

CLASSIFICATION SPECIFICATION

FLSA:	Variable	Job Code:	ACV38824
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	02	Grade:	20
Workers Comp Code:	8810		

Job Code Established:	10/09/01	Effective Date:	10/09/01
Job Code Revised:	02/07/07	Effective Date:	02/07/07

JOB CODE SERIES: Program Services Evaluator Class Series

JOB CODE TITLE: PROGRAM SERVICES EVALUATOR V

HRIS TITLE: PRG SVCS EVALR V

CHARACTERISTICS OF THE CLASS: This is the managerial level of the Program Services Evaluator class series. The Program Services Evaluator IV is distinguished from the Program Service Evaluator V by the latter position's primary responsibility for management of a multi-faceted program area involving eligibility determinations such as Temporary Assistance to Needy Families (TANF); health care; child care; unemployment insurance, benefits/tax; case management; or employment services. These duties may include the full range of program planning activities such as: monitoring, evaluation, development of program quality program review and compliance, or the development and implementation of pilot projects. The Program Services Evaluator V class may also provide professional consultative services or technical program support in the area of assignment; some travel may be required; performs other related duties as assigned.

EXAMPLES OF DUTIES: Prepares, negotiates, monitors, and maintains program contracts and agreements; monitors, regulates, evaluates, and approves licensure and certification of child care homes and facilities; conducts policy analysis and development, program design, or process improvement; program curriculum development; resolves sensitive issues; develops and implements monitoring systems to ensure consistency and compliance in assigned program area; provides operational enhancement staff training; interprets and researches policy and procedures; clarifies program or operational processes; prepares a variety of program related reports and correspondence; meets with community agencies and organizations to monitor and coordinates program services and resources; conducts special projects; assists customers with disabilities; may have face-to-face interaction with irate or hostile customers; manages the daily operations of a multi-faceted program area; conducts performance evaluations; approves leave and training requests; directs and oversees supervisors in developing and implementing operational activities; monitors daily operational processes to ensure program compliance; develops and implements program goals and objectives; conducts research and strategic planning to meet program goals and objectives; writes and interprets program regulations, policies and procedures for assistance programs based on federal and state laws and regulations; develops conducts or coordinates program specific training to enhance program activities; evaluates effectiveness of community resources and may develop memorandums of understanding; makes determination of employer tax coverage liability; authorizes program provider payments; responds to inquiries or complaints from customers or service providers; confers with program administrative officials to obtain and share information; develops budget recommendations; gathers field data and prepares final reports; monitors and coordinates services with community agencies and organizations.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: federal, state, and agency statutes, rules and regulations applicable to area of assignment; managerial and personnel practices; technical writing; contract development and negotiation techniques; monitoring, regulation, licensure and certification of child care home and

facilities; accounting practices; automated databases, quality control review and evaluation methods; principles of employee training; methods and principles of learning; training techniques; customer service and public relations practices and community resources.

Skill/Ability to: researching and interpreting technical federal and state laws, statutes, rules, regulations, guidelines applicable to area of assignment; identifying additional program services with community; case management; negotiating and/or coordinating agency services with community resources; problem resolution; utilizing verbal and written communications; developing research methodology and strategies to meet specific issues in staff planning or operation; development and interpretation of statistical reports; operating a variety of office equipment such as computer systems and software to access, input, review and analyze information; and developing program specific training curriculum; manage programs through supervisory staff; present program information to customers and community organization; resolve issues; establish and maintain effective working relationships.

Prefer: Any combination of training and experience that meet the knowledge, skills and abilities may be substituted. A typical way to obtain the knowledge, skills, and abilities would be: High school diploma or equivalent. Four years of public contact or customer service work experience which includes one year of interviewing, evaluating, and determining customer eligibility and one year of supervisory experience appropriate to the area of assignment; or One Hundred and twenty (120) semester hours applicable towards a Bachelor's Degree from an accredited college or university in behavioral or social science, psychology, business administration or a closely related field; and one year of supervisory experience appropriate to area of assignment.

SPECIAL SELECTION FACTORS: Must have a high school diploma or General Equivalency Diploma (G.E.D). As determined by the Agency, some positions may be required to successfully complete a training program and/or pass a test appropriate to area of assignment. Some positions require fluency in a designed language. Some positions may require a valid driver's license.