

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>NEXP</b>	<b>Job Code:</b>	<b>ACV38471</b>
<b>Job Class Code:</b>	<b>770</b>	<b>Salary Schedule:</b>	<b>AREG</b>
<b>EEO Category:</b>	<b>05</b>	<b>Grade:</b>	<b>12</b>
<b>Workers Comp Code:</b>	<b>8810</b>		

<b>Job Code Established:</b>	<b>01/01/85</b>	<b>Effective Date:</b>	
<b>Job Code Revised:</b>		<b>Effective Date:</b>	

**JOB CODE SERIES:** Blind Services Series

**JOB CODE TITLE:** TALKING BOOK PROGRAM TECHNICIAN

**HRIS TITLE:** TALKING BOOK PRG TECH

**CHARACTERISTICS OF THE CLASS:** Works under general supervision of the off-site program supervisor, exercising some discretion and independent judgment within policies and procedures established for the work system. Has the authority to make decisions on eligibility, equipment lending agencies, obsolete equipment donations. Interviews program applicants by telephone or in person; determines eligibility; informs client of equipment availability, may mail or personally deliver to client; receives defective equipment, coordinates repairs by volunteer workers; receives/stores new equipment; visits lending agencies to instruct, review records, answer questions; writes and types records, forms, reports; maintains files. Work product consists of program eligibility decisions; informed clients, lending agencies, general public; repaired equipment; delivered equipment; maintained files; written/typed reports, records and forms. Responsible for the quality of work products, accurate and timely completion of work processes.

**EXAMPLES OF DUTIES:** Interviews applicant for services, noting essential identifying information, and applicant's need and reason for applying. Determines eligibility for program services, applying rules and regulations developed for the program. Supervises volunteer workers engaged in the repair of record and cassette players. Maintains complete record system relating to material or equipment utilization, assignment, condition and location. Interviews client who has complaint about service, referral or other agency action; listens, takes down information, attempts to resolve problem. Explains agency policies, procedures and practices to applicants, clients, representatives of other agencies, or outside individuals or groups. Confers with agency officials, staff members, and outside agency representatives in order to assign priorities for planning of future activities. Orders and reorders supplies for work unit as needed, by filling in and routing form. Explains application form and application procedures to applicant. Types a variety of forms, reports and records from a variety of primary reference sources. Compiles information for and writes periodic reports of own work activities. Confers with local government or local organization officials and staff to inform them of services provided by the (State) agency or program. Examines equipment and supplies purchased or placed in operation. Maintains small inventory in storage room of replacement parts, tools, equipment and supplies. Drives automobile to various locations within a specified area or district of the State, carrying out business of the work system. Performs related work as required.

**WORK CONDITIONS:** Some district-wide travel required; may require lifting and transporting of audio equipment.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:** Federal and State laws and statutes pertaining to the Talking Book Program; office management methods and practices; resources available in the community for provision of program services; policies and procedures established for the work system.

**Skill/Ability to:** oral and written communication; interviewing to elicit information; work management; operation of a typewriter and other common office equipment; interpersonal relations, as applied to contacts with program applicants or clients, volunteer repair workers, library and lending agency personnel and community representatives.

**SPECIAL SELECTION FACTORS:** Two years of work experience which included application of rules and regulations to make determinations of applicant eligibility for services or benefits. Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.