

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Labor Program Specialist

Class Code: 10940

Pay Grade: GJ

A. Purpose:

Oversees implementation of federal labor programs, analyzes and proposes revisions to program processes or procedures, monitors program operations, provides technical advice and training regarding program delivery and services, and develops and maintains program data to ensure programs are delivered within the scope and in compliance with state goals, federal regulations, and performance accountabilities.

B. Distinguishing Feature:

Labor Program Specialists implement and monitor employment and labor programs by providing technical advice and training, maintaining information validity and program integrity, and ensuring compliance with federal and state regulations and reporting requirements. The positions develop systems and procedures, analyze data, recommend operational and policy changes, and monitor and train field staff in a specific program area within the department.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Manages employment or labor programs to meet federal and state requirements.
 - a. Designs, proposes, and/or implements changes in program components, delivery systems, and procedures.
 - i. Ensures services meet federal regulations and state goals.
 - ii. Plan, organize, and coordinate the statewide delivery of services to workers, businesses, individuals, and local governments.
 - b. Establishes and oversees operations, delivery procedures, and reporting systems to ensure proper program management and compliance with federal program requirements.
 - c. Develops or writes and distributes requests for proposals, contracts, or agreements in order to provide sub-grants to fund individuals or agencies with program money.
 - d. Reviews applications or forms from individuals, agencies, or groups requesting to participate in the program making recommendations for their approval or denial.
 - i. Contacts participants to clarify information on applications or forms.
 - ii. Investigates eligibility issues and makes determinations.
 - e. Participates in onsite inspections or reviews to ensure contract agencies, Job Service Offices, or program staff are carrying out processes and are meeting program responsibilities.
 - i. Reviews activities and documentation.
 - ii. Recommends changes in processes and procedures.
 - f. Provides technical assistance to department personnel and the public to ensure a consistent interpretation and implementation of laws, regulations, and procedures.
 - g. Develops or implements productivity, service delivery, and performance goals, measures, or standards to maintain program quality and ensure compliance with department standards.
 - i. Works with management in negotiating federal performance measures, standards, or goals.

- ii. Monitors and manages timelines for gathering and reporting information to meet federal performance requirements.
 - h. Monitors program expenditures.
- 2. Provides training materials and manuals and conducts workshops or informational meetings for field staff and others to provide information regarding program implementation, changes, and the interpretation and application of program regulations and goals.
 - a. Schedules visits to Job Service Offices.
 - b. Discusses changes in program requirements.
 - c. Reviews office program activity with office managers and staff and works with them on compliance issues.
 - d. Provides individual or group training on changes in federal laws and how to read reports.
 - e. Recommends training for Job Service Office staff working with specific programs.
- 3. Coordinates and supervises the implementation and enhancement of the employment program computer system to ensure program staff can use the system and required program and operations data is collected and reported to the federal government and program managers.
 - a. Integrates the service delivery, data collection, and reporting needs for employment services and workforce investment act programs.
 - b. Collects and analyzes data and prepares reports from program data to provide administrators with information regarding the program's effectiveness, productivity and compliance with government regulations and with possible solutions to specific problems.
 - c. Coordinates the work/activities of the department's technical service staff, BIT staff and consultants and tests systems in the development phase.
 - d. Coordinates with and leads an advisory group to review systems and procedures and make recommendations for revisions.
 - e. Reviews and/or revises policies, operations, and program definitions.
- 4. Acts as liaison with other governmental and private agencies to identify outside sources of assistance, promote program activities, and negotiate and maintain inter-agency service agreements and to develop and maintain constructive working relationships.
- 5. May supervise or act as a lead worker over other staff to ensure the goals and objectives of the work unit are met.
 - a. Interviews and recommends the selection of staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Address staff problems and recommends disciplinary actions.
 - e. Participates in or conducts performance reviews and completes performance documents.
- 6. Functions as the Equal Employment Opportunity Officer (EEO) for employment or labor programs to ensure compliance with federal requirements.
 - a. Coordinates the departments responsibilities with federal requirements.
 - b. Reports equal opportunity matters to the department secretary.
 - c. Oversees the collection and reporting of EEO data.
 - d. Reviews polices to ensure they are nondiscriminatory.
 - e. Provides technical assistance to staff to ensure they are implementing their responsibilities relative to equal opportunity.
 - f. Provides information as requested on equal opportunity policies, procedures, and forms.
 - g. Conducts investigations of expected discriminatory practices in labor programs, practices, and services.

h. Serves as a liaison between the federal government and state labor programs and offices.

7. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Director or Labor Program Administrator and may supervise or act as a lead worker over other staff.

E. Challenges and Problems:

Challenged to coordinate and prioritize program tasks to meet the varied needs, demands, or priorities of the program, users, and other agencies. This is challenging because of the need to comply with the goals and standards of the program, meet guidelines and standards, monitor activities, provide technical assistance, balance demands, and deal with changes within program, time, and fiscal constraints.

Typical problems include determining validity of claims or requests; completing work within time frames established by the federal government; meeting quality standards set by the federal government; interpreting federal laws and regulation; designing new training activities that meet the needs of the employees; meeting program requirements; maintaining up-to-date procedures in line with regulations which are understandable and workable; questions from other agencies concerning procedures and policies; resolving procedural problems; providing guidance to field staff on technical questions or situations; handling complaints from program participants; correcting errors made by field staff in regards to program operations or agreements; under funding of programs by the federal government; meeting federal and state reporting goals; ensuring accurate decisions are made by department and program staff and are based on state and federal laws and rules; determining the sources of problems and possible solutions; dealing with individuals and their representatives who will not accept decisions; meeting quality standards; and denying access to programs or benefits.

F. Decision-making Authority:

Decisions made include determining the need for and recommending training needs of staff associated with program activities, eligibility issues for program services, what to do if problems cannot be resolved locally, whether to act on information or findings, whether to take or recommend action for noncompliance, how to deal with other agencies or individuals in reference to program requirements, recommendations to change policies or procedures, depth of technical assistance provided to others, content of training materials, when to conduct program reviews, and what changes to make to meet new federal requirements.

Decisions referred include final approval of program changes or new programs and approval of changes to statewide program operations, final approval of the frequency and extent of staff training, approval of out-of-state travel, how to handle or resolve unusual situations or cases, whether cases will be referred for prosecution, major changes in the prioritization of programs or activities, new policies or revisions to existing policies, and how to deal with controversial issues.

G. Contact with Others:

Daily contact with local or field program staff to discuss processes and procedures, provide information on changes to programs, and to offer technical assistance; daily contact with the public, claimants, or employers to give or receive information; daily to weekly contact with department administration to discuss projects, planning and training; daily to weekly contact with

other offices or agencies to provide technical guidance and training and to review, monitor, and evaluate programs; daily to weekly contact with other agencies' staff and directors to serve as department liaison and to provide planning and technical assistance; and monthly contact with governing boards and federal offices to coordinate, plan, give, and obtain program information.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- state and federal rules and regulations pertaining to the appropriate program;
- resources available for the specific program;
- equal opportunity requirements.

Ability to:

- formulate and implement program changes;
- analyze the effectiveness of services and programs;
- interpret and apply complex regulations and procedures to specific programs;
- communicate information clearly and concisely;
- use a computer;
- supervise;
- develop and implement program specific training and orientation;
- deal tactfully with others;
- speak in public to groups or individuals;
- make consistent decisions.