



### DHS-SUPERVISOR III

#### **CHARACTERISTICS OF WORK:**

This is supervisory work performed in a state office or in a county office. Work involves supervision of staff responsible for a statewide program in the agency or supervision of a program unit; interpretation and implementation of policies and procedures established by federal, state, and local laws and regulations; and assurance that acceptable standards are maintained and community resources are effectively utilized. Supervision is received from an administrative superior, and work is reviewed through periodic reports and conferences.

#### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

#### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

##### **Education:**

A Master's degree from an accredited four-year college or university;

**AND**

##### **Experience:**

Two (2) years of work experience related to the described duties.

**OR**

##### **Education:**

A Bachelor's degree from an accredited four-year college or university;

**AND**

##### **Experience:**

Three (3) years of work experience related to the described duties.

**OR**

##### **Education:**

Completion of two (2) years (sixty (60) semester hours) of college;

AND

**Experience:**

Five (5) years of work experience related to the above described duties.

**Substitution Statement:**

Graduation from a standard four-year high school or equivalent (GED), related education, and related experience may be substituted on an equal basis.

**Required Document:**

Applicant must attach a valid copy of his/her transcript or other evidence to verify completion of required course work, when applicable.

**PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Sedentary Work:** May occasionally walk or stand and/or occasionally move light objects, materials, etc.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is occasionally required to stand; walk; and stoop, kneel, crouch, or bend.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others.

Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

**TECHNICAL COMPETENCIES:**

**Communication:** Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, vendors and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state's agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Presents facts, financial documentation, or other information in written and/or oral form.

**Functional Supervision:** Plans, organizes, and directs all phases of agency programs.

Conducts regular conferences with staff members to discuss work, job performance, and other areas needed. Assigns and reviews the work of subordinate employees. Schedules and manages workload to achieve goals. Plans, assigns, coordinates, and reviews activities of staff. Works independently resolving all tasks timely. Researches and finds solutions using all available informational resources. Effectively utilizes resources such as time, computer equipment, supplies, travel, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional curiosity based on information obtained. Adapts appropriately to a variety of situations and surroundings. Reviews existing work procedures and revises as necessary.

**Functional Capability:** Possesses or is capable of developing the specific knowledges and technical abilities to succeed in the specified position.

Possesses knowledge of relevant laws, regulations, programs, and agency policies. Possesses knowledge of plans and programs that are administered by the agency. Assists agency personnel (personnel inside agency, outside agency, and other states' agency personnel), public, with answers to complex questions within area of expertise. Has ability to think analytically and exercise an analytical thinking process. Prepares budget requests and maintains financial documents. Works with and is comfortable with calculations and computations. Analyzes, compiles, and supervises the preparation of reports, records, and other documents. Maintains regular contact with persons in other departments, entities, or other agencies to coordinate activities, to resolve problems, to furnish or obtain information, and to explain policies, procedures, programs, rules, and regulations. Confers with and assists administrative superior in solving problems affecting the office operation.

**Professional Maturity:** Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggest changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority to provide in area of expertise.

**Mentoring or Training:** Watches over, assists with work of, and determines the training needs of co-workers and staff. Utilizes appropriate methods for training.

Mentors or otherwise assists co-workers and staff as assigned helping them to improve their knowledge, skills, and abilities. Develops co-workers' and staff skills and encourages growth. Facilitates co-worker and staff learning. Fosters a positive attitude. Participates in job training programs (On the Job Training). Shares knowledge and wisdom with less experienced employees.

#### **MANAGEMENT COMPETENCIES:**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

**Macro Oriented:** Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

**Working Through Others:** Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

**Results Oriented:** Plans effectively to achieve or exceed goals; sets and meets deadlines.

#### **ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Performs supervisory and administrative tasks for overall operations.
2. Establishes, monitors, and maintains staff use of controls, communications, and preparation of reports.

3. Serves as liaison between county office staff, other agencies, and the general public.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Interprets and implements policies and procedures established by federal, state, and local laws and regulations.

Assigns and reviews the work of the staff and evaluates performance to assure that acceptable standards are maintained.

Assumes administrative responsibilities delegated and ensures that the work of the staff is coordinated with other agency activities.

Supervises and participates in preparation of reports and trend analysis on program operations.

Participates in developing and assisting staff to utilize agency and community resources.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.