



STAFF OFFICER III

CHARACTERISTICS OF WORK:

This is technical or administrative work in assisting an agency director in formulating, directing, and coordinating a wide variety of an agency's functional areas of work. Thorough knowledge is required of the operation of the agency as well as considerable knowledge of the functional procedures of the agency related to the areas of work assigned. The work includes responsibility for analyzing administrative problems and requires the exercise of a high degree of independent judgment in the interpretation, application, and enforcement of statutes, rules, regulations, and policies. The incumbent must be able to research, develop, and analyze statistical information and, as a result, develop reports/studies. The incumbent assists in the establishment of objectives, standards, and control measures within the context of broad, general policy guidelines for a program having significant statewide or regional impact. The incumbent also assists the agency director in determining major policy and provides input into other significant agency operations. Contacts outside the immediate agency require tact and diplomacy in discussing important and controversial subject matter. Employees work under the general supervision of an agency director. Supervision may be exercised over subordinate staff but is not required.

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:

Seven (7) years of special experience defined below, five (5) years of which must have been in line or functional administrative or advanced supervision.

OR

Education:

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

AND

Experience:

Eight (8) years of special experience defined below, five (5) years of which must have been in line or functional administrative or advanced technical supervision.

Substitution Statement:

Related education and related experience may be substituted on an equal basis, except there shall be no substitution for the special experience defined below and five (5) years of line or functional administrative or advanced supervision.

Special Experience:

Employment must have been in an administrative, professional capacity in an area of work related to the functional responsibility of the bureau in which the position exists. In those agencies where registered specialists provide the primary source of functional and technical knowledge for planning and accomplishing the mission of the agency, the incumbent may also be required to be registered and experienced in that profession. Work experience must have included supervising and coordinating a variety of functions.

Documentation Required:

Applicant must attach a valid copy of his/her certification or registration, 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.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

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.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Color Vision: Ability to identify colors.

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 frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; 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:

Public Sector Knowledge: Understands how the agency and the State operate.

Understands how his/her job and technical area(s) contribute to successful service to users and public. Understands and complies with applicable federal and state laws and rules and department rules and policies. Understands inter-relationships with other organizations, inside and outside of the agency, and the State. Understands how the agency serves the public. Represents the interests of Office and its programs with other institutions, state officials, and the general public.

Technical Competence: Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to one's job.

Reviews the work of the various sections, branches, and field offices; coordinates their activities and advises them on matters of policy and administration. Recommends needed regulations, policies, and procedures for proper administration of programs. Participates in fiscal accounting and budgeting activities. Gives administrative and technical leadership to programs within an Office. Possesses the ability to communicate effectively in writing. Creates or develops written documents, directives, policies, and instructions in a manner that is grammatically correct and comprehensive.

Project Planning: Devises and maintains a workable scheme to accomplish the need that the project was undertaken to address.

Develops written plans for all significant undertakings. Documents and distributes the project plan. Updates and revises the project plans as needed. Insists on clear, complete statements of both product and project scope. Analyzes project cost and estimates how long it will really take. Uses available planning tools effectively. Gets the team actively involved in the planning effort.

Stakeholder Relations: The ability and willingness to interact and communicate effectively with stakeholders.

Represents the interests of Office and its programs with other institutions, state officials, and the general public. Maintains liaison with other agencies, divisions or departments of municipal, county, state, and federal government. Maintains effective public relations with other state agencies and the public, including interpretation and advocacy of agency policy. May act in the place of his/her administrative superior.

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. Facilitates projects and assists agency director in determining policies and procedures.
2. Maintains effective public relations.

EXAMPLES OF WORK:

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

Facilitates major projects.

Represents the interests of an agency and its programs with other institutions, state officials, and the general public.

Reviews the work of the various sections, branches, and field offices; coordinates their activities and advises them on matters of policy and administration.

Assists in managing administrative requirements such as human resources.

Recommends needed regulations, policies, and procedures for proper administration of programs.

Maintains liaison with other agencies, divisions, or departments of municipal, county, state, and federal government.

Participates in fiscal accounting and budgeting activities.

Gives administrative leadership to programs within an agency.

Maintains effective public relations with other state agencies and the public, including interpretation and advocacy of agency policy.

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.