports.
- Ability to prioritize and organize food preparation activities.
- Knowledge of supervision.
- Knowledge of menu planning.
- Skill in the preparation of recipes to meet special dietetic needs.
- Ability in maintaining current inventory and project needs based on menu requirements.
- Ability to ensure that food safety requirements are in compliance with sanitary and safety procedures.
- Ability to interpret and apply institutional department rules, regulations, policies and procedures.
- Knowledge of state/federal laws, rules, regulations governing the operation of institutional kitchens.
- Knowledge in planning and implementing a system of quality control.
- Skill in supervising subordinate food service personnel and ensuring that prescribed procedures are strictly adhered to by all responsible personnel.
- Skill in maintaining current inventory and projecting needs based on menu requirements.
- Skill in interpreting and applying federal, state, and department rules, regulations, policies and procedures.
- Ability to train personnel in methods of safety, storage and proper utilization of resources.
- Skill in applying the principles and practices of institutional food management including large scale menu planning, food procurement, preparation, service, safety and sanitation standards.
- Ability to develop food services budget and long range plans.

JOB REQUIREMENTS for Food Service Director I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Registered Dietitian or certified Dietitian/Nutritionist, or registered Dietetic Technician, or certified Dietary Manager, or possession of a Bachelors of Science degree or higher or Associates degree or higher in Food Service Management or related field.
2. Possession of a Serve Safe Certification.
3. Three years experience in proper safety, storage and sanitation standards for food items.
4. Six months experience in food service management such as prioritizing and organizing food service

- activities, large scale menu planning, pricing and cost control, procurement and inventory control.
5. Six months experience in staff supervision which includes planning, assigning, reviewing, and evaluating the work of others.

Food Service Worker (#MCBD01) - Set-Aside

Description of Occupational Work

Food Service employees are responsible for assisting with food preparation and distribution of meal trays following nutritional, health, safety, and sanitary laws, rules, regulations, standards, policies, and procedures.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed.

- Performs food service work using proper food preparation, handling, and sanitation methods and techniques in compliance with applicable laws, rules, regulations, standards, policies, and procedures promoting nutrition, health, and safety of clients.
- Sets up serving line by gathering utensils, food, and supplies needed for the serving process.
- Prepares meal trays by placing the correct portion of appropriate foods from serving pots or pans onto each tray.
- Loads completed meal trays or food pans into carts, delivers loaded carts to the proper location, and returns carts and trays to the kitchen after individuals have completed meals.
- Assists cooks by opening cans, slicing and chopping food items, preparing beverages, and making sandwiches or bulk salads.
- Cleans and disinfects a variety of surfaces, areas, and equipment such as meal carts, kitchen appliances, tables, and counters; sweeps and mops floors; empties trash containers; and performs other related duties to ensure the food preparation and serving areas are clean and sanitary.
- Uses brooms, wet or dry mops, sponges, pails or buckets, and mixtures of water and chemical solutions or disinfectant.
- Performs all phases of the dishwashing process.
- Maintains various records on work performed which may include using automated information systems and computer software to enter, update, modify, delete, retrieve, or report on data.
- Completes and maintains competency in required training.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Food Service Worker

This is entry level food service work. Employees perform the full range of Essential Functions, completing routine work under close supervision.

- Receives close supervision from a technical supervisor or higher; the supervisor provides specific instructions on all assignments, and frequent and detailed review of progress, accuracy, and quality of work. Supervisory advice or assistance is readily available.
- Learns routine tasks involved in the food service operation.
- Seeks guidance from higher-level staff on work that is outside a range of specified, acceptable procedures, standards, alternatives, and practices.
- Assists in preparing and distributing meal trays and cleaning kitchen areas, dishes, and utensils.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of applicable institutional, state, and federal laws, rules, regulations, standards, policies, and procedures promoting nutrition, health, and safety of clients.
- Knowledge of the proper care and use of standard serving utensils and equipment.
- Knowledge of food preparation, handling, and sanitation methods, techniques, and practices.
- Knowledge of the physical layout of assigned facility for the purpose of meal cart delivery.
- Knowledge of computer software and automated information systems used to enter, update, modify, delete, retrieve, and report on data.
- Knowledge of the proper use of gloves, masks, hairnets, or other personal protective equipment or clothing.
- Ability to mix proper amounts of water or chemical solutions/disinfectants for sanitation in accordance with directions and safety standards.
- Ability to understand and follow instructions.
- Ability to read and understand written materials.
- Ability to serve correct portions of food and measure ingredients.
- Ability to keep records.

JOB REQUIREMENTS for Food Service Worker

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of record keeping.

Health/Human Service Case Manager I (#MDDZ57) - Set-Aside

Summary Statement

A Health/Human Service Case Manager I provides entry-level case management and eligibility determination to assist clients in meeting personal, social, health, or financial needs.

Nature and Scope

An employee reports to a technical supervisor and is responsible for interviewing clients, family members, and other appropriate individuals to determine eligibility and health and human service needs. Work involves assessing personal, health, social, or financial needs in accordance with program requirements and coordinating with community resources to obtain client services. Work also includes preparing case histories, summaries, and logs of case activity. Concurrently, an employee is involved in coordinating with other agencies, hospitals, and resources to prepare for a client's reception of service. Work includes participating with other professionals in program reviews and case reassessments on a regular basis.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

This class is distinguished from a licensed Social Worker as employees do not perform the following duties: diagnose individuals for mental, emotional, behavioral, addictive, and/or developmental disorders and disabilities; perform related client assessment or evaluation; provide psychotherapeutic treatment; or develop and implement assessment-based treatment plans. An employee in this class may participate as a member of a multi-disciplinary team to implement behavioral health services or treatment plans in accordance with Delaware Code, Title 24.

- Interviews clients, family members, and others to determine eligibility and connect clients with health and human services.
- Develops a service plan to aid and assist a client in receiving care and assistance needed in collaboration with hospitals, clinics, agencies, and other appropriate resources (Service plans may include job training and employability, housing, general public assistance, in-home services and supports or home-delivered meals, de-escalation techniques, peer services, or skill development).
- Evaluates information derived from client interviews, case history, and other pertinent sources and refers to proper channels for review.
- Provides guidance and relevant information to clients and families prior to receiving requested service and assistance.
- Coordinates with other agencies, hospitals, clinics, and resources to expedite the process on behalf of the client.
- Prepares case histories and reports and maintains records and chronological logs of case activities.
- Uses automated information systems and computer software to research, review, evaluate, and report on health/human service data.

- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of the principles, practices, methods, and techniques of health and human service work.
- Knowledge of eligibility and other applicable agency, state, or federal laws, rules, regulations, standards, policies, and procedures.
- Knowledge of agency, hospital, community functions, resources, and eligibility requirements.
- Knowledge of interviewing methods and techniques.
- Skill in writing, and preparing case histories, summaries, logs, reports, and records.
- Skill in interviewing clients and analyzing, assessing, and determining needs.
- Skill in providing guidance to clients and establishing effective working relationships with co-professionals.
- Skill in using computer software and automated information systems to enter, update, retrieve, and report on data.
- Ability to conduct investigations.
- Ability to work in stressful situations.

JOB REQUIREMENTS for Health/Human Service Case Manager I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of an Associate's degree or higher in Behavioral or Social Science or related field.

OR

1. Three years' experience in health or human services support such as interviewing clients and assessing personal, health, social or financial needs in accordance with program requirements or coordinating with community resources to obtain client services.
2. Six months' experience in making recommendations as part of a client's service plan such as clinical treatment, counseling, or determining eligibility for health or human services/benefits.
3. Six months' experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Six months' experience in narrative report writing.

Summary Statement

A Health/Human Service Case Manager II provides full performance level case management and eligibility determination to assist clients in meeting personal, social, health, or financial needs.

Nature and Scope

An employee functions under the direct supervision of a technical or administrative supervisor and is responsible for long-term/short-term determination, development, and implementation of a service plan to meet a client's personal, social, health, or financial needs in a cost-effective, timely, and productive manner. Work includes redetermining the status of client needs and involves extensive interaction with clients, service providers, health and human service agencies, and resources to see a case through to completion. An employee performs service evaluations and site monitoring which includes authorization of services, and collecting, analyzing, and evaluating client progress to ensure service plan goals/ objectives are met. An employee may interact with other professionals in the development of an interdisciplinary team plan. Work may include recommending and authorizing changes to service plans. A significant aspect of the work is to act as a liaison, between client, provider, and agency to address and solve problems and issues and deal with possible emergency/crisis situations.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

This class is distinguished from a licensed Social Worker as employees *do not* perform the following duties: diagnose individuals for mental, emotional, behavioral, addictive, and/or developmental disorders and disabilities; perform related client assessment or evaluation; provide psychotherapeutic treatment; or develop and implement assessment-based treatment plans. An employee in this class may participate as a member of a multi-disciplinary team to implement behavioral health services or treatment plans in accordance with Delaware Code, Title 24.

- Interviews client, family, or professional sources to determine the client's needs for a variety of health and human services which may include employment, job search, and basic skills remediation.
- Develops a comprehensive cost-effective service plan utilizing in-house sources, referrals, contracted providers, or institutions (Service plans may include job training and employability, housing, general public assistance, in-home services and supports or home-delivered meals, de-escalation techniques, peer services, or skill development).
- Conducts ongoing monitoring and assessment of service delivery for optimum quality and efficiency; authorizes and recommends necessary changes and adjustments.
- Maintains comprehensive case records, summaries, statistical and narrative reports, and completes required forms.
- Establishes effective working relationships with clients, family, community, and professional sources.
- Provides guidance and relevant information to connect clients with needed services which may include protective, adoption, and related services.
- Provides information and case coordination on-site, via email or telephone to individuals or groups.

- Supplies information and responses to inquiries regarding services for clients, family, community, and government agencies.
- May provide supportive casework to clients prior to, during, or after hospitalization based on physician diagnosis and recommended treatment.
- Uses automated information systems and computer software to research, review, evaluate, and report on health/human service data.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of program criteria, services, resources, and standards of health care, cost factors, and service delivery.
- Knowledge of the principles, practices, methods, and techniques of health and human service work.
- Knowledge of eligibility and other applicable agency, state, or federal laws, rules, regulations, standards, policies, and procedures.
- Knowledge of information systems, and federal and state reporting requirements.
- Knowledge of health and human service principles, practices, skills, and processes.
- Skill in interviewing, oral and written communication, and interpersonal relations for effective interactions with client/family providers and agencies.
- Skill in problem-solving, analysis, interpretation, and application of laws, regulations, and policy.
- Skill in case management.
- Skill in mathematical computation.
- Skill in using computer software and automated information systems to enter, update, retrieve, and report on data.
- Ability to complete work in a timely and effective manner.
- Ability to accurately determine client needs, recommend action plans, and assess agency/provider service delivery and performance.
- Ability to establish and maintain effective working relationships with clients, family, providers, agencies, and the public.
- Ability to gather, compile, and record, information for comprehensive statistical and narrative reports and summaries as required.

JOB REQUIREMENTS for Health/Human Service Case Manager II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months' experience in case management which includes assessing, planning, developing, implementing, monitoring, and evaluating options and services to meet an individual's human service needs.
2. Six months' experience in making recommendations as part of a client's service plan such as clinical treatment, counseling, or determining eligibility for health or human services/benefits.

3. Six months' experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Six months' experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
5. Six months' experience in narrative report writing.

Summary Statement

A Health/Human Service Case Manager Supervisor supervises the daily activities of staff by coordinating case management and/or employment and training functions to assist clients in meeting personal, social, health, or financial needs. Employees also assist administrators in program assessments, planning, and implementation.

- Supervises a staff of 6-10 professional, paraprofessional and clerical employees.

Nature and Scope

An employee reports to an administrative supervisor and is responsible for supervising two or more merit full-time positions by performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion. At this level, work involves providing technical guidance and assistance with complex cases. An employee participates in the development and implementation of programs and services through the review of existing and proposed policies, rules, regulations, and procedures. An employee gathers and assimilates statistics and prepares and maintains special reports and statistical records. Employees also participate in the coordination and improvement of services and work with provider agencies to ensure timely and efficient service delivery. In addition, an employee serves on task forces/committees and represents divisional programs/agency to the public. A significant aspect of work is interacting with other agencies, providing information, and responding to requests from clients, community representatives, other agencies, and the general public, which involves explaining programs and policies, handling complaints and grievances, and speaking before the public and groups.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

This class is distinguished from a licensed Social Worker as employees do not perform the following duties: diagnose individuals for mental, emotional, behavioral, addictive, and/or developmental disorders and disabilities; perform related client assessment or evaluation; provide psychotherapeutic treatment; or develop and implement assessment-based treatment plans. An employee in this class may participate as a member of a multi-disciplinary team to implement behavioral health services or treatment plans per Delaware Code, Title 24.

- Supervises two or more merit full-time positions. The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Participates in program planning, implementation, and coordination to ensure that program goals and current operations are in compliance with department, federal or state laws, rules, regulations, standards, policies, and procedures.
- Gathers and assimilates statistics and information to ensure program compliance.
- Recommends and implements corrective action as necessary.
- Coordinates with health and human service staff, agencies, providers, and resources to provide comprehensive services for the care and treatment of clients in a timely, efficient, and cost-effective manner.

- Represents the agency on task forces, committees, and with the general public.
- Provides information to clients, the general public, community representatives, and other agencies in order to explain programs and policies.
- May plan and develop programs which include writing grant proposals, completing all state clearing house documents, and implementing new grants when awarded.
- Analyzes budget needs, develops recommendations regarding staffing, supply, and equipment, and may monitor current budgetary expenditures.
- Prepares statistical and program evaluation reports.
- Uses automated information systems and computer software to research, review, evaluate, and report on health/human service data.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry but within six months to one year of performing work as described in each level of work.

- Knowledge of the principles, practices, methods, and techniques of health and human service work, supervision, and departmental/ governmental laws, rules, regulations, standards, policies, and procedures.
- Knowledge of functions and resources of community, government, and private agencies.
- Knowledge of administration, operation practices, research methods, and training techniques.
- Knowledge of planning principles and report preparation.
- Skill in applying health and human service practices, programs, and statistical analysis.
- Skill in case management.
- Skill in interpreting policies and procedures.
- Skill in analyzing situations, evaluating information, and recommending courses of action.
- Skill in maintaining effective working relationships with outside agencies, organizations, and associates.
- Skill in using computer software and automated information systems to enter, update, retrieve, and report on data.
- Ability to plan, delegate, and review the work of others.
- Ability to evaluate issues and explain rules and regulations.

JOB REQUIREMENTS for Health/Human Service Case Manager Supervisor

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years' experience in case management which includes assessing, planning, developing, implementing, monitoring, and evaluating options and services to meet an individual's human service needs.
2. Three years' experience in making recommendations as part of a client's service plan such as clinical treatment, counseling, or determining eligibility for health or human services/benefits.
3. Six months' experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Six months' experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
5. Six months' experience in narrative report writing.
6. Coursework, training, and/or work experience in staff supervision, which may include performing as a lead worker overseeing the work of others.

Housekeeper (#MCAC01) - Set-Aside

Description of Occupational Work

This position provides housekeeper work including maintaining a clean and sanitary household, providing laundry services, assisting with meal preparation, serving meals and refreshments, and ordering and maintaining an inventory of supplies.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Sets table for dinner parties, receptions and lunches. Serves food and beverages; greets and receives guests upon arrival to events; cleans tables after functions; washes, dries and returns dishes to storage area.
- Washes and dries laundry; irons clothes and linens; mends clothes and linens; changes bed linens and turns back bed for guests.
- Assists with meal preparation by performing such duties as preparing various salads, baking cookies, making coffee and preparing beverages.
- Supports operations of facility by providing courier service, running errands, making urgent deliveries, and picking up orders on an as-needed basis.
- Dusts and polishes silver and brass fixtures and wood furniture, usually antiques; vacuums, mops, scrubs and/or waxes floors and walls.
- Cleans and disinfects bathrooms, kitchens and appliances and replenishes soap and paper products.
- Orders paper and cleaning supplies and maintains inventory, loads and unloads food, paper products, and supplies as needed.
- Assists at functions by taking coats and providing for the needs of guests.

Housekeeper

The housekeeper performs the full range of essential functions.

- Reports to an administrative superior
- Contacts are with elected and other state officials, vendors and the public.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of laundry methods and techniques including caring for special linens.
- Knowledge of cleaning methods and techniques including caring for antiques.
- Knowledge of proper table settings and serving practices and procedures.

- Knowledge of the rules of etiquette.
- Knowledge of basic food preparation.
- Ability to mix proper amounts of water/chemical solutions.
- Ability to operate equipment.

JOB REQUIREMENTS for Housekeeper

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in planning and directing housekeeping operations.

Operations Support Specialist (#MAAZ12) - Set-Aside

Summary Statement

This class is responsible for processing data/information in support of an agency's operations.

Nature and Scope

This class reports to an administrative or technical superior. Assignments are stable in nature and are carried out in accordance with standard practices and general work instructions. Work at this level is completed using manual and automated information systems. Processing data includes entering, updating, modifying, deleting, retrieving/inquiring and reporting on data in established information systems or manual systems. Work is done in support of agency operations. Agency operations include but are not limited to administrative support functions such as accounting, human resources, fleet management, procurement, contracts and related support areas or line operations such as revenue/tax, medical/institutional, human/social services, transportation, public safety and other agency operations.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Processes information to include sorting, coding, entering, modifying, deleting, filing and retrieving data; establishing new files and new filing systems; maintaining control of data and conducts follow-up to maintain continuity of operations; purges and disposes of data/records.
- Interacts with the public, clients, vendors, agency staff and others to respond to inquiries and to process information/data. May schedule appointments, coordinate conferences, hearings, travel, and related office activities.
- Explains standard forms, policies, procedures, agency services, systems and basic program requirements; screens complaints and provides basic technical guidance to State agencies and the public; refers individuals to appropriate agencies.
- Collects and compiles data to prepare reports; may compose and type routine correspondence.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of applicable agency programs, procedures, policies, services, systems and operations.
- Knowledge of the methods and techniques for eliciting and disseminating information.
- Knowledge of keyboard operations and document formatting.
- Knowledge of agency filing and information systems.
- Knowledge of office practices and procedures.
- Knowledge of grammar, punctuation and spelling.
- Knowledge of basic mathematical calculations.
- Knowledge of legal, medical, scientific or other technical terminology.
- Skill in filing and searching files/records for information.

- Skill in verifying, recording, processing and compiling data accurately and resolving discrepancies in records.
- Skill in operating a variety of office machines and equipment including but not limited to computers, copiers, and telephone systems.
- Ability to learn how to use agency information systems.
- Ability to perform a variety of duties efficiently and accurately.
- Ability to communicate effectively in oral and written form.
- Ability to compose routine memoranda.
- Ability to schedule appointments and make arrangements for travel, hearings, conferences and similar activities.
- Ability to compile routine reports from records/files maintained.

JOB REQUIREMENTS for Operations Support Specialist

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in office operations such as operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
2. Knowledge of data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Knowledge of record keeping.
4. Knowledge of using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

Summary Statement

A class incumbent is responsible for records management which includes the maintenance, storage, retrieval, retention and disposal of documents and reports.

Nature and Scope

A class incumbent reports to a technical superior and is responsible for organizing, prioritizing and coordinating records activities to ensure legal documents, annual reports and other required information is available for use by division staff and other authorized individuals. An incumbent in this class also ensures documents are accurate and maintained in accordance with division policies and applicable state and federal laws. An incumbent in this class establishes and maintains a system of records and logs of the location of various files and documents. Work also involves researching and tracing documents and corrects inaccuracies in permanent records. Principal contacts are with division staff, representatives of the Bureau of Archives and Records Management, private records storage facilities, and other records officials.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Researches, traces and locates permanent records identified as containing inaccurate documents and makes necessary corrections. Uses applicable information systems, imaging system, a variety of card files, microfiche records, microfilm records, computer printouts, and logs to locate documents and files.
- Assists in the preparation and maintenance of Division's records retention schedule by identifying and describing the various types of records. Researches and describes their uses and condition. Determines volume of the records.
- Recommends appropriate length of retention period, method of storage and disposal. Consults with the Bureau of Archives and Records Management, as required.
- Creates and maintains a variety of systems, logs and records to locate documents/files for tracking and research purposes.
- Implements retention schedule activities. Coordinates retrieval and destruction procedures for disposal of documents. Request micrographic services. Prepares documents and records for microfilming and storage in archives or with private storage facilities.
- Participates in the development and maintenance of quality control procedures by recommending guidelines for handling documents as they move through the system.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of applicable Division policies and procedures.
- Knowledge of applicable laws of Delaware as they pertain to document types and content.

- Knowledge of state and federal laws pertaining to records retention and preservation.
- Knowledge of past recordkeeping practices and methods.
- Knowledge of effective means of communication.
- Skill in locating and retrieving documents and records.
- Ability to understand and apply relevant laws.
- Ability to establish and maintain records systems.
- Ability to prepare and implement retention schedules.
- Ability to operate a computer terminal equipped with multi-window capabilities.

JOB REQUIREMENTS for Records Management Specialist

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in records management for the maintenance, storage, retrieval, retention and disposal of records throughout the life span of the records.
2. Six months experience in document processing which includes reviewing and evaluating records for completeness and conformity with laws, rules, regulations, standards, policies and procedures, resolve deficiencies, interpret information, and track and monitor activities.
3. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

Senior Custodial Worker (#MCAB02) - Set-Aside

Description of Occupational Work

Custodial Services employees are responsible for cleaning, sanitizing and maintaining orderly interiors and furnishings following safety and health laws, rules, regulations, standards, policies, and procedures applicable to the assigned institutional living quarters, wards, state clinics or related state facilities.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed.

- Performs custodial work using protective and other equipment and techniques in compliance with applicable laws, rules, regulations, standards, policies, and procedures promoting safety and health of clients, visitors, property, or institutions.
- Cleans walls, floors, carpets and other interior building components by mopping, scrubbing, waxing, and shampooing or vacuuming.
- Uses brooms, wet or dry mops, ladders, brushes, scrapers, pails or buckets, and mixtures of water and chemical solutions or disinfectant.
- Dusts and polishes furniture and fixtures, and cleans windows, glass partitions, or mirrors using soapy water or other cleaners, sponges, or squeegees.
- Empties and cleans wastebaskets, garbage containers, and ashtrays and may sweep sidewalks and patios, shovel snow, and pick up trash. Transports trash to disposal area.
- Cleans and disinfects a variety of surfaces, areas, and equipment such as bathrooms, kitchens, and kitchen appliances, or client, clinic, or examination rooms.
- Maintains, replenishes, or replaces various supplies such as light bulbs, soap, paper, or linens.
- Moves and arranges furniture and hangs drapes and window shades.
- Uses automated information systems and computer software to enter, update, modify, delete, retrieve, or report on data.
- Operates a variety of mechanical custodial equipment such as vacuums, scrubbers, carpet shampooers, and buffers.
- Completes and maintains competency in required training.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Senior Custodial Worker

This is lead level custodial services work. In addition to work performed by the Custodial Worker level, employees perform a variety of custodial duties and function at the lead level overseeing a small crew of custodial workers.

- Receives general supervision from a technical supervisor or higher; the supervisor provides general direction on all assignments, and regular review of progress
- Performs a variety of cleaning tasks to maintain a clean, safe, and sanitary environment and follows consistent cleaning and disinfecting schedules.
- Operates custodial equipment and mixes proper amounts of water/chemical cleaning and sanitizing solutions following applicable safety and health laws, rules, regulations, standards, policies, and procedures.
- Receives minimal supervision from a technical supervisor or higher; the supervisor defines objectives, priorities, and deadlines and assists the employee with unusual situations.
- Leads staff by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction.
- Performs minor maintenance of custodial equipment and the building(s) (i.e. changes bags on vacuum cleaners, changes brushes and pads on floor buffers and waxers, tightens screws, and replaces doorknobs); and reports any major repairs needed to the supervisor.
- Completes forms for supplies, equipment, and work performed.
- May operate a motor vehicle. Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of applicable state and federal laws, rules, regulations, standards, policies, and procedures promoting safety and health of clients, visitors, property, or institutions.
 - Knowledge of custodial materials, methods and practices.
 - Knowledge of computer software and automated information systems used to enter, update, modify, delete, retrieve, and report on data.
 - Knowledge of the proper use of personal protective equipment.
 - Knowledge of how to properly dispose of hazardous waste.
 - Knowledge of the operation and care of vacuums, scrubbers, buffers, and other custodial equipment.
 - Ability to mix proper amounts of water or chemical solutions in accordance with directions and safety standards.
 - Ability to understand and follow instructions.
 - Ability to read and understand written materials.
 - Ability to operate custodial equipment.
 - Ability to compute correct amounts and measure ingredients.
 - Ability to lead others in performing custodial work.
 - Ability to provide on-the-job training, guidance, and direction to staff.
- Ability to keep records and complete forms.

JOB REQUIREMENTS for Senior Custodial Worker

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months' experience in performing institutional or office custodial work.

Senior Data Entry Technician (#MAAD02) - Set-Aside

Description of Occupational Work

Administrative Support occupational series and describes work in operating data entry and verification equipment and for checking source documents for completeness and accuracy.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Receives, reviews source documents, compares documents to database information, edits, codes, corrects or returns documents.
- Sets up data transcription equipment by manipulating keys, switches and/or probe to the appropriate format.
- Inputs data from source documents to designated fields on magnetic tapes or discs.
- Identifies causes of data entry problems.
- May provide information system generated reports to management and others.
- May maintain records and files regarding work processed.
- Contacts are with initiators of source documents

Senior Data Entry Technician

This is the lead level of data entry work.

- Functions as lead worker overseeing the work of technicians to include training and providing technical assistance and guidance concerning work procedures, research techniques for corrections and systems operations. Supervises lower level technicians during the absence of supervisor.
- Tapes completed data and prepares production transmittals.
- Writes reports and maintains log of work processed.
- Participates in the testing of new systems and programs.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the operation of key to disc, verification and related data processing equipment.
- Knowledge of mechanical set up procedures for transcription and verification of data.
- Knowledge of agency function, coding system and policies and procedures.
- Skill in the operation of key to disc, verification and related equipment.
- Ability to recognize errors in source documents and obtain correct information.
- Ability to input data quickly and accurately.

- Ability to effectively communicate.
- Ability to oversee, lead and train lower level technicians.
- Ability to write clear and concise reports and logs.
- Ability to establish effective working relationships with others.

JOB REQUIREMENTS for Senior Data Entry Technician

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in office operations such as operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; File maintenance; maintaining and updating supplies.
2. Six months experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Knowledge of creating reports which includes combining and presenting data from multiple sources in an organized format.

SUPPLY, STORAGE AND DISTRIBUTION CLERK I (PARTIAL SET-ASIDE)

Duties relating to internal Mail deliveries are Set-Aside. All other duties under this classification are open.

Description of Occupational Work

This position is within the Administrative Services occupational group, Supply, Procurement and Contracting occupational series and describes the overall functions of Supply, Storage, and Distribution involved in inventory control, materials handling, and distribution of materials, equipment, supplies, and other articles. Inventory control involves counting, recording, maintaining, managing, coordinating, tracking, determining disposition, and the acquisition of inventory. Distribution involves transporting, transferring, and issuing inventory. Materials handling involves physically cleaning, inspecting, preparing, assembling, disassembling, operating, loading, unloading, storing, disposing, and displaying inventory.

Essential Functions

Essential functions are fundamental, core functions and are not intended to be an exhaustive list of all job duties. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Collects, receives, marks, sorts, stacks, distributes, and inventories supplies, materials, equipment, parts, or other articles.
- Locates and selects material, supplies, tools, equipment, parts, or other articles from stockroom, warehouse, storage yard, or other related areas.
- Adjusts, repairs, assembles, or prepares products, supplies, equipment, or other items according to specifications or customer requirements.
- Operates a variety of equipment for the purpose of preparing, inspecting, weighing, evaluating, recording, marking, or transporting supplies, materials, equipment, or other articles.
- Records type, quantity, value, or location of material, supplies, equipment or other articles received, shipped, used, or issued.
- Cleans and maintains supplies, tools, equipment, instruments, and storage areas to ensure compliance with safety regulations; ensures security of inventory.

Levels of Work

Supply, Storage and Distribution Clerk I

This is the first level of work providing supply inventory service that involves collecting, marking, sorting, stacking, preparing, and distributing a supply, such as linen, and clothing.

- Operates equipment such as label machines to stamp and mark supplies, and handcarts to transport supplies.
- Makes minor repairs and alterations to supplies.
- Records basic information such as type, size, and quantity of items received, and issued.
- Typical contacts are with individuals receiving services and agency employees to exchange information.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of this position.

- Knowledge of basic inventory practices and procedures.
- Knowledge of safety and security practices for assigned area.
- Ability to identify and select materials, supplies, or other articles from stock and to collect or issue stock items.

- Ability to operate various equipment and machines to make minor adjustments or alterations to prepare products
- for issue.
- Ability to use manual or computerized record-keeping systems to record inventory activities.
- Ability to maintain basic inventory records and to use basic mathematical calculations.
- Ability to maintain a clean storage area.

Job Requirements

Supply, Storage and Distribution Clerk I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals

Telephone Operator (#MAAH01) - Set-Aside

Description of Occupational Work

This class series uses two levels in the Administrative Services occupational group, Administrative Support occupational series and describes the operation of a telephone system to answer calls and transfer connections to the appropriate person.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Answers calls and makes necessary switchboard connections.
- Operates paging systems in order to connect internal calls and places external calls that require assistance.
- Operates fireboard according to internal procedures in order to notify proper parties of an emergency.
- Maintains a reference directory.
- Keeps records such as logging calls, incident logs, daily/weekly census sheet/roster.
- Performs related duties such as greet and direct visitors and distribute mail.

Telephone Operator

This level of work performs the full range of the essential functions as a telephone operator.

- Schedules staff to ensure continual coverage, trains new workers, and reviews and evaluates work.
- Requisitions supplies and submits maintenance work order requests.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of simple record keeping.
- Knowledge of alpha/numeric sorting processes.
- Knowledge of the operation of internal paging systems.
- Knowledge of applicable departmental/institutional policies and procedures.
- Knowledge of proper procedures for answering calls and message taking.
- Skill in the operation of telephone system.
- Skill in the operation of paging systems.
- Ability to accurately record information.
- Ability to maintain reference directories.
- Ability to communicate effectively.

JOB REQUIREMENTS for Telephone Operator

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of telephone systems operations.
2. Knowledge of customer service which includes providing prompt, accurate, and courteous service to customers seeking information, answering requests as quickly as possible, ensuring customers are satisfied with service, and responding to complaints.
3. Knowledge of record keeping which includes maintaining records, logs, and filing systems.

Administrative Librarian (#MEBC03)

Description of Occupational Work

This class series is within the Information Services Group, Library Information Services series, and describes professional library work in developing, evaluating, managing, promoting and administering evolving information services in a variety of formats in order to meet the information needs of Delaware libraries and/or citizens. Librarians prepare information, develop interfaces, and may publish information, so that it is useable and organized for public use. Librarian work includes the development and provision of training programs. Integral to what librarians do is equipping the patron/ customer with the tools they need to access the information they are seeking. Librarian work also includes networking activities such as developing partnerships between national and state professional organizations; state, public, academic, and school libraries; and local communities, government agencies, businesses, cultural institutions, and other organizations to deliver information to citizens, remotely and in-person. Librarian work also includes planning and organizing library workshops and conferences, responding to customer requests for information, recommending sources of information to patrons and preparing/administering budgets. Professional librarians demonstrate leadership in the incorporation of national and international professional library standards and electronic resources into evolving information services, tracking trends and changing technology, maintaining and managing computerized records and databases, and performing customer outreach. Librarians conduct needs assessments in order to engage in strategic planning so as to tailor services to meet the needs of their community.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies standard library practices, such as acquisitions, cataloging, processing, and circulating of digital, and print library information resources in a computerized and global network environment.
- Researches, analyzes, assess and disseminate information on a wide variety of topics to meet the needs of library customers.
- May train/assist the public in the use of operating networked computers and computer printers, playback equipment, copiers, microform and reader/printers.
- Supervise subordinates or volunteers in the performance of clerical library functions.
- Participates in activities of library organizations and attends continuing professional development programs and courses of study.
- Keeps abreast of current trends in information technologies to integrate, initiate and develop new programs.
- May provide technical, electronic library and informational services to state agencies, legislative and public clients, and Delaware libraries and citizens.
- Develops, recommends, and/or implements library policies and procedures.
- May develop and implement programs to ensure compliance with state and federal laws, the policies of the Division of Libraries, and meet operational needs of library service functions.
- May serve as a professional library consultant, or team leader.

- Manages, monitors and evaluates assigned program and services.
- May serve as reference librarian performing research and disseminating information on a wide variety of topics.
- Creates and manages a variety of types of bibliographic records.

Administrative Librarian

This class describes professional library administration work.

- Provides statewide and regional workshops for librarians, trustees and others.
- Plans, manages, and evaluates assigned library information products and programs.
- Performs literature searches for professional personnel including on-line searches through various library systems.
- Develops surveys, prepares reports related to program operation, client utilization and program effectiveness.
- May assign, review, and evaluate the work of support personnel.
- Serves as consultant to library staff, library advisory groups, other professional groups, public and private community groups, including applying and directing grants within assigned programs and/or initiatives.
- Manages grant programs, develops grant applications and prepares annual and long- range plans and reports.
- Serves as professional consultant to the library community in the administration of libraries.
- Oversees contractual services, preparing specifications, requests for proposals and contracts; monitors performance of contractors; helps to establish, interpret and administer standards of library services at State and Public libraries throughout the State.
- Participates in budget preparation for expenditure of State and Federal funds for library services and oversees expenditures for assigned service areas.
- Oversees programs established to improve resource sharing among libraries of all types throughout the State.
- Acts as a liaison to regional and national cooperative efforts in providing professional library standards.
- Implement library product/services marketing plans, which includes presentational events, promotional products and literature, and advertising.
- Develops, administers and implements training curriculum for the library community.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of professional library principles, methods, aims and services.
- Knowledge of ordering, acquiring, cataloguing, referencing and other functions of librarianship.
- Knowledge of the goals and activities of assigned program area.
- Knowledge of the principles and practices of supervision.
- Knowledge of current trends in information technologies.
- Ability to communicate effectively with a wide variety of individuals.
- Ability to conduct difficult research on a wide range of topics.
- Knowledge of the organization, operation, and evaluation of comprehensive library and information services.
- Knowledge of library program and/or facility planning and development.
- Knowledge of the in-house collection and of outside information resources.
- Skill in performing professional library activities.
- Skill in using available resources to research materials and issues.
- Skill in organizing and presenting information factually.
- Ability to organize and coordinate broad-based library services.

- Ability to evaluate needs and to provide cost effective service delivery.
- Ability to operate audiovisual, talking book machines and/or computer equipment.
- Ability to make effective written and oral presentations.
- Knowledge of professional library principles and practices, organization and services.
- Knowledge of principles and practices of effective planning and program implementation.
- Knowledge of administrative and supervisory practices and procedures.
- Knowledge of grant administration, budget preparation and contract management.
- Ability to plan, layout, direct and coordinate operation of varied library and information services.
- Ability to evaluate program operations and identify areas for improvement and modification.
- Ability to identify staff training requirements.

JOB REQUIREMENTS for Administrative Librarian

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of an ALA accredited Masters degree or higher in Library Science or Information Science Technology.
2. Three years experience in planning, developing, implementing and evaluating professional library programs, services and technologies.
3. Knowledge of budget management and control which includes managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.
4. Knowledge of grant management and control which includes monitoring and evaluating grant expenditures.
5. Knowledge of contract management and control which includes ensuring compliance with terms of contracts; negotiating changes to existing contracts.
6. Knowledge of staff supervision acquired through course work, academic training, training provided through an employer, or performing as a lead worker overseeing the work of others; OR supervising staff which may include planning, assigning, reviewing, and evaluating the work of others; OR supervising through subordinate supervisors a group of professional, technical, and clerical employees.

Employment and Training Contract Specialist (#MAGZ09)

Summary Statement

A class incumbent negotiates for the purpose of providing job training and employment opportunities for economically disadvantaged clientele and others in need of training; manages, monitors and provides on-going technical assistance for these contracts.

Nature and Scope

A class incumbent is responsible for coordinating all activities involved with developing, managing, monitoring and evaluating employment and training programs. The incumbent provides technical assistance in the awarding of funds to subcontractors, negotiates contracts and provides assistance to subcontractors in contract implementation and on-going maintenance, and is the department contact for subcontractor questions and problems. This incumbent has frequent contact with the division's Fiscal and MIS units to determine and provide payments to subcontractors; the incumbent also must be knowledgeable regarding all contracts. Important aspects of the position include approving or disallowing payments to subcontractors, and identifying and recommending corrective action for problems.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Negotiates and develops cost reimbursement and performance contracts with outside contractors and the Division of Employment and Training; supervises negotiation team.
- Acts as technical advisor to subcontractors during contract period: identifies managerial and operational problems; develops corrective action plans; provides interpretation of laws, guidelines, and policies.
- Monitors and evaluates contract management effectiveness through on-site review and analysis of subcontractor performance and operations.
- Initiates and/or participates in the development of unit/program policy and procedure and long-range planning goals and objectives; analyzes proposed and enacted legislation to determine impact on training and employment operations.
- Determines flow of funds to subcontractors based on analysis of statistical and fiscal reports; determines advance amounts; approves/ disallows payments.
- Make individual and/or group oral and written presentations to special interest groups; participates on related committees and task forces.
- Performs special projects individually or as part of a work group such as: conversion of the unit's manual system to an automated system, development of new policies, procedures and forms, and development of EEO compliance guidelines.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles and practices of employment and training programs and methodologies.
- Knowledge of training and employment operations.
- Knowledge of labor market conditions and trends as they relate to labor supply and demand.
- Knowledge of financial planning and budget analysis.
- Knowledge of program evaluation techniques, methods and procedures.
- Knowledge of auditing practices, procedures and methods.
- Knowledge of the special needs and problems associated with disadvantaged groups and unemployed individuals.
- Skill in administration; planning, organizing, and problem solving.
- Skill in interviewing to elicit sensitive, complete information.
- Skill in effective oral and written communication.
- Skill in contract negotiation.
- Skill in tact and diplomacy.
- Skill in establishing and maintaining effective working relationships with special interest groups, subcontractors, clients.
- Skill in mathematics to perform routine statistical analysis.
- Ability to lead others effectively and conduct training.
- Ability to analyze data and make sound recommendations.

JOB REQUIREMENTS for Employment and Training Contract Specialist

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in planning, developing, implementing, and evaluating employment and training programs.
2. Six months experience in budget management and control which includes managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures
3. Six months experience in contract management and control which includes ensuring compliance with terms of contracts; negotiating changes to existing contracts.
4. Six months experience in interpreting employment and training program laws, rules, regulations, policies, and procedures. _____
5. Six months experience in narrative report writing.

Executive Assistant (#MAAZ05)

Summary Statement

An incumbent in this class is responsible for providing administrative support for and acting on behalf of a top level executive.

Nature and Scope

A class incumbent reports to a cabinet or other appointed/elected official responsible for a large diverse department. An incumbent in this class works independently on behalf of the superior and is responsible for administrative operations of the office, such as but not limited to communications, research activities, handling critical and/or sensitive issues. The class incumbent provides guidance and consultation to division directors regarding policy implementation and problems, department priorities and administrative concerns. The incumbent keeps the superior apprised of relevant matters. The work involves making recommendations and offering alternatives for actions to be taken for problem resolution. The incumbent executes necessary follow-up to ensure project completion by staff with attention to development of issues for decision making by superior. A significant aspect of the work involves frequently representing superior on advisory councils, task forces and before committees. Principal contacts are with Division Directors, Cabinet Secretaries, the Governor's Office, council members, legislators, special interest groups and the general public concerning complaints and department directives. May supervise secretarial and clerical staff to ensure the efficient operation of the office.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Confers with Division Directors regarding policy implementation, personnel operational, legislative and constituent concerns; prepares memorandum to superior outlining relevant information including recommendations for actions to be taken. Ensures division's compliance with department policies.
- Reviews correspondence and reports; determines level of authority that can handle the complaint or issue; oversees tracking, reporting and review of data relating to violations and complaints; ensures intervention to correct problems and keeps the superior appropriately briefed.
- Provides liaison with the general public, Division Directors, Governors Office, legislators, council members, special interest groups, other state/ federal agencies to respond to inquiries and complaints, explain policies and the department's position on issues, to resolve problems and oversee implementation of department directives.
- Oversees constituent relations including resolving crisis situations in service delivery referred by the Governor's Office, legislators, other agencies and the public; ensures that constituent contacts are handled quickly and responsively.
- Represents superior at council meetings and on task forces.
- May plan, assign, review and evaluate the work of subordinate clerical and secretarial staff; plans, coordinates and directs office activities; analyzes, recommends and implements operating practices, policies and procedures.
- Participates in drafting and analyzing legislation; gives testimony on bills; represents department at committee hearings and keeps superior informed of status.
- Prepares budget for the unit and tracks expenditures.
- Develops agenda and programs for Department management team meetings, conferences and retreats.
- Gathers and analyzes information and prepares department accomplishment and activity reports for Governor's Office.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles, practices and procedures of administration, office management and budgetary control.
- Knowledge of department policies, priorities and objectives; operations and functions of all divisions of department.
- Knowledge of state government systems.
- Knowledge of management principles and practices.
- Knowledge of principles and practices of supervision.
- Skill in collecting, compiling, evaluating and analyzing information from a wide variety of sources.
- Skill in staff supervision.
- Skill in oral and written communication.
- Ability to work effectively and efficiently in managing multiple priorities.
- Ability to effectively communicate department policy.
- Ability to learn and understand the laws and regulations governing a department.
- Ability to prepare clear and concise reports.
- Ability to develop and maintain effective relations with associates, employees, the public and government officials.

JOB REQUIREMENTS for Executive Assistant

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in public policy administration such as overseeing and directing the development, implementation and evaluation of public policies.
2. Three years experience in interpreting governmental law, constitutional law, regulatory interpretation, or legislation.
3. Six months experience in interacting with legislators, cabinet officials or interest groups as a liaison.
4. Three years experience in program evaluation which includes evaluating programs and services to identify problems, determine compliance and evaluate the effectiveness and efficiency to ensure program goals and overall objectives are met.
5. Three years experience in recommending alternatives, improvements, courses of action and other changes based on findings.
6. Six months experience in budget administration which includes managing, developing, analyzing and implementing budgets; developing strategic plans and establishing internal control.
7. Six months experience in narrative report writing

Fiscal Associate II (#MABA02)

Description of Occupational Work

Fiscal Associates perform paraprofessional fiscal and general office support work for the State's financial operations such as accounting, bank or tax examinations, cash collections, cash management, financial analysis, timekeeping or payroll.

Employees apply bookkeeping principles and practices to record, review and process a variety of financial transactions, records and documents and maintain required files. Work includes verifying codes and other information, classifying, calculating, computing, recording, posting, reconciling, summarizing and reporting on financial data. Primary work is transactional in nature and includes entering, updating, modifying, deleting, retrieving and reporting on data in automated information systems and computer software, and gathering information for higher-level staff. Work also includes answering procedural inquiries, preparing correspondence and distributing documents, requiring the use of standard office equipment.

Work is distinguished from the Fiscal Advisor class series by performing work that is primarily transactional in nature within established procedures, practices and standards. More complex accounting problems and irregularities are referred to higher-level professional staff who review work periodically and upon completion for overall standards of performance.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series. These functions are not an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

- Reviews forms and source documents such as bills, receipts, invoices, claims, or service contracts to complete purchase orders; conforms accuracy, completeness, required documentation and approvals in compliance with applicable procedures, practices and standards.
- Verifies or determines correct classification and coding of transactions.
- Uses commercial and proprietary automated information systems and computer software to enter, update, modify, delete, retrieve and report on data.
- Uses standard formulas to perform and verify calculations; monitors balances and identifies and reports discrepancies.
- Creates and maintains financial records, documents and files.
- Prepares reports and summaries on the status of accounts or other financial data.
- Participates in recommending changes to internal procedures, forms, or process enhancements.
- Gathers and compiles data for higher-level staff.
- Performs general office work and functions as assigned such as preparing correspondence and distributing documents.
- May perform payroll entries and process payroll in automated information systems.

- Delivers excellent customer service to internal and external customers and the public in person, electronically, or by written communication.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.

Fiscal Associate II

This is experienced level fiscal associate work recording, reviewing, and processing financial transactions, records and documents in support of the State's financial operations. In addition to work performed by a Fiscal Associate I, employees independently perform the full range of Essential Functions under general supervision, including routine and complex support work. Examples of factors contributing to complexity include applying advanced technical knowledge and applicable state or federal laws, rules, and regulations to review, post, process and recommend approval of a variety of financial transactions, records and documents.

- Receives close supervision from a technical supervisor; the supervisor provides specific instructions on all assignments, and frequent and detailed review of progress, accuracy, and quality of work. Supervisory advice or assistance is readily available.
- Learns applicable automated information systems and computer software, and related procedures, practices and standards within assigned financial support area.
- Seeks guidance from higher-level staff on work that is outside a range of specified, acceptable procedures, standards, alternatives, and practices.
- Communicates effectively with internal or external contacts to gather, clarify and relay information.
- Receives general supervision from a technical supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work. Supervisory advice or assistance is provided as needed.
- Researches discrepancies by retrieving and examining original chronological records for miscalculations or posting errors.
- Makes standard corrections, updates or adjustments to financial records, recommends action for more complex discrepancies, and maintains an audit trail.
- Assists higher-level staff with research and analysis.
- May provide on-the-job training, guidance, and direction to staff.
- Communicates effectively with internal or external contacts to gather, clarify and provide information and resolve processing issues.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of assigned agency operations, services, programs and organization.
- Knowledge of bookkeeping principles and practices.
- Knowledge of applicable laws, rules, regulations, standards, policies and procedures.
- Knowledge of office practices, procedures, and equipment.
- Knowledge of computer software and automated information systems used to enter, update, modify, delete, retrieve and report on data.
- Skill in preparing routine financial reports and statements.
- Ability to apply analytical methods including computer applications to resolve bookkeeping/accounting problems.
- Ability to conform accuracy and completeness of required documentation.

- Ability to identify and report discrepancies.
- Ability to organize and maintain up-to-date records and files.
- Ability to meet deadlines.

In addition to the above knowledge, skills and abilities, the Fiscal Associate II requires:

- Skill in applying bookkeeping principles and practices to record, review and process a variety of financial transactions, records and documents.
- Skill in applying laws, rules, regulations, standards, policies and procedures applicable to assigned financial support area.
- Skill in using computer software and automated information systems to enter, update, modify, delete, retrieve and report on data.
- Skill in resolving problems within established procedures, practices and standards.
- Skill in performing basic mathematical calculations.
- Ability to establish and maintain effective working relationships with a variety of people.
- Ability to resolve processing issues independently and escalate as appropriate.
- Ability to provide on-the job training, guidance and direction to staff.

JOB REQUIREMENTS for Fiscal Associate II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months' experience in processing accounting, auditing or payroll transactions following applicable laws, rules, regulations, standards, policies and procedures.
2. Six months' experience in determining compliance of financial transactions with required documentation, computations, codes, signatures, rules or regulations.
3. Six months' experience in preparing financial reports such as combining and presenting financial data from multiple sources in an organized format.

OR

1. Possession of an Associate's degree or higher in Accounting or related field.

Human Resource Associate (#MACJ01)

Summary Statement

This class describes the delivery of paraprofessional human resource services in one or more of the following human resource functions: talent acquisition, classification, compensation, employee relations, pension, employee or statewide benefits, diversity and inclusion and/or labor relations.

Nature and Scope

An employee in this class reports to an administrative or technical supervisor and performs a variety of paraprofessional, general office and administrative support work that supports one or more human resource functions. Work is performed independently under general supervision. Paraprofessional human resource work is characterized by the application of human resource laws, rules and regulations, providing technical assistance to employees, applicants and others in standard human resource transactions, human resource services, and maintaining personnel files. Assignments require evaluative thinking carried out in accordance with accepted human resource laws, rules and regulations. Primary work of employees is transactional in nature and includes entering/updating/modifying accurate data for the assigned human resource area in the system of record, retrieving, maintaining, and reporting on data and gathering other information for professional human resource staff. Contacts are typically with agency staff, other state agencies and others outside state government for the purpose of gathering, coordinating and relaying information.

Essential Functions

Paraprofessional human resource work is characterized by the application of human resource laws, rules and regulations, providing technical assistance to employees, applicants and others in standard human resource transactions, human resource services, and maintaining personnel files. Examples of paraprofessional or technical responsibilities typically assigned include but are not limited to those described in the Essential Functions below.

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed.

- Responds to inquiries, explains human resource services and applies human resource laws, rules, regulations, standards, policies and procedures.
- Conducts research for professional human resource staff; collects data and gathers information from employees, managers, applicants or the public; participates in the analysis of data collected and assists with the formulation of recommendations.
- Provides guidance and direction to employees, managers, applicants or others in registering or applying for human resource services.
- Processes a variety of transactions by entering, updating, modifying, deleting, retrieving and reporting on data in automated human resource information systems or other computerized systems. This includes more complex human resource transactions such as calculating over- payments and under-payments, resolving issues and submitting corrections.
- Creates and maintains personnel records and files.
- Reviews human resource forms, data and other information; ensures accuracy, completeness and compliance; and prepares correspondence, spreadsheets and presentations.
- Compiles data and prepares reports, statistics and statistical summaries, narrative summaries or other representations of data.

- Participates in developing internal procedures.
- Participates in meetings and conference calls with employees, managers, applicants and/or the public to gather information and understand human resource problems; may participate in interviews.
- Maintains confidentiality for all human resource related programs/services.
- May provide guidance/direction to or oversee technical and/or administrative support personnel.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of applicable state and federal laws, rules, regulations, standards, policies and procedures.
- Knowledge of basic math such as addition, subtraction, multiplication and division.
- Knowledge of grammar, punctuation, spelling and composition.
- Skill in providing routine guidance and direction to employees, managers, applicants or others.
- Skill in collecting, compiling, evaluating and analyzing information from a variety of sources.
- Skill in effective communications, both orally and in writing.
- Skill in using automated human resource information systems to enter, update, modify, delete, retrieve and report on data.
- Skill in using computer applications such as spreadsheets, word processing and/or database applications.
- Skill in providing customer service which includes providing prompt, accurate and courteous service and responding to complaints.
- Skill in preparing and maintaining accurate records, files, and reports.
- Ability to recommend new and revised internal policies and procedures.
- Ability to establish and maintain effective working relationships with a variety of people.
- Ability to complete work in a timely and effective manner.
- Ability to maintain confidentiality.

JOB REQUIREMENTS for Human Resource Associate

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Must possess at least one of the following:

- Possession of an Associate's degree or higher.

OR

- Possession of a Statewide Human Resource Certification or professional human resource certification.

OR

- One year of experience in performing paraprofessional or administrative support work for a human resource function.

Information Resources Specialist I (#MEBA01)

Information Resources Specialist II (#MEBA02)

Information Resources Specialist III (#MEBA03)

Information Resources Supervisor (#MEBA04)

Information Resources Manager (#MEBA05)

Description of Occupational Work

This class series uses five levels in the Cultural and Information Resources Services Occupational group, Library Services occupational series and describes information resources work which involves the acquisition, analysis, arrangement, description, preservation, reference, delivery, and public programming of information recorded via multi-media formats. Work is performed in support of library operations, archival operations, or records management operations with responsibility for creating and implementing systematic controls for records and information activities from the point where they are created or received through final disposition for all the records within an agency. Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Examines, identifies, arranges and classifies books/documents/electronic tapes/media/publications/records according to a pre-determined classification system.
- Develops item descriptions noting content, format/media, arrangement and relation to provenance/origin.
- Assists patrons/researchers by explaining the facility's resources, gathering available information/materials and demonstrating equipment operation.
- Applies conservation and preservation techniques to aged or damaged books/ documents/electronic tapes/records by unfolding, cleaning, repairing tears, removing tape, placing in acid free containers, filming, refilming, media/technological migration.
- Attends workshops, conferences and seminars to receive training related to the identification, care and maintenance of books/documents/ records held by public agencies and accessible to the general public.

Levels of Work

Information Resources Specialist I

This is the first level of information resources work.

- Receives supervision from a technical superior.
- Develops the knowledge and skills appropriate to the acquisition, analysis, arrangement, description, preservation, reference, delivery and public programming of information, recorded via multi-media format.
- Assignments are varied but are completed according to well-defined practices and procedures.
- Contacts are with the general public and the staff of other public sector jurisdictions.

Information Resources Specialist II

This is the second level of information resources work. This is the full performance level responsible for performing the full range of the Essential Functions.

- Work is performed independently on individual assignments and is reviewed in progress and upon completion with established procedures and attainment of objectives.
- Drafts procedures for technical operations.
- Assists officials and staff of other state and local agencies to develop and maintain an information resource management program.
- Prepares and presents educational programs for various audiences and outreach programs.
- Oversees the work of lower level staff.
- Contacts include the general public and the staff of other public sector agencies/jurisdictions to assist with information analysis.

Information Resources Specialist III

This is the third level of information resources work responsible for providing technical expertise to state agency staff, other public agencies, patron/ community groups, research interns and volunteers.

- Work is reviewed from time to time to determine compliance with agency policy and program objectives.
- Plans and coordinates daily operations, projects and activities with support staff and other professionals.
- Evaluates and analyzes records systems, education programs, research projects, and resource collections. Makes recommendations for new/ revised policies, procedures, goals, projects and priorities.
- Researches, examines, cares for and oversees the use of agency resources to prevent or minimize damage, theft or deterioration.
- Maintains records and writes a variety of operational reports.
- Prepares and conducts workshops, lectures, presentations and tours for professional organizations, schools, and community groups.
- May function as a lead worker.
- May write grant applications and oversee grant funded projects. May administer contracts.
- Contacts include the general public and other public sector agencies to advise/provide information and to plan and schedule various services.

Information Resources Supervisor

This is the supervisory level of information resources work involving the coordination and supervision of an assigned unit.

- Receives supervision from an administrative superior.
- Supervision is exercised over two or more merit full time positions per Merit Rule 5.1460. The elements of supervision include planning, assigning, reviewing, evaluating, coaching, training,

- and recommending hire/fire and discipline.
- Recommends and implements measures to update or improve service ensuring that public and client agencies receive professional assistance.
- Completes investigations and researches for complicated records/archival/library requests.
- Contacts include the general public and other public sector agencies to advise/provide information and to plan and schedule various services.

Information Resources Manager

This is the management level of information resources work involving statewide programs and programs that involve multi-media formats that are carried out by staff, through contractual services, or a combination of staff/contractor.

- Receives supervision from an administrative superior.
- Manages and assesses effectiveness of assigned programs. Recommends and implements measures to update or improve programs.
- Manages grant programs, develops grant applications and prepares annual and long-range plans and reports.
- Oversees contractual services, preparing specifications, requests for proposals and contracts; monitors performance of contractors; helps to establish, interpret and administer standards of effective services.
- Analyzes staff capabilities and training requirements and arranges for staff development through participation in conferences and seminars.
- Studies usage and trends in services and projects long-range needs.
- Recommends acquisition, through purchase/gift, of material for inclusion in the information services. Participates in budget preparation for expenditure of State and Federal funds.
- Oversees expenditures for assigned service areas.
- Promotes inter-agency cooperation and oversees programs established to improve statewide sharing of information resources.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of standard practices, procedures and techniques used in analyzing, identifying, arranging and describing books/documents/ electronic tapes/publications/records.
- Knowledge of in-house collection and outside information resources.
- Knowledge of Delaware history and/or government.
- Knowledge of basic conservation and preservation techniques.
- Knowledge of research techniques regarding literature/documents.
- Ability to operate equipment such as audio-visual, electronic data storage/processing and talking books.

In addition to the above knowledge, skills and abilities, the Information Resources Specialist II requires:

- Knowledge of records system analysis.
- Knowledge of standard conservation and preservation techniques.
- Skill in educational material development, design and presentation.
- Ability to understand and explain agency programs and services.

In addition to the above knowledge, skills and abilities, the Information Resources Specialist III requires:

- Knowledge of the agency's goals and objectives.
- Knowledge of state and federal laws, rules, regulations, standards, practices and requirements applicable to assigned area.
- Knowledge of research methods and techniques including primary and secondary sources of information.

- Knowledge of document preservation/conservation techniques and requirements.
- Knowledge of the principles, practices and methods of information delivery, developing and conducting educational and/or outreach programs, including workshops and lectures.
- Knowledge of the methods and techniques of recordkeeping and report preparation.
- Knowledge of the methods and techniques of grant writing, grant management and/or contract administration, including State requirement and procedures.
- Skill in organizing, overseeing and coordinating projects and functions.
- Skill in evaluating, analyzing and compiling information in the development of projects in assigned area.
- Ability to apply applicable laws, rules, regulations and standards in the development and implementation of projects/services.
- Ability to develop and draft plans and cost estimates for projects/services.

In addition to the above knowledge, skills and abilities, the Information Resources Supervisor requires:

- Knowledge of the agency's goals and objectives and the interrelationships with the information resources of other state and local resources.
- Knowledge of principles and practices/organization and services associated with the management and delivery of information resources.
- Knowledge of supervisory practices and procedures.
- Ability to plan and deliver presentations for a variety of audiences
- Ability to supervise and coordinate the operation of varied information resource services, ensuring legal compliance.
- Ability to identify staff training requirements.

In addition to the above knowledge, skills and abilities, the Information Resources Manager requires:

- Knowledge of principles and practices of effective planning and program implementation.
- Knowledge of administrative and supervisory practices and procedures.
- Knowledge of grant administration, budget preparation and contract management.
- Ability to plan, layout, direct and coordinate the operation of varied information resource services, ensuring legal compliance.
- Ability to evaluate program operations and identify areas for improvement and modification.

JOB REQUIREMENTS for Information Resources Specialist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of research which includes systematic study to discover or establish facts.
2. Knowledge of archives, records management or library services.

JOB REQUIREMENTS for Information Resources Specialist II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year experience in archives, records management or library services.
2. One year experience in research which includes systematic study to discover or establish facts.
3. Six months experience in presenting training courses which includes using a variety of training methods such as lecture, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos

JOB REQUIREMENTS for Information Resources Specialist III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Two years experience in archives, records management or library services.

2. Two years experience in research which includes systematic study to discover or establish facts.
3. One year experience in presenting training courses which includes using a variety of training methods such as lecture, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
4. Two years experience in preparing and developing training courses.
5. Knowledge of interpreting laws, rules, regulations, standards, policies, and procedures.

JOB REQUIREMENTS for Information Resources Supervisor

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years experience in archives, records management or library services.
2. Three years experience in research which includes systematic study to discover or establish facts.
3. Two years experience in presenting training courses which includes using a variety of training methods such as lecture, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
4. One year experience in preparing and developing training courses.
5. One year experience in interpreting laws, rules, regulations, standards, policies, and procedures.
6. Knowledge of grant management and control which includes monitoring and evaluating grant expenditures.
7. Knowledge of staff supervision acquired through course work, academic training, training provided through an employer, or performing as a lead worker overseeing the work of others; OR supervising staff which may include planning, assigning, reviewing, and evaluating the work of others; OR supervising through subordinate supervisors a group of professional, technical, and clerical employees.

JOB REQUIREMENTS for Information Resources Manager

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years experience in archives, records management or library services.
2. Six months experience in grant management and control which includes monitoring and evaluating grant expenditures.
3. Three years experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Six months experience in staff supervision which includes planning, assigning, reviewing, and evaluating the work of others.
5. Knowledge of contract management and control which includes ensuring compliance with terms of contracts; negotiating changes to existing contracts.

Judicial Case Manager I (#MAFC04)

Description of Occupational Work

This position is within the Administrative Services occupational group, Legal Services occupational series and describes case processing and case management work in the Justice of the Peace Court, Court of Common Pleas, Family Court, Superior Court and Supreme Court. Case processing involves the review, preparation and processing of legal/court documents and the performance of specialized activities that support the expeditious disposition of cases. Case management involves the integration of case processing methods and techniques with the application of case flow and caseload management principles designed to move cases through the various steps of the legal process. Cases managed include all cases within the jurisdiction of each court as prescribed by the Delaware Constitution and Delaware Code.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

JUDICIAL CASE PROCESSING

- Reviews legal/court documents for completeness, accuracy and compliance with applicable time limitations, costs and court procedures and determines appropriate procedural requirement for processing.
- Prepares and issues a wide variety of court and legal documents. Researches case files, records, databases and other sources of information to insure accuracy of case data and resolve discrepancies.
- Enters information into manual or automated systems.
- Prepares and maintains files and records insuring all required documents are included.
- Provides information on court/unit procedures and event status to the public, judges, attorneys and litigants.
- Attends hearings and proceedings to provide files, records and case information to judicial officer; records event disposition and administers oaths.
- Assesses case filings to determine placement in case track/program or recommends referral to alternative case tracks.
- Interprets and applies court rules, laws and procedural requirements for case events and caseflow management.
- Monitors and coordinates case activity through multiple legal events and processes. Tracks case events/status, anticipates case flow problems/ causes for delay and initiates appropriate action to expedite cases effectively and efficiently including contacting participants to resolve issues that inhibit case flow.
- Develops case management procedures for use by judge or team.
- Advises judicial officers regarding various case events that ultimately lead to final case disposition.
- Coordinates case activity and events with judicial officers, attorneys, law enforcement agencies and litigants.

- Resolves technical case processing issues requiring research of case data and coordinating activities with other agencies and courts.
- Researches case files, records and other sources of information to insure accuracy of case data, prepare and issue court documents and resolve discrepancies and issues related to caseload.
- Establishes and maintains contacts with the legal community, other agencies and courts/units, both externally and internally, to ensure caseload is expedited.
- Enters case data into automated case management systems; prepares and maintains case files and records.

Judicial Case Manager I

This is the entry level of caseload management work learning the legal processes and procedures and case management functions while performing the full range of case management activities.

- Attends training programs and receives on-the-job training in all aspects of cases within a civil or criminal caseload, trial functions, drafting judicial orders and independently managing a caseload.
- Learns the principles, practices, methods and techniques of case management including case type identification, Courtroom management/ protocol, and event tracking/ monitoring and case flow management.
- Manages the full range of case management activities under close supervision.
- Learns, interprets and applies court rules, laws and procedural requirements for case events and case flow management.
- Learns the organizational structure, jurisdiction and functions of all courts and the interrelationship with related agencies (i.e. criminal justice and law enforcement agencies, social service/community service agencies, non-profit, governmental).
- Principal contacts are with the public, attorneys, judges, pro se litigants, criminal justice agencies and other courts to obtain information needed to prepare cases, provide information on cases, resolve discrepancies in case data and respond to procedural questions.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the knowledge, skills and abilities listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of civil and/or criminal court procedure, rules, policies and procedures.
- Knowledge of the applicable sections of the Delaware Code.
- Knowledge of legal terminology and processes.
- Knowledge of the standard office practices and procedures.
- Knowledge of automated case management systems used to input, retrieve, track and maintain data.
- Knowledge of methods and techniques of case processing.
- Ability to prepare and process documents in an accurate and timely manner.
- Ability to communicate effectively with a variety of court customers, staff and other agencies.
- Ability to interpret legal documents.
- Ability to prepare, and maintain accurate legal records.
- Skill in the use of automated case management systems.
- Skill in the application of court rules, policies and procedures.
- Skill in applying the standards and practices in case processing.
- Skill in the interpretation of court rules, policies and procedures.

- skill in communicating with court customers, especially in sensitive/stressful situations.
- Skill in identifying and resolving complex problems associated with case processing.
- Knowledge of the principles and practices of supervision.
- Knowledge of principles and practices of caseload management.
- Ability to develop and implement unit operating procedures.
- Knowledge of civil and/or criminal court procedure, rules, policies and operations.
- Knowledge of the applicable sections of the Delaware Code.
- Knowledge of case processing techniques.
- Knowledge of civil/criminal courtroom protocol and proceedings.
- Knowledge of the principles and practices of caseload management.
- Knowledge of the organization and structure of courts and agencies.
- Knowledge of the operations of criminal justice agencies.
- Ability to coordinate case activities among other court offices, attorneys and litigants.
- Ability to identify and resolve case flow issues.
- Ability to utilize automated systems for input, retrieval and tracking.
- Ability to communicate effectively both orally and in writing, during/including in courtroom proceedings.
- Ability to establish and maintain effective working relationship with judges, court personnel, attorneys and litigants.
- Ability to develop case/team/unit specific processing procedures.
- Ability to exercise sound judgment in recommending case action

JOB REQUIREMENTS for Judicial Case Manager I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in managing cases as they move through the legal process.
2. Six months experience in applying laws, rules, regulations, standards, policies and procedures.
3. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Knowledge of narrative report writing.

Judicial Case Manager II (#MAFC05)

Description of Occupational Work

This position is within the Administrative Services occupational group, Legal Services occupational series and describes case processing and case management work in the Justice of the Peace Court, Court of Common Pleas, Family Court, Superior Court and Supreme Court. Case processing involves the review, preparation and processing of legal/court documents and the performance of specialized activities that support the expeditious disposition of cases. Case management involves the integration of case processing methods and techniques with the application of case flow and caseload management principles designed to move cases through the various steps of the legal process. Cases managed include all cases within the jurisdiction of each court as prescribed by the Delaware Constitution and Delaware Code.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

JUDICIAL CASE PROCESSING

- Reviews legal/court documents for completeness, accuracy and compliance with applicable time limitations, costs and court procedures and determines appropriate procedural requirement for processing.
- Prepares and issues a wide variety of court and legal documents. Researches case files, records, databases and other sources of information to insure accuracy of case data and resolve discrepancies.
- Enters information into manual or automated systems.
- Prepares and maintains files and records insuring all required documents are included.
- Provides information on court/unit procedures and event status to the public, judges, attorneys and litigants.
- Attends hearings and proceedings to provide files, records and case information to judicial officer; records event disposition and administers oaths.

JUDICIAL CASE MANAGER

Assesses case filings to determine placement in case track/program or recommends referral to alternative case tracks.

- Interprets and applies court rules, laws and procedural requirements for case events and caseload management.
- Monitors and coordinates case activity through multiple legal events and processes. Tracks case events/status, anticipates case flow problems/ causes for delay and initiates appropriate action to expedite cases effectively and efficiently including contacting participants to resolve issues that inhibit case flow.
- Develops case management procedures for use by judge or team.
- Advises judicial officers regarding various case events that ultimately lead to final case disposition.
- Coordinates case activity and events with judicial officers, attorneys, law enforcement agencies and litigants.

- Resolves technical case processing issues requiring research of case data and coordinating activities with other agencies and courts.
- Researches case files, records and other sources of information to insure accuracy of case data, prepare and issue court documents and resolve discrepancies and issues related to caseload.
- Establishes and maintains contacts with the legal community, other agencies and courts/units, both externally and internally, to ensure caseload is expedited.
- Enters case data into automated case management systems; prepares and maintains case files and records.

Judicial Case Manager II

This is the full performance level of caseload management work performing the full range of case management activities. In addition to the full range of caseload management activities, work may also include supervising case processing support staff.

- Manages the full range of case management activities independently.
- Expedites case flow with minimal judicial/administrative intervention.
- Interprets and applies state laws, court rules, policies and procedures.
- Resolves complex technical issues related to case flow.
- Recommends appropriate action to judicial officer regarding procedural requirements for case event/disposition.
- Principal contacts are with the public, attorneys, judges, pro se litigants, criminal justice agencies and other courts to obtain information needed to prepare cases, provide information on cases, resolve discrepancies in case data and respond to procedural questions experts and implementing new programs as a result of legislation. Positions typically report to an administrative superior.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the knowledge, skills and abilities listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of civil and/or criminal court procedure, rules, policies and procedures.
- Knowledge of the applicable sections of the Delaware Code.
- Knowledge of legal terminology and processes.
- Knowledge of the standard office practices and procedures.
- Knowledge of automated case management systems used to input, retrieve, track and maintain data.
- Knowledge of methods and techniques of case processing.
- Ability to prepare and process documents in an accurate and timely manner.
- Ability to communicate effectively with a variety of court customers, staff and other agencies.
- Ability to interpret legal documents.
- Ability to prepare, and maintain accurate legal records.
- Skill in the use of automated case management systems.
- Skill in the application of court rules, policies and procedures.
- Skill in applying the standards and practices in case processing.
- Skill in the interpretation of court rules, policies and procedures.
- skill in communicating with court customers, especially in sensitive/stressful situations.
- Skill in identifying and resolving complex problems associated with case processing.
- Knowledge of the principles and practices of supervision.
- Knowledge of principles and practices of caseload management.

- Ability to develop and implement unit operating procedures.
- Knowledge of civil and/or criminal court procedure, rules, policies and operations.
- Knowledge of the applicable sections of the Delaware Code.
- Knowledge of case processing techniques.
- Knowledge of civil/criminal courtroom protocol and proceedings.
- Knowledge of the principles and practices of caseload management.
- Knowledge of the organization and structure of courts and agencies.
- Knowledge of the operations of criminal justice agencies.
- Ability to coordinate case activities among other court offices, attorneys and litigants.
- Ability to identify and resolve case flow issues.
- Ability to utilize automated systems for input, retrieval and tracking.
- Ability to communicate effectively both orally and in writing, during/including in courtroom proceedings.
- Ability to establish and maintain effective working relationship with judges, court personnel, attorneys and litigants.
- Ability to develop case/team/unit specific processing procedures.
- Ability to exercise sound judgment in recommending case action.

In addition to the above Knowledge, Skills and Abilities, the Judicial Case Manager II requires:

- Knowledge of the principles and practices of supervision.
- Skill in effective and efficient management of cases and a case load.
- Skill in resolving complex issues in managing a caseload.
- Skill in coordinating activities for multiple cases.
- Skill in evaluating and assessing cases, procedures and processes.
- Skill in applying civil/criminal courtroom protocol and proceedings during multiple, concurrent case flow activities.
- Skill in the interpretation and application of court rules, directives, policies and procedures.
- Skill in communicating effectively.

JOB REQUIREMENTS for Judicial Case Manager II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in managing cases as they move through the legal process.
2. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
3. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Six months experience in narrative report writing.

Marketing Specialist I (#MECB01)

Description of Occupational Work

This position is within the Cultural and Information Resources Services occupational group, Marketing and Public Information occupational series and describes marketing and promoting products or services. Marketing work includes determining the demand for products and services, identifying potential markets, monitoring or studying social, economic, or political trends and making recommendations to maximize the sale or use of products and services.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Identifies channels of promotion, distribution, or advertising of products or services.
- Conducts market research through studies or surveys to target specific groups, determines the effectiveness of marketing activities, recommends enhancements or refines marketing strategies.
- Analyzes data to identify customer needs and buying habits, potential customers, future marketing trends, or market expansion.
- Studies and collects data on economic, social, and political factors affecting markets.
- Maintains awareness of competitors and positioning of new products or services to be competitive.
- Writes, edits, and distributes marketing or advertising materials including publications, newsletters, pamphlets, brochures, and other promotional activities.
- Represents the agency in marketing or advertising activities such as meetings, press conferences, or other promotional events.
- Prepares a variety of reports.
- May manage contracts with service providers or vendors.
- May conduct training sessions related to marketing functions.

Marketing Specialist I

- Reports to an administrative or technical supervisor.
- Performs the full range of Essential Functions.
- Contacts are typically with others in technical fields to gather and translate technical information and issues into forms more easily understood. Uses knowledge of resources to provide assistance.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of marketing principles and practices.

- Knowledge of department and division policies, procedures, rules and regulations.
- Knowledge of the methods and techniques of conducting market research.
- Knowledge of market conditions, situations, trends, economic, social and political climates.
- Knowledge of applicable state and federal laws, rules and regulations governing assigned activities.
- Knowledge of evaluating, developing and implementing marketing strategies.
- Skill in identifying channels of promotion, distribution, or advertising of products or services.
- Skill in collecting and analyzing data.
- Skill in coordinating and implementing marketing programs.
- Skill in preparing reports, surveys and documentation.
- Ability to establish and maintain effective working relationships.
- Ability to apply survey results to marketing and promotional projects.

JOB REQUIREMENTS for Marketing Specialist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of a Bachelors degree or higher in Marketing or related field.

OR

1. Six months experience in marketing products or services by identifying channels of promotion, distribution, and advertising.
2. Six months experience in creating and editing marketing or advertising materials such as publications, newsletters, pamphlets or brochures.
3. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Six months experience in analyzing and evaluating data.
5. Six months experience in narrative report writing.

Office Manager (#MAAZ11)

Summary Statement

Incumbents in this class are responsible for providing support to an administrative or technical superior by: providing office coordination and managing workflow; supervising the office support staff; and directing a wide variety of support services, e.g. fleet management, records management, etc.

Nature and Scope

A class incumbent plans, organizes and directs day-to-day office support activities under the general direction of an administrative or technical superior. This is a multifaceted class which may include responsibility for supervising directly or through subordinate lead personnel, clerical activities and ensuring the smooth and efficient operation of the office. In addition, an incumbent is generally knowledgeable about the agencies mission/functions and may act as a principal assistant to the supervisor. An incumbent generally manages a local, district or regional office and oversees support services. An incumbent in this class may represent superior before groups, committees, task forces, commissions, employees or the general public.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Plans, coordinates and directs office support activities to relieve an administrative/ technical superior of day-to-day administrative tasks.
- Analyzes and makes recommendations regarding operating practices and procedures to include personnel, workflow, cost reduction recordkeeping, performance standards, equipment and supply utilization, to ensure smooth and efficient office operation. Implements new and revised procedures.
- Supervises, directly or through subordinate lead personnel, the agencies support staff; interviews job applicants and makes hiring recommendations; trains new employees; plans, assigns, and evaluates the work of subordinates; counsels and disciplines subordinate employees.
- Directs support services which include most of the following: fleet management, forms/records management, facilities management, inventory, contracting and purchasing, equipment maintenance and repair, mail distribution and messenger services, office typing support and telephone coverage.
- May act as principal assistant to the superior in a variety of operational areas which may include: disseminating directives, preparing required reports, assisting in budget preparation and development by maintaining records and/or compiling data; performing special projects studies including needs assessments; obtaining, organizing and drafting administrative material for public information or office use; acting as liaison with vendors, state/federal representative, the public, etc.
- Performs related work as required.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of division/unit operation and goals.
- Knowledge of policies/procedures regarding fleet management, records management, contracting and purchasing, equipment maintenance and repair, facilities management, etc.
- Knowledge of legal requirements regarding records management, building code, etc.
- Knowledge of the principles and practices of office management, planning, organization, general administration, supervision.
- Skill in managing work through others to achieve unit goals.
- Skill in handling complaints tactfully and thoroughly.
- Skill in effective communication, both orally and in writing.
- Skill in the compilation, research, analysis of information.

JOB REQUIREMENTS for Office Manager

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years experience in coordinating administrative support operations, tracking workflow and resolving problems, providing guidance and consultation to management, customers and others on administrative matters.
2. Three years experience in conducting research from multiple sources, analyzing data collected and preparing reports, letters and administrative documents.
3. One year experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. One year experience in using standard computer software programs for word processing, spreadsheets or databases.
5. Knowledge of staff supervision acquired through course work, academic training, training provided through an employer, or performing as a lead worker overseeing the work of others; OR supervising staff which may include planning, assigning, reviewing, and evaluating the work of others; OR supervising through subordinate supervisors a group of professional, technical, and clerical employees.

Paralegal I (#MAFD01)

Paralegal II (#MAFD02)

Paralegal III (#MAFD03)

Description of Occupational Work

This class series uses levels of work in the Administrative Services occupational group, Legal Services occupational series and describes paralegal work involving administrative and judicial proceedings regarding civil, regulatory, and/or criminal law. Work involves providing an agency's management staff or professional legal staff of legal support work. Work may include providing paralegal services to inmates as mandated by federal law. Activities include maintaining a law library and instructing inmates in the use of legal documents and resource material, legal document preparation, and research techniques.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Establishes and maintains case files.
- Reviews legal/court documents for completeness and accuracy.
- Compiles and evaluates facts to complete program, legal, and/or court documents.
- Provides administrative reports and recommendations for new/revised operating policies/procedures.
- Reviews state and federal codes, laws, rules, regulations, policies, and procedures to ensure compliance of legal actions/processes.

Levels of Work

Paralegal I

This is the first level of paralegal work.

- Reports to a technical or administrative supervisor. Receives technical guidance from the agency's legal staff, legal staff in the Office of the Attorney General and/or legal staff in the Office of the Public Defender.
- Performs the full range of Essential Functions.
- Identifies problems with legal/court documents and case files, alerts supervisor, and assists in correcting and locating required information, files, and necessary documents.
- Writes and places public notices in newspapers, notifies all involved parties of date and time for hearing, court appearances; attends public or court hearings, depositions, as part of job training.
- Gathers information to satisfy requests under the Freedom of Information Act (FOIA). Reviews with technical superior prior to releasing.
- Acts in liaison capacity between superior and various interested parties and judicial and/or court staff, clients, defendants, plaintiffs, victims, witnesses, law enforcement agents, elected and/or appointed officials and the public to gather, clarify and provide information regarding case facts and status.

Paralegal II

This is the second level of paralegal work.

- Interviews involved parties to gather information for completion of various legal and/or court documents and evidence for case preparation.
- Reviews law sources such as case law, judicial decisions, statute law, codes, regulations, and legal and subject matter articles to ensure issues are properly cited and provides superior with written details of similar cases including findings, judicial decisions, and memorandum/opinions of law.
- Assists with preparation of legal pleadings, e.g. briefs, motions, indictments, information and appeals.
- Maintains case files ensuring that the files contain complete and accurate information essential to each step of the proceedings from pre- hearing and/or pre-trial through trial and sentencing.
- Follows-up to resolve problems, acquires missing information and completes required steps.
- Advises non-legal staff members on legal policies and procedures.
- Reviews and comments on proposed legislation and may draft legislation.
- May direct and coordinate the operation of a law library, assisting clients and establishing operating policies and procedures.
- May provide administrative and technical direction to support staff.
- Contacts include clients, defendants, plaintiffs, victims, witnesses, and law enforcement agents to gather information and/or evidence and advise and judicial and/or court staff for case scheduling and processing.

Paralegal III

This is the advanced level of paralegal work.

- Conducts case law research concerning precedents and past court decisions.
- Writes legal briefs and/or memoranda of law which sets out legal issues and applications of law based on case facts.
- Conducts intake interview of investigating officers, interviews witnesses, clients and defendants on complex crimes usually involving multiple victims, defendants, and/or violations.
- Determines legal jurisdiction, how cases should be pursued, what additional information is necessary, who else should be interviewed, and what records must be searched.
- Ensures procedural compliance through guidance and training to less experienced paralegal staff, law enforcement personnel, and agency administrators and/or managers.
- Assists legal staff at court proceedings to gather information, review applicable statutes, and various other discovery material.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of state and federal codes, laws, rules, and regulations applicable to assigned area or program.
- Knowledge of policies and procedures applicable to assigned area to include administrative hearings, public hearings, evidentiary hearings, and civil and criminal court proceedings.
- Knowledge of the methods and techniques of basic legal research.
- Knowledge of effective communications.
- Ability to set work and time priorities.
- Ability to recognize pertinent information and develop methods for attaining information.

In addition to the above knowledge, skills and abilities, the Paralegal II requires:

- Knowledge of research sources and methods, legal and program specific.
- Knowledge of interviewing techniques.
- Knowledge of legal ethics ensuring attorney-client confidentiality.
- Ability to collect evidence through one-on-one interview of variously involved parties.
- Ability in office organization, leadership, and training.
- Ability to research, document, and summarize law sources.

In addition to the above knowledge, skills and abilities, the Paralegal III requires:

- Knowledge of the principles, concepts and methods of legal research, analysis, and summary preparation applicable to case development and documentation.
- Skill in legal research methods and techniques.
- Skill in the preparation of legal documents.
- Skill in gathering information through one-on-one interviews.
- Ability to write legal briefs and/or memoranda.

JOB REQUIREMENTS for Paralegal I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in preparing and maintaining legal documents and case files.
2. Six months experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Six months experience in analyzing and evaluating data.
4. Knowledge of legal terminology.

JOB REQUIREMENTS for Paralegal II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year experience in preparing and maintaining legal documents and case files.
2. One year experience in legal research such as researching statutes, regulations, case law and background information.
3. One year experience in analyzing and evaluating data.
4. One year experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of interviewing using structured or unstructured interview techniques to obtain facts, explore issues and identify courses of action.

JOB REQUIREMENTS for Paralegal III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Two years experience in preparing and maintaining legal documents and case files.
2. Two years experience in legal research such as researching statutes, regulations, case law and background information.
3. Two years experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. One year experience in drafting legal documents and such as legal briefs or memoranda of law including presenting facts, setting out and analyzing legal issues and applying legal precedents.
5. One year experience in interviewing using structured or unstructured interview techniques to obtain facts, explore issues and identify courses of action.

State Accountant I (#MABT01)

State Accountant II (#MABT02)

State Accountant III (#MABT03)

State Accounting Manager (#MABT05)

Description of Occupational Work

State Accountants ensure accurate, efficient, and compliant fiscal operations at the State level through oversight of financial transactions and records; preparation of comprehensive and accurate reports; establishment and maintenance of internal controls, policies, procedures, and programs; and development, maintenance, and enhancement of automated financial information systems. State level encompasses or impacts operations of agencies across all branches of state government, and may also include schools, counties, municipalities, or other organizations.

Employees apply professional accounting principles, practices, and standards as well as use discretion and independent judgement to provide guidance, direction, and recommendations in one or more fiscal oversight function(s) at the State level such as accounts payable, accounts receivable, electronic payments, general ledger, payroll revenue management, cost or federal fund accounting, grant and/or contract management, procurement, financial projections and reporting, and financial systems management/service-desk operations. Regardless of assigned function, work requires knowledge and understanding of accounting methods, techniques, laws, rules, and regulations, as well as automated financial information system requirements and functionality as they relate to associated business processes. A significant aspect of work is providing services to state agencies while maintaining a high level of security and integrity.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

- Provides guidance, direction, and recommendations to state agencies, organizations, vendors, or others in the assigned fiscal oversight function(s) at the State level.
- Reviews, analyzes, reconciles, and/or approves financial transactions, system processes, reports, or other financial data within integrated financial information systems.
- Interprets, explains, and ensures compliance with state and federal laws, rules, regulations, standards, policies, and procedures, as well as

internal controls and reporting requirements.

- Researches, collects, analyzes, and interprets a variety of data and reports; obtains and clarifies information; and troubleshoots discrepancies, errors, unexpected results, or process flaws.
- Makes determinations, defines solutions, and appropriate action that maintain data integrity and security such as updates, corrections, reclassifications, adjustments, or changes to user access.
- Runs queries and prepares, analyzes, and distributes a variety of reports.
- Participates in analyzing state accounting services, automated financial information system(s), or software application(s) to determine functional and technical requirements and ensure business and user needs are met.
- Conducts special assignments and projects which may include system testing, upgrades, updates, and enhancements, statewide reporting, or compliance work.
- Makes recommendations for changes to processes, procedures, and forms to improve efficiency and internal controls.
- Uses automated information systems and computer software to research, review, analyze, document, and report on financial information.
- Delivers excellent customer service to internal and external customers and the public in person, electronically, or by written communication.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- May maintain, review, verify, and update system tables and configuration to ensure compliance with applicable laws, rules, and regulations and meet business needs.
- Performs other related duties as required.

Levels of Work

The level of work for a State Accountant progresses based on an employee's independence, size and scope of responsibilities, complexity of duties, decisions made, and required experience.

State Accountant I

This is entry level state accountant work ensuring accurate, efficient, and compliant operations in one or more fiscal oversight function(s) at the State level. Employees perform the full range of Essential Functions, completing routine and standardized assignments under close supervision.

- Receives close supervision from a technical or administrative supervisor; the supervisor provides specific instructions on all assignments, and frequent and detailed review of progress, accuracy, and quality of work. Supervisor advice or assistance is readily available.
- Provides guidance, direction, and recommendations on routine financial transactions, system processes, reports, or other financial data that are less complex and limited in scope.
- Seeks guidance from higher-level staff on work that is outside a range of specified, acceptable procedures, standards, alternatives, and practices.
- Learns methods of research, analysis, and available resources, and how to determine system and other impacts based on findings.
- Participates in special assignments and projects which may include system testing, upgrades, updates, and

enhancements, statewide reporting or compliance work.

- Communicates effectively with state agencies, organizations, vendors, or others to gather, evaluate, and provide information.

State Accountant II

This is experienced level state accountant work ensuring accurate, efficient, and compliant operations in one or more fiscal oversight function(s) at the State level. In addition to work performed at the State Accountant I level, employees independently perform the full range of Essential Functions under general supervision.

- Receives general supervision from a technical or administrative supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work. Supervisory advice or assistance is provided as needed.
- Provides guidance, direction, and recommendations on diverse financial transactions, system processes, reports or other financial data that is more complex such as explaining appropriate accounting methods and techniques, relevant application of laws, rules, regulations, standards, policies, and procedures, or resulting corrections, adjustments, updates, or other actions to resolve discrepancies or errors.
- Independently conducts research and analysis to identify, diagnose, and troubleshoot discrepancies, errors, unexpected results, or process flaws; keeps supervisors/managers informed on status, challenges, and concerns.
- Identifies and documents functional and technical requirements describing what the system, process, or service must do to fulfill business needs and objectives.
- May lead staff by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction.
- May supervise two or more merit full time positions* (*lower-level positions, not in this State Accountant series). The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Communicates effectively with state agencies, organizations, vendors, or others to gather and evaluate information and provide technical recommendations, guidance, and direction.

State Accountant III

This is advanced level state accountant work ensuring accurate, efficient, and compliant operations in one or more fiscal oversight function(s) at the State level. In addition to work performed at the State Accountant II level, employees independently perform complex state accounting work with minimal supervision. Examples of factors contributing to complexity include work that requires a broad, in-depth knowledge of accounting principles, practices, and standards, as well as knowledge and understanding of cross-functional impacts to resolve issues involving extensive research, testing, those that are atypical, new, or involve substantial dollar amounts.

- Receives minimal supervision from a technical or administrative supervisor; the supervisor defines objectives, priorities, and deadlines and assists the employee with unusual situations.
- Provides guidance, direction, and recommendations on complex financial transactions, system processes, reports or other financial data with broad impact, requiring understanding of a variety of business processes and system integration, interface, and interpretation of multiple laws, rules, and regulations and a range of possible solutions.
- Conducts research and analysis to resolve complex inquiries, issues, or errors and determines impacts.
- Incorporates, accounts for, analyzes, and reconciles transactions impacting year end processes.
- Leads special assignments and projects which may include system testing, upgrades, updates, and enhancements, statewide reporting, or compliance work, by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction.
- Develops and revises processes, procedures, and forms to improve efficiency and internal controls.
- Communicates effectively with state agencies, organizations, vendors, or others to provide education and training on unfamiliar concepts, facilitate meetings, and identify and resolve challenges, needs, and complaints.

State Accounting Manager

This level manages state accountant work ensuring accurate, efficient, and compliant fiscal operations in one or more fiscal oversight function(s) at the State level. This level is distinguished from previous levels by managing the following: reconciliation and approval of statewide financial transactions, records, and reports; establishment and maintenance of internal controls, policies, procedures, and programs; or development, maintenance and enhancement of automated

financial information systems and training.

- Receives general direction and guidance from a technical or administrative supervisor in terms of broad goals and objectives; employee establishes the methods for achieving goals and objectives and manages daily operations.
- Manages one or more fiscal oversight function(s) at the State level by developing, implementing, supervising, evaluating, and overseeing daily state accountant work and ensuring goals and objectives are met.
- Has authority to make decisions in assigned fiscal oversight function(s) that impact operations; work is performed independently with only the most complex matters requiring review and approval by administration.
- Supervises two or more merit full time positions, at least one of which must be in this State Accountant series. The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Oversees data and research such as cash flow or other financial analyses and projections, quality assurance reviews, impact analysis, or business needs analysis to develop and plan functional and technical requirements.
- Participates in the development, implementation, and evaluation of strategic initiatives, policies, procedures, internal controls, and statewide financial reports.
- Develops and maintains procedures, forms, training, or other communications; provides education and training to agencies and others to ensure understanding and compliance.
- Analyzes new or revised state and federal laws, rules, and regulations and assesses impacts on assigned area.
- Communicates effectively with state agencies, organizations, vendors, or others to make decisions on complex challenges, provide policy direction, and ensure all business needs and objectives are met.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

- Knowledge of professional accounting principles, practices, and standards including Generally Accepted Accounting Principles (GAAP) and Governmental Accounting Standards Board (GASB) as they apply to state operations and financial reporting.
- Knowledge of applicable federal, state, and private-sector laws, rules, regulations, standards, policies, and procedures.
- Knowledge of the methods and techniques used in researching and analyzing inquiries, requests, or system problems.
- Knowledge of the principles and practices of project management.
- Knowledge of financial and system impacts on organization and operations of agencies within state government.
- Skill in providing routine technical guidance, consultation, and recommendations.
- Skill in using computer software and automated information systems to research, review, evaluate, and report on data.
- May have skill in maintaining, reviewing, and verifying table configuration in an automated information system.
- Ability to research, compile, and analyze financial data, queries, and reports.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with a variety of people.

In addition to the above knowledge, skills and abilities, the State Accountant II requires:

- Knowledge of business requirements analysis and implementation of new functionality, services, upgrades and enhancements.
- Knowledge of effective corrective measures for bringing state accounts into compliance.
- Skill in researching, compiling, and analyzing financial data and reports to make recommendations on inquiries, requests, or system problems while ensuring data and system integrity and security.
- Skill in interpreting, explaining, and ensuring compliance with applicable laws, rules, regulations, standards, policies, and procedures, and internal controls.
- Skill in preparing and interpreting a variety of financial reports and recognizing data anomalies.
- Skill in conducting special assignments and projects.
- Ability to train and provide guidance to individuals on proper accounting processes, procedures, and techniques using

automated financial information systems.

- Ability to resolve challenges independently and escalate as appropriate.

In addition to the above knowledge, skills and abilities, the State Accountant III requires:

- Knowledge of emerging trends and best practices in assigned fiscal oversight function(s) at the State level.
- Skill in researching, compiling, and analyzing financial data and reports to resolve complex inquiries, requests, or system problems and identify impacts statewide.
- Skill in recommending effective corrective measures for bringing state accounts into compliance.
- Skill in leading special assignments and projects with statewide impact.
- Skill in recognizing financial data and reporting anomalies and identifying and correcting systemic cause.
- Ability to provide on-the job training, guidance, and direction to staff.
- Ability to follow standard operating procedures to ensure accurate integration and interface between automated financial information modules or systems.

In addition to the above knowledge, skills and abilities, the State Accounting Manager requires:

- Knowledge of operating requirements of automated financial management system(s) and the consequences of system modifications and enhancements.
- Skill in providing technical guidance and consultation on complex matters, requiring subject matter expertise in a fiscal oversight function(s).
- Skill in defining and documenting how system functionality, services, upgrades and enhancements meet business requirements.
- Skill in conducting statistical analysis, internal control reviews, or risk assessments to identify risks, variances, trends, and discrepancies.
- Skill in recommending improvements, enhancements or modifications.
- Ability to plan, schedule, assign, delegate, and monitor the work of a project team.
- Ability to implement plans and change set forth by management using results-oriented goals for measuring success.
- Knowledge of the principles and practices of management.
- Knowledge of developing short- and long-range strategic plans.
- Skill in developing policies and procedures.
- Skill in staff supervision.
- Skill in making recommendations to improve compliance, efficiency, and an effective internal control framework at the State level.
- Skill in managing special studies and projects, and related resources that meet the State's mission, goals, and objectives.
- Ability to establish and maintain effective working relationships with state, local and federal agencies, and various internal and external auditors.
- Ability to communicate effectively with state, local and federal agencies, and various elected/appointed officials.

JOB REQUIREMENTS for State Accountant I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Two years' experience in processing accounting, auditing or payroll transactions following applicable laws, rules, regulations, standards, policies and procedures.

OR

1. One year of experience in auditing, examining, preparing, analyzing or reconciling financial accounts, or supporting an automated financial information system in compliance with applicable laws, rules, regulations, standards, policies and procedure.

OR

1. Possession of a Bachelors degree or higher in Accounting, Business Administration, Economics, Finance, Business

Management, Computer Information Systems or related field.

JOB REQUIREMENTS for State Accountant II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year of experience in analyzing financial data or automated financial information system data, developing alternatives, and recommending and advising customers, management, or others on solutions.
2. Six months' experience in compiling, analyzing, and reporting on financial data to ensure effective and efficient accounting of funds or to make projections for financial planning.
3. Six months' experience in ensuring compliance with accounting or payroll laws, rules, regulations, standards, policies, and procedures.
4. Six months' experience in making recommendations for changes or improvements to financial processes, procedures, forms, or automated information systems

JOB REQUIREMENTS for State Accountant III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Two years' experience in analyzing financial data or automated financial information system data, developing alternatives, and recommending and advising customers, management, or others on solutions.
2. Two years' experience in compiling, analyzing, and reporting on financial data to ensure effective and efficient accounting of funds or to make projections for financial planning.
3. One year of experience in ensuring compliance with accounting or payroll laws, rules, regulations, standards, policies, and procedures.
4. One year of experience in making recommendations for changes or improvements to financial processes, procedures, forms, or automated information systems.

JOB REQUIREMENTS for State Accounting Manager

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Two years' experience in financial project management such as planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on the status of financial services or related automated financial information systems project, design, development or implementation.
2. One year of experience in governmental accounting with the oversight of financial reporting and internal controls OR one year of experience in the oversight of a financial management system application.
3. One year of experience in conducting statistical analysis, internal control reviews, or preparing financial statements such as balance sheets and profit and loss statements or risk assessments to identify risks, variances, trends, and discrepancies and recommending improvements based on findings.
4. One year of experience in developing and evaluating internal controls, financial policies or procedures.
5. Coursework, training and/ or work experience in staff supervision which may include performing as a lead worker overseeing the work of others.

Training and Education Specialist I (#MACC01)

Training and Education Specialist II (#MACC02)

Training and Education Specialist III (#MACC03)

Description of Occupational Work

Training and Education Specialists deliver professional training and education work that promotes individual growth, learning, and development and supports organizational effectiveness. Employees plan, coordinate, and deliver a variety of training and/or education courses, services and activities to employees, state agencies, community partners, clients, or the public, which often involves coordinating and overseeing related outreach and contractual services.

Employees evaluate training and education outcomes to make recommendations for improvements while ensuring individual and organizational learning objectives are met. A significant aspect of work is providing technical guidance, advice, and direction on training and education matters and promoting the use of related services and resources. Employees are also responsible for tracking, maintaining, and analyzing a variety of records and reports.

Training is the primary focus of positions assigned to this class series. Training that is incidental or part of other professional duties should be assigned to a classification series related to the occupational specialty of the job (e.g., engineering, child safety, or law enforcement).

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

- Plans, coordinates, and delivers a variety of training and/or education courses, services, and activities such as instructor-led classroom, on-the-job or virtual training, workshops, or individual and group activities.
- Organizes and prepares materials and equipment such as exercises, handouts, manuals, laptops, audiovisual or specialized equipment, or other resources.
- Researches and selects or recommends the method of delivery, materials, equipment, assistive technology, or activities to promote learning considering evidence-based and best practices.
- Coaches others and provides feedback that fosters learning, understanding or improved performance.
- Collects and analyzes data through surveys, course evaluations, interviews, specialized assessments, meetings, and other methods to evaluate quality and effectiveness and identify needs, requirements, issues, and challenges.
- Makes recommendations for improvements based on findings such as new or modified courses, instructional methods, materials, equipment, and resources.
- Provides technical guidance, advice, and direction on training and education matters and promotes the use of related

services and resources.

- Prepares and maintains records and reports such as course schedules, rosters, training updates, or records of participation.
- Completes continuing education to remain current on applicable standards, methods, techniques, best practices, laws, rules, and regulations in the assigned training and education area(s).
- Uses automated information systems and computer software to research, review, analyze, document, and report on relevant training and/or education information.
- May maintain content on social media, and create, edit, and post instructional and promotional materials, brochures, videos, or other information.
- May operate and maintain training facilities such as visitor or education centers.
- May participate in reviewing, testing, and making recommendations on applicable technology.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Levels of Work

Training and Education Specialist I

This is entry level professional training and education work responsible for planning, coordinating, and delivering a variety of training and/or education courses, services, and activities to employees, state agencies, community partners, clients, or the public. Employees perform the full range of Essential Functions, completing routine and standardized assignments under close supervision.

- Receives close supervision from a technical or administrative supervisor; the supervisor provides specific instructions on all assignments, and frequent and detailed review of progress, accuracy, and quality of work. Supervisory advice or assistance is readily available.
- Seeks guidance from higher-level staff on work that is outside a range of specified, acceptable procedures, standards, alternatives, and practices.
- Updates, adapts, and modifies pre-designed training, workshops, or individual and group activities to meet learning objectives.
- Learns to design courses, curricula, lesson plans, instructional methods, materials, or activities.
- Performs routine analysis and evaluation of training and education needs and effectiveness.
- Communicates effectively with employees, managers, state or federal agencies, community partners, clients, vendors, or the public to gather, coordinate, and provide information.

Training and Education Specialist II

This is experienced level professional training and education work responsible for planning, coordinating, and delivering a variety of training and/or education courses, services, and activities to employees, state agencies, community partners, clients, or the public. In addition to work performed by the Training and Education Specialist I level, employees independently perform the full range of Essential Functions under general supervision.

- Receives general supervision from a technical or administrative supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work. Supervisory advice or assistance is provided as needed.
- Researches and designs courses, curricula, lesson plans, instructional methods, materials, or activities that ensure learning objectives are met.
- Performs more complex analysis and evaluation of training and education needs and effectiveness such as

measuring comprehension and growth through exams, proficiency tests, knowledge checks, or other similar methods.

- Creates methods and tools to assess needs and evaluate effectiveness and quality.
- May lead paraprofessional, professional, or administrative support staff by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction.
- May supervise volunteers, casual/seasonal, and/or contractual staff; may also supervise two or more merit full time positions* (*lower-level positions, not in this Training and Education Series). The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- May participate in budget, grant, and/or contract development and management.
- Communicates effectively with employees, managers, state or federal agencies, community partners, clients, vendors or the public to gather, evaluate, and provide information, technical guidance, advice, and direction.

Training and Education Specialist III

This is advanced level professional training and education work responsible for planning, coordinating, and delivering a variety of training and/or education courses, services, and activities to employees, state agencies, community partners, clients, or the public. In addition to work performed by the Training and Education Specialist II level, employees independently perform complex work with minimal supervision. Examples of factors contributing to complexity include responsibility for training the trainer, core and advanced courses, workshops, or activities requiring advanced, in-depth knowledge and study in assigned subject matter that may require the employee to possess special licenses or certifications.

- Receives minimal supervision from a technical or administrative supervisor; the supervisor defines objectives, priorities, and deadlines and assists the employee with unusual situations.
- Partners and collaborates with stakeholders, subject matter experts, contractors, and other resources to ensure effective and up-to-date training and education and that applicable state or federal laws, rules, and regulations are met.
- Serves as resident expert and point of contact for assigned training and education area(s); provides technical guidance, advice, and direction on complex training and education matters and promotes the use of services and related resources.
- Evaluates, monitors and tracks training and/or education resources or inventory, which may include software, props, or other materials and equipment; researches and makes recommendations for changes that maximize effectiveness.
- Prepares reports for assigned agency, state or federal partners, or funding authorities on effectiveness, participation, or other measures of success or compliance.
- Leads and participates in meetings, presentations, committees, special events, or related workgroups.
- Communicates effectively with employees, managers, subject matter experts, state or federal agencies, community partners, clients, vendors, or the public to identify and resolve needs, requirements, issues, and challenges.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of training and education standards, methods, techniques, and best practices.
- Knowledge of current training and development trends and resources.
- Knowledge of applicable state, federal, and departmental laws, rules, regulations, standards, policies, and procedures.
- Knowledge of data collection methods, tools, and techniques used to evaluate quality and effectiveness.
- Knowledge of the methods and techniques of conducting needs assessment.
- Skill in communicating effectively, both orally and in writing.
- Skill in using computer software and automated learning management systems to research, review, analyze, document, and report on data.

- Ability to select appropriate instructional methods, materials, equipment, assistive technology, or activities to accomplish learning objectives.
- Ability to compile, analyze, and evaluate data to guide training and/or education design, revisions, and improvements.
- Ability to coach, mentor, and motivate others.
- Ability to establish and maintain effective working relationships with a variety of people.

In addition to the above Knowledge, Skills, and Abilities, the Training and Education Specialist II requires:

- Knowledge of instructional methods and techniques to train the trainer.
- Skill in designing course objectives, lesson plans and instructional methods, materials or activities.
- Skill in evaluating instructional methods, quality, and effectiveness.
- Ability to plan, facilitate, and present training and/or education information clearly and concisely to a variety of participants.
- Ability to resolve challenges independently and escalate as appropriate.
- Ability to write clear, concise, and accurate findings/reports on a variety of data.

In addition to the above Knowledge, Skills and Abilities, the Training and Education Specialist III requires:

- Knowledge of emerging trends and best practices in assigned training and education area(s).
- Skill in designing complex course objectives, lesson plans, and instructional methods, materials, or activities requiring advanced, in-depth knowledge and study in assigned subject matter.
- Skill in identifying and analyzing needs, requirements, issues, and challenges and recommending solutions based on best practices and research.
- Skill in creating methods and tools to assess needs and evaluate effectiveness and quality.
- Ability to plan, facilitate, and present scientific or technical information clearly and concisely to a variety of participants including other trainers (train the trainer).
- Ability to provide on-the job training, guidance, and direction to staff.
- Ability to foster collaboration.

JOB REQUIREMENTS for Training and Education Specialist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher.

OR

1. One year of experience in supporting the coordination and delivery of training or education to individuals, employees, or the public.

JOB REQUIREMENTS for Training and Education Specialist II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year of experience in delivering training or education courses, services, individual or group activities using a variety of materials and equipment such as exercises, handouts, manuals, laptops, audiovisual or specialized equipment.
2. Six months' experience in preparing and maintaining training or education records and reports such as course schedules, rosters, training updates or records of participation.
3. Six months' experience in researching, selecting and designing courses, curricula, lesson plans, instructional methods, materials, or activities to meet training or education needs and learning objectives.
4. Six months' experience in creating methods and tools to analyze and evaluate training or education needs and effectiveness.

JOB REQUIREMENTS for Training and Education Specialist III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Two years' experience in delivering training or education courses, services, individual or group activities using a variety of materials and equipment such as exercises, handouts, manuals, laptops, audiovisual or

specialized equipment.

2. One year of experience in preparing and maintaining training or education records and reports such as course schedules, rosters, training updates or records of participation.
3. One year of experience in researching, selecting and designing courses, curricula, lesson plans, instructional methods, materials, or activities to meet training or education needs and learning objectives.
4. One year of experience in creating methods and tools to analyze and evaluate training or education needs and effectiveness.

Unemployment Compensation Appeals Referee (#MAFZ01)

Summary Statement

A class incumbent is responsible for conducting Unemployment Insurance Appeals hearings and rendering decisions in accordance with applicable laws.

Nature and Scope

A class incumbent performs with general supervision from the Chief Referee and is involved in conducting quasi-judicial hearings, researching and deciding Unemployment Insurance Appeals. The incumbent has contact with employers, claimants, and attorneys in hearings: decides the case and responds to general inquiries regarding the law and administrative procedures. In addition, an incumbent has contact with local claims offices to clarify information regarding a specific case. The ability to understand people in stressful situations and to render just legal decisions is a significant aspect of the work. An employee in this class renders case decisions that enable the Division to award benefits in an equitable manner.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts Unemployment Insurance appeals hearings in accordance with applicable laws; administers oaths and affirmations; issues subpoenas of persons or evidence relevant to a case; receives and reviews evidence and rule on its admissibility.
- Regulates and controls the hearing, hears testimony, and questions witnesses and parties to case.
- Researches and reviews applicable Federal and State laws as well as precedent cases to determine liability. Renders written decisions on dispensation of Unemployment Insurance appeals cases.
- Records the proceeding on tape including the testimony and evidence presented, applicable laws or precedent cited, and decision rendered, in case decision is appealed to a higher authority.
- Responds to inquiries from the general public regarding laws, appeal procedures, time limitations.
- Prepares required reports and logs.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of Unemployment Insurance laws and Administrative Law procedures.
- Knowledge of the principles and practices of obtaining testimony to preserve the rights of all parties.
- Knowledge of the methods and techniques of legal report preparation.
- Knowledge of the laws concerning admissibility of evidence.
- Knowledge of research techniques.
- Skill in eliciting information.

- Skill in performing legal research.
- Ability to learn, understand, and interpret applicable laws, rules and regulations to case determinations.
- Ability to conduct quasi-judicial hearings.
- Ability to render logical decisions based on testimony given, evidence presented and applicable laws and precedents set.
- Ability to establish and maintain effective working relationships with employees, representatives of private industry, and the general public.
- Ability to communicate effectively both orally and in written form.

JOB REQUIREMENTS for Unemployment Compensation Appeals Referee

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Juris Doctor.
2. Six months experience in drafting legal documents and writing legal briefs which includes presenting facts, setting out and analyzing legal issues and applying legal precedents.
3. Six months experience in legal research such as researching statutes, regulations, case law and background information.
4. Three years experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of quasi judicial proceedings.

Unemployment Insurance Claims Deputy (#UDDZ68)

Summary Statement

A class incumbent issues non-monetary determinations of claimants' eligibility to receive unemployment benefits for reasons other than lack of work.

Nature and Scope

A class incumbent performs with guidance from a Senior Claims Deputy and overall supervision from the Unemployment Insurance Local Office Manager. Other positions reporting in at this level include Claims Processors and Interviewer. This work involves the non-monetary determination of eligibility for unemployment compensation: review unemployment forms for necessary information to determine eligibility; make routine to moderately difficult determinations; elicit sensitive information from employers and claimants; explain and interpret rules and regulations regarding unemployment compensation to claimants and employers.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Reviews unemployment claims against program eligibility requirements by comparing claims to state and federal guidelines regarding the program.
- Determines claimant's eligibility (non-monetary determination) in accordance with guidelines for benefit administration.
- Interviews claimants in person, by telephone or by mail in order to make determinations of eligibility.
- Interviews and corresponds with employers in person, by telephone, or by mail to gain information and distinguish the facts relevant to making eligibility determination.
- Explains determinations to claimants and employees citing state and federal regulations along with important facts in the case.
- Explains appeals process to claimants and employers so they may be aware of their rights; take appeals and refer to Appeals Section; attends appeals and testify as a witness.
- Lends technical guidance to claims processors; may also train and assign work.
- Sets up overpayment process; interviews claimants receiving overpayments to arrange for recoupment of funds; arranges payment program; notifies Overpayment Unit; tags overpayment files for recovery of payment in future unemployment claims when claimants fail to make restitution or cannot be reached.
- Takes and processes claims in peak periods.
- Responds to routine telephone inquires from claimants, employers, and general public such as unemployment check mailing date, how to file for unemployment benefits (procedural questions).

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of applicable unemployment laws and regulations; i.e., Title 19 of the Delaware Code.
- Skill in interviewing to obtain complete, accurate information of a sensitive nature.
- Skill in preparing routine reports, correspondence, forms.
- Skill in analyzing data to make an eligibility determination, detect fraud.
- Skill in tact and diplomacy.
- Ability to interpret state and federal regulations regarding unemployment compensation.
- Ability to work with a variety of people.
- Ability to maintain accurate records.
- Ability to perform simple mathematical calculations: addition, subtraction, multiplication, division.
- Ability to handle irate claimants.
- Ability to communicate effectively both orally and in writing.
- Ability to perform routine data entry and retrieval.

JOB REQUIREMENTS for Unemployment Insurance Claims Deputy

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in health or human services support such as interviewing clients and assessing personal, health, social or financial needs in accordance with program requirements or coordinating with community resources to obtain client services.
2. Six months experience in record keeping.
3. Six months experience in applying laws, rules, regulations, standards, policies and procedures.
4. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

Chief of Maintenance Operations (#MFGZ02)

Summary Statement

This class is involved in administration work planning, developing and directing the maintenance of State property, providing technical assistance to staff and other administrators, and managing the activities of administrative and supervisory personnel.

- Position has overall responsibility for facilities, grounds and custodial operations for a State agency.

Nature and Scope

An incumbent in this class reports to an administrative supervisor and is responsible for coordinating and developing maintenance and preventative maintenance activities, solving system problems, handling personnel and budgetary issues. An incumbent works with other administrative and technical personnel in projects; inspects, determines and makes recommendations concerning construction and renovation of State buildings. Significant aspects of work in this class include reviewing and designing facility support systems, establishing procedures for preventative maintenance, grounds and custodial operations, as well as development of contractual maintenance programs.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Coordinates work with other administrative personnel to resolve system, security, maintenance, personnel, fiscal, budget and organizational problems. Inspects, determines and recommends course of action to be taken on construction and renovation of State owned and leased facilities in a regional area.
- Arranges, creates concepts and reviews facilities support systems capital project plans.
- Establishes procedures for maintenance, security, grounds and custodial operations; analyzes, recommends and implements policies and procedures as needed.
- Directs personnel activities involving hiring, promoting, evaluating, disciplining and settling personnel issues and grievances.
- Coordinates budgetary issues with managers, projects future needs, makes recommendations and provides data and information to the Division Director or Cabinet Secretary as required.
- Develops contractual security, housekeeping, maintenance programs, inspects and recommends future contractual needs to various buildings and reviews service reports and inspections.
- Maintains records and prepares reports, projections, forecasts, and fiscal analysis.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of administrative and managerial principles, practices and procedures.
- Knowledge of the practices, codes and methods of the building and mechanical trades.
- Knowledge of principles, practices, methods and techniques in time; material and cost estimates.
- Knowledge of basic budget purchasing and procurement procedures.
- Knowledge of the laws, rules and regulations applicable to facility maintenance.
- Knowledge of the principles and practices of supervision.
- Knowledge of report preparation and record keeping.
- Skill in planning, scheduling, coordinating and directing maintenance activities and establishing effective working relationships with subordinates, technical staff, professionals and other administrators.
- Skill in projection of future needs and analysis of fiscal goals and objectives.
- Skill in problem analysis, determining course of action and implementing solutions to complex maintenance problems/projects.
- Ability to prepare and present comprehensive reports and recommendations.
- Ability to analyze and determine complex organizational, operational and procedural problems and make recommendations concerning budgetary requirements.

JOB REQUIREMENTS for Chief of Maintenance Operations

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years experience in planning, directing and implementing maintenance and preventative maintenance programs involving all aspects of trades fields such as plumbing, carpentry, electrical, painting or HVAC.
2. Three years experience in estimating cost, time and materials for projects.
3. Three years experience in interpreting safety and building codes, laws, rules, regulations, policies and procedures.
4. Six months experience in interpreting blueprints, schematics or technical drawings.
5. Six months experience in operations management which includes planning, directing, coordinating, controlling and evaluating operations typically through subordinate supervisors.
6. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Conservation Technician I (#MGCA01)

Description of Occupational Work

This position is within the Agricultural & Natural Resources Occupational Group, Natural Resources Services series and describes technical work applying natural resources preservation, conservation and management principles and practices, policies and procedures to support the various initiatives and programs involved in preserving, protecting, improving and maintaining these resources for safe public use and enjoyment. The focus of conservation technician services is to assist management and administrative staff in the implementation of natural resources management initiatives and programs. Work involves making evaluations and assessments in areas such as horticulture, agriculture, forestry, environmental conditions, wildlife habitat management and open water management in carrying out a variety of activities such as construction/building trades, landscaping, equipment operation, maintenance and repair, and public relations for State owned and/or maintained grounds and facilities, parks, forests, fish and wildlife habitat areas, shorelines, beaches and waterways.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies conservation and preservation principles and practices in support of the management of the state's natural resources which includes such activities as propagating, seeding, transplanting, cultivating, harvesting and care of trees, flowers, shrubs, lawns and crops to include turf/ grounds management, pest management, herbicide/fertilizer application, layout and design, assessment of soil composition and environmental conditions.
- Performs maintenance and repairs in a variety of labor/trades fields such as plumbing, carpentry, painting, welding, construction, grounds maintenance and assists higher level personnel on large scale projects.
- Operates marine, land-based and construction equipment and vehicles.
- Maintains and repairs a variety of equipment/vehicles.
- Provides information to the public as requested or responds to inquiries regarding agency initiatives/programs.
- Ensures the safe usage of state owned, managed, and/or maintained grounds and facilities by the public.
- Completes standard forms/applications; maintains records and reports detailing daily activity, tool and equipment inventory, fuel and service logs and related activities.

- Conservation Technician I
 - Assignments are structured and performed under close supervision.
 - Applies principles/practices and methods/techniques to basic natural resources conservation/preservation activities.
 - Operates and maintains basic equipment /vehicles such as tractors, dump trucks, a variety of mowers and outboard motor boats.
 - Performs less complex labor/trades; may assist technical superior in complex trades.
 - Learns the operation of complex equipment and under close supervision operates some of the complex equipment.
 - Performs routine preventative maintenance of vehicles, equipment, and tools such as fueling; lubrication including changing oil and greasing parts, tests for fluid levels and charge; checks, repairs and/or replaces various standard parts and assemblies such as alternators, wiper blades, fan belts, spark plugs, lights, and ignition systems.
 - Contacts are typically to respond to general public inquiries.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles, practices, techniques, goals and objectives of natural resources conservation, preservation, and management activities.
- Knowledge of the methods and techniques in applying natural resources preservation, conservation and management principles and practices.
- Knowledge of plant and animal life and agricultural/horticultural/arboricultural practices.
- Knowledge of the applicable natural resources and environmental rules, regulations and laws including safety regulations.
- Knowledge of chemical control, application and materials.
- Knowledge of routine preventative equipment and tool maintenance.
- Knowledge of the safe and efficient operation of basic marine, land-based and construction equipment operated on unstable terrain.
- Skill in less complex trades.
- Skill in the use of hand and machine tools.
- Ability to read and comprehend technical material including schematics.
- Ability to establish and maintain effective working relationships with co-workers and the public.
- Ability to prepare records and reports.
- Ability to communicate effectively orally and in writing.

JOB REQUIREMENTS for Conservation Technician I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

Department of Agriculture:

1. Knowledge of operating and maintaining light and heavy farming, construction equipment and hand power tools.
2. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Department of Health and Social Services:

1. Knowledge of operating and maintaining motor vehicles, landscaping and groundskeeping equipment and hand tools.
2. Knowledge of performing a variety of groundskeeping, mechanical, and building maintenance trades work.

Office of Management and Budget, Department of Transportation, Department of State:

1. Knowledge of operating and maintaining motor vehicles, landscaping and groundskeeping equipment and hand tools.
2. Knowledge of plant life, horticulture or arboriculture such as plant growth, pest or disease control, groundskeeping or landscaping.
3. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Department of Natural Resources and Environmental Control: Coastal Program:

1. Knowledge of operating and maintaining motor vehicles, landscaping and groundskeeping equipment and hand tools.
2. Knowledge of operating and maintaining small motor marine vessels, canoes and kayaks.
3. Knowledge of performing a variety of groundskeeping, mechanical, and building maintenance trades work.
4. Knowledge of land stewardship, plant life, pest or disease control, invasive species identification and management.
5. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Department of Natural Resources and Environmental Control: Field Operations:

1. Knowledge of operating hand power tools and land-based and/or marine-based construction equipment used for grading, excavating, pumping, or dredging.
2. Knowledge of routine maintenance of land and marine construction equipment, light trucks and vessels.

3. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Department of Natural Resources and Environmental Control: Division of Parks:

1. Knowledge of operating and maintaining motor vehicles, landscaping and groundskeeping equipment and hand tools.
2. Knowledge of performing a variety of groundskeeping, mechanical, and building maintenance trades work.
3. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Department of Natural Resources and Environmental Control: Regional Operations:

1. Knowledge of operating and maintaining equipment such as farming equipment, construction equipment, trucks, boats, or small motor equipment.
2. Knowledge of maintenance trades such as grounds keeping, mechanical, building, or general carpentry. Knowledge of land management activities such as land stewardship, farming practices, invasive species identification and control, herbicide applications, or prescribed burning.
3. Knowledge of record keeping.
4. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Cook (#MCBA01)

Description of Occupational Work

This position is within the Labor, Trades and Crafts Occupational Group, Food Services Series and describes work applying the principles, practices, management and technical oversight required to support the efficient operations in the various areas pertaining to preparation, production, safety, sanitation, storage, training, budgetary and inventory control involved in a food service program. Work includes utilization of various techniques and equipment in preparing and cooking a variety of food items using various methods and processes such as baking, frying, seasoning, broiling needed to prepare nutritious meals in large quantities in compliance with regulatory standards.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies food service principles, practices and methods governing food preparation activities such as food handling, proper storage and temperature control, cleaning of kitchen equipment and utensils to comply with safety and sanitary standards.
- Complies with applicable state and federal rules and regulations.
- Operates various commercial kitchen equipment such as dishwashers, ovens, toasters, meat slicers, choppers, deep fryers, food processors, steam pots, blenders, and mixers.
- Prepares and cooks a variety of food items by baking, frying, and broiling, gathering and measuring ingredients according to standardized menus/recipes and dietetic guidelines.
- May prepare requisitions for food items and other needed supplies.
- Attends Department approved training programs.

Cook

This describes the full performance level. Positions receive general supervision from a technical superior.

- Performs the full range of cooking and food preparation activities. Record food/refrigerator temperatures and the number of meals prepared each day. Assist with the orientation and training of newly hired Cooks.
- Regular contacts are with dietary staff regarding patient meals and federal/state inspectors/surveyors to respond to questions concerning food safety regulations involving food preparation activities.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities are to give a general indication of the core requirements for all positions in the class series; therefore, the KS&A's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge in applying the food service principles, practices, processes and techniques involved in the food preparation activities.
- Knowledge of the materials, methods and equipment used to cook and prepare large volumes of food.
- Knowledge of safety and sanitary procedures related to cooking, food preparation, storage, equipment, and food handling.
- Knowledge of departmental rules, regulations, policies and procedures as well as applicable state and federal regulations.
- Skill in the operation of kitchen equipment.

- Ability to cook complete meals with a minimum of supervision.
- Ability to work from a menu in the preparation of meals.
- Ability to prepare records and reports.
- Ability to establish and maintain effective working relationships.

JOB REQUIREMENTS for Cook

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in institutional or commercial cooking and baking.
2. Knowledge of proper safety, storage and sanitation standards for food items.

Cosmetologist (#UCCZ11)

Summary Statement

This class is responsible for cosmetology work at the skilled level.

Nature and Scope

A class incumbent reports to a technical or administrative superior and is responsible for providing beauty services to the physically and mentally ill or developmentally disabled at a State institution. Work is performed in accordance with standard cosmetology practices and general work instructions. Class incumbents wave, cut, style and color hair; give scalp and hair treatments and keep associated records from which the incumbent prepares summary reports. Principal contacts are with institutional staff to schedule patient appointments.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Assesses hair type, condition, growth pattern; cuts, sets and styles hair.
- Applies permanent waves, hair relaxers, tints and dyes.
- Applies shampoos, scalp and hair treatments.
- Sterilizes and sanitizes shop equipment and instruments and cleans work area.
- Records number and type of treatments and services administered; schedules patient appointments, prepares summary reports, inventories and recommends requisition of beauty shop supplies and equipment.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of cosmetology.
- Knowledge of the operation and routine maintenance of beauty shop equipment.
- Knowledge of the methods and techniques of cutting, setting and styling hair based upon assessment of hair type, condition, growth pattern and desired results.
- Knowledge of the proper application of permanent waves, hair relaxers, tints and dyes.
- Knowledge of the proper procedures for the sanitization and sterilization of beauty shop equipment and utensils.
- Knowledge of the practices and procedures of recordkeeping and routine report preparation.
- Skill in the practice of cosmetology.
- Ability to detect scalp, skin and hair problems and disorders.
- Ability to exercise patience and understanding while working with the physically and mentally ill and developmentally disabled.
- Ability to remain calm and exercise sound judgment when confronted with aberrant behavior.
- Ability to instruct auxiliary personnel in work methods and procedures.
- Ability to maintain accurate records.

JOB REQUIREMENTS for Cosmetologist

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Delaware Cosmetologist license.

Groundskeeper I (#MCCZ29)

Summary Statement

A Groundskeeper I is responsible for maintaining aesthetically pleasing State grounds including performing general groundskeeping and routine maintenance work.

Nature and Scope

An employee receives general supervision from a technical or administrative supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work and supervisory advice or assistance is provided as needed. Groundskeeping responsibilities may include but are not limited to maintaining site landscaping, routine lawn, flower, shrub, and tree care, and spreading mulch. An employee inspects the grounds regularly for potential hazards or signs of damage and performs seasonal activities such as snow or ice removal and leaf raking. Work also includes picking up and removing litter or debris, furniture, and other items; repairing and painting benches and tables; participating in maintaining driveways and parking lots, and assisting trades personnel as assigned. Other aspects of work in this class may include working with clients and/or inmates assigned to groundskeeping activity.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed.

- Performs routine maintenance of lawn, flowers, shrubs, and trees involving planting, fertilizing, transplanting, irrigating, weeding, mulching, pruning, mowing, edging, and trimming.
- Applies pesticides and herbicides safely and responsibly when needed in accordance with all relevant health and safety regulations and standards.
- Performs seasonal care such as planting in the spring or leaf removal in the fall.
- Maintains driveways, steps, and walkways by removing snow or ice, trash and debris, and may assist in grading and repair.
- Operates and maintains a variety of equipment and hand tools including mowers, tractors, saws, sprayers, blowers, edgers, grass shears, and trimmers.
- Collaborates with maintenance team members on larger projects.
- Assists in the preparation and cleanup for outdoor events.
- May perform minor repairs on outdoor structures such as fences, gates, and walkways and assist trades personnel in painting and other minor repairs as required.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of basic landscaping and gardening techniques including planting, pruning, and fertilization.
- Knowledge of the safe operation of groundskeeping equipment such as lawnmowers, trimmers, and leaf blowers.
- Knowledge of health and safety regulations pertaining to pesticides, herbicides, and the proper operation of power tools and equipment.
- Skill in performing a variety of basic grounds and maintenance tasks.
- Ability to perform routine preventative maintenance on tools and equipment.
- Ability to follow oral and written instructions.

JOB REQUIREMENTS for Groundskeeper I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating groundskeeping or landscaping equipment such as mowers, tractors, saws, sprayers, pruners, edgers, grass shears and trimmers.

Groundskeeper II (#MCCZ39)

Summary Statement

A Groundskeeper II is responsible for leading groundskeeping shift work to maintain aesthetically pleasing State grounds including performing a variety of groundskeeping and routine maintenance work.

Nature and Scope

An employee receives minimal supervision from a technical or administrative supervisor; the supervisor defines objectives, priorities, and deadlines and assists the employee with unusual situations. Work of the Groundskeeper II is distinguished from a Groundskeeper I by having responsibility to lead groundskeeping shift work by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction.

Groundskeeping work may include but is not limited to maintaining site landscaping, routine lawn, flower, shrub, and tree care and spreading mulch. An employee inspects the grounds regularly for potential hazards or signs of damage and performs seasonal activities such as snow or ice removal and leaf raking. Work also includes picking up and removing litter or debris, furniture, and other items; repairing and painting benches and tables; maintaining driveways and parking lots; grading and repairing potholes; and assisting trades personnel as assigned. Significant aspects of work includes operating and maintaining a variety of equipment and hand tools; moving furniture and other items; assisting trade personnel and performing a limited amount of maintenance work as required. Other aspects of work in this class may include working with clients and/or inmates assigned to groundskeeping activity.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed.

- Leads groundskeeping shift work by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction.
- Maintains and cultivates lawn, flowers, shrubs, and trees involving planting, fertilizing, transplanting, irrigating, weeding, mulching, pruning, mowing, edging, and trimming.
- Applies pesticides and herbicides safely and responsibly when needed in accordance with all relevant health and safety regulations and standards.
- Oversees and performs seasonal care such as planting in the spring or leaf removal in the fall.
- Maintains driveways, steps and walkways by removing snow or ice, trash and debris, and may assist in grading and repair.
- Operates and maintains a variety of equipment and hand tools including mowers, tractors, saws, sprayers, blowers, edgers, grass shears, and trimmers.
- Paints and repairs tables, benches, and signs and assists trades and maintenance personnel in painting, minor carpentry, plumbing, and repairs as needed.
- Collaborates with maintenance team members on larger projects.

- Assists in the preparation and cleanup for outdoor events.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

JOB REQUIREMENTS for Groundskeeper II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience with the operation and basic maintenance of motor vehicles, landscaping or groundskeeping equipment, hand tools and supplies.
2. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Laundry Worker (#MCAD01)

Description of Occupational Work

Laundry Services employees are responsible for performing laundry work in a state institutional facility following applicable safety and health laws, rules, regulations, standards, policies, and procedures.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed.

- Performs laundry work using protective and other equipment and techniques in compliance with applicable safety and health laws, rules, regulations, standards, policies, and procedures.
- Operates industrial and/or household laundry machines and equipment such as washers, dryers, irons, extractors, conditioners, presses, or folding equipment.
- Regulates machine processes when starting washers and dryers; selects appropriate settings to control volume of additives, specific cycles, and temperature.
- Presses, folds, and stacks clothing, linens, and other items either by hand or by operating various machines and may mark laundry with names or mend laundry if necessary.
- Sorts soiled laundry which includes separating by type, fabric, and color.
- Pretreats laundry and removes stains from fabrics through the application of bleach, stain remover solutions, or steam sprays.
- Weighs and counts clothing, linens, and other items, and records count on production records.
- May use automated information systems and computer software to enter, update, modify, delete, retrieve, or report on laundry data and schedules.
- May pick up and deliver laundry from and to wards.
- May clean machinery using various chemical solutions, or clean and change machine filters.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Laundry Worker

This is experienced level laundry services work. Employees perform the full range of Essential Functions under general supervision.

- Receives general supervision from a technical supervisor or higher; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work. Supervisory advice or assistance

is provided as needed.

- Launders a variety of articles such as clothing, blankets, linens, towels or wash cloths.
- Performs a variety of laundry tasks to maintain a clean, safe, and sanitary environment.
- Operates laundry equipment and mixes proper amounts of water, detergents, bleach, cleaning and sanitizing solutions.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of the operation of industrial and household laundry machines and equipment.
- Knowledge of applicable state and federal laws, rules, regulations, standards, policies, and procedures.
- Knowledge of laundry materials, methods, processes, and procedures.
- Knowledge of the proper use of personal protective equipment.
- Ability to understand and follow instructions.
- Ability to safely use and handle laundry detergent, bleach, and other laundry cleaning/sterilizing chemicals.
- Ability to record production counts.
- Ability to operate institutional laundry machines and equipment in a safe manner.
- Ability to mend torn linens and articles as required.

JOB REQUIREMENTS for Laundry Worker

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.

Physical Plant Maintenance/Trades Helper (#MCCK01)

Summary Statement

This class is involved in assisting Physical Plant Maintenance/Trades Mechanics by performing a variety of basic maintenance, repair and construction work and performing minor routine tasks as assigned.

Nature and Scope

An incumbent functions under immediate supervision of a technical supervisor and is involved in prepping interior and exterior surfaces for painting; assisting in constructing, repairing and maintaining roofs, floors, walks, partitions, tables and chairs; changing light bulbs, and checking safety equipment such as fire extinguishers. Concurrently, an incumbent assists in minor/routine plumbing repair and maintenance, maintains and repairs windows, screens, door latches, receptacles, faucets and other objects. A class incumbent, depending on the assigned agency, is responsible for completing tasks not requiring detailed knowledge and skills. An incumbent uses a variety of hand and power tools, moves objects and materials; is involved in snow/ice removal and grass cutting; and may operate a vehicle. Work may require working at heights requiring ladders and/or scaffolding.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Assists mechanics and skilled trades workers in basic and routine repair and maintenance functions such as plumbing, carpentry, masonry, and other trades operations.
- Participates in inspection as assigned to spot preventative maintenance problems.
- Repairs roof leaks, pumps water, sweeps, patches pot holes, helps inspect vehicles and equipment as needed.
- Assists in snow/ice removal, grass cutting.
- May pick up and transport supplies and materials.
- May perform highway lighting or drawbridge maintenance.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic tools, their application, maintenance and repair.
- Knowledge of basic tasks and repairs in mechanical/trade fields.
- Skill in basic applications, techniques or procedures of a mechanical/trade field.
- Ability to understand and comply with written and oral instructions.
- Ability to apply principles, practices, methods, tools and equipment used by skilled trades/mechanical workers in helping them carry out their tasks.
- Ability to operate equipment and power tools.

JOB REQUIREMENTS for Physical Plant Maintenance/Trades Helper

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating and maintaining a variety of equipment, hand and power tools used in trades fields such as plumbing, carpentry, painting or HVAC.

Physical Plant Maintenance/Trades Mechanic I (#UCCK22)

Summary Statement

This class is involved in completing basic repairs in several trade fields and performing routine preventative maintenance and repair work at the semi-skilled level.

Nature and Scope

An incumbent performs under the close supervision of a technical supervisor. Assignments are carried out in accordance with instructions and established routines. A class incumbent provides on-going and incidental maintenance and repair services to help ensure efficient operation of a physical plant. Concurrently, an incumbent makes routine repairs and performs routine maintenance in one or more trade disciplines involving plumbing, carpentry, painting, welding and plastering; replaces light bulbs, cleans threads, replaces washers, traps drains, spigots, overhauls small motors and compressors, and assists higher level technicians as assigned. Significant aspects of work in this class may include monitoring heating and cooling plants, inspecting gauges, pumps, lubricating and cleaning motors, making adjustments to maintain adequate pressure, replacing filters and additives, and makes basic repairs to system elements as well as removing snow/ice, mowing grass, operating vehicles, transporting passengers, tools, equipment and materials. An incumbent may also assist in operating oil-fired boilers and auxiliary equipment as well as maintaining life safety devices such as sprinkler systems. Work may require working at heights requiring ladders and/or scaffolding.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Performs routine maintenance and preventative maintenance on equipment, interior and exterior of facility which may include replacing light bulbs, lubricating pumps, cleaning filters, checking fan belts, and inspecting gauges and pumps.
- Performs minor and basic repairs in trade areas such as plumbing, painting, carpentry, installs masonite and tile, repairs door locks, window blinds and tracks and wall boards.
- Assists in machinery and equipment repair.
- Assists in groundkeeping activities, snow/ice removal, grass cutting, trash removal.
- Assists technical supervisor in plumbing, building repairs and structural additions when required and may assist in the operation of treatment and disposal plants and basic repairs to other system elements when necessary.
- Operates machinery and vehicles, transports passengers, tools, equipment and materials, and assists in maintaining and servicing equipment.
- May perform highway lighting or drawbridge maintenance.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic methods and techniques used in traditional building and/or mechanical trades.
- Knowledge of basic repair of less complicated equipment and facilities.
- Knowledge of equipment tools and procedures to safely carry out tasks.
- Skill in performing a diversity of tasks and following instructions.
- Skill in effective use of hand and power tools.
- Ability to relate to co-workers, other personnel and general public.

JOB REQUIREMENTS for Physical Plant Maintenance/Trades Mechanic I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating and maintaining a variety of equipment, hand and power tools used in trades fields such as plumbing, carpentry, painting or HVAC.
2. Knowledge of performing work in a variety of trades fields such as plumbing, carpentry, painting or HVAC.
3. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Physical Plant Maintenance/Trades Mechanic I (#MCCCK02)

Summary Statement

This class is involved in completing basic repairs in several trade fields and performing routine preventative maintenance and repair work at the semi-skilled level.

Nature and Scope

An incumbent performs under the close supervision of a technical supervisor. Assignments are carried out in accordance with instructions and established routines. A class incumbent provides on-going and incidental maintenance and repair services to help ensure efficient operation of a physical plant. Concurrently, an incumbent makes routine repairs and performs routine maintenance in one or more trade disciplines involving plumbing, carpentry, painting, welding and plastering; replaces light bulbs, cleans threads, replaces washers, traps drains, spigots, overhauls small motors and compressors, and assists higher level technicians as assigned. Significant aspects of work in this class may include monitoring heating and cooling plants, inspecting gauges, pumps, lubricating and cleaning motors, making adjustments to maintain adequate pressure, replacing filters and additives, and makes basic repairs to system elements as well as removing snow/ice, mowing grass, operating vehicles, transporting passengers, tools, equipment and materials. An incumbent may also assist in operating oil-fired boilers and auxiliary equipment as well as maintaining life safety devices such as sprinkler systems. Work may require working at heights requiring ladders and/or scaffolding.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Performs routine maintenance and preventative maintenance on equipment, interior and exterior of facility which may include replacing light bulbs, lubricating pumps, cleaning filters, checking fan belts, and inspecting gauges and pumps.
- Performs minor and basic repairs in trade areas such as plumbing, painting, carpentry, installs masonite and tile, repairs door locks, window blinds and tracks and wall boards.
- Assists in machinery and equipment repair.
- Assists in groundkeeping activities, snow/ice removal, grass cutting, trash removal.
- Assists technical supervisor in plumbing, building repairs and structural additions when required and may assist in the operation of treatment and disposal plants and basic repairs to other system elements when necessary.
- Operates machinery and vehicles, transports passengers, tools, equipment and materials, and assists in maintaining and servicing equipment.
- May perform highway lighting or drawbridge maintenance.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic methods and techniques used in traditional building and/or mechanical trades.
- Knowledge of basic repair of less complicated equipment and facilities.
- Knowledge of equipment tools and procedures to safely carry out tasks.
- Skill in performing a diversity of tasks and following instructions.
- Skill in effective use of hand and power tools.
- Ability to relate to co-workers, other personnel and general public.

JOB REQUIREMENTS for Physical Plant Maintenance/Trades Mechanic I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating and maintaining a variety of equipment, hand and power tools used in trades fields such as plumbing, carpentry, painting or HVAC.
2. Knowledge of performing work in a variety of trades fields such as plumbing, carpentry, painting or HVAC.
3. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Physical Plant Maintenance/Trades Mechanic II (#MCCK03)

Summary Statement

A class incumbent performs at the full-performance level carrying out routine and preventative maintenance on physical plants; bridges and equipment; working on on-going and short term projects to help ensure efficient operations of physical plant facilities; bridges and/or upkeep and restoration of historical buildings.

Nature and Scope

An incumbent reports to a technical or administrative supervisor and is involved in skilled and/or specialized work which includes making rounds of HVAC systems; doing basic repairs to system's elements, performing routine maintenance, inspecting gauges and pumps, lubricating and cleaning pumps, motors, filter lines and traps, adjusting temperatures and steamflow, replaces additives and filters in systems and maintaining compressors, pumps, treatment and disposal plants. Concurrently, an incumbent makes repairs and performs maintenance in one or more trade fields involving plumbing, carpentry, painting, welding concrete, masonry and plastering, and assists Maintenance/Trade Mechanic III's in complex or large-scale projects. Work in this class may include operating and maintaining life safety devices such as sprinkler systems and may operate and maintain oil-fired burners and auxiliary equipment to provide a supply of steam for facility use. Duties in this class may require working at heights using ladders or scaffolds.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Renovates equipment, builds partitions, furniture and structures to extend usage and/or meet specific needs.
- Performs maintenance in one or more trade fields including plumbing, carpentry, painting and assists in complex or large-scale projects.
- Inspects facilities, makes basic repairs to systems, structures and equipment and is engaged in preventative maintenance program.
- Inspects, maintains and repairs HVAC operation, water supply, pumps, wells, sanitary systems, compressors, treatment and disposal plants.
- May perform maintenance and preventative maintenance of vehicles and operate heavy equipment.
- Maintains records of materials, jobs, and other pertinent information.
- May perform highway lighting or drawbridge maintenance.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of advanced methods and techniques used in one or more traditional fields, such as plumbing, painting, carpentry, welding and plastering.
- Knowledge of safe and efficient use of tools commonly used in the building and mechanical trades.
- Knowledge of methods and techniques used in maintenance and repair of heating and cooling systems.
- Skill in the repair of a variety of structural and/or mechanical facilities in a variety of trade areas.
- Skill in following and understanding oral and written instructions sketches and plans.
- Skill in analyzing problems and taking corrective action.
- Ability to relate to co-workers, subordinates and general public.

JOB REQUIREMENTS for Physical Plant Maintenance/Trades Mechanic II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in operating and maintaining a variety of equipment, hand and power tools used in trades fields such as plumbing, carpentry, painting or HVAC.
2. Six months experience in performing work in a variety of trades fields such as plumbing, carpentry, painting or HVAC.
3. Knowledge of interpreting blueprints, schematics or technical drawings.
4. Knowledge of record keeping.
5. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Physical Plant Maintenance/Trades Technician (#MCCCK39)

Summary Statement

A class incumbent performs at the advanced level and carries out preventative maintenance, electrical work, HVAC maintenance and repair, and/or restoration activities in one or more of the traditional trades fields on structures, systems and equipment to help ensure efficient operation of a physical plant.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Performs preventative, routine and complex maintenance repairs on interior and exterior building structures, fixtures and appurtenances; bridges; heavy duty structural and mechanical equipment or HVAC and other systems.
- Performs electrical work, which includes modifying electrical service and maintaining and repairing electrical systems.
- Performs restoration and renovation on facilities; bridges and/or historical buildings; builds partitions, shelving from sketches, plans or instructions, renovates furniture and equipment and may design layout to ensure most efficient use of space.
- Recommends referral of jobs beyond financial or capability limits to private contractors.
- Maintains and repairs compressor, pumps, hydraulic lifts, treatment and disposal plants and operates and maintains HVAC systems, complex electrical and plumbing projects.
- Operates and maintains life safety devices such as auxiliary generators, sprinkler systems and emergency lighting.
- May oversee the work of skilled, semi-skilled maintenance, and laboring personnel in performing specific assignments or in a training situation.
- Maintains records of work performed, materials used and time spent on assignments and may secure through established procedures, materials and supplies.

JOB REQUIREMENTS for Physical Plant Maintenance/Trades Technician

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Delaware Journeyman or higher Electrician license OR possession of a Journeyman or higher Electrician license from another state which meets Delaware license requirements or equivalent requirements as determined by the State Board of Electrical Examiners.
2. Six months experience in performing work in a variety of trades fields such as plumbing, carpentry, painting or HVAC.
3. Six months experience in record keeping.
4. Knowledge of interpreting blueprints, schematics or technical drawings.
5. Knowledge of estimating cost, time and materials for projects.
6. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Plumbing Inspector (#MCCZ21)

Summary Statement

A class incumbent is responsible for ensuring plumbing construction, alteration, repair and installation work performed by licensed plumbers and private homeowners is in conformance with the State of Delaware plumbing code and related codes, ordinances, regulations and standards.

Nature and Scope

This class reports to an administrative superior. Assignments require evaluative thinking and are carried out in accordance with Title 16, Delaware Code; The Building Officials and Code Administrators (BOCA) National Plumbing Code; related federal, state, county and local building codes; and departmental practices and procedures. A class incumbent works independently with no direct technical supervision and is responsible for inspecting plumbing installations on new construction, renovations and repairs in commercial and private buildings; enforcing the State plumbing code; and issuing plumbing permits. Concurrently, an incumbent receives complaints concerning dangerous or improper conditions; provides consulting services and solves operational problems for licensed plumbers, private homeowners, and State, county and local officials. Significant aspects of work in this class include conducting investigations on plumbing work performed without a permit; enforcing codes, rules and regulations; serving as expert witness for court cases; and initiating corrective action for plumbing work that does not conform to applicable codes.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Receives and approves applications for plumbing permits. Determines applicable codes, ordinances, regulations and standards for perspective work. Evaluates required plans, drawings and specifications to ensure all requirements are met. Issues permits and coordinates with plumbers and homeowners to determine timing of site inspections.
- Inspects the installation of underground and roughed-in plumbing to assure work is done according to approved plans, specifications and acceptable plumbing standards by authorized persons. Performs final plumbing inspection upon completion of work. Contacts and/or meets with plumbers and homeowners to notify of work not in compliance with codes, regulations, etc. and to advise of requirements.
- Performs facilitating inspection services to enable health officials to insure the control of water and sewage related diseases.
- Receives, investigates and documents complaints and incidents concerning dangerous or improper conditions and water seepage and/or sewage. Determines causes and confers with property owners and/or tenants to explain and resolve problems. Notifies and/or coordinates with other appropriate enforcement/regulatory agencies, as necessary.
- Cites violation of codes, recommends and enforces corrective action. Conducts follow-up inspection(s). Works with superiors and the Attorney General's Office in cases that require legal action. Gathers evidence. Takes photographs of areas in violation. Testifies in court as necessary.
- Represents the agency in contacts with local, county and other State inspection and enforcement units on plumbing system issues. Performs special investigations of plumbing systems and/or develops and recommends corrective action plans.

- Interprets and explains plumbing code and related regulations to registered plumbers and homeowners.
- Prepares reports and maintains records pertinent to inspections and enforcement.
- Keeps abreast of changes in applicable codes, ordinances, regulations and standards.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of materials, tools, machinery, methods, practices and principles used in the plumbing trade.
- Knowledge of applicable federal, State, and local plumbing codes, ordinances and regulations.
- Knowledge of applicable sections of building, housing and fire codes and regulations, including those concerning the Americans with Disabilities Act and building accessibility for the handicapped.
- Knowledge of improper plumbing practices, methods, techniques and practices of correcting faulty, substandard or hazardous conditions.
- Knowledge of plumbing inspection methods and techniques.
- Skill in interpreting and applying codes, regulations and standards during the application review and inspection process.
- Skill in interpreting blueprints, plans, diagrams and specifications and in recognizing alterations or deviations from proposed plans during the inspection process.
- Skill in enforcing codes, ordinances and regulations.
- Skill in establishing effective working relationships with associates and the public.
- Ability to work independently with no direct technical supervision.
- Ability to effectively explain codes, rules, regulations to individuals and groups.
- Ability to document and record pertinent information, records and reports.

JOB REQUIREMENTS for Plumbing Inspector

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Certificate of Registry as a plumber by the State Board of Health.
2. At least ten years experience performing plumbing and sanitation work.
3. Six months experience in ensuring compliance with laws, rules, regulations, standards, policies, and procedures.

Supply, Storage and Distribution Clerk II (#MAGA02)

Supply, Storage and Distribution Clerk III (#MAGA03)

Supply, Storage and Distribution Technician I (#MAGA04)

Supply, Storage and Distribution Technician II (#MAGA05)

Description of Occupational Work

This class series is within the Administrative Services occupational group, Supply, Procurement and Contracting occupational series and describes the overall functions of Supply, Storage, and Distribution involved in inventory control, materials handling, and distribution of materials, equipment, supplies, and other articles. Inventory control involves counting, recording, maintaining, managing, coordinating, tracking, determining disposition, and the acquisition of inventory. Distribution involves transporting, transferring, and issuing inventory. Materials handling involves physically cleaning, inspecting, preparing, assembling, disassembling, operating, loading, unloading, storing, disposing, and displaying inventory.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed.

- Collects, receives, marks, sorts, stacks, distributes, and inventories supplies, materials, equipment, parts, or other articles.
- Locates and selects material, supplies, tools, equipment, parts, or other articles from stockroom, warehouse, storage yard, or other related areas.
- Adjusts, repairs, assembles, or prepares products, supplies, equipment, or other items according to specifications or customer requirements.
- Operates a variety of equipment for the purpose of preparing, inspecting, weighing, evaluating, recording, marking, or transporting supplies, materials, equipment, or other articles.
- Records type, quantity, value, or location of material, supplies, equipment or other articles received, shipped, used, or issued.
- Cleans and maintains supplies, tools, equipment, instruments, and storage areas to ensure compliance with safety regulations; ensures security of inventory.

Levels of Work

Supply, Storage and Distribution Clerk II

This is the second level of work providing supply inventory service that involves receiving, sorting, calculating cost, preparing, and distributing items such as documents and mail, or food commodities.

- Operates equipment such as computerized scales and postage machines to sort, weigh and determine mail cost, x-ray machines to perform routine inspections of mail, cash registers to record commodity sales transactions, and kitchen appliances to prepare hot and cold food commodities such as sandwiches, drinks, and soups.
- Calculates and records cost of items for billing purposes, using clearly defined instruction.
- Typical contacts are with agency employees, and individuals receiving services to request/explain policies, procedures, agency services, and basic program requirements.

Supply, Storage and Distribution Clerk III

This is the third level of work providing an inventory courier service where the work emphasis is on material handling and operating vehicles to distribute a variety of supplies, materials, equipment, and other articles on a time schedule.

- Operates various vehicles ranging from automobiles to trucks equipped with hydraulic lifts and air-brakes to transport a wide variety of supplies, equipment, materials, and other articles such as furniture, office equipment, prepared foods, sensitive or hazardous materials, specimens, documents and mail to various locations throughout the State.
- Records, secures, and ensures proper handling of materials and equipment to avoid in-transit damage/spoilage.
- Arranges cargo to avoid unbalanced loads and to expedite delivery, loading, unloading, and most efficient use of space.
- Follows time schedules and determines statewide routes to provide timely delivery.
- Typical contacts are with lower-level employees to provide direction and training and/or with customers to answer questions and to explain policies, procedures, and basic service requirements.

Supply, Storage and Distribution Technician I

This is the fourth level of work providing all aspects of inventory control, materials handling, and distribution services for a variety of supplies, materials, and equipment or other articles.

- Performs specialized handling activities such as assemble, inspect, display, demonstrate, and prepare equipment/materials/parts for proper operation, use, or issue.
- May also decontaminate, sterilize, refrigerate, test, or perform quality checks on supplies, materials, and equipment, and/or ensure appropriate safety precautions are used in handling/disposing specimens or hazardous material.
- Conducts various detailed inventories to comply with stock rotation schedules, periodic inventory audits, and to identify inventory turnover rate; acquisitions/purchases required inventory.
- Maintains recordkeeping systems, compares inventory records with sales orders, invoices, and requisitions to verify accuracy and receipt, and investigates discrepancies.
- Operates a variety of equipment such as, medium size trucks, forklifts, pallet- jacks, hand trucks and dollies to transport or distribute supplies, equipment, materials, or other articles.
- Typical contacts are with suppliers, vendors, and agency employees to obtain, clarify, give or screen information.

Supply, Storage, and Distribution Technician II

This is the fifth level of work performing as the lead level in all aspects of inventory control, materials handling, and distribution services for a variety of supplies, materials, and equipment.

- Lead worker involves the accountability for the work product of others.
- Typical elements include assigning tasks, monitoring progress and workflow, scheduling work, establishing work standards, and/or controlling the transfer of supplies by others between competing stock rooms.
- Tracks and coordinates movement, acquisition, and disposition of supplies, materials and equipment to prevent overstocking and to meet short-term needs.
- Serves as a resource to others in the resolution of supply, storage, and distribution problems and issues.
- May drive a tractor-trailer inter and intra state in support of a warehousing operation.
- Typical contacts are with a variety of persons such as agency employees, and the public to coordinate operations.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of basic inventory practices and procedures.
- Knowledge of prescribed cost and assessment procedures for items such as mail or commodities such as soups, sandwiches, and sodas.

- Knowledge of safety and security practices for assigned area.
- Ability to identify and select materials, supplies, or other articles from stock and to collect or issue stock items.
- Ability to operate a variety of equipment such as cash registers, and postage machines.
- Ability to respond to a wide variety of individuals; explain policies, procedures, agency services, and basic program requirements.
- Ability to keep accurate billing records of items such as mail postage, or commodity sales.
- Ability to use manual or computerized record-keeping systems to record inventory activities.
- Ability to maintain a clean storage area.
- Ability to understand and follow instructions.

In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Clerk III requires:

- Knowledge of delivery routes within geographic service area.
- Knowledge of materials handling methods and procedures for a wide mixture of supplies, materials, equipment or other articles.
- Ability to operate a wide variety of vehicles, handcarts, forklifts, or other equipment used to move, distribute, or transport supplies, materials, equipment, merchandise, and/or mail on a time schedule.
- Ability to use independent judgement to accomplish supply, materials, and equipment pickup and delivery.
- Ability to coach lower-level employees.

In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Technician I requires:

- Knowledge of assigned inventory technical features and routine maintenance requirements.
- Knowledge of maintenance and general recordkeeping methods to reflect stock movement.
- Skill in applying inventory control techniques such as periodic inventories, stock rotation, and quality assurance.
- Ability to identify, assemble, inspect, operate, test, demonstrate, disinfect, sterilize, dispose, or perform other specialized material handling procedures for assigned inventory.
- Ability to balance, and verify recordkeeping from sale orders, invoices, requisitions, and other postings.
- Ability to requisition, and purchase items to replenish inventory.

In addition to the above Knowledge, Skills and Abilities, Supply, Storage and Distribution Technician II requires:

- Skill in operating a wide variety of vehicles and equipment safely and efficiently such as forklifts, pallet lifts, lawn care equipment and tools; may include a tractor-trailer.
- Skill in maintaining a recordkeeping system designed for inventory, purchasing, and bookkeeping control.
- Ability to organize, prioritize and follow through on details such as coordinating stock movement between multiple stockrooms, setting up and controlling distribution sites, or controlling storekeeping operations.
- Ability to oversee and coach others.

JOB REQUIREMENTS for Supply, Storage and Distribution Clerk II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.
2. Knowledge of record keeping.

JOB REQUIREMENTS for Supply, Storage and Distribution Clerk III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating equipment used to distribute and transport materials.
2. Knowledge of record keeping.
3. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.

JOB REQUIREMENTS for Supply, Storage and Distribution Technician I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in inventory control such as ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.

2. Six months experience in operating material handling equipment such as medium size trucks, forklifts, hydraulic lifts, pallet jacks, hand trucks and dollies to stock/transport materials.

JOB REQUIREMENTS for Supply, Storage and Distribution Technician II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year experience in inventory control such as ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.
2. One year experience in operating material handling equipment such as medium size trucks, forklifts, hydraulic lifts, pallet jacks, hand trucks and dollies to stock/transport materials.
3. One year experience in creating reports which includes combining and presenting data from multiple sources in an organized format.

Surplus Properties Specialist (#MAGZ15)

Summary Statement

This class is responsible for the screening, inspecting, acquiring and transporting of equipment and property made available to the State by the Federal government for distribution through programs such as the State Surplus Property Program and the Reutilization Program.

Nature and Scope

An incumbent reports to an administrative superior and is involved in the screening and acquisition of federal surplus, excess or reutilization property. Concurrently, the incumbent is responsible for making requests for need, obtaining authorization for requested property, preparing necessary paperwork and arranging to transport and/or pick up acquired property at federal facilities in accordance with acceptable rules, regulations, and procedures. Establishing effective working relationships with outside State and Federal agents is a significant aspect of the work.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Locates, screens, inspects and evaluates Federal excess, surplus or reutilization property available through various programs, such as the State Surplus Property Program or the Reutilization Program.
- Schedules visits to a variety of Federal installations, tracks down items needed by the State and arranges for acquisition of requested items.
- Coordinates and/or prepares all paperwork necessary for property acquisition.
- Arranges transport and/or picks up acquired property, securing all necessary transport permits; arranges for shipping and movement of large equipment.
- Interfaces with Federal and other State agencies regarding the distribution, screening and sale of Federal property.
- Maintains logs, records and accounts of transactions involving acquisition of Federal excess, surplus or reutilization property.
- Drives heavy vehicles such as tractor-trailers and may load and unload equipment, vehicles and other property.
- May maintain property and equipment inventories and coordinate equipment pools.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of rules and regulations of the I.C.C. pertaining to interstate transporting by motor carrier.
- Knowledge of rules and regulations governing the acquisition and sale of Federal excess, surplus or reutilization

property.

- Knowledge of a wide variety of equipment and other property.
- Knowledge of operating and safety procedures, rules and regulations (including those of the FTC) relating to the operation of a variety of machinery, vehicles and equipment.
- Knowledge of transporting techniques of a wide variety of light and heavy equipment, vehicles and other property.
- Skill in evaluating the usability and potential of equipment and property.
- Skill in operating heavy vehicles such as a tractor-trailer rig.
- Ability to deal effectively with other State and Federal agents.
- Ability to keep and maintain equipment acquisition records, reports and property and equipment inventories.
- Ability to safely and securely transport light and heavy equipment, vehicles and property.

JOB REQUIREMENTS for Surplus Properties Specialist

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in operating heavy vehicles such as tractor trailers, 1 1/2 ton and 2 1/2 ton trucks or similar equipment.
2. Six months experience in inventory control such as ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.
3. Six months experience in record keeping.
4. Six months experience in applying laws, rules, regulations, standards, policies and procedures.
5. Possession of a valid CDL Class A Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Surplus Properties Technician (#MAGZ16)

Summary Statement

An incumbent in this class is responsible for acquiring and requesting the use of surplus issued in the State of Delaware by the federal government for distribution to qualified recipients.

- Surplus property acquired \$1.5 mm to \$2.0 mm.
- Service Charge received \$50 k to 100 k.

Nature and Scope

This class falls under the general direction of the Principal Assistant to the Director, Division of Purchasing and is involved in determining eligibility of recipients, inventory monitoring and tracking uses of surplus property issued by the federal government. A class incumbent is also responsible for the inspection and appraisal of State Property declared excess to determine value and extended useful life. A significant aspect of the work is to guarantee that recipients are complying with the rules and regulations set by the federal government. A major responsibility is to act as liaison with General Service Administration's Civil Rights Division for handicapped programs and determining disposition and reallocation of State property and researching and providing information to recipients of surplus property.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Tag all incoming surplus property, maintain records and arrange for all unused property from previous years to be returned.
- Determine eligibility of donee to receive federal surplus property.
- Act as agency liaison with General Service Administration's Civil Rights Division researching and providing information to recipients of surplus property.
- Inspect and make appraisals of State property that has been declared excess by various State agencies.
- Conduct physical inventories and compliance audits to insure federal and state regulatory requirements are being fulfilled.
- Prepare reports, requisitions and other documents.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of inventory and bookkeeping procedures.
- Knowledge of administrative procedures and federal surplus property program.
- Knowledge of the Delaware Code pertaining to the disposition of state-owned property.
- Knowledge of federal rules and regulations and State plan of operation for federal surplus property.
- Knowledge of accounting methods and procedures.
- Ability to conduct audits.

- Ability to prepare reports.

JOB REQUIREMENTS for Surplus Properties Technician

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in inventory control such as ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.
2. Six months experience in record keeping.
3. Six months experience in applying laws, rules, regulations, standards, policies and procedures.

Investigator I (#MBAA01)

Investigator II (#MBAA02)

Investigator III (#MBAA03)

Description of Occupational Work

Investigators conduct investigations of alleged or probable violations of state or federal laws, rules and regulations such as abuse, neglect, mistreatment, financial exploitation, fraud, licensing violations or misconduct. Investigators provide findings that routinely result in administrative, civil or criminal action.

Employees conduct investigations by gathering, controlling and evaluating evidence; interviewing witnesses, complainants, victims or other parties; conducting on-site inspections; determining relevant information and recommending action, which may include taking enforcement action, based on findings. Work includes testifying and presenting investigative findings and evidence to boards, commissions, administrative bodies or courts.

Employees also independently issue corrective orders, citations, fines, enforcement notices or consent agreements; or approve/deny permits or licenses. A significant aspect of work includes interpreting, explaining and ensuring compliance with state and federal laws, rules, regulations, standards, policies and procedures. Work requires skill in communicating with a variety of individuals to obtain and relay sensitive and confidential information over the phone, electronically and in person.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of similar kind not specifically listed here.

- Conducts investigations of alleged or probable violations or compliance issues by identifying, obtaining, verifying, and analyzing relevant information or evidence.
- Collects, controls, and evaluates evidence such as physical, financial, background, and other records, documents and items.
- Formulates questions and conducts interviews to obtain information and ascertain facts from witnesses, complainants, victims or other parties.
- Interprets, explains and ensures compliance with applicable state and federal laws, rules, regulations, standards, policies, and procedures.
- Makes judgments after evaluating all available facts and recommends appropriate action to authorities, commissions, or technical supervisors, and may take enforcement action as necessary.
- Uses commercial and proprietary automated information systems, computer software, and the internet to research, document, verify and report on investigative/intelligence data and related information.
- Documents details of all calls, emails, inquiries, interviews, and other interactions during the investigation and may be assigned to respond to hotlines.
- Prepares and submits investigative reports that clearly and accurately document findings, supporting facts, and action taken.

- Testifies and presents evidence before boards, commissions, administrative bodies, or courts.
- Delivers excellent customer service to internal and external customers and the public in person, electronically, or by written communication.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- May conduct surveillance, undercover investigations, and on-site inspections on assigned cases; and may make arrests or obtain search warrants pertaining to an investigation.
- May make recommendations to subpoena information.

Levels of Work

Investigator I

This is entry level investigation work of alleged or probable violations of state or federal laws, rules and regulations. Employees perform the full range of Essential Functions, completing routine and standardized assignments close supervision.

- Receives close supervision from a technical or administrative supervisor; the supervisor provides specific instructions on all assignments, and frequent and detailed review of progress, accuracy, and quality of work. Supervisory advice or assistance is readily available.
- Conducts routine investigations that are limited in scope; assists with more complex investigations and special assignments or projects.
- Works directly with the public, vendors, businesses or others to resolve compliance, fraud or licensing issues.
- Determines appropriate actions to resolve less severe violations or complaints; seeks guidance from higher-level staff on high-profile or severe violations that result in civil, criminal or administrative action.
- Communicates effectively with state, federal, or other agencies, witnesses, complainants, victims, and the public to ensure all relevant information and documentation is complete and accurate; and obtain, clarify and explain information.

Investigator II

This is experienced level investigation work of alleged or probable violations of state or federal laws, rules and regulations. In addition to work performed by an Investigator I, employees independently perform the full range of Essential Functions under general supervision for both routine and complex investigations. Examples of factors contributing to complexity include conducting investigations that are long-term, involve substantial dollar amounts or severe cases of alleged violations of law that result in criminal, civil or administrative charges.

- Receives general supervision from a technical or administrative supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work. Supervisory advice or assistance is provided as needed.
- Conducts and recommends action for investigations that are broader in scope such as those involving multiple state or federal agencies or law enforcement; crossing jurisdictional lines; criminal activity or public safety concerns; interpreting multiple laws, rules, and regulations with various possible solutions, recommendations and actions.
- Determines priority of investigations based on the severity of the alleged offense, the potential for additional risk, or the potential for public concern.
- Plans investigations by determining the scope and objectives based on the initial information provided, identifies suspects, witnesses, relevant documents/evidence and prioritizes investigative activities to move case to completion.
- May provide on-the-job training, guidance, and direction to staff.
- May serve as the team lead when the Investigative Lead or Supervisor is unavailable.
- Communicates effectively with state, federal, or other agencies, witnesses, complainants, victims, and the public to coordinate the completion of investigations, provide guidance, education, and information.

Investigator III

This is lead level investigation work of alleged or probable violations of state or federal laws, rules and regulations. In addition to work performed by an Investigator II, employees lead a unit of Investigators OR oversee a statewide investigative program on behalf of an agency. Work is performed with minimal supervision.

- Receives minimal supervision from a technical or administrative supervisor; the supervisor defines objectives, priorities, and deadlines and assists the employee with unusual situations.
- Leads and conducts complex investigations that broadly impact agency or statewide operations, involve serious criminal activity or public safety risks, require a more in-depth investigation or involve sensitive cases.
- Serves as a technical expert in assigned investigative areas and a witness on assigned cases.
- Leads staff by assigning, monitoring and reviewing work and providing on-the-job training, guidance and direction.
- Makes decisions on how to proceed with investigations, determine violations and document findings.
- Ensures the quality of work and effective case management and identifies improvements.
- Ensures coordination of investigations with other internal and external agencies and courts/units to meet agency goals and objectives.
- Communicates effectively with staff; state, federal, or other agencies; boards, commissions, administrative bodies, or courts to analyze and explain cases and ensure quality control.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

Note: Employees are not required to be proficient in the KSAs listed in this section at entry, but within six months to one year of performing work as described in each level of work.

- Knowledge of investigative methods, techniques, and procedures.
- Knowledge of applicable state and federal laws, rules, regulations, standards, policies and procedures.
- Knowledge of legal rights, procedures, and evidence handling and preservation rules.
- Knowledge of civil, criminal or administrative proceedings.
- Knowledge of interviewing methods and techniques.
- Skill in gathering, controlling and evaluating evidence, case documents and records and determining relevant information.
- Skill in preparing clear and concise reports and documentation of findings.
- Skill in using computer software and automated information systems to enter, update, retrieve, and report on data.
- Ability to communicate effectively, both orally and in writing.
- Ability to maintain confidentiality of internal and external documents and information.

In addition to the above knowledge, skills and abilities, the Investigator II requires:

- Skill in planning, coordinating and conducting complex investigations.
- Skill in applying interview and evidence-gathering methods and techniques to collect, evaluate and analyze data to make reasoned recommendations.
- Skill in interpreting, explaining and determining compliance with applicable state and federal laws, rules, regulations, standards, policies and procedures.
- Skill in managing and prioritizing cases amid changing priorities.
- Skill in providing accurate testimony and presenting evidence based on investigative work, knowledge, and experience.
- Ability to communicate with individuals tactfully and thoroughly in stressful or sensitive situations.

In addition to the above knowledge, skills and abilities, the Investigator III requires:

- Knowledge of developments in new investigative/intelligence systems and best practices in assigned investigative field.
- Skill in leading complex investigative operations and programs.

- Skill in leading staff by providing on-the job training, guidance and direction.
- Skill in preparing and interpreting a variety of reports.

JOB REQUIREMENTS for Investigator I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Coursework, training, and/or work experience in conducting investigations which may include conducting interviews to obtain confidential information, gathering evidence, and documenting findings.
2. Six months' experience in data collection such as collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.

OR

1. Possession of an Associate's degree or higher in Criminal Justice, Corrections, Law Enforcement, Legal Studies, Criminology, or a related field.

Office of Animal Welfare only:

JOB REQUIREMENTS for Investigator I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Coursework, training, and/or work experience in conducting investigations which may include conducting interviews to obtain confidential information, gathering evidence, and documenting findings.
2. Six months' experience in data collection such as collecting, compiling, and maintaining data from multiple sources such as files, records, databases, customers, staff or others.

OR

1. Possession of an Associate's degree or higher in Biology, Environment, Conservation, Veterinary Technician or related field.

OR

1. Possession of an Associate's degree or higher in Criminal Justice, Corrections, Law Enforcement, Legal Studies, Criminology, or a related field.

JOB REQUIREMENTS for Investigator II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year of experience in conducting investigations which may include conducting interviews to obtain confidential information, gathering evidence, and documenting findings.
2. One year of experience in collecting, evaluating and analyzing relevant information to make recommendations on alleged or probable violations of state or federal laws, rules and regulations. One year of experience in providing clear, prompt and accurate information to respond to and resolve complaints.
3. Six months' experience in civil, criminal or administrative proceedings such as providing testimony before boards/commissions/authorities, preparing evidence/sworn statements, or managing and prioritizing cases.

Office of Animal Welfare only:

JOB REQUIREMENTS for Investigator II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year of experience in conducting investigations which may include conducting interviews to obtain confidential information, gathering evidence, and documenting findings.
2. One year of experience in collecting, evaluating and analyzing relevant information to make

- recommendations on alleged or probable violations of state or federal laws, rules and regulations.
3. One year of experience in providing clear, prompt and accurate information to respond to and resolve complaints.
 4. Six months' experience in civil or criminal proceedings such as obtaining subpoenas or search warrants, making arrests or providing testimony.

JOB REQUIREMENTS for Investigator III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year of experience in planning, developing, coordinating, and implementing investigations.
2. Two years' experience in conducting investigations which may include conducting interviews to obtain confidential information, gathering evidence, and documenting findings.
3. Two years' experience in collecting, evaluating and analyzing relevant information to make recommendations on alleged or probable violations of state or federal laws, rules and regulations.
4. One year of experience in civil, criminal or administrative proceedings such as providing testimony before boards/commissions/authorities, preparing evidence/sworn statements, or managing and prioritizing cases.

Office of Animal Welfare only:

JOB REQUIREMENTS for Investigator III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year of experience in planning, developing, coordinating, and implementing investigations.
2. Two years' experience in conducting investigations which may include conducting interviews to obtain confidential information, gathering evidence, and documenting findings.
3. Two years' experience in collecting, evaluating and analyzing relevant information to make recommendations on alleged or probable violations of state or federal laws, rules and regulations.
4. One year of experience in civil or criminal proceedings such as obtaining subpoenas or search warrants, making arrests or providing testimony.

Analytical Chemist I (#MGBA01)

Analytical Chemist II (#MGBA02)

Analytical Chemist III (#MGBA03)

Analytical Chemist IV (#MGBA04)

Description of Occupational Work

This class series uses four levels in the Agriculture, Natural Resource and Sciences occupational group, Sciences occupational series and describes quantitative and qualitative chemical analysis of organic and inorganic materials and biological specimens.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Prepares samples for instrument analysis, interprets instrument recordings and documents test results.
- Uses analytical chemistry techniques including state-of-the-art instrumentation to gather data involving samples.
- Analyzes laboratory data to determine quantity and quality of toxins, pathogens, chemical and biochemical constituents.
- Prepares reports identifying samples, explains testing methods and documents findings and conclusions of analysis.

Levels of Work

Analytical Chemist I

This is the entry level.

- Receives close supervision from a technical superior.
- Develops knowledge, skills and abilities related to the employing agency's projects and programs.
- Conducts various standardized laboratory duties which are carried out according to protocols and methods established by various state and federal agencies.
- May provide technical guidance to laboratory technicians.
- Contacts include peers, higher level chemists, scientists and engineers within the public and private sector.

Analytical Chemist II

This is the full performance level.

- Reports to a technical/administrative superior.
- Reviews background information, applicable regulations, the condition of the sample and the analysis requested.
- Develops and recommends modified methods that will produce the desired results while improving cost efficiency.
- Meets with laboratory customers to review project plans and test results.

- May assist with training lower level chemists and laboratory technicians.
- May maintain strict chain of custody procedures in handling, analysis, and preservation of evidence.
- May prepare standards, reagents, and reaction solvent mixes/chemicals.
- May be required to appear as an expert witness in court.
- Contacts include peers in other state and federal agencies, attorneys, law enforcement personnel, supply and instrument vendors and other laboratory customers.

Analytical Chemist III

This is the lead level.

- Performs qualitative and quantitative characterizations of diverse and complex samples.
- Plans, coordinates and oversees laboratory analyses associated with compliance actions, emergency response, site studies, health/safety studies, investigations and remediation.
- Selects the methods and procedures, schedules and conducts or oversees the conduct of various analytical tests that will provide technically sound and legally defensible information.
- Performs data verification, coordinates and reviews work produced by lower level chemists and technical support staff.
- Reviews quality assurance plans and develops specifications for proposed laboratory analyses. Determines and recommends conditions for approval.
- May inspect/audit laboratory field activities and data to ensure the implementation of quality assurance throughout a laboratory entity.
- Contacts include peers in other state and federal agencies, attorneys, law enforcement personnel, supply and instrument vendors, lab customers, project engineers, scientists and/or medical professionals and public or private laboratories to plan and coordinate the analysis processes.

Analytical Chemist IV

This is the advanced level.

- Reports to an administrative superior.
- Develops parameters and oversees implementation of complex studies, surveys and investigations.
- Provides technical assistance to the Delaware and Federal Department of Justice, testifies as an expert for the State in court and public hearings and may respond to emergency situations.
- Provides technical guidance, direction and assistance to agency staff, other agencies, laboratories and consultants in the design and implementation of complex remedial actions and human health and ecological risk assessments on an interdepartmental, statewide and regional basis.
- Develops and implements quality systems, overseeing quality assurance, and reviewing project plans to ensure staff/consultants meet objectives in conjunction with applicable policies, procedures, and regulations.
- Represents the agency at various statewide, regional and national committees, councils and meetings and writes articles and technical reports for presentation and publication within the scientific community.
- Develops new and/or modified methods, techniques and procedures of analysis.
- Prepares program assessments, progress reports, budgetary activity, and special reports. Drafts budget proposals and grant applications.
- Reviews, comments and drafts legislation, regulatory measures and standards dealing with regional and statewide public health, resource protection or pollution control.
- Interprets complex data to support the formulation of policies and objectives. Provides recommendations that prove to be the basis for decisions having significant economic and financial impact on the regulated community.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles, practices and theory of analytical chemistry.
- Knowledge of the principles and practices of laboratory safety.
- Knowledge of the principles and practices of quality control.
- Knowledge of the protocols applicable to sample custody, preservation, storage and ultimate disposal.
- Knowledge of laboratory testing instruments, procedures and equipment.
- Knowledge of state and federal laws, rules, regulations, policies and procedures applicable to assigned projects and programs.
- Knowledge of test data interpretation.
- Skill in performing precise measurements.
- Skill in selecting test methods and procedures.
- Ability to organize and prioritize, particularly as it involves time sensitive procedures/issues.
- Ability to operating and troubleshooting sensitive instruments.
- Ability in the application, operation and troubleshooting of computerized analytical data systems.
- Ability in recordkeeping, technical report preparation and general written communication.
- Ability to establish and maintain effective working relationships.

In addition to the above knowledge, skills and abilities, the Analytical Chemist II requires:

- Knowledge of the procedures, methods and techniques of performing and interpreting chemical analysis.
- Knowledge of biochemistry as applicable to work assignments.
- Knowledge of statistics.
- Knowledge of principles and practices of field sampling.
- Knowledge of chemical laboratory procedures, equipment, media, reagents and supplies.
- Knowledge of the methods and techniques of recording, documenting, interpreting, and reporting chemical laboratory analysis.
- Skill in conducting data review.
- Skill in the application, care and maintenance and troubleshooting of state-of-the-art instrumentation and related computer equipment.
- Skill in selecting and modifying test methods and procedures, generating and interpreting chemical test data.
- Ability to select, adapt and develop the applicable methods and procedures.
- Ability to recognize and mediate diverse/conflicting priorities.

In addition to the above knowledge, skills and abilities, the Analytical Chemist III requires:

- Ability to interpret and verify complex scientific data.
- Ability to lead in a team environment, reviewing, planning and conducting laboratory tests.
- Ability to prepare accurate scientific reports.
- Ability to train others.

In addition to the above knowledge, skills and abilities, the Analytical Chemist IV requires:

- Knowledge of advanced principles, practices and theories of chemistry and other related disciplines.
- Knowledge of state and national goals and objectives pertaining to public health, resource protection or pollution control.
- Knowledge of the structure and functions of local, county and state government involving public health, resource protection or pollution control.
- Knowledge of socioeconomic factors impacting public health or environmental issues.
- Knowledge in planning, developing and directing special studies, surveys and investigative work pertaining to public health, resource protection or pollution control.
- Knowledge of state and federal budgetary/fiscal cycles, policies and procedures.
- Skill in the development and implementation of work methods for public health, resource protection or pollution control programs and projects.
- Skill in data interpretation, project analysis and evaluation.
- Skill in planning, coordinating and interpreting technical issues.

- Skill in analyzing, interpreting and explaining laws, rules, and regulations relating to public health, the protection of resources or the prevention of environmental pollution.
- Ability to design innovative and original methods, techniques and procedures to meet the needs and objectives of programs and projects.

JOB REQUIREMENTS for Analytical Chemist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of a Bachelors degree or higher in Chemistry, Biochemistry, Biotechnology, Chemical Technology, Chemical Engineering, Environmental Engineering, Environmental Studies, Biology or related field.

OR

1. Six months experience in using laboratory equipment and instrumentation.
2. Six months experience in physical, organic, inorganic or analytical chemistry.
3. Six months experience in conducting clinical laboratory tests.
4. Six months experience in performing mathematical and statistical computations on laboratory test data.

JOB REQUIREMENTS for Analytical Chemist II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in generating and interpreting chemical test data by performing quantitative and qualitative statistical analysis.
2. Six months experience in selecting laboratory test methods and procedures.
3. Six months experience in physical, organic, inorganic or analytical chemistry.
4. Six months experience in using laboratory equipment and instrumentation including calibration and maintenance.
5. Six months experience in technical report writing.

JOB REQUIREMENTS for Analytical Chemist III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years experience in generating and interpreting chemical test data by performing quantitative and qualitative statistical analysis.
2. Three years experience in selecting and modifying laboratory test methods and procedures.
3. Six months experience in conducting data review to ensure numerical input, calculations, formulas and interpretation of output is accurate, instruments were operating according to specifications, analytical procedures were followed and documentation is complete.
4. Three years experience in physical, organic, inorganic or analytical chemistry.
5. Three years experience in using laboratory equipment and instrumentation including calibration and maintenance.
6. Six months experience in technical report writing.

JOB REQUIREMENTS for Analytical Chemist IV

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Chemistry or related field.
2. Possession of a Certification in Environmental Analytical Chemistry by either the National Registry in Clinical Chemistry or the American Institute of Chemists or Environmental Protection Agency OR a Masters degree or higher in Chemistry.
3. Three years experience in developing new and modified methods for laboratory analysis.
4. Six months experience in interpreting environmental laws, rules, regulations, standards, policies and procedures.
5. Three years experience in generating and interpreting chemical test data by performing quantitative and qualitative statistical analysis.
6. Three years experience in conducting data review to ensure numerical input, calculations, formulas and interpretation of output is accurate, instruments were operating according to specifications, analytical procedures were followed and documentation is complete.

7. Six months experience in project management which includes planning, developing, implementing, managing and evaluating projects to ensure objectives are met.
8. Knowledge of budget management and control which includes managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.

Behavioral Health Case Manager I (#MDDR01)

Summary Statement

A Behavioral Health Case Manager I provides entry level case management and eligibility determination work in a behavioral health or institutional setting, assisting individuals with developmental disabilities, physical or mental illness or those struggling with addiction, in meeting personal, social, health, emotional, or financial needs and achieving personal independence compatible with generally accepted norms.

Nature and Scope

Employees are responsible for monitoring cases and coordinating with providers, resources, and services. Work requires evaluative thinking while applying basic skills in health and human service case management principles, practices, methods, and techniques, requiring evaluative thinking under close supervision from a technical supervisor. The supervisor provides specific instructions on all assignments, and frequent and detailed review of progress, accuracy, and quality of work. An employee in this class carries a smaller case load, and while exposed to all duties of the position, is given considerable guidance with supervisory advice or assistance that is readily available. Employees interact with behavioral health professionals, state, and private community service organizations, schools, courts, and/or police.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

This class is distinguished from a licensed Social Worker as employees do not perform the following duties: diagnose individuals for mental, emotional, behavioral, addictive, and/or developmental disorders and disabilities; perform related client assessment or evaluation; provide psychotherapeutic treatment; or develop and implement assessment-based treatment plans. An employee in this class may participate as a member of a multi-disciplinary team to implement behavioral health services or treatment plans in accordance with Delaware Code, Title 24.

- Interviews clients, family members or any other persons deemed necessary to obtain the most complete case history possible.
- Provides guidance and relevant information to the client's family to enable them to facilitate solutions and promote positive interactions among family members.
- Evaluates information derived from client interviews, case history, and other pertinent sources and refers to proper channels for review.
- Prepares narrative, statistical reports, and court reports as necessary.
- Provides input as a member of a multi-disciplinary team in the assessment of client human service needs and treatment planning, enabling the most beneficial placement in foster care, day care, nursing home, drug/alcohol rehabilitation or other special care facility.
- Prepares necessary forms of application for services or benefits. Contacts appropriate social agencies and coordinates referrals.
- Appears at court proceedings as required testifying to the social and environmental issues affecting the client.

- Uses automated information systems and computer software to research, review, evaluate, and report on health/human service data.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

- Knowledge of child, adolescent and adult behavioral health.
- Knowledge of mental and emotional disorders and the social, economic, and psychological implications and behavioral impact.
- Knowledge of family dynamics and reactions to developmental disabilities and mental illness.
- Knowledge of the principles, practices, methods, and techniques of health and human service work and case management.
- Knowledge of availability, role, and functions of human service and community resources.
- Knowledge of eligibility and other applicable agency, state, or federal laws, rules, regulations, standards, policies, and procedures.
- Knowledge of interviewing methods and techniques.
- Skill in writing, and preparing case histories, summaries, logs, reports, and records.
- Skill in using computer software and automated information systems to enter, update, retrieve, and report on data in compliance with federal or state reporting requirements.
- Ability to interpret and explain applicable rules and regulations.
- Ability to deal constructively with aggressiveness, hostility, and other emotional attitudes.
- Ability to prepare narrative and statistical reports.
- Ability to maintain effective working relationships with clients, families, other service agencies, public and private, as well as state and federal regulatory agencies.

JOB REQUIREMENTS for Behavioral Health Case Manager I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelor's degree or higher in Behavioral or Social Science or related field.
2. Knowledge of providing clinical treatment, counseling or determining eligibility for services or benefits as part of a treatment team.
3. Knowledge of case management which includes assessing, planning, developing, implementing, monitoring, and evaluating options and services to meet an individual's human service needs.
4. Knowledge of interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of narrative report writing.

Behavioral Health Case Manager II (#MDDR02)

Summary Statement

A Behavioral Health Case Manager II provides full performance level case management and eligibility determination work in a behavioral health or institutional setting, assisting individuals with developmental disabilities, physical or mental illness or those struggling with addiction, in meeting personal, social, health, emotional, or financial needs and achieving personal independence compatible with generally accepted norms.

Nature and Scope

Employees are responsible for monitoring cases and coordinating with providers, resources, and services. Work is characterized by a complex case load requiring independent action to see a case through to completion. An employee performs the full range and scope of work under general supervision from a technical or administrative supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work with supervisory advice or assistance provided as needed. A significant aspect of the work involves participating in client and family assessments as a member of a multi-disciplinary team, providing guidance and relevant information to individuals, groups, and families, and/or crisis intervention, and referring clients to appropriate health and social service agencies. Employees interact with behavioral health professionals, state and private community service organizations, schools, courts, and/or police.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

This class is distinguished from a licensed Social Worker as employees do not perform the following duties: diagnose individuals for mental, emotional, behavioral, addictive, and/or developmental disorders and disabilities; perform related client assessment or evaluation; provide psychotherapeutic treatment; or develop and implement assessment-based treatment plans. An employee in this class may participate as a member of a multi-disciplinary team to implement behavioral health services or treatment plans in accordance with Delaware Code, Title 24.

- Interviews clients, family members or any other persons deemed necessary to obtain the most complete case history possible.
- Provides guidance and relevant information to the client's family to enable them to facilitate solutions and promote positive interactions among family members.
- Evaluates information derived from client interviews, case history, and other pertinent sources and refers to proper channels for review.
- Prepares narrative, statistical reports and court reports as necessary.
- Provides input as a member of a multi-disciplinary team in the assessment of client human service needs and treatment planning, enabling the most beneficial placement in foster care, day care, nursing home, drug/alcohol rehabilitation or other special care facility.
- Prepares necessary forms of application for services or benefits. Contacts appropriate social agencies and coordinates referrals.
- Appears at court proceedings as required testifying to the social and environmental issues affecting the client.
- Provides technical guidance to organizations and staff regarding findings related to client care or provides

consultation to other caregiving agencies.

- Provides consultative services to state and private agencies; may participate in community projects.
- Advocates for clients and families in the protection of rights; obtains consent for treatment.
- Uses automated information systems and computer software to research, review, evaluate, and report on health/human service data.
- May lead paraprofessional, professional or administrative support staff by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

- Knowledge of child, adolescent and adult behavioral health.
- Knowledge of mental and emotional disorders and the social, economic, and psychological implications and behavioral impact.
- Knowledge of family dynamics and reactions to developmental disabilities and mental illness.
- Knowledge of the principles, practices, methods, and techniques of health and human service work.
- Knowledge of eligibility and other applicable agency, state, or federal laws, rules, regulations, standards, policies, and procedures.
- Skill in interviewing, oral and written communication, and interpersonal relations for effective interactions with client/family providers and agencies.
- Skill in assessing availability, role and functions of human service and community resources.
- Skill in case management.
- Skill in using computer software and automated information systems to enter, update, retrieve, and report on data in compliance with federal or state reporting requirements.
- Ability to accurately determine client needs and recommend action plans.
- Ability to interpret and explain applicable rules and regulations.
- Ability to deal constructively with aggressiveness, hostility and other emotional attitudes.
- Ability to train, supervise subordinate staff including review and evaluation of work.
- Ability to evaluate existing programs and make recommendations for improvement to best meet individual and community needs.
- Ability to prepare narrative and statistical reports.
- Ability to maintain effective working relationships with other service agencies, public and private, as well as state and federal regulatory agencies.

JOB REQUIREMENTS for Behavioral Health Case Manager II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelor's degree or higher in Behavioral or Social Science or related field.
2. Six months' experience in case management which includes assessing, planning, developing, implementing, monitoring, and evaluating options and services to meet an individual's human service needs.
3. Six months' experience in providing clinical treatment, counseling or determining eligibility for services or benefits as part of a treatment team.
4. Six months' experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Six months' experience in narrative report writing.

Behavioral Health Case Manager III (#MDDR03)

Summary Statement

A Behavioral Health Case Manager III leads, oversees, and participates in case management and eligibility determination work in a behavioral health or institutional setting, assisting individuals with developmental disabilities, physical or mental illness or those struggling with addiction, in meeting personal, social, health, emotional, or financial needs and achieving personal independence compatible with generally accepted norms.

Nature and Scope

An employee reports to an administrative supervisor and is responsible for overseeing a program unit or professional and paraprofessionals. An employee leads staff by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction, enabling staff to intervene in crisis situations, or directly handles explosive situations. An employee participates as a member of a multi-disciplinary team to formulate treatment plans. In addition, an employee provides consultative services to other state and private agencies as well as referring clients to appropriate health and social service agencies.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

This class is distinguished from a licensed Social Worker as employees do not perform the following duties: diagnose individuals for mental, emotional, behavioral, addictive, and/or developmental disorders and disabilities; perform related client assessment or evaluation; provide psychotherapeutic treatment; or develop and implement assessment-based treatment plans. An employee in this class may participate as a member of a multi-disciplinary team to implement behavioral health services or treatment plans in accordance with Delaware Code, Title 24.

- Oversees the operation of a case management unit in a behavioral health or institutional setting by assigning, monitoring, and reviewing work of professional and paraprofessional staff, and providing on-the-job training, guidance, and direction.
- Refers or assigns cases to the appropriate unit or staff for effective service delivery. Ensures quality of services provided by staff.
- Provides consultation to staff to enable them to intervene in crisis situations or directly handles explosive situations.
- Assists in analysis of operations, making recommendations with a view to improving division/department policy and procedures.
- May maintain a caseload, providing guidance and related information to clients and families. Interviews clients, family members, or persons deemed necessary to obtain the most complete case history possible.
- Participates as a member of a multi-disciplinary team to formulate or evaluate treatment plans.
- Prepares narrative statistical and court reports, as necessary. May prepare application forms for benefits or services.
- Provides consultative services to state and private agencies and may participate in community projects.
- Uses automated information systems and computer software to research, review, evaluate, and report on health/human service data.

- May supervise two or more merit full-time positions. The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

- Knowledge of managerial and supervisory practices.
- Knowledge of child, adolescent, and adult behavioral health.
- Knowledge of developmental, mental, and emotional disorders, and the social, economic, and psychological implications and behavioral impact.
- Knowledge of family dynamics and reactions to development disabilities and mental illness.
- Knowledge of the principles, practices, methods, and techniques of health and human service work.
- Knowledge of eligibility and other applicable agency, state, or federal laws, rules, regulations, standards, policies, and procedures.
- Skill in assessing availability, role and functions of human service and community resources.
- Skill in interviewing, oral and written communication, and interpersonal relations for effective interactions with client/family providers and agencies.
- Skill in case management.
- Skill in evaluating existing programs and making recommendations for improvement to best meet individual and community needs.
- Skill in applying health and human service practices, programs, and statistical analysis.
- Skill in using computer software and automated information systems to enter, update, retrieve, and report on data in compliance with federal or state reporting requirements.
- Ability to interpret, explain, and implement applicable rules and regulations.
- Ability to accurately determine client needs, recommend action plans, and assess agency/provider service delivery and performance.
- Ability to deal constructively with aggressiveness, hostility, and other emotional attitudes.
- Ability to maintain effective working relationships with other service agencies, public and private, as well as state and federal regulatory agencies.

JOB REQUIREMENTS for Behavioral Health Case Manager III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelor's degree or higher in Behavioral or Social Science or related field.
2. Three years' experience in case management which includes assessing, planning, developing, implementing, monitoring, and evaluating options and services to meet an individual's human service needs.
3. Three years' experience in providing clinical treatment, counseling or determining eligibility for services or benefits as part of a treatment team.
4. Six months' experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Six months' experience in narrative report writing.

Dental Assistant (#MDCZ02)

Summary Statement

An incumbent reports to a technical supervisor. Work includes preparing clients for treatment, chairside assisting, taking and developing dental radiographs, and providing post-care instruction. Incumbents are responsible for sterilizing and maintaining instruments and equipment. In addition, the incumbent performs administrative duties in support of patient management for a dental clinic attached to a skilled nursing facility.

Nature and Scope

An incumbent reports to a technical supervisor. Work includes preparing clients for treatment, chairside assisting, taking and developing dental radiographs, and providing post-care instruction. Incumbents are responsible for sterilizing and maintaining instruments and equipment. In addition, the incumbent performs administrative duties in support of patient management for a dental clinic.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Assists dentist and/or dental hygienist during chairside procedures including but not limited to operative, preventive, periodontal, endodontic, prosthetic, limited orthodontics, and oral surgery.
- Keeps oral areas clean during dental procedures by using retraction, suction, and irrigation.
- Prepares and assists with utilization of dental materials and sets up instruments for each procedure.
- Takes and develops radiographs.
- Disinfects environmental surfaces of the operatory which includes sterilization of instruments and equipment in accordance with federal, state, and institutional standards for infection control and safety.
- Organizes and maintains dental instruments, dental equipment and maintenance logs.
- Provides patient or parent education and oral hygiene instructions such as tooth brushing and flossing under direction of dentist and/or dental hygienist.
- Greets patients and answers telephones. Coordinates scheduling for patient's appointments, ensuring a full schedule of patients and reducing missed appointments.
- Maintains patient records (paper and electronic) by entering, updating, modifying and retrieving client information into an established information system. Confirms insurance eligibility.
- Records charting, examination, and treatment information as relayed by the dentist or designated clinical staff.
- Updates dental records to include information such as CDT codes, diagnosis codes, date of service and billing.
- Maintains inventory and orders supplies for the clinic's operation.
- May assist in training dental assistant trainees and volunteers.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the methods and techniques of four-handed dentistry.
- Knowledge of applicable federal or state standards, regulations, policies and procedures for client care.
- Knowledge of dental instrument and equipment maintenance.

- Knowledge of the methods and techniques of dental radiology and safety procedures and protocols.
- Knowledge of assisting the dentist in medical and dental emergencies.
- Knowledge of office practices and procedures.
- Skill in recording patient blood pressure.
- Skill in chairside dentistry.
- Skill in preparation of dental materials.
- Skill in infection control procedures and techniques in accordance with federal or state laws, rules, and regulations.
- Skill in filing and searching files or records for information.
- Skill in verifying, recording, processing and compiling data accurately and resolving discrepancies in records.
- Ability to follow oral and written directions.
- Ability to work with physically and mentally handicapped clients.
- Ability to help clients feel comfortable before, during and after dental treatment.
- Ability to recognize basic dental emergencies for scheduling purposes.
- Ability to train others to use proper methods and procedures.

JOB REQUIREMENTS for Dental Assistant

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Delaware Dental Radiation Technician Certification or a Dental Radiation Technologist Certification from the Dental Assisting National Board (DANB).
2. Possession of a Valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Employment Services Specialist I (#MDDDB01)

Description of Occupational Work

This position is within the Health and Human Services occupational group, Human Services occupational series. This class series describes employment placement services for both job seekers and employers. Employment placement services include core services, intensive services, training services and supportive services. Core services include activities such as orientation of job seekers to levels of services available, conducting a job search, placement assistance, career counseling and assessment of job seeker skill levels. Intensive services include comprehensive assessments, individual or group career counseling, job development and referral, formulating employment plans, and assisting eligible job seekers in receiving education and training. Training services include working with job seekers in obtaining occupational skills training, OJT, entrepreneurial training, job readiness training and adult education and literacy. Supportive services include but are not limited to transportation, child care, dependent care, housing, and needs-related payments necessary to enable an individual to participate in employment and training.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts individual and group intake sessions to orient job seekers and employers to the services available and instructs and coaches job seekers/employers on using resources/equipment available.
- Conducts individual or group assessments to determine level of service needs.
- Identifies job seeker's employment potential using assessment tools and labor market information.
- Assists job seekers to develop realistic and achievable employment goals; identifies obstacles/barriers to employment; jointly formulate employability development plans directed at employment outcomes.
- Refers clients to employers for possible job placement based upon comparison of applicant qualifications to employer job requirements.
- Refers clients to educational and other support service agencies to resolve obstacles to employment.
- Develops job placement opportunities.
- Works with eligible job seekers to obtain training from state approved training institutions or explores other avenues for pursuing training and employment goals.
- Monitors job seeker's progress towards completion of employability development plan and modifies as necessary.

Employment Services Specialist I

- Conducts orientation for job seekers to levels of services available and conducts workshops on topics such as successful interviewing.
- Provides assessment of job seeker skill levels, placement assistance, and career counseling. Makes critical assessments for intensive service eligibility or referral to other community based organizations.
- Manages a limited number of less complex cases.
- Attends training programs and receives on the job training.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the knowledge, skills and abilities listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the laws, rules, regulations and procedures that govern employment and training activities.

- Knowledge of job duties, titles, requirements of various occupations.
- Knowledge of community based organization and social service agencies.
- Knowledge of self-help services available to clients and employers.
- Knowledge of computer hardware/software operations for data entry/retrieval.
- Knowledge of career counseling methods and techniques.
- Knowledge of individual and group counseling methods and techniques.
- Ability to make appropriate referrals for job opportunities.
- Ability to communicate effectively in written and oral form.
- Ability to effectively interact with others from a variety of diverse ethnic, social and/or educational backgrounds.
- Ability to develop and organize workshop materials and present/facilitate workshops.
- Ability to promote the benefits of self-help services (e.g., electronic labor exchange, related Internet applications) and other job search tools.

JOB REQUIREMENTS for Employment Services Specialist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of career counseling which includes assisting hard to serve job seekers to develop realistic and achievable employment goals; interviewing to obtain facts and explore issues; identifying obstacles or barriers to employment and jointly formulating employability development plans directed at employment outcomes.
2. Knowledge of presenting training courses using a variety of training methods such as lecture, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
3. Knowledge of using standard computer software programs for word processing, spreadsheets or databases.
4. Knowledge of narrative report writing.

Laboratory Manager I (#MGBB01)

Laboratory Manager II (#MGBB02)

Description of Occupational Work

This class series is within the in the Agricultural, Natural Resources and Sciences occupational group, Sciences occupational series and describes laboratory management work for a variety of areas such as microbiology, chemistry, environmental science and materials research.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Plans, organizes and supervises professional and technical staff.
- Sets priorities and mediates conflicting priorities; schedules and operates laboratory functions, ensuring cost effective and accurate results.
- Develops, recommends and implements laboratory objectives and policies; oversees and participates in the development of modified/new methods, techniques and procedures.
- Assigns, oversees and reviews analytical work conducted by staff.
- Ensures all work is completed according to various state and federal laws, rules and regulations.
- Prepares activity and/or statistical reports.

Levels of Work

Laboratory Manager I

This level is administrative and supervisory work in the area of complex chemical/biological testing and analysis.

- Reports to a technical or administrative superior.
- Supervision is exercised over at least two or more merit full time positions per the Merit Rules. The elements of supervision include planning, assigning, reviewing, evaluating, coaching, training, recommending hire/fire and discipline.
- Supervises and participates in the response to unique or emergency testing.
- Prepares budgets and cost justifications regarding capital improvements and staffing.
- Contacts include active and potential laboratory users, project engineers, scientists, supply and vendor representatives, and peers throughout state and federal agencies.

Laboratory Manager II

This level is managerial work, directing the operation of multiple and diverse analytical chemistry laboratories. Laboratory work supports statewide and regional environmental and public health/safety programs.

- Reports to an administrative superior.
- Manages all activities associated with planning, coordinating, implementing and evaluating the work of multiple laboratory units.
- Plans and directs programs for development and improvement of laboratory services, protocols, methods and procedures particularly as required by changing state and federal laws, rules and regulations.
- Develops, recommends and implements long-term objectives including services offered and the required supporting resources.

- Provides agency liaison, interacting with laboratory users and various state and federal agencies to review laboratory capacities, on-going projects and completed work.
- Contacts include working closely with professionals of various other disciplines, such as medical, engineering, life and physical sciences to plan, coordinate and review analytical projects/programs.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles, practices and theory of chemical and/or biological analysis, including emerging technologies.
- Knowledge of complex testing and analysis.
- Knowledge of supervisory principles and practices.
- Knowledge of state and federal fiscal cycles, rules and regulations.
- Knowledge of state and federal laws, rules, regulations, policies and procedures.
- Skill in sample isolation and identification.
- Skill in the operation, maintenance and manipulation of complex laboratory equipment.
- Ability to develop and defend the results of analytical methods unique to a specific situation.
- Ability to set priorities, recognize and mediate conflicting priorities, schedule and operate laboratory functions, ensuring cost effective and accurate results.
- Ability to establish and maintain effective working relationships.

In addition to the above knowledge, skills and abilities, the Laboratory Manager II requires:

- Knowledge of principles, practices and theory of environmental/analytical chemistry, including emerging technologies.
- Knowledge of principles and practices of applied research.
- Knowledge of other scientific/engineering disciplines as they relate to the objectives and services of an analytical chemistry laboratory.
- Knowledge of health/safety/OSHA practices and regulations applicable to an analytical chemistry laboratory.
- Ability to recognize the laboratory needs of local, state, interstate and federal agencies so as to promote the laboratory services.

JOB REQUIREMENTS for Laboratory Manager I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Life or Physical Science or related field.
2. Three years experience in using laboratory equipment and instrumentation including calibration and maintenance.
3. Three years experience in conducting data review to ensure numerical input, calculations, formulas and interpretation of output is accurate, instruments were operating according to specifications, analytical procedures were followed and documentation is complete.
4. Three years experience in selecting and modifying laboratory test methods and procedures.
5. Six months experience in technical report writing.
6. Knowledge of laboratory management which includes overseeing and directing the development, implementation and evaluation of laboratory services; planning short and long range goals and objectives; developing and implementing policies and procedures and ensuring compliance with laboratory regulations, standards, policies and procedures. Provides advice to other agency organizational units through consultation.
7. Knowledge of staff supervision acquired through course work, academic training, training provided through an employer, or performing as a lead worker overseeing the work of others; OR supervising staff which may include planning, assigning, reviewing, and evaluating the work of others; OR supervising through subordinate supervisors a group of professional, technical, and clerical employees.

JOB REQUIREMENTS for Laboratory Manager II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Life or Physical Science or related field.
2. Four years experience in using laboratory equipment and instrumentation including calibration and maintenance.
3. Four years experience in conducting data review to ensure numerical input, calculations, formulas and interpretation of output is accurate, instruments were operating according to specifications, analytical procedures were followed and documentation is complete.
4. Four years experience in selecting and modifying laboratory test methods and procedures.
5. One year of experience in laboratory management which includes overseeing and directing the development, implementation and evaluation of laboratory services; planning short and long range goals and objectives; developing and implementing policies and procedures and ensuring compliance with laboratory regulations, standards, policies and procedures. Provides advice to other agency organizational units through consultation.
6. One year of experience in technical report writing.
7. Six months experience in staff supervision which includes planning, assigning, reviewing, and evaluating the work of others.

Laboratory Technician I (#MGBC01)

Laboratory Technician II (#MGBC02)

Laboratory Technician III (#MGBC03)

Description of Occupational Work

This class series uses three levels in Agriculture, Natural Resources and Sciences occupational group, Sciences occupational series and describes technical laboratory duties in support of environmental regulation/enforcement and public health/safety programs.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar.

- Prepares media, reagents and stains.
- Computes and measures quantity.
- Ensures orderly and environmentally correct storage of media, reagents, supplies, samples and equipment.
- Ensures technically correct cleaning, sterilization and solvent treatment of equipment.
- Conducts laboratory tests and analyses.
- Operates and maintains various laboratory equipment.
- Requisitions, inspects and distributes laboratory supplies and equipment.
- Records information on manual/computerized records, logs and related requests for analysis, shipping/transporting samples, ordering supplies/equipment, and status of water supply system.
- Packs and ships, picks up or delivers supplies, samples and equipment.
- May perform phlebotomy to obtain blood specimens for examination.

Levels of Work

Laboratory Technician I

This is first level of laboratory work responsible for performing support services related to laboratory testing and analysis.

- Work is performed under close supervision of a technical superior.
- Assists with performing routine laboratory tests.
- Performs routine, specific laboratory activities in accordance with established laboratory practices and procedures.

Laboratory Technician II

This is the second level of laboratory work responsible for conducting technical laboratory support services in performing a variety of sample preparations, testing and analysis.

- Work is performed with supervision from a technical superior
- Conducts a variety of standardized tests and analyses in accordance with established methods and procedures while ensuring quality control and time constraints are met.
- Ensures time critical and technically correct sample/specimen preparation and testing.
- Operates and maintains increasingly complex equipment.
- Prepares and performs quality control checks.
- Records sample/specimen/test information such as test results, type of test, observations and laboratory activities.

Laboratory Technician III

This is the third level of laboratory work responsible for conducting technical laboratory support services in performing a variety of sample preparations, testing and analysis.

- Work is performed with limited supervision and reviewed at random.
- Conducts a variety of quantitative and qualitative chemical, bacteriological or microscopic tests and analyses.
- Samples/matrices may be in extremely small quantity or in less than usual condition.
- Prepares, stains and analyzes slides when the quantity/condition of samples precludes analysis via instrumentation.
- Recommends alternative methods for dealing with problem samples.
- Provides guidance to lower level technicians.
- Operates standard and complex instrumentation. Examples include: determine quality and quantity of chemical analytes present in various tissue samples/body fluids/environmental matrices or develop data regarding blood cell components or analyze various plant, animal, soil, water or air samples to determine presence of toxins, disease and other abnormalities and/or pollutants.
- Performs daily quality control, standardization, calibration and instrument maintenance.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of laboratory practices, procedures and terminology.
- Knowledge of chemistry.
- Knowledge of proper sample handling, preservation and storage.
- Knowledge of inventory control procedures.
- Skill in the proper use, maintenance and storage of lab equipment, media and reagents.
- Skill in basic mathematics.
- Ability to conduct routine tests.
- Ability to prepare media, reagents and stains according to established procedures.
- Ability to compute correct amounts and measure ingredients.
- Ability to maintain accurate records.
- Ability to communicate effectively.
- Ability to establish and maintain effective working relationships.

In addition to the above knowledge, skills and abilities, the Laboratory Technician II requires:

- Knowledge of the principles and practices of quality control.
- Knowledge of proper data reporting.
- Skill in laboratory testing and analysis.
- Skill in laboratory practices and procedures for area of discipline (e.g., analytical chemistry,

medical/biological/microbiological).

- Ability to perform precise measurements and mathematical computations through algebra.

In addition to the above knowledge, skills and abilities, the Laboratory Technician III requires:

- Knowledge of the principles and practices for area of discipline (e.g., medical technology/microbiology; analytical chemistry).
- Knowledge of state and federal laws, rules and regulations applicable to assigned area, in particular, EPA requirements.
- Skill in operation, maintenance and troubleshooting of complex instrumentation.
- Skill in performing precise measurements and mathematical computations.
- Ability to recognize problem samples, determining alternative methods for testing or rejecting.
- Ability to train lower level staff.

JOB REQUIREMENTS for Laboratory Technician I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.
2. Knowledge of laboratory practices such as testing, sample handling, preparing media, reagents and stains, shipment or storing.
3. Knowledge of chemistry.

JOB REQUIREMENTS for Laboratory Technician II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in conducting chemical or biological laboratory tests.
2. Six months experience in using laboratory equipment and instrumentation.
3. Six months experience in laboratory sample handling.
4. Knowledge of performing mathematical and statistical computations on laboratory test data.

JOB REQUIREMENTS for Laboratory Technician III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year experience in conducting chemical or biological laboratory tests.
2. One year experience in using laboratory equipment and instrumentation.
3. One year experience in laboratory sample handling.
4. Six months experience in performing mathematical and statistical computations on laboratory test data.

Microbiologist I (#MGBG01)

Microbiologist II (#MGBG02)

Microbiologist III (#MGBG03)

Description of Occupational Work

This class series uses three levels in the Agriculture, Natural Resources and Sciences occupational group and Sciences occupational series and describes laboratory work in performing microbiological examinations to study growth, structure, development, and general characteristics of bacteria and other micro-organisms. Work involves various microbiological analysis of clinical or environmental specimens to determine the presence, absence or concentration of analytes, the identification of causative

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Performs microbiological examinations on a variety of clinical specimens in order to identify and detect the presence or absence of opportunistic or pathogenic microorganisms.
- Performs quality control procedures.
- Maintains accurate records of test procedures and results of tests performed.
- Prepares reports of microbiological procedures performed.
- May participate on special response teams, involving epidemics or medical emergencies.

Levels of Work

Microbiologist I

This is entry level work performing routine microbiological and other laboratory tests and analysis.

- Work is performed with general supervision of a technical supervisor.
- Receives and processes specimens.
- Prepares culture media, stains, reagents and solutions.
- Performs routine microbiological and other tests. May maintain tissue cultures.

Microbiologist II

This is the full performance level performing complex microbiological and other bioanalytical laboratory testing and analysis to provide and conform specific test results.

- Work is performed with limited supervision from an administrative or technical supervisor.
- Performs complex microbiological, virological, immunological, serological, bacteriological, biochemical and/or other biological tests and analysis.

- Completes analytical and statistical reports for tests and studies.
- Instructs and/or assists others in technical procedures.
- Participates in meetings, seminars and training sessions related to laboratory procedures and operations
- May participate in the care, breeding and inoculation of laboratory animals.
- May participate in developing and implementing plans, methods, standard operating procedures, quality control and quality assurance data.
- May specialize in one or more area of a laboratory.

Microbiologist III

This is the lead level providing administrative and technical support to a laboratory manager and performing the most complex microbiological and/ or other bioanalytical laboratory testing, analysis and research.

- Work is performed under the direction of a technical/administrative superior.
- Assists in the day-to-day administrative and technical operation of the laboratory to include such activities as participating in developing, modifying and implementing new diagnostic techniques and procedures; ensuring record and report requirements are met; ordering supplies and equipment; and/or assisting with grant preparation or development, administration and monitoring of contracts.
- Serves as the first point of contact in problem resolution for other staff and provides technical guidance and assistance in addition to instructing or assisting others in routine and new procedures.
- Conducts advanced laboratory testing and research requiring the most complex analysis and participation in research, decision-making and supervision.
- May oversee the care, breeding and inoculation of laboratory animals.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles and practices of biological/microbiological sciences.
- Knowledge of standard microbiological, serological and immunological testing and analysis.
- Knowledge of the use and care of laboratory instruments, equipment, media and reagents.
- Knowledge of universal safety precautions for laboratories.
- Knowledge of methods and techniques of statistical analysis.
- Knowledge of quality assurance and quality control guidelines and procedures.
- Ability to prepare specimens and reagents for examination.
- Ability to maintain sterile living cell lines.
- Ability to analyze and interpret test results.
- Ability to work independently.
- Ability to keep accurate records and prepare statistical reports.
- Ability to follow written procedures.
- Ability to operate a computer to store, retrieve and/or analyzes data.

In addition to the above knowledge, skills and abilities, the Microbiologist II requires

- Skill in preparation of specimens and reagents for examination.
- Skill in maintenance of living cell lines.
- Skill in analyzing and interpreting test results.
- Skill in use and care of FA microscope.
- Ability to read and interpret cytopathological effects.
- Ability to instruct laboratory personnel in technical procedures.
- Ability to dissect animals and test tissue samples.

- Ability to understand, interpret and explain technical procedures and test results.
- Ability to work independently and to organize and plan workflow.

In addition to the above knowledge, skills and abilities, the Microbiologist III requires

- Knowledge of animal brain anatomy.
- Knowledge of supervisory methods and techniques.
- Skill in reading and interpreting cytopathological effects.
- Skill in instructing laboratory personnel in technical procedures.
- Skill in compiling analytical and statistical data.
- Skill in dissecting and analyzing animal brains and other tissue.

JOB REQUIREMENTS for Microbiologist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of an Associates degree or higher in Life or Physical Science or related field.
2. Knowledge of laboratory procedures for preparation, isolation, identification or characterization of viruses, parasites, bacteria or metabolic disorders.
3. Knowledge of applying Universal Safety Precautions for laboratories.
4. Knowledge of analyzing and evaluating scientific data.
5. Knowledge of technical report writing.

JOB REQUIREMENTS for Microbiologist II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of an Associates degree or higher in Life or Physical Science or related field.
2. Six months experience in laboratory procedures for preparation, isolation, identification or characterization of viruses, parasites, bacteria or metabolic disorders.
3. Six months experience in analyzing and evaluating scientific data.
4. Six months experience in applying Universal Safety Precautions for laboratories.
5. Six months experience in technical report writing.

JOB REQUIREMENTS for Microbiologist III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of an Associates degree or higher in Life or Physical Science or related field.
2. Three years experience in laboratory procedures for preparation, isolation, identification or characterization of viruses, parasites, bacteria or metabolic disorders.
3. Three years experience in application of Universal Safety Precautions for laboratories.
4. Three years experience in analyzing and evaluating scientific data.
5. Six months experience in technical report writing.

Nutritionist I (#UDFA01)

Description of Occupational Work

This position is within the Health and Human Services occupational group, Nutritionist Services occupational series and describes professional level work in the field of dietetics, food science and nutrition. Work involves nutritional and/or dietary evaluation and consultation pertaining to nutritional issues, problems affecting an individual's food habits, prescribed diets, and food service and preparation.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Consults with physicians and health care personnel to assess and determine nutritional needs, menus and diet restrictions of individuals.
- Develops, implements and evaluates nutritional care plans for regular and modified diets based on assessments of nutritional needs, diet restrictions, and other current health plans.
- Provides nutritional and/or dietary assessment to educate individuals and their care providers.
- Oversees the quality and quantity of food served to ensure that meals conform to prescribed diets and meet established requirements for nutrient content.
- Provides technical assistance, guidance and direction to food service personnel, health care professionals, agencies, community organizations and the public regarding current nutritional issues, problems affecting an individual's food habits, prescribed diets, and/or food service, presentation and preparation.
- Coordinates nutritional services with other health programs.
- Plans, organizes and conducts training for food service personnel and health care professionals.
- Prepares and maintains accurate records and reports.
- May oversee the work of support staff.

Nutritionist I

This is the first level of nutritionist work. Positions at this level report to an administrative or technical superior.

- Performs full range of nutritionist activities as described in the Essential Functions.
- Receives general supervision. Supervisor does periodic review for progress.
- Regular contacts are typically with individuals receiving services, care providers, internal agency staff and others outside the agency for the purpose of gathering, evaluating and providing information, influencing and motivating individuals, providing technical assistance, guidance and direction, and providing training.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series, therefore, the KS & A's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of nutrition and dietetics and their relationship to health and disease.
- Knowledge of social, cultural and economic factors as it relates to health nutrition.
- Knowledge of menu planning, recipe development, diet evaluation and food processing equipment.
- Knowledge of food sanitation practices.
- Knowledge of state and federal regulations relating to nutrition programs.
- Knowledge of data collection and analysis techniques.
- Ability to communicate nutritional concepts and standards to all levels of understanding.
- Ability to maintain accurate records and prepare reports.
- Ability to establish and maintain effective working relationships.

JOB REQUIREMENTS for Nutritionist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Food and Nutrition from a US regionally accredited college or university and coursework approved by the Commission on Accreditation for Dietetics Education (CADE) of the American Dietetic Association (ADA).

Unemployment Insurance Claims Interviewer (#UDDZ67)

Summary Statement

A class incumbent is responsible for reviewing Unemployment Insurance claimants' eligibility for continuing benefits and offering job search assistance.

Nature and Scope

A class incumbent performs with guidance from a Senior Claims Deputy and overall supervision from the Unemployment Insurance Local Office Manager. Other positions reporting in at this level include Claims Deputies and Claims Processors. Work involves interviewing claimants to determine progress made toward re employment and providing assistance in formulating job search plans. Eliciting confidential information from claimants of varied backgrounds is a significant aspect of the work.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Reviews questionnaires completed by claimants regarding education, skills, desired employment, and job search activities to ensure that claimants are actively seeking and available for work; selects claimants for personal interview based on information provided and/or length of unemployment.
- Conducts personal interviews with claimants to clarify information provided on questionnaires; discusses factors which may affect claimants' opportunity for re-employment such as acceptable starting wage, hours or days available for work, lack of transportation; may suggest possible solutions to routine problems which affect re-employment opportunities or conflict with job search requirements.
- Determines whether claimant is in compliance with job search requirements based on interview results; prepares written statement regarding claimants' non-compliance in order to recommend review of claimants' eligibility to receive benefits.
- Reviews listing of job openings available through the job bank and compares qualifications or jobs with claimants' education, skills and desired work; refers claimant to job bank to apply for specific jobs and receive additional employment information; follows-up with claimant and/or job bank personnel to verify referral results.
- Takes claims for Unemployment Insurance benefits during peak claim periods.
- Assists claimants in developing a job search plan by reviewing proposed plans of claimant to seek employment, suggest additional employment sources, identify training needs and provide labor market information such as wage rates, availability of workers in certain skills, and minimum wage laws.
- Prepares monthly activity report which includes information such as number of claimants scheduled for interviews, initial interviews conducted, referrals to the Division of Employment and Training and referrals for non-monetary eligibility determinations.
- May complete and process forms to recover overpayment of benefits due to unreported wages or duplicate checks issued.

- May review pay orders completed by claimants receiving benefits on a continuous basis for completeness and reported earnings during benefits week; records information such as date, pay order number and deductions from weekly benefit amount on claimants' master file.
- May provide technical guidance to clerical staff engaged in taking and processing claims for Unemployment Insurance benefits.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of laws, regulations, procedures and eligibility requirements for receiving Unemployment Insurance benefits.
- Knowledge of Employment and Training Division program and services in order to refer claimants.
- Skill in interviewing to elicit confidential information from persons of varied backgrounds.
- Skill in maintaining accurate records and preparing routine reports.
- Skill in tact and diplomacy.
- Ability to guide claimant to establish a realistic job search plan and identify problems which may affect re-employment opportunities.
- Ability to analyze data and make sound recommendations.
- Ability to perform simple arithmetic computations such as addition, subtraction, multiplication and division.
- Ability to record information accurately, complete and process standard forms.

JOB REQUIREMENTS for Unemployment Insurance Claims Interviewer

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in record keeping.
2. Six months experience in applying laws, rules, regulations, standards, policies and procedures.
3. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Knowledge of health or human services support such as interviewing clients and assessing personal, health, social or financial needs in accordance with program requirements or coordinating with community resources to obtain client services.

Volunteer Services Coordinator (#MDLA01)

Description of Occupational Work

This position is within the Health and Human Services occupational group, Volunteer Services occupational series and describes work coordinating and directing the activities of volunteers in support of community service programs.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Recruits, interviews and selects volunteers. Assigns volunteers to a variety of settings.
- Schedules interviews with agencies and completes follow-up. Serves as a liaison between volunteers and agency staff to promote acceptance of volunteers' role.
- Assesses the need for volunteers within an agency through consultation with agency; explains the concepts and potentials for utilization of volunteer resources.
- Develops and implements recruitment plans in the community through group contracts, media and individual contracts; prepares recruitment materials.
- Confers with professional staff from departments or agencies to assign volunteers to specific areas.
- Promotes volunteerism through participation in community-wide events, contact with local media and membership in professional organizations.
- Develops and conducts orientation and training.
- Develops and implements recognition plans to promote the efforts of volunteers in public and private organizations.
- Maintains records and reports.

Volunteer Services Coordinator

- Reports to a technical or administrative supervisor.
- Performs the full range of Essential Functions.
- Assists in writing volunteer position descriptions and designing volunteer projects.
- May collect data for use in federal and state reports.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the concepts, principles and practices involved in the recruitment and supervision of volunteers and volunteer resources.
- Knowledge of community resources for volunteer recruitment.
- Knowledge of volunteer needs in the community.
- Knowledge of effective means of communication.
- Knowledge of public speaking.
- Knowledge of report preparation and record keeping.
- Ability to apply program rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with superiors, subordinates, volunteers and staff at program sites.

JOB REQUIREMENTS for Volunteer Services Coordinator

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in volunteer recruitment.
2. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
3. Six months experience in narrative report writing.
4. Knowledge of planning, developing, implementing and evaluating programs.

Youth Care Specialist I (#UDDV01)

Youth Care Specialist II (#UDDV02)

Description of Occupational Work

These positions are within the Health and Human Services occupational group and Human Services occupational series and describes work in supervising youth in the daily academic, recreational and social activities of a youth rehabilitative or behavioral health treatment facility. Work emphasizes teaching basic living skills and maintaining structure, discipline, safety, and providing support and guidance on everyday problems of adjustment to daily living or group situations.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Oversees and assumes an active, participatory role in the daily activities of an assigned group of youth including recreation, education, rehabilitation and treatment activities, meals, personal hygiene, and maintaining living quarters.
- Observes youth's behavior and adjustment to programs and exchanges written and oral reports on those observations with other staff daily.
- Establishes and maintains interpersonal relationships with youth to encourage and assist with their social adjustment.
- Interprets and teaches facility procedures, rules, and disciplinary policies to youths.
- Implements facility security procedures including performing regular unit, room, and grounds checks; conducting community/home visits; and ensuring frequent observations and monitoring of high-risk youths.
- Assists in the handling of serious disturbances and monitors incoming and outgoing visitors to the facility.
- Escorts youths to activities and appointments inside or outside of the facility and is responsible for their supervision and conduct in all settings. Operates motor vehicle when necessary to transport youths to activities and appointments.
- Prepares, maintains, and contributes to a variety of records and reports to document information relating to youth including, but not limited to, behavior management, treatment plans, progress notes, population reports, and inventories.

Levels of Work

Youth Care Specialist I

This is the first level of work providing custodial supervision of youth to ensure the enforcement/implementation of rules and regulations affecting the care and security of youth.

- Performs the full range of essential functions.
- Advises supervisor of more serious behavior, social and health problems that require assistance and emergency response.
- Completes behavior observation forms.
- Completes required hours of job related training annually in areas such as facility policies and procedures, behavior management (de-escalation techniques/trauma informed care), basic coaching skills, security procedures and emergency response.

Youth Care Specialist II

This is the intermediate level overseeing and providing custodial supervision, coaching, direction, guidance, and general care of

youth.

- Carries out established program or facility policies and procedures to ensure an optimum level of effectiveness in daily living activities.
- Provides direction to less experienced staff and orients new staff to the routines of the residential program.
- Evaluates youth to provide input for the behavior management system; makes recommendations regarding youth goals and progress, unit assignment, discharge, aftercare and/or alternative programs.
- Completes behavior observation forms.
- Participates in structured groups with youth; co-facilitates groups with treatment staff.
- Provides coaching, direction, and guidance to assist youth in adjusting to a residential setting.
- Intervenes to resolve disputes among youth; assists in the implementation of individualized behavior plans as determined by service teams.
- Completes required hours of job-related training annually.
- May serve on committees.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills, and abilities are given a general indication of the core requirements for all positions in the class series; therefore, the KS&A's listed are not exhaustive or necessary inclusive of the requirements of every position in the class.

- Knowledge of facility rules, regulations, and requirements for the control and protection of youth residents.
- Knowledge of child and/or adolescent behavior and development.
- Knowledge of behavior management techniques and trauma informed care.
- Knowledge of the methods and techniques of supervising youth in custodial care.
- Knowledge of the preparation and maintenance of records and reports.
- Skill in establishing and maintaining cooperative relationships with youth in difficult individual and group situations.
- Ability to understand, interpret, and teach youth facility rules and procedures.
- Ability to perceive problems and identify needs of youth and make recommendations orally and in writing.
- Ability to consistently and effectively implement behavior management objectives.
- Ability to enforce rules and regulations of the facility firmly and impartially and effectively use authority.

JOB REQUIREMENTS for Youth Care Specialist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a High School Diploma or equivalent.
2. At least 21 years of age.
3. Knowledge of behavior management such as understanding, explaining, describing and predicting behavior, studying the connection between behavior and its causes and identifying appropriate behavior modification strategies for individual situations.
4. Knowledge of supervising youth by overseeing daily activities such as recreation, treatment activities, meals, self-care, transportation or education.
5. Knowledge of narrative report writing.
6. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

JOB REQUIREMENTS for Youth Care Specialist II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a High School Diploma or equivalent.
2. At least 21 years of age.
3. Six months' experience in maintaining the security and safety of individuals and facilities.
4. Six months' experience in behavior management such as understanding, explaining, describing and

predicting behavior, studying the connection between behavior and its causes and identifying appropriate behavior modification strategies for individual situations.

5. Six months' experience in supervising youth by overseeing daily activities such as recreation, treatment activities, meals, self-care, transportation or education.
6. Six months' experience in narrative report writing.
7. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Cultural Conservation Program Manager (#MEAZ03)

Summary Statement

An incumbent in this class is responsible for planning, implementing and supervising multiple programs regarding cultural conservation.

Nature and Scope

This is an administrative/technical class functioning with general supervision from an administrative superior. Work involves development and extensive coordination and integration of programs and resources which are sponsored or controlled by federal, state, and local agencies as well as private sector organizations and individuals. An incumbent will manage and participate in the research, identification, assessment and presentation of cultural resources including, but not limited to, literary, spoken, music, theatre and fine arts; cottage industries; handcrafts; food production, gathering, and preservation; architecture; human relationship to the natural environment and flora/fauna populations; etc. Significant to this work is the development of funding sources such as federal, state, and foundation grants as well as citizen/private sector donations.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Identifies and prioritizes opportunities to conserve Delaware's cultural history/resources.
- Plans, designs and directs graphic, spoken and site research projects and investigations pertaining to historical and cultural ways, techniques, methods and events.
- Develops interpretive and educational programs that will convey a knowledge of Delaware's cultural history/resources.
- Recruits and trains research and interpretive volunteers.
- Trains and supervises professional and support subordinates.
- Prepares and administers Program budget.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles, practices and theory of cultural conservation.
- Knowledge of Delaware and regional history, pre-history, folkways anthropology, archaeology, architectural history/design.
- Knowledge of methods and techniques for conducting cultural resource research and surveys/investigations.
- Knowledge of Federal and State fiscal policies and practices.
- Knowledge of Federal and State laws, rules, regulations governing cultural and historical conservation.
- Knowledge of principles, practices and methods of interpretive techniques.
- Knowledge of principles and practices of supervision.
- Skill in developing, designing and implementing audio and visual interpretive displays.

- Ability to recognize and prioritize various issues to maximize fiscal, material and human resources.
- Ability to communicate effectively with peoples of various ages and cultural backgrounds/knowledge levels.
- Ability to direct and participate in on-site research.
- Ability to mediate diverse and conflicting priorities.

JOB REQUIREMENTS for Cultural Conservation Program Manager

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Cultural or Historical Studies or related field.
2. Six months experience in cultural or historical research which includes analyzing objects/artifacts and compiling documentary summaries which provide historical contexts for exhibits, programs, tours, historical sites, and artifacts.
3. Three years experience in cultural or historical project management which includes planning, developing, implementing, managing and evaluating historical or cultural projects to ensure objectives are met.
4. Six months experience in designing, developing, and implementing educational and interpretive programs.
5. Six months experience in budget management and control which includes managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.
6. Knowledge of staff supervision acquired through course work, academic training, training provided through an employer, or performing as a lead worker overseeing the work of others; OR supervising staff which may include planning, assigning, reviewing, and evaluating the work of others; OR supervising through subordinate supervisors a group of professional, technical, and clerical employees.

Cultural Preservation Specialist (#MEAZ04)

Summary Statement

This is cultural preservation work conducting and administering programs for the identification and protection of archaeological and historic resources.

Nature and Scope

Class incumbents report to a technical superior. Responsibilities include interpretative, consultative and advisory services to State/federal/local agencies, property owners, contractors, architects, archaeologists, and historians in the identification, evaluation and protection of Delaware's cultural resources. Incumbents administer one or more of a variety of state/federal programs including preservation/rehabilitation of historic buildings, nominations to the National Register of Historic Places, historic/cultural preservation planning, environmental review, and cultural resources survey. Incumbents plan and conduct various surveys to identify and assess cultural resources, evaluate the effects of federal/state/local projects on cultural resources and recommend alternatives to mitigate effects; coordinate programs with federal regulatory agencies; monitor projects and programs to ensure compliance; coordinate a public participation process to identify preservation priorities; and, periodically revise and update historic preservation plans.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Review projects for and evaluate the eligibility of architectural, archaeological, and/or historical properties; review plans, proposals, reports, applications or property nominations; determine and recommend revisions, certification, approval, eligibility, alternatives to mitigate effects; write or review scope of work; provide technical and program direction and guidance. Review and evaluate proposed work, work in progress, reports of completed projects, and previous project covenants and agreements to determine compliance.
- Plan and conduct cultural resource/historic property surveys; identify and assess significance of historic, pre-historic resources; conduct research.
- Plan and conduct archaeological excavations and analysis.
- Interpret and explain state/federal historic preservation program laws, regulations, standards, and procedures, and technical aspects of historic preservation to property owners, federal/state/local agencies, contractors, consultants, and the public.
- Write various activity, program, and research reports; prepare brochures, news articles, or other public relations materials: and, present talks on preservation topics to the public and other agency staff.
- Review restoration and development plans for historic structures and make recommendations as to their compliance with the Secretary of the Interior's Standards for the Treatment of Historic Properties.
- Coordinate public participation processes for historic and cultural preservation priorities; research and write program plans; and track implementation of plan priorities.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of applicable State and Federal laws, rules, regulations, guidelines, policies and procedures governing archaeological and historic preservation.
- Knowledge of the principles, practices and theory of cultural preservation.
- Knowledge of Delaware and regional history, pre-history, anthropology, archeology, architectural history and design or historical architecture.
- Knowledge of the methods and techniques of conducting research including primary and secondary sources.
- Knowledge of the methods and techniques of recordkeeping and technical report preparation.
- Knowledge of the methods and techniques for conducting cultural resource and historic property surveys.
- Knowledge of the methods and techniques for conducting archaeological excavation and data analysis.
- Knowledge of the agency policies, procedures, programs, functions and responsibilities.
- Skill in effective written and oral communication.
- Skill in establishing and maintaining effective working relationships.
- Ability to coordinate people, programs, and functions.
- Ability to interpret and apply statutory and administrative regulations.
- Ability to identify problems and recommend corrective actions.
- Ability to analyze raw data according to scientific methods.
- Ability to read and interpret architectural plans and specifications

JOB REQUIREMENTS for Cultural Preservation Specialist - History

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in History or related field AND at least two years of work experience in researching, writing, teaching, or interpreting at an academic institution, historic organization, museum, or other professional institution.

OR

Possession of a Masters degree or higher in History or related field.

JOB REQUIREMENTS for Cultural Preservation Specialist - Architectural History

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Architectural History or related field AND at least two years of work experience in historic preservation or restoration projects.

OR

Possession of a Masters degree or higher in Architectural History or related field.

JOB REQUIREMENTS for Cultural Preservation Specialist - Archeology

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Archeology, Anthropology or related field AND (1) at least one year of work experience in archeological research, administration or management OR (2) at least four months of supervised work experience in general North American archeology.

OR

Possession of a Masters degree or higher in Archeology, Anthropology or related field.

Lottery Field Representative (#MABM01)

Description of Occupational Work

This position is within the Cultural and Information Resources Services occupational group, Marketing and Public Information occupational series and describes sales and marketing activities for the Delaware State Lottery Office.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Performs marketing and sale of lottery products.
- Develops and implements incentive programs to maximize retailer sales potential. Monitors retailer sales activities.
- Provides training to retailers in sales and marketing techniques, operating procedures, rules and regulations for selling lottery games.
- Monitors retailer compliance with lottery rules and regulations.
- Arranges, sets-up and monitors retailer promotions.
- Provides resolution of retailer and player complaints.
- Coordinates field sales and marketing support activities performed by vendor staff.
- Identifies potential new retail locations. Coordinates new retailer recruitment efforts by vendor staff.
- Monitors vendor staff performance.
- Prepares a variety of reports.

Lottery Field Services Representative

- Reports to a technical superior.
- Performs field sales and marketing activities within an assigned territory.
- Assists in the recruitment of new retailers.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the Division of Lottery policies and procedures.
- Knowledge of public relations.
- Knowledge of conducting training courses.
- Knowledge of business accounting and recordkeeping.
- Skill in sales and marketing techniques and strategies including motivational sales techniques.
- Skill in territory account management.
- Skill in establishing and maintaining effective working relationships with sales agents.
- Ability to project a professional sales image.
- Ability to enforce Delaware Lottery rules and regulations.
- Ability to communicate effectively, both orally and in writing.

JOB REQUIREMENTS for Lottery Field Representative

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in public relations, media relations or communications such as establishing and promoting a positive image with the public, informing or influencing specific audiences through the use of internal and external communications such as public forums, journalism, writing, marketing, advertising, promotions, or special events
2. Six months experience in territory account management which includes developing and managing sales routes and traveling within an assigned geographic location visiting numerous retailer accounts.
3. Six months experience in sales and marketing to retail outlets.
4. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of presenting training courses using a variety of training methods such as lecture, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
6. Possession of a valid Driver's License (not suspended, revoked or cancelled, or disqualified from driving).

Museum/Historic Site Supervisor (#MEAZ06)

Summary Statement

This class is responsible for supervising the operations of museum/historic sites and visitor services.

Nature and Scope

This class reports to an administrative superior and is responsible for overseeing and maintaining the daily operations of museums/historic sites. Work includes managing merit/contractual/tenant/seasonal staff, interpretive activities, staff training, receipt of revenues, operational reports, security, grounds/facilities maintenance, site usage and housekeeping. An incumbent oversees all museum/historic site gift shops as it relates to displays, inventory, reconciling cash deposits and credit card sales and donations. Incumbents develop interpretative tours by conducting and summarizing site history research and/or using research conducted by Curators pertaining to artifacts/collections. Incumbents assist Curators with exhibit creation/installation and the development of educational programs by conducting research, analyzing historic objects/sites/buildings and artifacts and incorporating State Education Content Standards. Topics interpreted include but are not limited to archaeology, architecture, history, government, decorative arts, and period culture. Principle contacts are with Curators, city/State/ national/international officials, researchers, historical societies, tourism commissions, vendors, the education community and visitors to coordinate and schedule tours, meetings, special events and curatorial activities and to resolve operational problems.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Plans, assigns, reviews and evaluates the work of subordinate personnel; interviews job applicants and recommends hiring; establishes and conducts staff development sessions, e.g., tour content, professional communication techniques, etc. to enhance services provided.
- Monitors and evaluates museum/historic site operations and maintains liaison with tenants, special interest groups, community and government officials, contractors and others. Reports daily operational activities/problems to museum administrators/curators. Monitors procedures for handling revenues. Recommends and implements new/revised policies, procedures and activities.
- Develops interpretative, creative, and age appropriate tour programs of historic sites including brochures and guides. Participates with Curators in the planning, research, development and implementation of education outreach activities and proposals for thematic tours that complement the goals and objectives of the Division.
- Coordinates activities with Curators regarding exhibit installation, site furnishing plans, collections conservation, revising/ supplementing interpretative activities and other curatorial functions.
- Assists with the development of community based special events and celebrations by networking with community leaders, service organizations, special interest groups, historical societies and actively participating in planning meetings and coordinating functions.
- Schedules tours of the museums/historic sites, assesses special needs for group tours, and oversees the surveillance of visitors, buildings and contents. May conduct guided tours of museums/historic sites.
- Conducts museum related activities such as preparing and conducting presentations, press releases, proposing draft designs for promotional and marketing materials, participating in pre-bid meetings and contractual progress meetings, and assisting with the development of exhibits.

- Prepares and writes a variety of operational reports such as sales, visitation, staff schedules, etc., using established forms or formats.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of supervisory principles, practices and techniques.
- Knowledge of managing museum/historic site operations and functions.
- Knowledge of state museums policies, procedures and regulations pertaining to museum/historic site operations and functions.
- Knowledge of museum, historic site and/or historic site conference center professional standards, practices, ethics, procedures and techniques.
- Knowledge of visitor services and museum professional standards for developing and conducting tours and interpretation of the museum building, site exhibit and/or collections.
- Knowledge of American history, Delaware history, cultural history or closely related field.
- Knowledge of principles and practices of retail sales and the associated display, marketing and purchasing.
- Knowledge of the methods and techniques for conducting historical research.
- Knowledge of the principles and practices of historic site Conference Center operations.
- Skill in oral and written communications and interpersonal skills.
- Ability to conduct historical research for interpretation, presentation, exhibits.
- Ability to present information clearly and concisely.
- Ability to organize, coordinate and direct groups, tenants, contractors as well as handling simultaneous multiple projects and functions.
- Ability to control groups.
- Ability to maintain museum security.
- Ability to resolve problems.
- Ability to assess operational needs for personnel, supplies, material and equipment.
- Ability to communicate effectively.

JOB REQUIREMENTS for Museum/Historic Site Supervisor

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in public relations, media relations or communications such as establishing and promoting a positive image with the public, informing or influencing specific audiences through the use of internal and external communications such as public forums, journalism, writing, marketing, advertising, promotions, or special events.
2. Six months experience in museum practices such as collection management, research, exhibit design, management and handling of collections, preservation or maintenance of historic buildings, conducting museum educational programs or tours.
3. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Knowledge of staff supervision acquired through course work, academic training, training provided through an employer, or performing as a lead worker overseeing the work of others; OR supervising staff which may include planning, assigning, reviewing, and evaluating the work of others; OR supervising through subordinate supervisors a group of professional, technical, and clerical employees.

Management Analyst I (#MFDB01)

Management Analyst II (#MFDB02)

Management Analyst III (#MFDB03)

Description of Occupational Work

This class series uses three levels in the Engineering, Planning, Technical Services occupational group, Research and Analysis occupational series and describes the collection and analysis of statistical data for studies of management and operational programs, policies and procedures to determine cost efficiency, corrective action and compliance with goals and objectives. Work involves developing solutions to problems, deciding on a course of action, and making recommendations to management.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

Interviews agency staff, observes work processes and gathers data relating to operational and managerial practices and procedures for use in evaluating services provided and/or determining compliance to goals and objectives.

- Reviews, performs statistical analysis and interpretation of collected data relating to policies, procedures, organization, managerial and operational practices; Defines and may make recommendations for correcting problems.
- Analyzes data gathered and develops solutions or alternative methods of proceeding.
- Analyzes and evaluates the effectiveness of operations in meeting established goals and objectives.
- Provides technical assistance in understanding and developing management objectives and controls for resolution of issues and concerns.
- Studies pertinent background material such as legislation, administrative orders and regulations.
- Makes recommendations for and assists in the implementation of new techniques or procedures to improve methods of operations, strengthen controls, and effectively utilize resources.
- Documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes.
- May supervise administrative support and/or paraprofessional staff. Supervision is exercised over at least two or more merit full time positions per the Merit Rules. The elements of supervision include planning, assigning, reviewing, evaluating, coaching, training, recommending hire/fire and discipline.

Levels of Work

Management Analyst I

This is the first level performing data collection and statistical analysis for studies as it relates to specific activities or functions of a single program area.

- Works under the close supervision of a technical superior.
- Participates in the development and maintenance of a system for continuously monitoring internal services provided by agency staff and/or outside agencies for operational and fiscal compliance with departmental, state and federal rules and regulations and/or to determine if services meet goals and objectives.
- Develops or revises forms for data retrieval and reporting systems.

Management Analyst II

This is the second level responsible for coordinating and conducting studies to provide technical assistance and recommendations to division components.

- Reports to an administrative or technical superior and works under well defined policies.
- Review and analyzes managerial practices and procedures including organization, procedural techniques, decision making, communications, staffing and management controls within a division.
- Reviews and interprets applicable Federal and State directives, instructions and guidelines and recommends operational changes for compliance.
- Participates in studies in which needs and problems are identified, objectives are clarified and defined and alternate approaches are explored and assessed.
- Performs short-and long-term analysis for use in revisions and modification of operational programs and policies.
- May involve instructing training courses as required.
- Evaluates statistical data and may forecast resources and operating costs.
- Monitors services provided by agency staff and/or outside agencies for operational and fiscal compliance with departmental, state and federal rules and regulations and/or to determine if services meet operational goals and objectives.
- Writes proposals, procedural manuals, special and routine reports.
- Contacts include internal and external agencies regarding, fiscal, operational and managerial adherence to state, department and division rules and regulations.

Management Analyst III

This is the third level directing management studies, analyzing data, evaluating options and recommending alternatives in a diverse range of complex management and operational areas.

- Works under the supervision of an administrative superior.
- Directs the preparation, administration and completion of highly complex and varied interdepartmental management studies and/or performs complex analysis of statewide multidisciplinary operational issues. Makes recommendations and suggests alternatives for proper course of action.
- Formulates scope of studies in which needs and problems are identified, objectives are clarified and defined and approaches are explored and assessed.
- Plans and conducts varied statistical studies on departmental operations, labor market and economic conditions and other areas of interest.
- Oversees and participates in monitoring internal services and those contracted to other agencies for compliance with policies, procedures, rules and regulations.
- Develops/designs systems for evaluating the effectiveness of operations in meeting established goals and objectives.
- Identifies program, operational, and/or financial management needs and provides an advisory service that enables other administrative personnel to modify existing or develop new policies and procedures.
- Participates on committees, task forces, councils and commissions.
- Participates in reviews concerning grant applications or requests for additional funding or programmatic changes and makes recommendations.

- Participates in the preparation and maintenance of an operating budget for all assigned areas; develops and formulates policies and procedures relative to financial matters.
- May plan, assign, review, and evaluate the work of subordinate staff.
- Contacts include key management to explain proposals, resolve differences, secure coordination and cooperation in current and proposed studies and reorganization.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of methods and techniques used in the analysis of managerial and operational problems.
- Knowledge of the principles, practices and theory of administration and management.
- Knowledge of statistics and their use as an analytical and evaluative tool.
- Skill in program evaluation.
- Skill in conducting research studies.
- Ability to understand the laws and regulations governing a division or department.
- Ability to establish and maintain effective working relationships with employees and or outside contacts and to deal tactfully with problems associated with management audits.
- Ability to perform analysis of managerial systems and operations.
- Ability to express and present ideas and conclusions clearly, concisely and effectively.
- Ability to collect data through interviews and consultations.

In addition to the above knowledge, skills and abilities, the Management Analyst II requires:

- Knowledge of statistics and evaluation design.
- Knowledge of the principles and techniques used in public administration.
- Skill in eliciting information.
- Skill in statistics and evaluation design.
- Skill in analyzing and evaluating goals and objectives.
- Ability to organize and instruct training classes.
- Ability to conduct studies.

In addition to the above knowledge, skills and abilities, the Management Analyst III requires:

- Knowledge of the principles, practices and theory of organization and management in the public sector.
- Knowledge of the laws and regulations governing a division or department and their impact on management goals and objectives.
- Knowledge of budget analysis and administration.
- Knowledge of data management software and automated management systems.
- Skill in the analysis of managerial systems.
- Ability to plan, assign, review, and evaluate the work of subordinate staff.

JOB REQUIREMENTS for Management Analyst I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of a Bachelors degree or higher which includes coursework in conducting studies, descriptive statistics and inferential statistics.

OR

1. Six months experience in conducting studies such as evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
2. Six months experience in descriptive statistics such as the mean, median, mode or standard deviation.
3. Six months experience in narrative report writing.

4. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

JOB REQUIREMENTS for Management Analyst II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in conducting studies which includes evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
2. Six months experience in descriptive statistics such as the mean, median, mode or standard deviation.
3. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Six months experience in narrative report writing.
5. Knowledge of designing studies which includes determining study goals and objectives, information needed, data sources, sampling and collection methods.
6. Knowledge of making recommendations for continuation or changes to operations, programs, services, policies or procedures based on findings.
7. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

JOB REQUIREMENTS for Management Analyst III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years experience in conducting studies which includes evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
2. Three years experience in descriptive statistics such as the mean, median, mode or standard deviation.
3. Three years experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Six months experience in designing studies which includes determining study goals and objectives, information needed, data sources, sampling and collection methods.
5. Six months experience in making recommendations for continuation or changes to operations, programs, services, policies or procedures based on findings.
6. Six months experience in narrative report writing.
7. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

Planner I (#MFEA01)

Planner II (#MFEA02)

Planner III (#MFEA03)

Planner IV (#MFEA04)

Planner V (#MFEA05)

Description of Occupational Work

This class is within the Engineering, Planning and Technical Services occupational group, Planning occupational series and describes full performance professional planning work. Full performance professional planning encompasses analyzing past and current trends, synthesizing the results with the present regulatory, social, economic, political, and environmental situation, conceptualizing and developing viable alternatives and recommendations, presenting the findings and recommendations to public officials and citizens, and evaluating the impact and outcomes of those recommendations.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Analyze and assess data, problems, and issues and their impact on programs, plans or the current environment.
- Define and evaluate alternative uses of resources, viable options/approaches and anticipated costs and benefits, consequences and outcomes using present and projected information.
- Develop recommended course of action for public and private decisions in formal plans and policies including policy statements, budget allocations, regulations and/or legislation to affect and facilitate change and reach objectives.
- Formulate plans and policies to meet the social, economic, and physical needs of communities.
- Develop, promote and market strategies for the implementation of plans, policies and programs.
- Build consensus with community leaders, customers, advocates, and other affected parties via negotiations, mediation and facilitation.
- Involve and educate special interest groups, customers, and public officials via variety of forums, e.g., seminars, workshops, conferences, newsletters, assessments, and analytical reports.
- Coordinate planning activities and policies across state, regional, county and local levels; integrate with other entities outside the state.

- Provide technical assistance, training and education for understanding and managing change.
- Design and manage the planning process.
- Systematically evaluate the impact of plan implementation and incorporate findings with the ongoing planning process.

Levels of Work

Planner I

This class describes first level planning work encompassing the full range of planning activities as described in Essential Functions.

- Performs full range of planning activities.
- Learns agency operations.
- Receives close supervision in agency processes and procedures.
- Responsible for less complex planning projects.
- Responsible for providing assistance to higher level planning staff on more complex projects.
- Regular contacts are typically with internal agency staff and with others outside the supervisory chain, regardless of the method of communication, for the purpose of coordinating and gathering information.

Planner II

This class describes full performance planning work for projects of varying complexities including complex projects and providing assistance to higher level planning staff on the most complex projects.

- Full performance (full range of planning activities).
- Receives less supervisory direction and assistance.
- Responsible for full range of planning for projects of varying complexities including complex projects.
- Project leader on less complex projects (can include or be limited to contractual staff).
- Responsible for providing assistance to higher level planning staff on the most complex projects.
- Regular contacts are typically with internal agency staff and with others outside the supervisory chain, regardless of the method of communication, for the purpose of clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories.

Planner III

This class describes full performance planning work for the most complex planning projects that may include work at a project lead level.

- Full performance (full range of planning activities) for the most complex planning projects.
- Work at this level may include full performance project leaders (can include or be limited to contractual staff). Typical elements of direct control over other positions/employees by a project leader include assigning work, monitoring progress and work flow, checking the product for timeliness, correctness and soundness, scheduling work and establishing work standards.
- Receives general supervision - supervisor does periodic review of progress.
- Regular contacts are typically with internal agency staff and with others outside the supervisory chain and agency, regardless of the method of communication, for the purpose of educating others on the benefits and intent of proper planning in order to gain support for projects and strategies.

Planner IV

This class is the expert level in a broad area of planning requiring the highest level of technical expertise. Positions at this level will report to top management/agency officials.

- Technical expert in broad area of planning.
- Acknowledged as expert (non managerial) planning professional position by peers and management by being delegated to function as a recognized expert in the application, use and adaptation of guidelines related to a broad area of planning; positions are recognized by management and peers as authoritative sources of expertise who possess a comprehensive knowledge in a broad area of planning and apply such knowledge to assignments; managers, peers, and users recognize and rely on position to provide guidance, direction, and instruction regarding the proper application and adaptation of standards (such as federal guides, rules and regulations), principles, concepts, techniques, systems and other guidelines related to the area of expertise.
- Formulates policies to carry out and implement activities.
- Provide expert direction to management on planning activities on a statewide basis.
- Direct and oversee all activities related to a broad area of planning.
- Directly influence management decisions and the direction of a broad area of planning.
- Formulates strategies that support objectives and activities of a broad area of planning or changes in direction and new initiatives.
- May represent Cabinet Secretary at state, county and local levels at planning meetings.
- Note: This level does not preclude positions also having responsibilities as project leaders.

Planner V

This class is the expert level in a broad area of planning requiring the highest level of technical expertise at the state, regional and national level. Positions at this level will report to top management/agency officials.

- Performs essential functions of the IV level.
- Acknowledged as expert (non managerial) planning professional at the state, regional and national level.
- Appointed by Cabinet Secretary to represent the Department at the national and regional level on boards and professional association committees to develop policy and professional standards.
- On a regular and continuing basis, represents Cabinet Secretary at state, regional and national levels at planning meetings and conferences.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of the planning profession.
- Knowledge of the areas of concentration, e.g., environmental, social, land use, health, emergency management, transportation, etc., as it
- applies to planning functions.
- Knowledge of historical and contemporary issues in the planning profession.
- Knowledge of the intergovernmental and inter-departmental planning activities.
- Knowledge of the principles and practices of project leadership and project management.
- Knowledge of the applicable laws, rules and regulations.
- Knowledge of public policy formulation and evaluation.
- Knowledge of state and federal funding sources and budgetary cycles, procedures.
- Skill in formulating problems and designing and conducting research.
- Skill in applying analytical methods including computer and statistical methods to planning problems.
- Skill in designing mechanisms for collecting and evaluating information such as surveys.

- Skill in building interpersonal relationships in order to work effectively with peers, customers, the public and state and federal officials.
- Skill in organizing and facilitating focus groups, meetings, symposium and other public forums.
- Ability to develop comprehensive plans and visualize their efforts.
- Ability to see issues in a global perspective and understand the relationship with other initiatives within and outside the agency.
- Ability to integrate various disciplines into the planning process.
- Ability to analyze and examine issues and options.
- Ability to mediate and facilitate group discussions.
- Ability to synthesize, interpret and simplify complex issues.
- Ability to be resourceful, use initiative and sound judgment in defining and preparing significant substantive elements of planning activities in the public interest.
- Ability to develop recommended courses of action and express ideas clearly, concisely, and effectively, both orally and in writing.

In addition to the above Knowledge, Skills and Abilities, the Planner V requires:

- Skill in developing national standards for the planning profession.
- Skill in public policy formulation and evaluation at the state, national and regional levels.

JOB REQUIREMENTS for Planner I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of the theories, concepts, principles, practices and procedures of planning.
2. Knowledge of the principles and practices of problem formulation, research design, implementation and analysis.
3. Knowledge of analytical and evaluative modes.

JOB REQUIREMENTS for Planner II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least one year experience as a planner OR at least one year experience in a planning function.
2. Experience in designing, collecting data, analyzing and presenting results of a complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience as a project manager on a less complex project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).

JOB REQUIREMENTS for Planner III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least two years experience as a planner OR at least two years experience in a planning function.
2. Experience in designing, collecting data, analyzing and presenting results of a most complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience as a project manager/leader on a complex project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).

JOB REQUIREMENTS for Planner IV

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least three years experience as a planner OR at least three years experience in a planning function.

2. Experience in having responsibility for a most complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience in serving as a subject matter expert in the field listed in the selective.

JOB REQUIREMENTS for Planner V

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in having responsibility for a most complex planning project including designing and conducting research, applying analytical methods including computer and statistical methods, and designing mechanisms for collecting and evaluating information (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
2. Experience in serving as a subject matter expert in the field listed in the selective.

Project Manager I (#MAIB01)

Project Manager II (#MAIB02)

Description of Occupational Work

Project Managers plan, design, evaluate, and ensure the successful delivery of projects for state agencies and related stakeholders in alignment with the organization's strategy, mission, goals, and objectives. Project Managers lead multiple projects at any given time, including strategic project portfolio management and stakeholder coordination. The range of projects the employee is involved in may vary widely in terms of functional areas, relying heavily on the guidance of the appropriate stakeholders and subject matter experts. Work often involves reviewing, evaluating, and determining specific courses of action to be taken, through collaboration with customers, business process owners, management, and end users, and in compliance with agency, state, and federal laws, rules, regulations, standards, policies, and procedures. In addition, Project Managers may oversee or supervise the work of employees in other class series.

Work is distinguished from other classes with project management components by the scope and impact of work performed as well as methodologies applied. Employees perform project management work on behalf of an entire agency or enterprise impacting multiple divisions and/ or agencies statewide. Therefore, Project Managers are typically assigned to the agency or state level, but may also be assigned to a large, complex division. Employees require an in-depth knowledge of project management methodologies and related methods, tools, and techniques such as:

- Predictive, hybrid, and adaptive methods
- Scope, risk, schedule, cost, resource, communications, procurement, quality, and integration management techniques and tools
- Project planning and other project lifecycle methodologies
- Project portfolio and program management
- Continuous improvement methodologies
- Project Management Institute (PMI) recognized methods
- Microsoft Planner, Planview software suite, or other project management development tools
- Systems thinking, focused on clearly communicating concepts to relevant stakeholders, as they relate to different aspects of the enterprise
- Application of project management principles, project tailoring, use of methods, models, and project artifacts, as well as stakeholder management techniques

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

- Manages the full lifecycle of State of Delaware projects from initiation through implementation including planning, designing, monitoring, and controlling requirements, costs, schedules, resources, staffing, testing, and quality assurance.
- Develops and obtains approval of activities as required based on the size, priority, complexity, and risk of the project. Selects, interprets, tailors, and utilizes predictive and adaptive project management tools and methods.
- Partners and collaborates with customers, business process owners, management, and end users to develop a detailed project plan considering the scope, risks, and requirements, prioritizes and organizes requirements for

clarity and feasibility, and verifies the timing, quality, and cost of deliverables.

- Aligns project requirements, scope, and objectives with the overall business strategy and takes corrective action or makes adjustments to ensure all project milestones are completed in a timely manner.
- Measures project performance and conducts statistical and other analyses such as risk analysis and stakeholder analyses, addresses issues, risks, and change orders as they arise, and provides recommendations to stakeholders based on findings.
- Manages and monitors progress against the project plan to inform the project portfolio, and schedules status reviews including quality assurance and other assessments and process reviews.
- Integrates service delivery with lean continuous improvement, business analysis, and change management resources providing updates, information and coordinating project management activities as needed with program team members.
- Maintains effective lines of communication with customers, business process owners, management, and end users and ensures agreement to any project changes.
- Coordinates internal resources and vendors (contractors) for the execution of projects.
- Utilizes modern tools and software platforms for project management and adheres to a consistent approach for maintaining project management methods, models and artifacts.
- Travels to various state office locations within Delaware as required.
- Prepares a variety of statistical, narrative, and other status or progress reports.
- Communicates and interacts effectively with people across cultures, ranges of ability, genders, ethnicities, ages, and races.
- Performs other related duties as required.

Project Manager I

This is experienced level project management work responsible for planning, designing, evaluating, and ensuring the successful delivery of projects for state agencies and related stakeholders in alignment with the organization's strategy, mission, goals, and objectives. Work includes assisting with developing project charter elements, performing return on investment and effort estimates, setting deadlines, and defining success.

- Receives general supervision from a technical or administrative supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work. Supervisory advice or assistance is provided as needed.
- Reviews, evaluates, and recommends specific course of action on intermediate-scale projects and participates in complex projects.
- Independently conducts analyses, quality assurance, and other assessments; determines impacts and presents relevant information to ensure supervisors or managers are informed on the status, risks, and issues.
- Participates in budget, grant and/or contract development and management related to projects assigned.
- May lead paraprofessional, professional, or administrative support staff by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction.
- Communicates effectively with technical and non-technical teams, subject matter experts, key-stakeholders, contractors, or others to gather and evaluate information, and to provide recommendations, guidance and direction.

Project Manager II

This is advanced level project management work responsible for planning, designing, evaluating, and ensuring the successful delivery of projects for state agencies and related stakeholders in alignment with the organization's strategy,

mission, goals, and objectives. In addition to work performed by the Project Manager I level, employees independently perform more complex work with minimal supervision and are well-versed in the assigned agency's project needs, priorities, operations, goals, and objectives. Work includes preparing and completing project plans, achieving operational objectives by contributing recommendations to strategic plans, and meeting financial and operational milestones for project completion.

- Receives minimal supervision from a technical or administrative supervisor; the supervisor defines objectives, priorities, and deadlines and assists employees with unusual situations.
- Reviews, evaluates, and recommends specific course of action on a variety of projects that have a broad impact, span multiple branches of government, and may involve opposing viewpoints, multiple laws, rules, and regulations and a range of possible solutions that contribute to complexity.
- Plans, prioritizes and defines the scope of projects including selecting predictive, hybrid, adaptive, or other methods of project management based on analysis of each project's scope, plan, goals, and outcomes.
- Designs project goals and success markers to measure performance, analyzes and resolves complex or sensitive issues, risks, or changes, determines impacts, and presents results to customers, internal or external management or stakeholders.
- Develops project charter elements, performs return on investment and effort estimates, sets deadlines, and defines success.
- Leads paraprofessional, professional, or administrative support staff by assigning, monitoring, and reviewing work and providing on-the-job training, guidance, and direction; may lead a project team.
- Engages in vendor and contract management by effectively coordinating resources within projects ensuring that deliverables, milestones, and business requirements associated with statements of work are being met.
- May supervise casual/seasonal and/or contractual staff; may also supervise two or more merit full-time positions* (*lower-level positions, not in this Project Management class series). The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Communicates effectively with technical and non-technical teams, subject matter experts, key-stakeholders, contractors, or others to identify and resolve issues and risks; and develops and adheres to an effective communications plan.

Knowledge, Skills and Abilities

The listed knowledge, skills, and abilities give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the needs of every position in the class.

- Knowledge of predictive and adaptive project management methodologies and related project management tools.
- Knowledge of the principles and practices of continuous improvement, business analysis and change management.
- Knowledge of organizational structure, operations, and associated business processes of assigned agency/enterprise including applicable laws, rules, regulations, standards, policies, and procedures.
- Skill in developing and maintaining detailed project plans, charter, stakeholder analyses, and work breakdown structures.
- Skill in facilitating project meetings to elicit information and define business processes and requirements.
- Skill in conducting statistical and other analyses to measure performance including project health, status, and outcomes.
- Skill in effective communication both orally and in writing and making presentations.
- Skill in using project management software and automated information systems to research, review, evaluate, and report on data.
- Ability to apply analytical and problem-solving methods and techniques and use sound judgment to reach logical conclusions.
- Ability to set goals and meet deadlines in a fast-paced environment.
- Ability to resolve challenges independently and escalate as appropriate.

- Ability to prepare statistical, narrative, and progress/status reports.
- Ability to establish and maintain effective working relationships.

In addition to the above knowledge, skills, and abilities, the Project Manager II requires:

- Knowledge of emerging trends and best practices in project management methodologies and tools.
- Skill in applying advanced project management methods, tools, and techniques.
- Skill in leading the full lifecycle of projects from initiation through implementation with agency and/or statewide impact.
- Skill in identifying and analyzing needs, requirements, issues, and challenges and recommending solutions based on best business practices and research.
- Ability to prepare and adhere to communication plans and strategies.
- Ability to effectively lead a project team and foster collaboration.
- Ability to provide on-the job training, guidance, and direction to staff.
- Ability to troubleshoot issues during and post-implementation.
- Ability to deliver information effectively in a variety of settings.
- Ability to successfully plan, define, sequence and control project quality, resources, scope, schedule, and costs, and recommend corrective action.

JOB REQUIREMENTS for Project Manager I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Completion of a state-approved continuous improvement training program OR completion of a professional project management certification such as Project Management Professional (PMP) or Certified Associate in Project Management (CAPM).
2. One year of experience in project management such as planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on the status of projects.
3. One year of experience in facilitating project meetings to elicit information, define business processes and requirements, and monitor the progress/status of projects.
4. One year of experience in preparing statistical, narrative, and progress/status reports and presenting findings.
5. Six months' experience in conducting statistical and other analyses to measure project performance including project health, status, and outcomes, and recommending improvements based on findings.

JOB REQUIREMENTS for Project Manager II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Completion of a state-approved continuous improvement training program OR completion of a professional project management certification such as Project Management Professional (PMP) or Certified Associate in Project Management (CAPM).
2. Two years' experience in project management such as planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on the status of projects.
3. Two years' experience in facilitating project meetings to elicit information, define business processes and requirements, and monitor the progress/status of projects.
4. One year of experience in conducting statistical and other analyses to measure project performance including project health, status, and outcomes, and recommending improvements based on findings.
5. Six months' experience in designing, prioritizing, and defining the scope of projects including selecting appropriate project management tools, methods, and techniques.

Environmental Scientist I (#MGBE01)

Environmental Scientist II (#MGBE02)

Environmental Scientist III (#MGBE03)

Description of Occupational Work

This class series is within the Agriculture, Natural Resources and Sciences occupational group, Sciences occupational series and describes work as a technical, scientific advisor within a specialized environmental area for the preservation, management and protection of the state's environmental and natural resources. Work is conducted in support of fish and wildlife management, air quality management, waste management, soil and water conservation and water resources management and related resources.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts field studies or inspections and evaluations for compliance with permit and regulatory requirements; observes, collects, analyzes, reviews and interprets data from standard field studies, compliance inspections, various regulatory submissions or literature and makes recommendations.
- Performs statistical analysis of data.
- Conducts technical reviews and makes recommendations on permit applications or other various regulatory submissions to ensure compliance with regulations.
- Prepares permits, technical reports and/or enforcement case documents.
- Responds to technical/regulatory inquiries from other state, local and federal agencies as well as public and private organizations or individuals.

Levels of Work

Environmental Scientist I

This is the entry level of environmental science work.

- Reports to a technical or administrative superior.
- Depending on the complexity of activities performed, work can be reviewed in progress or at completion of an assignment.
- Performs routine, standard work assignments and assists with more complex assignments.
- Participates or assists in preparing for public meetings by conducting background research and drafting information for use by others.
- May participate on State Emergency Response Team and State Radiological Emergency Response Team.

Environmental Scientist II

This is the full performance level of environmental science work.

- Work is reviewed at critical stages of a project. Plans and conducts environmental assessments, studies, investigations or compliance inspections/evaluations and prepares reports of findings; makes recommendations for action.
- Prepares permits or technical reports for review by superior.
- Represents the Division to other state, local and federal agencies, public or private organizations or individuals to discuss findings and recommendations pertaining to environmental studies and/or regulatory actions; may conduct public meetings or hearings.
- May prepare statistical analysis of data and make recommendations.
- May perform technical review and make recommendations on permit applications or other submissions requiring regulatory interpretation to ensure compliance.
- May testify at environmental appeal hearings or court proceedings.
- May make recommendations for action on violations of permits or regulations; may negotiate a resolution with the affected party(ies).
- May draft policies, program authorizations/delegations, regulations or statutory changes and provides recommendations for programmatic improvements.
- May serve on inter-departmental, multi-media, and environmental assessment and/or implementation teams.
- Provides guidance and training to lower level technical staff.
- May use established computer models to evaluate data to determine trends and outcomes; may collect, organize and analyze data for use in making programmatic recommendations.

Environmental Scientist III

This is the project management level of environmental science work.

- Work is performed independently and reviewed at completion.
- Designs, plans and oversees the implementation of complex and diverse environmental investigations, studies or projects; prepares report of findings and recommendations for action and may oversee implementation; reviews and critiques studies or reports prepared by other technical staff, contractors and consultants.
- Makes decisions on all aspects of assigned projects that may involve significant state and federal or private expenditures.
- Designs, budgets and oversees project implementation, assessment and evaluation.
- Evaluates complex permit applications or other regulatory submissions, develops statutes or regulations and program requirements such as protocols, procedures, application documents, policies, guidance documents or educational materials. Negotiates, facilitates and integrates an understanding of conflicting points of view.
- Develops regulations, educational materials, procedures, protocols, statutes, grant applications or budget proposals to support department goals and objectives of preserving and protecting the quality of the environment.
- Directs activities of other technical staff.
- Represents the Division/Department as a technical expert to elected officials, the media, federal, state or local agencies, public or private organizations or individuals; may serve as group leader for inter-departmental committees and work groups.
- May use complex statistical or mathematical modeling or analysis to quantify environmental impacts, predict outcomes of management decisions and recommend policy.
- May review complex permit applications, technical reports, or other submissions; prepares and submit permit applications or other work products to state and/or federal agencies.
- May work with Deputy Attorney General to prepare evidence and develop case strategy; testifies as an expert witness.
- May make recommendations for action on violations of complex permits or regulations; negotiates resolutions with affected party(ies); negotiates/resolves conflicting points of view in complex and/or controversial projects; develops enforcement strategy and policy documents.
- May participate in or make recommendations concerning the design, development, evaluation or

modification of computer models or information systems to ensure accurate analyses and effective collection, coordination and assessment of environmental information.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of the environmental sciences.
- Knowledge of controlled sampling techniques.
- Knowledge of the methods, techniques and procedures of data collection and compilation.
- Knowledge of the concepts of mathematics, chemistry, biology and physical science.
- Ability to conduct field studies, tests, surveys and investigations based on environmental science principles and practices.
- Ability to research and interpret regulations.
- Ability to work with electronic data processing methods.
- Ability to compile, analyze and interpret statistical data.
- Ability to apply federal and state environmental laws, rules, and regulations governing assigned program areas.

In addition to the above knowledge, skills and abilities, the Environmental Scientist II requires:

- Knowledge of the methods, techniques and procedures of literary research, field investigation and data analysis.
- Knowledge of methods and techniques of technical report writing.
- Knowledge of federal and state laws, rules and regulations governing assigned program areas.
- Knowledge of statistical methods of data analysis.
- Skill in analyzing data and facts, drawing conclusions and recommending courses of action.
- Ability to mediate/facilitate groups, meetings and other public forums.

In addition to the above knowledge, skills and abilities, the Environmental Scientist III requires:

- Knowledge of the principles and practices of project leadership and project management.
- Knowledge of state and federal funding sources and budgetary cycles and procedures.
- Knowledge of emerging trends in environmental science and regulation.
- Skill in applying analytical methods including computer and statistical methods.
- Skill in the application of state and federal environmental laws, rules, and regulations and department and division goals and objectives.
- Skill in mediating and facilitating groups, meetings and other public forums.
- Skill in building interpersonal relationships with peers, customers, public and private sector and state/federal officials.
- Skill in designing and conducting research and investigations.
- Skill in developing recommended courses of action and expressing ideas clearly, concisely and effectively.

JOB REQUIREMENTS for Environmental Scientist I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Life, Physical, or Applied Science or related field.
2. Knowledge of controlled sampling, monitoring and testing techniques.
3. Knowledge of analyzing and evaluating data.
4. Knowledge of technical report writing.
5. Knowledge of using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

JOB REQUIREMENTS for Environmental Scientist II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Life, Physical, or Applied Science or related field.
2. Six months experience in analyzing and evaluating scientific data.
3. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
5. Six months experience in technical report writing.

JOB REQUIREMENTS for Environmental Scientist III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Life, Physical, or Applied Science or related field.
2. Six months experience in environmental or natural resources project management which includes planning, developing, implementing, managing and evaluating environmental or natural resources projects to ensure objectives are met.
3. Two years' experience in analyzing and evaluating scientific data.
4. Two years' experience in interpreting environmental laws, rules, regulations, standards, policies and procedures.
5. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
6. Six months experience in technical report writing.

Park Superintendent I (#MGCG11)

Park Superintendent II (#MGCG12)

Park Superintendent III (#MGCG13)

Park Superintendent IV (#MGCG14)

Description of Occupational Work

Park Superintendents supervise, manage, and administer the operations of the State of Delaware parks.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, employees can complete job duties of a similar kind not specifically listed here.

- Interprets and applies park rules and regulations and works with Department law enforcement to ensure safety and security of park visitors.
- Oversees revenue collection, recording and deposit. Prepares grant requests and manages budget for special facilities.
- Plans and coordinates maintenance, visitor programs and services and fiscal administration to ensure all areas and facilities are functioning according to established standards.
- Develops and conducts interpretive/environmental education programs and recreational events.
- Assists park visitors and the public by providing information, first aid/emergency care and attention to concerns that may occur within or proximate to the park boundaries.
- Assigns projects, reviews progress and coordinates staff activities to ensure visitor safety and satisfaction and accomplishment of park objectives.
- Develops and maintains effective working relationships with adjacent landowners, park volunteers, contractors, vendors, community groups, and park benefactors.
- Ensures public safety through regular inspection of park facilities and grounds and review of park law enforcement activity.
- Maintains and compiles fiscal and narrative records and reports.
- May schedule, assign and review the work of full time and seasonal park staff.
- Uses automated information systems and computer software to research, review, analyze, document, and report on relevant park information.
- Performs other related duties as required.

Levels of Work

The level of work for a Park Superintendent progresses based on an employee's independence, size and scope of responsibilities, complexity of duties, decisions made, and required experience.

Park Superintendent I

This is the first level of park superintendent work responsible for supporting the daily supervision and management of the operations, programs, and services for an assigned state park. Employees independently perform the full range of park superintendent work in support of a medium sized state park under general supervision. Medium state parks typically include the following: annual revenue of more than \$500,000 but less than \$2.5 million, close to 1,000 acres, over 200,000 visitors per year, and some 24/7 operations such as campgrounds or concessionaire operations.

- Receives general supervision from a Park Superintendent IV or higher supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work. Supervisory advice or assistance is provided as needed.
- Assumes full authority for all park activities in the supervisor's absence.
- Recommends facility modifications and directs implementation of approved modifications.
- Negotiates contractual agreements for use, services and programs. Monitors contractual compliance of concessionaires through on-site inspections; negotiates correction of non-compliance. Alerts supervisor in the event of continued non-compliance.
- Serves on planning and policy committees, assists community groups with outdoor planning and project development. Recommends and implements policies pertaining to park or special facilities use.
- Analyzes proposed programs and events, considering audience, preparation time, equipment and materials, staffing, objectives, participant safety, impact on the resources and cost to revenue ratios.

Park Superintendent II

This is the second level of park superintendent work responsible for supporting the daily supervision and management of the operations, programs, and services for an assigned state park. In addition to work performed at the Park Superintendent I level, employees independently support a Park Superintendent V or higher in the full range of park superintendent work under general supervision. Large state parks typically include the following: annual revenue of over \$2.5 million, over 1,000 acres, over 1 million visitors per year, and significant 24/7 operations such as campground, marina, and concessionaire operations.

- Receives general supervision from a Park Superintendent V or higher supervisor; the supervisor provides general direction on all assignments, and regular review of progress, accuracy, and quality of work. Supervisory advice or assistance is provided as needed.
- Supervises two or more merit full time positions. The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Assumes full authority for all park activities in the supervisor's absence.
- Assists in the development of the park's operating and capital budget for review and approval by supervisor.
- Develops and implements an effective maintenance program for equipment, grounds and facilities.
- Researches and analyzes the effects of area activities, such as hiking, biking, and camping, and any proposed activities on the park environment and resources and makes appropriate recommendations, including recommendations to increase park revenue/visits.

Park Superintendent III

This is the third level of park superintendent work responsible for the daily supervision and management of the operations, programs, and services for an assigned state park. In addition to work performed at the Park Superintendent II level, employees manage all areas of small sized park operations, visitor services, resource development and protection, facility, recreation, interpretive services, property management, collection and processing of park system revenue, concession, and maintenance, under minimal supervision. Small state parks typically include the following: supervises less than 7 full time employees, annual revenue of less than \$500,000,

under 1,000 acres and less than 200,000 visitors per year.

Operations are not 24/7 for the public, but staff would be required to respond to emergencies.

- Receives minimal supervision from a Park Superintendent VI or higher; the supervisor defines objectives, priorities, and deadlines and assists the employee with unusual situations.
- Manages all aspects of a park's operations, programs and services and provides expertise in related natural resources, interpretive/ environmental education programs and recreational events.
- Supervises two or more merit full time positions. The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Evaluates park operations, programs and services to identify problems, determine compliance and evaluate the effectiveness and efficiency to ensure program goals and overall objectives are met. Oversees and indirectly supervises training and education work and staff.
- Develops and justifies the park's operating and capital budget for review and approval by supervisor.
- Analyzes park usage to plan park staffing, maintenance, expansion and modification.
- Increases park revenues through development and implementation of various recreation, interpretation and environmental education events.
- Develops and implements policies and procedures pertaining to park use.

Park Superintendent IV

This is the fourth level of park superintendent work responsible for the daily supervision and management of the operations, programs, and services for an assigned state park. In addition to work performed at the Park Superintendent III level, employees manage all areas of medium sized park operation, visitor services, resource development and protection, facility, recreation, interpretive services, property management, collection and processing of park system revenue, concession, and maintenance, under minimal supervision. Medium state parks typically include the following: supervises more than 7 full time employees, annual revenue of more than \$500,000 but less than \$2.5 million; close to 1,000 acres, over 200,000 visitors per year and include some 24/7 operations such as campgrounds or concessionaire operations.

- Receives minimal supervision from a Park Superintendent VI or higher; the supervisor defines objectives, priorities, and deadlines and assists the employee with unusual situations.
- Supervises two or more merit full time positions, one of which must be at the Park Superintendent I level or higher. The elements of supervision include performing the following on a regular and continuing basis: planning, assigning, reviewing, evaluating, coaching, training, disciplining, and recommending hire, termination, and promotion.
- Develops and implements policies and procedures pertaining to park use and makes decisions on assigned park matters on behalf of the department including some 24/7 operations.
- Oversees budget management and development of the assigned state park's operating and capital budget for review and approval by supervisor.
- Oversees and approves the development and implementation of an effective maintenance program for equipment, grounds and facilities.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of supervision.
- Knowledge of state and park laws, rules and regulations.
- Knowledge of the State's natural, cultural, recreational, and historical resources.
- Knowledge of the methods and techniques of grounds and/or facility operation and maintenance.
- Knowledge of state and federal budget and fiscal policies and practices.

- Knowledge of contract management.
- Knowledge of data analysis and interpretation techniques.
- Ability to prepare and maintain accurate and complete records and narrative reports.
- Ability to develop and maintain effective working relationships.
- Ability to operate various maintenance equipment, boats and motor vehicles.
- Ability to communicate effectively.
- Ability to analyze program costs and develop fee schedules.
- Ability to solve problems, handle emergency situations and recognize and mediate adverse situations.
- Ability to conduct park interpretation, environmental education and recreation programs.
- Ability to plan, assign, review and monitor the work of staff and projects.

In addition to the above knowledge, skills and abilities, the Park Superintendent II requires:

- Knowledge of the principles and practices of program/service management.
- Knowledge of department and division policies, procedures, goals and objectives.
- Skill in staff supervision.
- Skill in planning, developing and implementing educational or recreational programs or special events.
- Skill in maintaining expenditures within available resources.
- Skill in analyzing data, drawing conclusions and recommending courses of action.
- Skill in preparing and reviewing reports.
- Skill in project management.
- Ability to draft, justify and administer an operating budget.
- Ability to negotiate contract terms and conditions with vendors and resolve disputes.
- Ability to develop effective ground, facility and maintenance programs/improvements.
- Ability to ensure compliance with law, rules, regulations, standards, policies and procedures.

In addition to the above knowledge, skills and abilities, the Park Superintendent III requires:

- Knowledge of the methods and techniques of program/service design, development and evaluation.
- Knowledge of operating and capital budget development.
- Knowledge of the methods and techniques of revenue generation through fund raising, public and private sources.
- Knowledge of policy and procedure development.
- Skill in budget and contract management.
- Ability to provide expert guidance and direction on a variety of park operations, programs and services.
- Ability to recognize and integrate diverse and/or conflicting priorities.
- Ability to plan, organize and integrate program resources to achieve program goals.
- Ability to establish and maintain effective working relationships with landowners, contractors, environmental groups and co-workers.

In addition to the above knowledge, skills and abilities, the Park Superintendent IV requires:

- Skill in implementing ground, facility and maintenance programs/improvements.
- Skill in managing park operations, programs and services.
- Skill in developing policies and procedures.
- Skill in overseeing and monitoring revenue collection, reconciliation and management of funds.
- Ability to identify new or changes to existing park programs, services, and events to increase revenue.

JOB REQUIREMENTS for Park Superintendent I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months' experience working in natural resources, parks, historic sites or recreation.
2. Knowledge of managing diverse activities in support of operational, project or program services.

3. Knowledge of planning, developing, and implementing educational or recreational programs or special events.
4. Knowledge of staff supervision acquired through course work, academic training, training provided through an employer, or performing as a lead worker overseeing the work of others; OR supervising staff which may include planning, assigning, reviewing, and evaluating the work of others; OR supervising through subordinate supervisors a group of professional, technical, and clerical employees.

JOB REQUIREMENTS for Park Superintendent II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year of experience working in natural resources, parks, historic sites or recreation.
2. Six months' experience in managing diverse activities in support of operational, project or program services.
3. One year of experience in planning, developing and implementing educational or recreational programs or special events.
4. One year of experience in staff supervision which includes planning, assigning, reviewing and evaluating work of others.
5. Six months' experience in contract management and control which includes ensuring compliance with terms of contracts; negotiating changes to existing contracts.
6. Six months' experience in budget management and control such as managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.

JOB REQUIREMENTS for Park Superintendent III

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months' experience in natural resources, park or recreation program administration such as overseeing and directing the development, implementation and evaluation of natural resources, park or recreation programs and services; establishes program objectives; plans short and long range program goals; develops and implements program policies and procedures and ensures compliance and funding requirements. Provides advice to other agency organizational units through consultation.
2. One year of experience in managing diverse activities in support of operational, project or program services.
3. Two years' experience in staff supervision which includes planning, assigning, reviewing and evaluating work of others. One year of experience in contract management and control which includes ensuring compliance with terms of contracts; negotiating changes to existing contracts.
4. One year of experience in budget management and control such as managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.

JOB REQUIREMENTS for Park Superintendent IV

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. One year of experience in natural resources, park or recreation program administration such as overseeing and directing the development, implementation and evaluation of natural resources, park or recreation programs and services; establishes program objectives; plans short and long range program goals; develops and implements program policies and procedures and ensures compliance and funding requirements. Provides advice to other agency organizational units through consultation.
2. Two years' experience in managing diverse activities in support of operational, project or program services.
3. Three years' experience in staff supervision which includes planning, assigning, reviewing and evaluating work of others. Two years' experience in contract management and control which includes ensuring compliance with terms of contracts; negotiating changes to existing contracts.
4. Two years' experience in budget management and control such as managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.

Zoo Keeper I (#MGAH04)

Zoo Keeper II (#MGAH05)

Description of Occupational Work

This class series is within the Natural Resources and Sciences occupational group, Agriculture and Animal Services occupational series and describes work in maintaining a zoo including the animals, exhibits, grounds and facilities in accordance with the standards set forth by an accrediting organization such as the Association of Zoos and Aquariums as stated in Delaware Code Title 3 section 3.0 definition of a 'zoo'. Incumbents in this class series have a working knowledge of and care for a broad variety of over 50 animal species.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Cares for, feeds and handles wild/exotic animals.
- Performs work in compliance with Association of Zoos and Aquariums (AZA) and United States Department of Agriculture (USDA) standards.
- Observes the medical and behavioral condition of animals and reports conditions; and observes or assists with medical procedures.
- Administers medications orally and through subcutaneous and intramuscular injections.
- Ensures clean and maintained animal exhibits. and facilities.
- Ensures appropriate grounds and equipment maintenance.
- Responds to visitor questions and educates visitors about the care and handling of animals including keeper talks and other public education presentations.
- Ensures physical safety of zoo and guests.
- Writes articles on animals for publications and social media.
- Uses computer software and/or automated information systems to track animal behavior, diets, medical data and other information on animals.
- Collects and shares animal management data, presents academic papers and maintains and compiles records and reports.
- Performs special projects for the zoo.

Zoo Keeper I

This is the entry level of zoo keeper work which includes feeding and providing for the general care and welfare of zoo animals, cleaning and maintaining exhibit enclosures and zoo facilities, maintaining gardens and grounds and ensuring habitat safety and security. Employees at this level perform routine work in support of a zoo in compliance with all AZA, USDA and other state and federal laws, rules and regulations.

- Reports to the Assistant Zoo Manager.
- Under close supervision performs the full range of Essential Functions.
- Performs routine work while receiving formal and on-the-job training.
- Prepares food according to prescribed diets, feeds animals and administers prescribed medications in accordance with protocol direction.
- Cleans and performs routine maintenance on animal exhibits and facilities.
- Performs grounds and equipment maintenance.
- Informs superior about the needs of the animals and the zoo.
- Participates in the development of management plans for zoo species.
- Complies with security and safety practices around wild animals for the protection of the public and animals and participates in capturing, restraining, and moving wild animals.
- Operates motor vehicles and a variety of light and medium equipment.

Zoo Keeper II

This is the advanced level of zoo keeper work which includes leading and directing staff, interns and apprentices in feeding and providing for the general care and welfare of zoo animals, cleaning and maintaining exhibit enclosures and zoo facilities, maintaining gardens and grounds and ensuring habitat safety and security. Employees at this level perform complex work in support of a zoo in compliance with all AZA, USDA and other state and federal laws, rules and regulations.

- Reports to the Assistant Zoo Manager or higher.
- Provides training and technical expertise to staff and directs the activities of interns and apprentices.
- Receives general supervision involving periodic review of work in progress and end results.
- Independently assesses animal welfare and complex animal behavior and social interactions between animals in mixed species enclosures; reports changes/issues as appropriate.
- Cares for and handles dangerous animals including large hoof-stock, medium to large cats, alligators, large raptors and venomous snakes.
- Designs building and maintenance of exhibit habitats.
- Inspects zoo grounds, exhibits and facilities to ensure adherence to safety standards and recommends action to correct unsafe conditions.
- Leads and ensures the completion of special projects for the zoo.
- Provides input to management on project planning and implements management plans/projects based on application of the modern zoological principles/practices and recommends modifications to plans/projects based on changes in animal and zoo conditions.
- May act as Zoo Manager on duty and is responsible for animal and safety situations that may arise.

Knowledge, Skills and Abilities

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of animal biology, behavior and caring, feeding and handling of wild animals of various taxa.
- Knowledge of applicable state and federal laws, rules, regulations, standards, policies and procedures, as well as

accreditation standards.

- Knowledge of appropriate and safe practices around wild animals.
- Knowledge of wild animal nutritional needs and feeding methods.
- Knowledge of operant conditioning strategies and methods.
- Knowledge of interpretive skills for public speaking.
- Knowledge of the safe operation and maintenance of motor vehicles, landscaping and grounds keeping equipment and hand tools.
- Knowledge of basic methods and techniques used in the traditional building and mechanical trades.
- Skill in following instruction and procedures both written and verbal.
- Ability to ensure safety of zoo and guests.
- Ability to keep accurate and detailed records using computerized software.
- Ability to effectively communicate both written and verbal.
- Ability to use tools, equipment, chemicals and pesticides in a safe and efficient manner.
- Ability to establish and maintain effective working relationships.

In addition to the above knowledge, skills and abilities, the Zoo Keeper II requires:

- Skill in assessing animal welfare and behavior.
- Skill in caring for, feeding and handling wild animals of various taxa.
- Skill in ensuring compliance with applicable state and federal laws, rules, regulations, standards, policies and procedures, as well as accreditation standards.
- Skill in using automated information systems and computer software.
- Ability to train staff.
- Ability to design and maintain exhibit habitats.
- Ability to respond appropriately to emergency situations.

JOB REQUIREMENTS for Zoo Keeper I

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months' experience in caring for animals in an animal care facility or zoo setting.
2. Six months' experience in record keeping.
3. Six months' experience in ensuring compliance with laws, rules, regulations, standards, policies or procedures.

JOB REQUIREMENTS for Zoo Keeper II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of an Associate's degree or higher in Biology, Zoology, Wildlife Management, Environmental Science, Zoo Animal Science or related field.
2. One year of experience in caring for animals in an animal facility or zoo setting.
3. One year of experience in record keeping.
4. One year of experience in ensuring compliance with laws, rules, regulations, standards, policies or procedures.

TRANSPORTATION STORE REPRESENTATIVE (DARTT1) DART ONLY

Summary of Job

The Transportation Store Representative is responsible for providing schedule and fare information; selling SEPTA and stored value cards, reconciling their cash register monies/paperwork; reconciling overages/shortages; providing refunds, redemption reports, entitlement coupons; and schedule replenishment. The position reports to the Transportation Stores Supervisor.

Skills: Experience based

The position draws on experience in the customer service field. Must have the ability to deliver information to the public in a readily understandable manner and be comfortable in handling monetary instruments. Specific experience-based skills include communication and attention to detail.

Skills: Knowledge based

The Transportation Store Representative must have knowledge of general mathematical skills and a basic understanding of schedules and time tables.

Judgment and of Discretion

The Transportation Store Representative is seen as representing the Corporation through daily contacts with DART First State customers. Exercise of judgment is necessary in interpreting established guidelines and procedures when fielding questions from customers.

Complexity

The function is relatively straightforward with day-to-day operations governed by an established set of guidelines and procedures.

Supervision Received

The Transportation Store Representative operates under the general direction and through guidelines and procedures developed by the Transportation Stores Supervisor. Work is monitored on a spot check basis, as much of the work is performed at transportation store locations with no direct supervision.

Supervision Exercised

The Transportation Store Representative has no supervisory authority.

Scope and Impact

The position directly impacts revenues and the health of the organization by accurately collecting and reconciling monies, providing accurate fare and schedule information, and creating a positive interaction for DTC customers.

Work Contacts

The Transportation Store Representative position is seen as representing the corporation through customer contact. The incumbent interacts extensively with customers; interface with the general public, service agencies, and staff elsewhere in the support unit is also required. Contacts are largely informational; however, the element of problem solving may be required in directing contacts with the public.

Working Conditions

This position operates primarily in the transportation store environment; however, the incumbent can work in an office or money room environment as required. The workdays and hours are based on regular shifts, although subject to periodic exception in order to provide adequate staffing during all hours the stores are in operation. As a result, this position is expected to be available to work before or after normal business hours, and in any of DTC's transportation stores, and North District money rooms and Administration locations. Occasional weekend work may be required to cover for employees that are on vacation or to staff DTC special events.

**HOUSEKEEPER (DNGH01)
DELAWARE NATIONAL GUARD ONLY**

Summary of Job

Assignment location: Bethany Beach Training Site. The housekeeper is required to provide a high standard of cleanliness throughout the Bethany Beach Training Site. Must be able to clean and turn around 65 living quarters, one conference room and 5 classrooms per day based on an eight hour day in accordance with Bethany Beach Training Site standards. Duties and responsibilities include; but not limited to: Clean and stock buildings/living quarters quickly, neatly, and efficiently. To maintain neat and clean Kawasaki Gator, equipment, storage rooms, and supplies. To maintain a friendly and approachable attitude towards guests and staff. Must handle various cleaning solvents, chemicals, etc and comply with all regulations such as OSHA, EPA, and State Health Department. Maintain a clean and professional appearance. Operate various mechanized cleaning equipment, such as vacuums, polishers, buffers. Document any deficiencies, including mechanical and electrical problems from the guest's rooms and report to Housing Officer or Assistant Housing Officer. Label and submit all lost and found items to the Housing Officer or Assistant Housing Officer. Replenish all items with-in the living quarters including paper towels, toilet paper, cleaning supplies and blankets. Prep and clean classrooms for quick turnaround. Conduct inventories on all housing supplies monthly and report any shortage to housing Officer or Assistant Housing Officer. Must be able to drive a Kawasaki Gator. Complete all other duties as assigned.

**FRONT DESK CLERK (DNGH02)
DELAWARE NATIONAL GUARD ONLY**

Summary of Job

Assignment location: Bethany Beach Training Site. The front desk clerk will assist the Assistant Housing Officer and Housing Officer. Front Desk Clerk must present and maintain an amiable and professional image. Communicate effectively with the public and military personnel. Being a military installation you must be able to adapt to the ever changing requirements we operate under. Duties and responsibilities include; but not limited to: Responsible for checking guests in and out of living quarters. Issue room keys, pamphlets, site maps, etc. Account for keys issued out and turned in. Works in conjunction with the house keepers to assist guest to their rooms. Compute bills, collect payments, and make change for guests. Run various reports on the computer for Housing Officer and Assistant Housing Officer. Maintain an organized work area. Distribute mail and packages to guests and employees. Take reservations over the phone. Account for funds (vital and business). Document any deficiencies, including mechanical and electrical problems from the guest's rooms and report to Housing Officer or Assistant Housing Officer. Must be able to answer questions concerning the living quarters and the Bethany Beach Training Site. Complete all other duties as assigned. Requires computer knowledge in Word, Excel, Windows 7 and Vista. Must be proficient in the Epitome Reservation System and property Management System. Requires knowledge of adding machines and cash registers. Must be able to type 30+ wpm. Must be able to work weekends.