

**Temporary Employment Services  
Contract No. GSS16112-TEMP\_EMPL**

**APPENDIX D**

**JOB DESCRIPTIONS, TEMPORARY EMPLOYMENT SERVICES**

The following pages detail the job titles and descriptions that will be included in this contract. Additional job titles and descriptions may be added throughout the contract period to accommodate State Agency needs. Requests from agencies for temporary employees shall only contain the job title. Additional job descriptions provided at the time of request shall not be utilized. Requests for positions not covered by this solicitation may only be added by the Office of Management and Budget, Government Support Services. Awarded vendors will not be authorized to fill positions they have not been awarded nor positions not on the contract.

Requesting Agencies do not have the authority to authorize increases in pay and/or bill rates awarded as a result of this contract.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

JOB TITLES

ACCOUNTING TECHNICIAN (SET-ASIDE) .....	3
ADMINISTRATIVE SPECIALIST I, II, III (SET-ASIDE) .....	5
DATA ENTRY TECHNICIAN (SET-ASIDE) .....	9
OPERATION SUPPORT SPECIALIST (SET-ASIDE) .....	10
SOCIAL WORKER/CASE MANAGER (SET-ASIDE) .....	12
SUPPLY, STORAGE AND DISTRIBUTION CLERK I, II, III (PARTIAL SET-ASIDE) .....	13
SUPPLY, STORAGE AND DISTRIBUTION TECHNICIAN I, II .....	13
CLERICAL ASSISTANT (SET-ASIDE) .....	17
TELEPHONE OPERATOR (SET-ASIDE) .....	18
HOUSEKEEPER (SET-ASIDE) .....	19
DART – RESERVATIONIST (SET-ASIDE) .....	20
DART – CUSTOMER RIDE CHECKER (SET-ASIDE) .....	22
DART – CUSTOMER RIDE CHECK SUPERVISOR (SET-ASIDE) .....	23
FOOD SERVICE WORKER (SET-ASIDE) .....	25
FOOD SERVICE DIRECTOR I (SET-ASIDE) .....	26
ACCOUNTING SPECIALIST (ADMINISTRATIVE SERVICES) .....	28
ACCOUNTANT I, II (ADMINISTRATIVE SERVICES) .....	30
EMPLOYMENT AND TRAINING CONTRACT SPECIALIST (ADMINISTRATIVE SERVICES) .....	33
EXECUTIVE ASSISTANT (ADMINISTRATIVE SERVICES) .....	35
HUMAN RESOURCES TECHNICIAN (ADMINISTRATIVE SERVICES) .....	37
JUDICIAL CASE MANAGER II (ADMINISTRATIVE SERVICES) .....	38
PARALEGAL I, II, III (ADMINISTRATIVE SERVICES) .....	40
TRAINER/EDUCATOR I, II, III (ADMINISTRATIVE SERVICES) .....	43
UNEMPLOYMENT COMPENSATION APPEALS REFEREE (ADMINISTRATIVE SERVICES) .....	46
COOK (LABOR TRADES & CRAFTS) .....	48
CUSTODIAL WORKER (LABOR TRADES & CRAFTS) .....	49
LABORER (LABOR TRADES & CRAFTS) .....	50
LAUNDRY WORKER (LABOR TRADES & CRAFTS) .....	51
PHYSICAL PLANT MAINTENANCE/TRADES HELPER (LABOR TRADES & CRAFTS) .....	52
PHYSICAL PLANT MAINTENANCE/TRADES MECHANIC I (LABOR TRADES & CRAFTS) .....	53
INVESTIGATOR I, II (PUBLIC SAFETY) .....	54
EMPLOYMENT SERVICES SPECIALIST I (HEALTH AND HUMAN SERVICES) .....	56
PROGRAM COMPLIANCE SPECIALIST (HEALTH AND HUMAN SERVICES) .....	58
PSYCHIATRIC SOCIAL WORKER I, II, III (HEALTH AND HUMAN SERVICES) .....	60
VOLUNTEER SERVICES COORDINATOR (HEALTH AND HUMAN SERVICES) .....	62
UNEMPLOYMENT INSURANCE CLAIMS INTERVIEWER (HEALTH AND HUMAN SERVICES) .....	64
MANAGEMENT ANALYST I, II, III (ENGINEERING, PLANNING, TECHNICAL SERVICES) .....	66
PLANNER I, II, III, IV, V (ENGINEERING, PLANNING, TECHNICAL SERVICES) .....	69
TRANSPORTATION STORE REPRESENTATIVE (DART) .....	73
HOUSEKEEPER (DNG) .....	74
FRONT DESK CLERK (DNG) .....	74

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**ACCOUNTING TECHNICIAN (SET-ASIDE)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses two levels of work in the Administrative Services occupational group, Fiscal Services occupational series and describes full performance accounting support work. Accounting support services provide technical support to accounting, bank/tax examinations, collection, cash management, revenue, program funding, auditing, financial analysis, program management, timekeeping/payroll, and various other fiscal, financial, and tax functions.

Work typically includes various combinations of business transactions such as, but not limited to classifying, computing, verifying, recording/posting, reconciling, simple audit/examination, summarizing numerical data, and compiling reports. Assignments are accomplished through manual and electronic applications. Regular contacts include intra/inter agency, local/state/federal agencies, and private sector organizations/individual citizens.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Compute fiscal/financial transactions.
- Reconcile transactions/accounts.
- Classify and code fiscal/financial transactions.
- Review to ensure compliance with required documentation, computations, codes, signatures, and rules/regulations.
- Record fiscal/financial transactions to various financial information systems.
- Interact with public/private sector to provide/obtain information.
- Compile information/develop reports for use by others.
- Monitor balances and report discrepancies.
- Participate in recommending systems and forms enhancements.

**Levels of Work**

This level represents full performance technical support of fiscal/financial/auditing functions. Work encompasses the full range of activities as described in Essential Functions.

- Learns various processes/procedures, laws, rules, and regulations.
- Responsible for full range of support activities involving agency fiscal/financial/auditing functions.
- Assignments fall within established and known systems, processes, and operations.
- Works independently with supervision limited to periodic review of completed work.
- Provide technical assistance to higher level fiscal/financial/audit staff and various other internal/external contacts.
- Regular communication typically includes internal/external contacts for the purpose of clarifying/gathering information and problem resolution regarding routine matters.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills, and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of bookkeeping/basic accounting/basic auditing.
- Knowledge of office practices, procedures, and equipment.
- Knowledge of applicable accounting systems, budgetary processes, and auditing/reporting procedures.
- Knowledge of employing agency's program concentration, policies, and procedures.
- Knowledge of the applicable laws, rules, and regulations.
- Ability to apply analytical methods including computer applications to resolve bookkeeping/accounting problems.
- Ability to perform basic mathematical calculations.
- Ability to develop/recommend courses of action and express ideas clearly, concisely, and effectively, both orally and in writing.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of an Associate's degree or higher in Accounting or related field.

**OR**

- Possession of a Bachelors degree or higher in Accounting, Business Administration, Economics, Finance, Business Management, Computer Information Systems or related field.

**OR**

1. Experience in accounting support which includes performing financial transactions such as classifying, computing, verifying, recording/posting, reconciling, audit/examination, summarizing financial data, and compiling reports.
2. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
3. Experience in record keeping which includes maintaining records, logs, and filing systems
4. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**ADMINISTRATIVE SPECIALIST I, II, III (SET-ASIDE)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses three levels in the Administrative Services occupational group, Administrative Support occupational series and describes technical and administrative work done in support of an agency's business, programs, projects and operations. Administrative Specialists carry out a variety of activities in support of general administrative services such as budgeting, accounting, purchasing, human resources and related activities, or agency operations or state/federal programs.

Work involves creating word processing documents typically using a standardized software package such as Word; creating and maintaining databases typically using a standardized software package such as Access; creating and maintaining spreadsheets typically using a standardized software package such as Excel; creating original presentations typically using a standardized software package such as Power Point. Creating and producing these support documents requires applying advanced technology skills.

The extent to which positions use the computer applications will vary due to specific work assignments; however, the overall concept of the level of work will be used to make classification decisions.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies agency laws, rules, regulations, policies and procedures in maintaining and processing agency information.
- Creates official agency word processing documents; creates and maintains agency databases typically using Access or similar software packages; creates and maintains spreadsheets; creates original presentations using software packages.
- Serves as a liaison with the public, clients, agency staff and others to exchange information and explain agency services, laws, rules, regulations, policies and procedures.
- Assures effective coordination of operational functions.
- Establishes tracking and monitoring systems and conducts follow up to ensure effective resolution of matters.
- Obtains, organizes and drafts technical and administrative material necessary for public information or departmental use. Collects and compiles data to prepare reports and provide supporting documentation.
- Analyzes routine operating practices and procedures and makes recommendations to ensure smooth and efficient office operation.
- Maintains and controls data and/or filing systems to ensure effective, accurate and easily retrievable documentation of operations, program and project activities.
- May oversee or supervise lower level employees.

**Levels of Work**

**Administrative Specialist I**

This is the first level of administrative specialist work processing administrative and program information utilizing word processing, spreadsheet and database computer applications.

- Word processing documents produced typically require formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require recording/arranging data and creating charts/graphs. Database applications typically requires creating and maintaining the database as the sole support and includes activities such as design, create and edit file structures; sort/filter tables; and create/modify queries.
- Principal contacts are for the purpose of obtaining or verifying information in the processing of agency program data, to provide technical assistance concerning system processed information and resolving problems relating to procedures and delinquent deadlines.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Administrative Specialist II**

This is the second level administrative specialist work organizing and coordinating administrative activities in support of a variety of operational areas. Positions assigned to this level report to an administrator typically responsible for a program area involving several functional areas or a statewide program operating from a central office for which the incumbent performs support services of a diverse and complex nature.

- Word processing documents produced typically require composing correspondence in addition to the work performed at the I level, i.e., formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require developing formulas for calculations, analyzing data to make projections, creating a spreadsheet database, query database and developing/printing reports, create and use macros in addition to the work performed at the I level, i.e., recording/arranging data, creating charts/graphs. Database applications typically require creating and maintaining the database as the sole support and includes activities such as performing calculations and embedding objects in addition to the work performed at the I level, i.e., design, create and edit file structures; sort/filter tables; and create/modify queries. Presentations typically require developing layout, outline, slide presentation and handouts to create original presentations.
- Obtains administrative information for which an administrator may base his/her decisions for making recommendations.
- Keeps superior apprised of issues and accomplishments, follows up and tracks work flow and resolves problems relating to procedures and deadlines.
- Principal contacts are for the purpose of coordinating administrative details with the agency's other programs/functions or with other state/federal agencies and private businesses.

**Administrative Specialist III**

This is the third level of administrative specialist work providing administrative support in a variety of operational areas to a Division Director, Deputy Director or head of a large operating unit or an administrative official typically at the upper management level. A significant aspect of the work is representing the agency on behalf of the superior in providing guidance and consultations to all levels of management on policy questions and administrative matters. Typically, only one Administrative Specialist III will be allocated to a manager as described above.

- Word processing documents produced typically require composing correspondence, formatting, tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets produced typically require developing formulas for calculations, analyzing data to make projections, creating a spreadsheet database, query database and developing/printing reports, create and use macros, recording/arranging data, creating charts/graphs. Database applications typically require creating and maintaining the database as the sole support and includes activities such as performing calculations and embedding objects, design, create and edit file structures; sort/filter tables; and create/modify queries. Presentations typically require developing layout, outline, slide presentation and handouts to create original presentations.
- Conducts limited research and analyses of agency services or other situations requiring agency action to determine, implement or authorize an appropriate course of action. Briefs management on potential areas of difficulties.
- Coordinates operations and/or components of functional programs with Federal, local and state agencies to accomplish identified goals and objectives and assist in the administration and management of staff functions.
- Principal contacts are with department directors, division administrators, agency management, and executives outside the department and elected officials to confer and advise on the resolution of problems. Frequently handles highly sensitive, confidential, and/or political issues on behalf of the superior in situations critical to overall agency operations.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of operations, services, programs and agency organization.
- Knowledge of program policies, procedures, and requirements.
- Knowledge of state and federal laws and regulations related to the area of assignment.
- Knowledge of administrative support practices and procedures.
- Knowledge of grammar, punctuation, spelling and composition.
- Knowledge of the methods and techniques in composing written communications such as responses to inquiries and narrative reports.
- Skill in applying basic and advanced tools used in word processing applications.
- Skill in applying the tools used in creating and modifying spreadsheet and database applications.
- Skill in coordinating agency/program operations.
- Ability to oversee the work of lower level clerical employees.
- Ability to establish and maintain effective working relationships.
- Ability to understand, explain, and apply rules, regulations, policies and procedures.
- Ability to verify accuracy of information, resolve discrepancies and follow-up on outstanding activities.
- Ability to communicate effectively with staff, employees and public.

**In addition to the above knowledge, skills and abilities, the Administrative Specialist II requires:**

- Knowledge of principles and practices of general administration.
- Skill in coordinating diverse activities to ensure completion of projects and work assignments.

**In addition to the above knowledge, skills and abilities, the Administrative Specialist III requires:**

- Knowledge of department/division policies, priorities and objectives, operations and functions of all program areas.
- Skill in collecting, compiling, evaluating and analyzing information from a variety of sources.
- Skill in drawing conclusions and developing solutions to operational or service problems.

**Job Requirements**

**Administrative Specialist I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in coordinating administrative operations or functions such as coordinating organizational operations or components of functional programs, tracking workflow and resolving problems, providing guidance and consultation to management, customers and others on administrative matters.
2. Experience in public relations, media relations or communications which includes establishing and promoting a positive image with the public, informing or influencing specific audiences through the use of internal and external communications such as public forums, journalism, writing, marketing, advertising, promotions, or special events.
3. Experience in interacting with legislators, cabinet officials or interest groups as a liaison.
4. Experience in project management which includes planning, developing, implementing, managing and evaluating projects to ensure objectives are met.
5. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
6. Experience in narrative report writing.

**Administrative Specialist II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in coordinating office activities such as planning/coordinating meetings or conferences; tracking workflow and follow up; composing meeting notes; directing clients/customers; explaining services to the public and customers/clients; establishing or maintaining filing/record systems.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in creating reports which includes combining and presenting data from multiple sources in an organized format.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

4. Experience in using standard computer software programs for word processing, spreadsheets or databases.

**Administrative Specialist III**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in coordinating administrative operations or functions such as coordinating organizational operations or components of functional programs, tracking workflow and resolving problems, providing guidance and consultation to management, customers and others on administrative matters.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in analyzing and evaluating data.
4. Experience in creating reports which includes combining and presenting data from multiple sources in an organized format.
5. Experience in using standard computer software programs for word processing, spreadsheets or databases.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**DATA ENTRY TECHNICIAN (SET-ASIDE)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses two levels in the Administrative Services occupational group, Administrative Support occupational series and describes work in operating data entry and verification equipment and for checking source documents for completeness and accuracy.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Receives, reviews source documents, compares documents to database information, edits, codes, corrects or returns documents.
- Sets up data transcription equipment by manipulating keys, switches and/or probe to the appropriate format.
- Inputs data from source documents to designated fields on magnetic tapes or discs.
- Identifies causes of data entry problems.
- May provide information system generated reports to management and others.
- May maintain records and files regarding work processed.
- Contacts are with initiators of source documents.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the operation of key to disc, verification and related data processing equipment.
- Knowledge of mechanical set up procedures for transcription and verification of data.
- Knowledge of agency function, coding system and policies and procedures.
- Skill in the operation of key to disc, verification and related equipment.
- Ability to recognize errors in source documents and obtain correct information.
- Ability to input data quickly and accurately.
- Ability to effectively communicate.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in record keeping which includes maintaining records, logs, and filing systems.
4. Experience in using an automated information system to enter, update, modify, delete, retrieve, inquire and report on data.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**OPERATION SUPPORT SPECIALIST (SET-ASIDE)**

[Return to Job Title List](#)

**Summary Statement**

This class is responsible for processing data/information in support of an agency's operations.

**Nature and Scope**

This class reports to an administrative or technical superior. Assignments are stable in nature and are carried out in accordance with standard practices and general work instructions. Work at this level is completed using manual and automated information systems. Processing data includes entering, updating, modifying, deleting, retrieving/inquiring and reporting on data in established information systems or manual systems. Work is done in support of agency operations. Agency operations include but are not limited to administrative support functions such as accounting, human resources, fleet management, procurement, contracts and related support areas or line operations such as revenue/tax, medical/institutional, human/social services, transportation, public safety and other agency operations.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Processes information to include sorting, coding, entering, modifying, deleting, filing and retrieving data; establishing new files and new filing systems; maintaining control of data and conducts follow-up to maintain continuity of operations; purges and disposes of data/records.
- Interacts with the public, clients, vendors, agency staff and others to respond to inquiries and to process information/data. May schedule appointments, coordinate conferences, hearings, travel, and related office activities.
- Explains standard forms, policies, procedures, agency services, systems and basic program requirements; screens complaints and provides basic technical guidance to State agencies and the public; refers individuals to appropriate agencies.
- Collects and compiles data to prepare reports; may compose and type routine correspondence.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of applicable agency programs, procedures, policies, services, systems and operations.
- Knowledge of the methods and techniques for eliciting and disseminating information.
- Knowledge of keyboard operations and document formatting.
- Knowledge of agency filing and information systems.
- Knowledge of office practices and procedures.
- Knowledge of grammar, punctuation and spelling.
- Knowledge of basic mathematical calculations.
- Knowledge of legal, medical, scientific or other technical terminology.
- Skill in filing and searching files/records for information.
- Skill in verifying, recording, processing and compiling data accurately and resolving discrepancies in records.
- Skill in operating a variety of office machines and equipment including but not limited to computers, copiers, and telephone systems.
- Ability to learn how to use agency information systems.
- Ability to perform a variety of duties efficiently and accurately.
- Ability to communicate effectively in oral and written form.
- Ability to compose routine memoranda.
- Ability to schedule appointments and make arrangements for travel, hearings, conferences and similar activities.
- Ability to compile routine reports from records/files maintained.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
2. Knowledge of data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Knowledge of record keeping which includes maintaining records, logs, and filing systems.
4. Knowledge of using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**SOCIAL WORKER/CASE MANAGER (SET-ASIDE)**

[Return to Job Title List](#)

**Summary Statement**

A class incumbent is involved in case management work counseling and assisting clients to determine financial and medical eligibility for assistance/admission into hospitals, clinics, courts and other social agencies.

**Nature and Scope**

A class incumbent reports to a technical administrator and is responsible for interviewing applicants, family members and other appropriate individuals to determine eligibility and needs. Work involves aiding and counseling clients to provide assistance in adjusting to situations and preparing case histories, summaries and logs of case activity. Concurrently, an incumbent is involved in coordinating with other agencies, hospitals and resources to prepare for client's reception of service. Work includes participating with other professionals in program reviews and class reassessments on a regular basis.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Interviews applicants, family members and others to determine eligibility for assistance and/or hospital admission.
- Develops a plan to aid and assist applicant to receive care and assistance needed in collaboration with hospitals, clinics, agencies and other appropriate resources.
- Evaluates information derived from applicant interviews, counseling sessions, case history and other pertinent sources and refers to proper channels for review.
- Provides counseling to clients and families prior to receiving requested service and assistance.
- Coordinates with other agencies, hospitals, clinics, and resources to expedite the process on behalf of applicant.
- Prepares case histories, reports, maintains records and chronological logs of case activities.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles, practices, methods and techniques of social work.
- Knowledge of Federal/State eligibility and assistance requirements including Delaware Hospital for the Chronically Ill admission Medicare and Medicaid.
- Knowledge of agency, hospital, community functions, resources and eligibility requirements
- Skill in writing, preparing case histories, summaries, logs, reports and records.
- Skill in interviewing applicants and analyzing, assessing and determining needs.
- Skill in counseling clients and establishing effective working relationships with co-professionals.
- Ability to conduct investigations.
- Ability to work in stressful situations.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of an Associate's degree or higher in Behavioral or Social Science or related field.
- OR**
1. Experience in health or human services support which includes interviewing clients and assessing personal, health, social or financial needs in accordance with program requirements; may coordinate with community resources to obtain client services.
  2. Experience in making recommendations as part of a clients service plan such as clinical treatment, counseling, or determining eligibility for health or human services/benefits.
  3. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
  4. Experience in narrative report writing.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**SUPPLY, STORAGE AND DISTRIBUTION CLERK I, II, III (PARTIAL SET-ASIDE)**  
**SUPPLY, STORAGE AND DISTRIBUTION TECHNICIAN I, II**

*Duties relating to internal Mail deliveries are Set-Aside. All other duties under this classification are open.*

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses seven levels of work in the Administrative Services occupational group, Supply, Procurement and Contracting occupational series and describes the overall functions of Supply, Storage, and Distribution involved in inventory control, materials handling, and distribution of materials, equipment, supplies, and other articles. Inventory control involves counting, recording, maintaining, managing, coordinating, tracking, determining disposition, and the acquisition of inventory. Distribution involves transporting, transferring, and issuing inventory. Materials handling involves physically cleaning, inspecting, preparing, assembling, disassembling, operating, loading, unloading, storing, disposing, and displaying inventory.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Collects, receives, marks, sorts, stacks, distributes, and inventories supplies, materials, equipment, parts, or other articles.
- Locates and selects material, supplies, tools, equipment, parts, or other articles from stockroom, warehouse, storage yard, or other related areas.
- Adjusts, repairs, assembles, or prepares products, supplies, equipment, or other items according to specifications or customer requirements.
- Operates a variety of equipment for the purpose of preparing, inspecting, weighing, evaluating, recording, marking, or transporting supplies, materials, equipment, or other articles.
- Records type, quantity, value, or location of material, supplies, equipment or other articles received, shipped, used, or issued.
- Cleans and maintains supplies, tools, equipment, instruments, and storage areas to ensure compliance with safety regulations; ensures security of inventory.

**Levels of Work**

**Supply, Storage and Distribution Clerk I**

This is the first level of work providing supply inventory service that involves collecting, marking, sorting, stacking, preparing, and distributing a supply, such as linen, and clothing.

- Operates equipment such as label machines to stamp and mark supplies, and handcarts to transport supplies.
- Makes minor repairs and alterations to supplies.
- Records basic information such as type, size, and quantity of items received, and issued.
- Typical contacts are with individuals receiving services and agency employees to exchange information.

**Supply, Storage and Distribution Clerk II**

This is the second level of work providing supply inventory service that involves receiving, sorting, calculating cost, preparing, and distributing items such as documents and mail, or food commodities.

- Operates equipment such as computerized scales and postage machines to sort, weigh and determine mail cost, x-ray machines to perform routine inspections of mail, cash registers to record commodity sales transactions, and kitchen appliances to prepare hot and cold food commodities such as sandwiches, drinks, and soups.
- Calculates and records cost of items for billing purposes, using clearly defined instruction.
- Typical contacts are with agency employees, and individuals receiving services to request/explain policies, procedures, agency services, and basic program requirements.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Supply, Storage and Distribution Clerk III**

This is the third level of work providing an inventory courier service where the work emphasis is on material handling and operating vehicles to distribute a variety of supplies, materials, equipment, and other articles on a time schedule.

- Operates various vehicles ranging from automobiles to trucks equipped with hydraulic lifts and air-brakes to transport a wide variety of supplies, equipment, materials, and other articles such as furniture, office equipment, prepared foods, sensitive or hazardous materials, specimens, documents and mail to various locations throughout the State.
- Records, secures, and ensures proper handling of materials and equipment to avoid in-transit damage/spoilage.
- Arranges cargo to avoid unbalanced loads and to expedite delivery, loading, unloading, and most efficient use of space.
- Follows time schedules and determines statewide routes to provide timely delivery.
- Typical contacts are with lower level employees to provide direction and training and/or with customers to answer questions and to explain policies, procedures, and basic service requirements.

**Supply, Storage and Distribution Technician I**

This is the fourth level of work providing all aspects of inventory control, materials handling, and distribution services for a variety of supplies, materials, and equipment or other articles.

- Performs specialized handling activities such as assemble, inspect, display, demonstrate, and prepare equipment/materials/parts for proper operation, use, or issue.
- May also decontaminate, sterilize, refrigerate, test, or perform quality checks on supplies, materials, and equipment, and/or ensure appropriate safety precautions are used in handling/disposing specimens or hazardous material.
- Conducts various detailed inventories to comply with stock rotation schedules, periodic inventory audits, and to identify inventory turnover rate; acquisitions/purchases required inventory.
- Maintains recordkeeping systems, compares inventory records with sales orders, invoices, and requisitions to verify accuracy and receipt, and investigates discrepancies.
- Operates a variety of equipment such as, medium size trucks, forklifts, pallet- jacks, hand trucks and dollies to transport or distribute supplies, equipment, materials, or other articles.
- Typical contacts are with suppliers, vendors, and agency employees to obtain, clarify, give or screen information.

**Supply, Storage, and Distribution Technician II**

This is the fifth level of work performing as the lead level in all aspects of inventory control, materials handling, and distribution services for a variety of supplies, materials, and equipment.

- Lead worker involves the accountability for the work product of others.
- Typical elements include assigning tasks, monitoring progress and workflow, scheduling work, establishing work standards, and/or controlling the transfer of supplies by others between competing stock rooms.
- Tracks and coordinates movement, acquisition, and disposition of supplies, materials and equipment to prevent overstocking and to meet short-term needs.
- Serves as a resource to others in the resolution of supply, storage, and distribution problems and issues.
- May drive a tractor-trailer inter and intra state in support of a warehousing operation.
- Typical contacts are with a variety of persons such as agency employees, and the public to coordinate operations.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic inventory practices and procedures.
- Knowledge of safety and security practices for assigned area.
- Ability to identify and select materials, supplies, or other articles from stock and to collect or issue stock items.
- Ability to operate various equipment and machines to make minor adjustments or alterations to prepare products for issue.
- Ability to use manual or computerized record-keeping systems to record inventory activities.
- Ability to maintain basic inventory records and to use basic mathematical calculations.
- Ability to maintain a clean storage area.

**In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Clerk II requires:**

- Knowledge of prescribed cost and assessment procedures for items such as mail or commodities such as soups, sandwiches, and sodas.
- Ability to follow clearly defined instructions.
- Ability to operate a variety of equipment such as cash registers, and postage machines.
- Ability to respond to a wide variety of individuals; explain policies, procedures, agency services, and basic program requirements.
- Ability to keep accurate billing records of items such as mail postage, or commodity sales.

**In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Clerk III requires:**

- Knowledge of delivery routes within geographic service area.
- Knowledge of materials handling methods and procedures for a wide mixture of supplies, materials, equipment or other articles.
- Ability to operate a wide variety of vehicles, handcarts, forklifts, or other equipment used to move, distribute, or transport supplies, materials, equipment, merchandise, and/or mail on a time schedule.
- Ability to use independent judgment to accomplish supply, materials, and equipment pickup and delivery.
- Ability to coach lower level employees.

**In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Technician I requires:**

- Knowledge of assigned inventory technical features and routine maintenance requirements.
- Knowledge of maintenance and general recordkeeping methods to reflect stock movement.
- Skill in applying inventory control techniques such as periodic inventories, stock rotation, and quality assurance.
- Ability to identify, assemble, inspect, operate, test, demonstrate, disinfect, sterilize, dispose, or perform other specialized material handling procedures for assigned inventory.
- Ability to balance, and verify recordkeeping from sale orders, invoices, requisitions, and other postings.
- Ability to requisition, and purchase items to replenish inventory.

**In addition to the above Knowledge, Skills and Abilities, the Supply, Storage and Distribution Technician II requires:**

- Skill in operating a wide variety of vehicles and equipment safely and efficiently such as forklifts, pallet lifts, lawn care equipment and tools; may include a tractor-trailer.
- Skill in maintaining a recordkeeping system designed for inventory, purchasing, and bookkeeping control.
- Ability to organize, prioritize and follow through on details such as coordinating stock movement between multiple stockrooms, setting up and controlling distribution sites, or controlling storekeeping operations.
- Ability to oversee and coach others.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Job Requirements**

**Supply, Storage and Distribution Clerk I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.

**Supply, Storage and Distribution Clerk II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.
2. Knowledge of record keeping which includes maintaining records, logs, and filing systems.

**Supply, Storage and Distribution Clerk III**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating equipment used to distribute and transport materials.
2. Knowledge of record keeping which includes maintaining records, logs, and filing systems.
3. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.

**Supply, Storage and Distribution Technician I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in inventory control which includes ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.
2. Experience in operating equipment used to distribute and transport materials.
3. Experience in record keeping which includes maintaining records, logs, and filing systems.
4. Experience in math such as addition, subtraction, multiplication, division, percentages, or decimals.

**Supply, Storage and Distribution Technician II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in inventory control which includes ordering, receiving, tracking, storing and handling inventory; disbursing materials, supplies and equipment.
2. Experience in operating equipment used to distribute and transport materials.
3. Experience in math such as addition, subtraction, multiplication, division, percentages, or decimals.
4. Experience in record keeping which includes maintaining records, logs, and filing systems.
5. Knowledge of prioritizing, assigning and reviewing the work of others.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**CLERICAL ASSISTANT (SET-ASIDE)**

[Return to Job Title List](#)

**Summary Statement**

An incumbent in this class is responsible for providing general clerical assistance to office staff as directed.

**Nature and Scope**

Work is performed with close supervision from a clerical superior. Assignments are limited in nature, and tasks are highly structured and performed in accordance with detailed instructions, established routines, and pre-determined methods, techniques and procedures. A class incumbent may perform the following and similar tasks as instructed.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Operates copy machines and collates materials.
- Opens, sorts and delivers mail.
- Locates, retrieves and files general alphabetical/numerical materials from easily identifiable sources.
- Delivers oral and written messages.
- Collects and delivers paperwork, records, supplies and other items from one office to another.
- Places supplies and other materials in storage or display areas.
- Sorts or assembles forms and other materials according to a pre-determined format.
- Labels and stuffs envelopes.
- Proofreads materials for accuracy by comparing information on one form to information on another form.
- Records general information from one record to another.
- Learns to use telephone console and take accurate messages.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the alphabet and number system.
- Ability to read, write and spell.
- Ability to effectively communicate in oral form.
- Ability to sort and deliver mail.
- Ability to follow written and oral instructions.
- Ability to learn to operate office machines and equipment.
- Ability to learn office practices.
- Ability to learn and apply basic filing techniques.
- Ability to learn telephone techniques.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**TELEPHONE OPERATOR (SET-ASIDE)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses two levels in the Administrative Services occupational group, Administrative Support occupational series and describes the operation of a telephone system to answer calls and transfer connections to the appropriate person.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Answers calls and makes necessary switchboard connections.
- Operates paging systems in order to connect internal calls and places external calls that require assistance.
- Operates fireboard according to internal procedures in order to notify proper parties of an emergency.
- Maintains a reference directory.
- Keeps records such as logging calls, incident logs, daily/weekly census sheet/roster.
- Performs related duties such as greet and direct visitors and distribute mail.

**Levels of Work**

This level of work performs the full range of the essential functions as a telephone operator.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of simple record keeping.
- Knowledge of alpha/numeric sorting processes.
- Knowledge of the operation of internal paging systems.
- Knowledge of applicable departmental/institutional policies and procedures.
- Knowledge of proper procedures for answering calls and message taking.
- Skill in the operation of telephone system.
- Skill in the operation of paging systems.
- Ability to accurately record information.
- Ability to maintain reference directories.
- Ability to communicate effectively.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of telephone systems operations.
2. Knowledge of customer service which includes providing prompt, accurate, and courteous service to customers, seeking information, answering requests as quickly as possible, ensuring customers are satisfied with service, and responding to complaints.
3. Knowledge of record keeping which includes maintaining records, logs, and filing systems.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**HOUSEKEEPER (SET-ASIDE)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses two levels of work in the Labor, Trades and Crafts Occupational Group, Custodial and Laundry Services Occupational Series and describes housekeeper work including maintaining a clean and sanitary household, providing laundry services, assisting with meal preparation, serving meals and refreshments, and ordering and maintaining an inventory of supplies.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Sets table for dinner parties, receptions and lunches. Serves food and beverages; greets and receives guests upon arrival to events; cleans tables after functions; washes, dries and returns dishes to storage area.
- Washes and dries laundry; irons clothes and linens; mends clothes and linens; changes bed linens and turns back bed for guests.
- Assists with meal preparation by performing such duties as preparing various salads, baking cookies, making coffee and preparing beverages.
- Supports operations of facility by providing courier service, running errands, making urgent deliveries, and picking up orders on an as-needed basis.
- Dusts and polishes silver and brass fixtures and wood furniture, usually antiques; vacuums, mops, scrubs and/or waxes floors and walls.
- Cleans and disinfects bathrooms, kitchens and appliances and replenishes soap and paper products.
- Orders paper and cleaning supplies and maintains inventory, loads and unloads food, paper products, and supplies as needed.
- Assists at functions by taking coats and providing for the needs of guests.

**Levels of Work**

The first level in the housekeeper series performs the full range of essential functions.

- Reports to an administrative superior.
- Contacts are with elected and other state officials, vendors and the public.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of laundry methods and techniques including caring for special linens.
- Knowledge of cleaning methods and techniques including caring for antiques.
- Knowledge of proper table settings and serving practices and procedures.
- Knowledge of the rules of etiquette.
- Knowledge of basic food preparation.
- Ability to mix proper amounts of water/chemical solutions.
- Ability to operate equipment.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in planning and directing housekeeping operations

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**DART – RESERVATIONIST (SET-ASIDE)**

[Return to Job Title List](#)

**Summary of Job**

The Reservationist is responsible for responding to customer telephone inquiries, trip requests and cancellations for statewide paratransit operations. Specific responsibilities include assisting clients and agencies in making paratransit transportation arrangements; performing modifications of trip requests, cancellations, or rescheduling; communicating with Scheduler/Dispatcher for estimated time of arrivals, documenting all cancellations in conjunction with DNG Policy; and documenting clients on will-call schedule. Interacting and follow up with outside agency personnel is essential to ensure trip requests are taken in a timely manner. The incumbent is responsible for ensuring that all aspects of requested trips are properly geo-coded, as well as ensuring the set-up and maintenance of subscription trips. The Reservationist must work closely with Operations to ensure the efficiency of this portion of paratransit service. The Reservationist is equally responsible for disseminating Fixed Route information for Sussex County and seasonally for the Resort Service. The incumbent will work in team-based environment. The incumbent may be selected to participate in customer service related public events such as, public hearings, service changes, special project teams, Marketing promotions and the annual Customer Service Week. The position reports to the Assistant Customer Service Manager.

**Skills: Experience based**

The Reservationist draws on experience in customer service with special emphasis on interpersonal skills. Due to the variety of customer service calls entering the reservationists call center, the reservationist responds to Fixed Route customers statewide and customer relations calls by delivering information or directing the caller to the appropriate customer service personnel. The incumbent must have the ability to deliver information to the public in a readily understandable manner. Strong computer skills are also important. Computer skills required range from basic keyboarding to navigation in highly sophisticated, transit specific, scheduling software. The software functionality depends heavily upon the reservationist's aptitude in computer competency. In addition, software skills require geography coding, map location, editing, and designating a provider code.

**Skills: Knowledge based**

The Reservationist must have a working knowledge of the components of the statewide paratransit system with particular emphasis on Federal and State mandates impacting on paratransit eligibility. In addition, the Reservationist must have knowledge of the geographic areas and landmarks in each county, including the resort area. The incumbent must possess multi-task abilities with respect to accurately conveying information while simultaneously entering the information into a database. The Reservationist must exhibit map reading abilities which includes the ability to interpret directions and translate those directions into a digital map system.

**Exercise of Discretion**

The Reservationist is seen as representing the Corporation through daily contacts with customers. Exercise of judgment is necessary in interpreting established guidelines and procedures when fielding questions from both clients and service agency representatives. A high level of confidentiality must be maintained as it pertains to customer file data. A high level of professionalism is required from the Reservationists in inter-departmental communication regarding customer service needs. In addition, customer relations may request information, of a sensitive nature, from the Reservationist which requires discretion.

**Complexity**

The function is relatively straightforward with day-to-day operations governed by an established set of guidelines and procedures, however, the daily application of transit specific software increases the complexity of this position and the responsibilities it entails. The incumbent must possess the ability to accurately interpret transit schedule information and deliver this information to the public in a readily understandable manner.

**Supervision Received**

The Reservationist operates under the general direction and through guidelines and procedures developed by the Chief, Customer Support. Daily work is monitored on a spot check basis. The Customer Relations Manager provides management of the Reservationist Call Center.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Supervision Exercised**

The Reservationist has no direct supervisory responsibilities; however, teamwork and leadership qualities are relied upon for success within the Reservationists position and to contribute to accomplishing the mission of the corporation.

**Scope and Impact**

The Reservationist function is corollary to the job of carrying passengers, but is important in maximizing use of the paratransit system. In this way, the position ultimately impacts revenues and the health of the organization. The teamwork effort of each Reservationist has a direct impact on the customer service image and perception to DTC=s internal and external customer.

**Work Contacts**

In addition to interaction with the Information Center, Customer Relations and other customer service personnel, the Reservationist interacts with Operations= personnel in Scheduling and Dispatch although the majority of interaction is with individuals outside the organization. While most contact is informational, significant problem-solving occurs in dealing with customer concerns. The incumbent is seen as representing the corporation through customer contact.

**Working Conditions**

The position operates largely in an office environment. The workdays and hours are generally regular, although subject to periodic exception.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**DART – CUSTOMER RIDE CHECKER (SET-ASIDE)**

[Return to Job Title List](#)

**Summary of Job**

This position is responsible for collecting ridership data on buses for the Federal Transit Administration and National Transit databases. This is accomplished by observing and recording how many passengers get on and off at each bus stop during service hours.

**Skills: Experience based**

Experience in data collection and the recordation of data on appropriate forms. Experience recording data accurately and legibly.

**Skills: Knowledge based**

Must be able to read, write and speak English, must be able to write legibly, ability to tell time and understand the cardinal directions, i.e. north, south, east, and west; ability to pay close attention to detail, ensuring accuracy in recording necessary data.

**Exercise of Discretion**

This position performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.

**Complexity**

This position requires regular interaction involving exchange and receipt of information.

**Supervision Received**

This position reports directly to a Customer Ride Check Supervisor. The incumbent is expected to be able to make sound judgments on technical problems and/or know when to seek advice from the supervisor or others. Work performed by this position is subject to review on a day-to-day basis.

**Supervision Exercised**

This position has no responsibility for the direction or supervision of others.

**Scope and Impact**

The position directly impacts revenues and the health of the organization by accurately collecting customer counts.

**Work Contacts**

This position is seen as representing the corporation through customer contact. The incumbent interacts little with customers; interface with the general public, service agencies, and staff elsewhere in the support unit is also required. Contacts are largely informational.

**Working Conditions**

This position generally involves irregular hours and workdays. Work may be conducted at a variety of locations throughout the State and may entail indoor/outdoor work, as well as work under difficult and or uncomfortable circumstances.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**DART – CUSTOMER RIDE CHECK SUPERVISOR (SET-ASIDE)**

[Return to Job Title List](#)

**Summary of Job**

This position is responsible for the supervision of Customer Ride Checkers for the data collection with respect to the Federal Transit Administration (FTA) required National Transit Database (NTD) report by directing the Customer Ride Checkers.

**Skills: Experience based**

Experience in supervising employees, verifying data and reporting for consistency and accuracy. Experience in data collection and the recordation of data on appropriate forms. Experience recording data accurately and legibly and performing arithmetic quickly and accurately.

**Skills: Knowledge based**

Experience-based skills required in this position include supervisory experience in an operational facility environment. Specific skills include oral and written communication, coordination, problem analysis and decision-making. Strong interpersonal skills are also vital.

**Exercise of Discretion**

Although the Customer Ride Check Supervisor operates within a body of generally known and accepted transportation and supervisory techniques and approaches, the incumbent exercises judgment in matters involving priorities to support efficient collection of customer counts and completion of daily schedules. Dealing with dispatch and operators' concerns in the field requires discretion necessary to resolve problems with minimum service disruption.

**Complexity**

Although the Customer Ride Check Supervisor's duties are governed, for the most part, by established guidelines, policies and procedures, prioritization of multiple responsibilities lends an additional element of complexity.

**Supervision Received**

The Customer Ride Check Supervisor operates under general guidance from the corporate contact but is expected to determine methods and to make specific recommendations for the efficient and accurate collection of customer counts.

The Corporate contact is given general guidance from the Business Analyst, Finance but is expected to determine methods and to make specific recommendations for the efficient and accurate collection of customer counts. Must be able to communicate effectively and train the staff in coordination with DTC Business Analyst. Supervisor must address any issues that the Customer Ride Checkers have with regard to performing their required duties and providing the same to DTC Business Analyst. Supervisors are responsible for documenting Customer Checkers' actual hours worked, scheduling an adequate number of Customer Ride Checkers to ensure that on and off of each block is completed accurately within the project time constraints without incurring overtime. Supervisors are also required to review the Customer Ride Checkers' folders for completeness and return the folders to DTC, Business Analyst in a timely manner.

**Supervision Exercised**

The Customer Ride Check Supervisor may be responsible for one or more Customer Ride Checker, as well as general supervisory responsibilities as assigned.

**Scope and Impact**

The Customer Ride Check Supervisor carries out responsibilities that have strong impact on the success of the Corporation's primary mission.

**Work Contacts**

The Customer Ride Check Supervisor works closely with Finance and Operations personnel. Interactions are both informational and of a problem-solving nature. They are also a liaison between the Customer Ride Checkers and DTC, Business Analyst. Supervisors must also provide dispatch the days scheduled work to coordinate with bus operators.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Working Conditions**

This position generally involves irregular hours and workdays. Work may be conducted at a variety of locations throughout the State and may entail indoor/outdoor work, as well as work under difficult and or uncomfortable circumstances.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**FOOD SERVICE WORKER (SET-ASIDE)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses three levels in the Labor, Trades and Crafts occupational group, Food Services occupational series and describes work assisting with food preparation and the distribution of meal trays in accordance with state and federal laws governing nutritional and sanitary standards.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Sets up serving line by gathering utensils, foods and supplies needed for the serving process.
- Prepares meal trays by dipping the correct portion of appropriate foods from the serving pan.
- Loads completed meal trays or food pans into food carts; Delivers loaded carts to proper location; Returns carts and trays to kitchen after individuals have completed meals.
- Assists cooks by opening cans, slicing and chopping food items, making sandwiches, bulk salads, desserts or preparing beverages.
- Cleans carts and trash containers, sweeps and mops floors, wipes tables, steam carts and counters and performs other functions necessary to ensure that food preparation and serving areas are sanitary.
- Performs all phases of dishwashing process.
- Keeps various records.

**Levels of Work**

This is the first level.

- Receives close supervision of a technical superior.
- Assists in the preparation and distribution meal trays and in the cleaning of kitchen-areas, dishes and utensils.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of proper methods and procedures of food handling and serving.
- Knowledge of cleaning methods and procedures applicable to institutional food service.
- Knowledge of departmental rules, regulations, policies and procedures.
- Knowledge of the physical layout of assigned facility for the purpose of cart delivery.
- Ability to follow oral and written instructions.
- Ability to keep records.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of record keeping which includes maintaining records, logs, and filing systems.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**FOOD SERVICE DIRECTOR I (SET-ASIDE)**

[Return to Job Title List](#)

**Levels of Work**

This level is responsible for planning and directing all food service activities from menu planning to food preparation for a food service operation.

- Supervises directly and through a subordinate supervisor(s). Supervision is exercised over at least two or more merit full time positions per the Merit Rules. The elements of supervision include planning, assigning, reviewing, evaluating, training and recommending hire/fire, discipline. Ensures proper scheduling of staff, optimizing production and minimizing overtime.
- Develops, implements, and maintains a quality assurance plan for the department and ensures that the food service staff are complying with standards.
- Establishes policies and procedures for all food service activities.
- Enforces safety and sanitary practices to comply with regulations.
- Orders and tracks purchases of food, kitchen supplies and equipment within budgetary allocation utilizing state contracts to meet menu planning for current menu and projected menu changes.
- Supervises the receiving, inspecting, storage and inventory of food, kitchen supplies, and equipment to ensure products meet the requirements of the specified purchase order and are in compliance with government regulations.
- Prepares the food service operations budget including short and long range plans for capital improvements.
- Investigates and resolves food quality and service complaints from residents.
- Contacts are typically with agency department heads/managers, dietitians, vendors, cook supervisors, residents, and administrative support, primarily for the purpose of participating in various agency committee meetings and working as a team regarding menu planning.

**Knowledge, Skills, and Abilities**

The intent of the listed knowledge, skills and abilities are to give a general indication of the core requirements for all positions in the class series; therefore, the KS&A's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge in applying the food service principles, practices, processes and techniques involved in the food preparation activities.
- Knowledge of the materials, methods and equipment used to cook and prepare large volumes of food.
- Knowledge of safety and sanitary procedures related to cooking, food preparation, storage, equipment, and food handling.
- Knowledge of departmental rules, regulations, policies and procedures as well as applicable state and federal regulations.
- Skill in the operation of kitchen equipment.
- Ability to cook complete meals with a minimum of supervision.
- Ability to work from a menu in the preparation of meals.
- Ability to prepare records and reports.
- Ability to establish and maintain effective working relationships.
- Ability to motivate, oversee and guide the work of cooks and other food service staff.
- Ability to maintain records and reports.
- Ability to prioritize and organize food preparation activities.
- Knowledge of supervision.
- Knowledge of menu planning.
- Skill in the preparation of recipes to meet special dietetic needs.
- Ability in maintaining current inventory and project needs based on menu requirements.
- Ability to ensure that food safety requirements are in compliance with sanitary and safety procedures.
- Ability to interpret and apply institutional department rules, regulations, policies and procedures.
- Knowledge of state/federal laws, rules, regulations governing the operation of institutional kitchens.
- Knowledge in planning and implementing a system of quality control.
- Skill in supervising subordinate food service personnel and ensuring that prescribed procedures are strictly adhered to by all responsible personnel.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Skill in maintaining current inventory and projecting needs based on menu requirements.
- Skill in interpreting and applying federal, state, and department rules, regulations, policies and procedures.
- Ability to train personnel in methods of safety, storage and proper utilization of resources.
- Skill in applying the principles and practices of institutional food management including large scale menu planning, food procurement, preparation, service, safety and sanitation standards.
- Ability to develop food services budget and long range plans.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Registered Dietitian or certified Dietitian/Nutritionist, or registered Dietetic Technician, or certified Dietary Manager, or possession of a Bachelors of Science degree or higher or Associates degree or higher in Food Service Management or related field.
2. Possession of a Serve Safe Certification.
3. Three years experience in proper safety, storage and sanitation standards for food items.
4. Six months experience in food service management such as prioritizing and organizing food service activities, large scale menu planning, pricing and cost control, procurement and inventory control.
5. Six months experience in staff supervision of two or more employees which includes to plan, assign, review, discipline, recommend hire, promotion, termination and administer performance plans and reviews.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**ACCOUNTING SPECIALIST (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses two levels of work in the Administrative Services occupational group, Fiscal Services occupational series and describes full performance accounting support work. Accounting support services provide technical support to accounting, bank/tax examinations, collection, cash management, revenue, program funding, auditing, financial analysis, program management, timekeeping/payroll, and various other fiscal, financial, and tax functions.

Work typically includes various combinations of business transactions such as, but not limited to classifying, computing, verifying, recording/posting, reconciling, simple audit/examination, summarizing numerical data, and compiling reports. Assignments are accomplished through manual and electronic applications. Regular contacts include intra/inter agency, local/state/federal agencies, and private sector organizations/individual citizens.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Compute fiscal/financial transactions.
- Reconcile transactions/accounts.
- Classify and code fiscal/financial transactions.
- Review to ensure compliance with required documentation, computations, codes, signatures, and rules/regulations.
- Record fiscal/financial transactions to various financial information systems.
- Interact with public/private sector to provide/obtain information.
- Compile information/develop reports for use by others.
- Monitor balances and report discrepancies.
- Participate in recommending systems and forms enhancements.

**Levels of Work**

This level represents technically advanced support of complex fiscal/financial/auditing functions. It is distinguished from the Technician level by work assignments broad in functional scope and/or requiring advanced technical knowledge, both of which require application of complex state or federal program laws, rules and regulations. Work encompasses the full range of activities as described in Essential Functions.

- Responsible for full range of support activities related to agency fiscal/financial/auditing functions. Assignments fall within established and known systems, processes, and operations. Problem solving requires choice of solutions from range of known options.
- Broad functional scope typically involves rotational work assignments throughout multiple functional areas such as various tax functions, i.e. Personal Income Tax, Business Tax, Tax Audit, Tax Collection; or, various administrative bookkeeping functions, i.e. payroll, benefits, accounts payable/receivable, etc.
- Advanced technical depth typically involves responsibility for cost/salary/revenue projection; ledger reconciliation/consolidation, etc, requiring application of state or federal program laws, rules, regulations, policies and procedures.
- May assign/oversee the work of subordinate levels.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills, and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of bookkeeping/basic accounting/basic auditing.
- Knowledge of office practices, procedures, and equipment.
- Knowledge of applicable accounting systems, budgetary processes, and auditing/reporting procedures.
- Knowledge of employing agency's program concentration, policies, and procedures.
- Knowledge of the applicable laws, rules, and regulations.
- Ability to apply analytical methods including computer applications to resolve bookkeeping/accounting problems.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Ability to perform basic mathematical calculations.
- Ability to develop/recommend courses of action and express ideas clearly, concisely, and effectively, both orally and in writing.
- Knowledge of interrelationships of agency's accounting/program functions.
- Skill in completing special projects/studies.
- Skill in educating internal/external contacts regarding policies/procedures related to complex fiscal/financial/auditing activities.
- Ability to complete assignments across multiple functional areas.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of an Associate's degree or higher in Accounting or related field.

**OR**

- Possession of a Bachelors degree or higher in Accounting, Business Administration, Economics, Finance, Business Management, Computer Information Systems or related field.

**OR**

1. Experience in accounting support which includes performing financial transactions such as classifying, computing, verifying, recording/posting, reconciling, audit/examination, summarizing financial data, and compiling reports.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in applying laws, rules, regulations, standards, policies and procedures.
4. Experience in record keeping which includes maintaining records, logs, and filing systems.
5. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**ACCOUNTANT I, II (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Collects, analyzes and evaluates financial data from a variety of sources.
- Ensures all transactions comply with accounting and tax policies, procedures, laws, rules and regulations.
- Provides counsel and advice to state organizations to resolve discrepancies, preclude errors and delays in processing.
- Approves requests, verifies coding for transaction processing or cancellation.
- Implements accounting functions, policies, procedures, systems and plans.
- Develops and recommends policies and procedures consistent with state accounting, rules, regulations, priorities, objectives and new federal mandates.
- Performs audits of documents to ensure proper accounting of funds.
- Provides recommendations, guidance and direction to management for the purpose of understanding, meeting functional and operational goals and objectives.

**Levels of Work**

**State Accountant I**

This is the first level of accounting work at the state level.

- Works under the close supervision of a technical superior.
- Interprets and applies applicable laws, rules, regulations, standards, policies and procedures.
- Choices are within a range of specified, acceptable procedures, standards, alternatives and technical practices.
- Consults with higher level State Accountant staff for issues that are outside the range of specified, acceptable procedures, standards and practices.
- Assists in developing and recommending policies and procedures.
- Contacts include state organization representatives, primarily for the purpose of gathering, coordinating and relaying information.

**State Accountant II**

This is the full performance level of accounting work at the state level.

- Full performance (full range of accounting activities for assigned accounting function(s). Receives less supervisory direction and assistance than at the I level. Supervisor does periodic review of progress.
- Ensures accurate/proper interface between various accounting systems.
- Examines and analyzes diverse financial transactions and system processes to ensure proper application of statewide accounting policies and practices.
- Participates in or leads portions of the on-going functional analysis, design, development, and testing of system changes.
- Evaluates the relevance of accounting principles, concepts, rules and regulations.
- May act as lead worker providing guidance/direction to lower level professional and/or technical staff.
- May plan, assign, review and evaluate the work of lower level professional, technical and support staff.
- Contacts include state organization representatives to coordinate mass changes, troubleshoot problems, implement corrections and recommend solutions.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of accounting theories, concepts, principles and standards.
- Knowledge of government accounting methods and techniques.
- Knowledge of state accounting methods and techniques.
- Knowledge of applicable federal, state and private laws, rules, regulations and procedures.

**STATE OF DELAWARE**  
**Office of Management and Budget**  
**Government Support Services**

- Knowledge of state and departmental computerized financial management systems, including date entry and correction procedures.
- Knowledge of recordkeeping and report preparation techniques.
- Ability to assemble and analyze financial and accounting data and make recommendations.
- Ability to explain policies and procedures to others.
- Ability to explain a variety of financial reports.
- Ability to establish and maintain effective working relationships.

**In addition to the above knowledge, skills and abilities, the State Accountant II requires:**

- Knowledge of accounting theories, concepts, principles and standards.
- Knowledge of government accounting methods and techniques.
- Knowledge of state accounting methods and techniques.
- Knowledge of applicable federal, state and private laws, rules, regulations and procedures.
- Knowledge of state and departmental computerized financial management systems, including date entry and correction procedures.
- Knowledge of recordkeeping and report preparation techniques.
- Ability to assemble and analyze financial and accounting data and make recommendations.
- Ability to explain policies and procedures to others.
- Ability to explain a variety of financial reports.
- Ability to establish and maintain effective working relationships.
- Knowledge of the theory, components, configurations and operation of an automated information system. Knowledge of on-line processing and related control tables.
- Knowledge of state and federal tax regulations regarding public and private entities.
- Knowledge of information systems needs analysis, requirements analysis and alternate design analysis.
- Skill in collecting and analyzing data and making recommendations.
- Skill in recognizing accounting and reporting anomalies.
- Ability to explain and teach individuals in the use of an automated information system, application of accounting and payroll policies and procedures and state and federal laws.
- Ability to plan, coordinate and implement complex projects.

**Job Requirements**

**State Accountant I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Accounting, Business Administration, Economics, Finance, Business Management, Computer Information Systems or related field.

**OR**

1. Experience in accounting which includes recording, verifying and reporting financial information using Generally Accepted Accounting Principles (GAAP).
2. Experience in financial analysis which includes compiling, analyzing and interpreting financial data to ensure effective and efficient accounting of funds or to make projections for financial planning.
3. Experience in using an automated financial management information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of analyzing financial problems, developing alternatives, recommending and advising management on solutions.
6. Knowledge of narrative report writing.

**State Accountant II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least one year experience in accounting which includes recording, verifying and reporting financial information using Generally Accepted Accounting Principles (GAAP).
2. Experience in accounting which includes recording, verifying and reporting financial information using Generally Accepted Accounting Principles (GAAP).
3. Experience in financial analysis which includes compiling, analyzing and interpreting financial data to ensure effective and efficient accounting of funds or to make projections for financial planning.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

4. Experience in analyzing financial problems, developing alternatives, recommending and advising management on solutions.
5. Experience in interpreting accounting or payroll laws, rules, regulations, standards, policies and procedures.
6. Experience in narrative report writing.
7. Knowledge of information system functional support which includes planning for informational needs to initiate system changes; developing user, operational and program documentation; coordinating, overseeing and participating in the testing of new/modified computer program enhancements by creating test data, analyzing the system's actions and determining critical system performance to ensure applications meet user needs.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**EMPLOYMENT AND TRAINING CONTRACT SPECIALIST (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Summary Statement**

A class incumbent negotiates for the purpose of providing job training and employment opportunities for economically disadvantaged clientele and others in need of training; manages, monitors and provides on-going technical assistance for these contracts.

**Nature and Scope**

A class incumbent is responsible for coordinating all activities involved with developing, managing, monitoring and evaluating employment and training programs. The incumbent provides technical assistance in the awarding of funds to subcontractors, negotiates contracts and provides assistance to subcontractors in contract implementation and on-going maintenance, and is the department contact for subcontractor questions and problems. This incumbent has frequent contact with the division's Fiscal and MIS units to determine and provide payments to subcontractors; the incumbent also must be knowledgeable regarding all contracts. Important aspects of the position include approving or disallowing payments to subcontractors, and identifying and recommending corrective action for problems.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Negotiates and develops cost reimbursement and performance contracts with outside contractors and the Division of Employment and Training; supervises negotiation team.
- Acts as technical advisor to subcontractors during contract period: identifies managerial and operational problems; develops corrective action plans; provides interpretation of laws, guidelines, and policies.
- Monitors and evaluates contract management effectiveness through on-site review and analysis of subcontractor performance and operations.
- Initiates and/or participates in the development of unit/program policy and procedure and long-range planning goals and objectives; analyzes proposed and enacted legislation to determine impact on training and employment operations.
- Determines flow of funds to subcontractors based on analysis of statistical and fiscal reports; determines advance amounts; approves/disallows payments.
- Make individual and/or group oral and written presentations to special interest groups; participates on related committees and task forces.
- Performs special projects individually or as part of a work group such as: conversion of the unit's manual system to an automated system, development of new policies, procedures and forms, and development of EEO compliance guidelines.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles and practices of employment and training programs and methodologies.
- Knowledge of training and employment operations.
- Knowledge of labor market conditions and trends as they relate to labor supply and demand.
- Knowledge of financial planning and budget analysis.
- Knowledge of program evaluation techniques, methods and procedures.
- Knowledge of auditing practices, procedures and methods.
- Knowledge of the special needs and problems associated with disadvantaged groups and unemployed individuals.
- Skill in administration; planning, organizing, and problem solving.
- Skill in interviewing to elicit sensitive, complete information.
- Skill in effective oral and written communication.
- Skill in contract negotiation.
- Skill intact and diplomacy.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Skill in establishing and maintaining effective working relationships with special interest groups, subcontractors, clients.
- Skill in mathematics to perform routine statistical analysis.
- Ability to lead others effectively and conduct training.
- Ability to analyze data and make sound recommendations.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in planning, developing, implementing, and evaluating employment and training programs.
2. Experience in budget management and control which includes managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.
3. Experience in contract management and control which includes ensuring compliance with terms of contracts; negotiating changes to existing contracts.
4. Experience in interpreting employment and training program laws, rules, regulations, policies, and procedures.
5. Experience in narrative report writing.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**EXECUTIVE ASSISTANT (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Summary Statement**

An incumbent in this class is responsible for providing administrative support for and acting on behalf of a top level executive.

**Nature and Scope**

A class incumbent reports to a cabinet or other appointed/elected official responsible for a large diverse department. An incumbent in this class works independently on behalf of the superior and is responsible for administrative operations of the office, such as but not limited to communications, research activities, handling critical and/or sensitive issues. The class incumbent provides guidance and consultation to division directors regarding policy implementation and problems, department priorities and administrative concerns. The incumbent keeps the superior apprised of relevant matters. The work involves making recommendations and offering alternatives for actions to be taken for problem resolution. The incumbent executes necessary follow-up to ensure project completion by staff with attention to development of issues for decision making by superior. A significant aspect of the work involves frequently representing superior on advisory councils, task forces and before committees. Principal contacts are with Division Directors, Cabinet Secretaries, the Governor's Office, council members, legislators, special interest groups and the general public concerning complaints and department directives. May supervise secretarial and clerical staff to ensure the efficient operation of the office.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Confers with Division Directors regarding policy implementation, personnel operational, legislative and constituent concerns; prepares memorandum to superior outlining relevant information including recommendations for actions to be taken. Ensures division's compliance with department policies.
- Reviews correspondence and reports; determines level of authority that can handle the complaint or issue; oversees tracking, reporting and review of data relating to violations and complaints; ensures intervention to correct problems and keeps the superior appropriately briefed.
- Provides liaison with the general public, Division Directors, Governors Office, legislators, council members, special interest groups, other state/federal agencies to respond to inquiries and complaints, explain policies and the department's position on issues, to resolve problems and oversee implementation of department directives.
- Oversees constituent relations including resolving crisis situations in service delivery referred by the Governor's Office, legislators, other agencies and the public; ensures that constituent contacts are handled quickly and responsively.
- Represents superior at council meetings and on task forces.
- May plan, assign, review and evaluate the work of subordinate clerical and secretarial staff; plans, coordinates and directs office activities; analyzes, recommends and implements operating practices, policies and procedures.
- Participates in drafting and analyzing legislation; gives testimony on bills; represents department at committee hearings and keeps superior informed of status.
- Prepares budget for the unit and tracks expenditures.
- Develops agenda and programs for Department management team meetings, conferences and retreats.
- Gathers and analyzes information and prepares department accomplishment and activity reports for Governor's Office.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of principles, practices and procedures of administration, office management and budgetary control.
- Knowledge of department policies, priorities and objectives; operations and functions of all divisions of department.
- Knowledge of state government systems.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Knowledge of management principles and practices.
- Knowledge of principles and practices of supervision.
- Skill in collecting, compiling, evaluating and analyzing information from a wide variety of sources.
- Skill in staff supervision.
- Skill in oral and written communication.
- Ability to work effectively and efficiently in managing multiple priorities.
- Ability to effectively communicate department policy.
- Ability to learn and understand the laws and regulations governing a department.
- Ability to prepare clear and concise reports.
- Ability to development and maintain effective relations with associates, employees, the public and government officials.

**Job Requirements**

**JOB REQUIREMENTS for Executive Assistant**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in public policy administration such as overseeing and directing the development, implementation and evaluation of public policies.
2. Three years experience in interpreting governmental law, constitutional law, regulatory interpretation, or legislation.
3. Six months experience in interacting with legislators, cabinet officials or interest groups as a liaison.
4. Three years experience in program evaluation which includes evaluating programs and services to identify problems, determine compliance and evaluate the effectiveness and efficiency to ensure program goals and overall objectives are met.
5. Three years experience in recommending alternatives, improvements, courses of action and other changes based on findings.
6. Six months experience in budget administration which includes managing, developing, analyzing and implementing budgets; developing strategic plans and establishing internal control.
7. Six months experience in narrative report writing.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**HUMAN RESOURCES TECHNICIAN (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Summary Statement**

A class incumbent is responsible for performing entry level para-professional human resources work to support the administration of the human resources function.

**Nature and Scope**

A class incumbent reports to a technical superior and processes human resource transactions primarily in the areas of pay, benefits and applicant services that require specific application of merit rules, state/federal human resource program requirements, department/agency policies and procedures and union contracts. As experience is gained, a progressively expanding range of human resource transactions are processed.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Reviews human resources transactions for accuracy and compliance with merit rules, federal guidelines and departmental procedures; prepares less complex, more routine human resource documents for processing.
- Provides routine information to employees and applicants in areas of assigned human resources responsibilities.
- Prepares memos, letters and general correspondence in support of human resources activities.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of standard office practices and procedures.
- Knowledge of mathematics.
- Ability to apply the procedures for processing human resource transactions.
- Ability to apply interviewing practices and techniques.
- Ability to learn and apply merit rules, department/agency policies and procedures in areas of job responsibilities.
- Ability to obtain and compile information from a variety of sources.
- Ability to operate standard office equipment such as typewriters, copy machines, calculators, word processors and personal computers.
- Ability to establish and maintain effective working relationships with department employees, applicants, and the public.
- Ability to communicate orally and in writing.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of a Bachelors degree or higher in Human Resource Management, Public Administration, Business Administration, Psychology, Sociology, Behavioral Science, Political Science or related field.  
**OR**
  - Possession of a SPHR, PHR, IPMA-CP, IPMA-CS or equivalent professional human resource certification OR for current State employees, the Office of Management and Budget Human Resource Certification.  
**OR**
1. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
  2. Knowledge of human resource support which includes processing human resource transactions in areas such as payroll, benefits or applicant services in accordance with laws, rules, regulations, policies and procedures; providing guidance and information to others; researching and resolving problems.
  3. Knowledge of using standard computer software programs for word processing, spreadsheets or databases.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**JUDICIAL CASE MANAGER II (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Assesses case filings to determine placement in case track/program or recommends referral to alternative case tracks.
- Interprets and applies court rules, laws and procedural requirements for case events and caseload management.
- Monitors and coordinates case activity through multiple legal events and processes. Tracks case events/status, anticipates case flow problems/causes for delay and initiates appropriate action to expedite cases effectively and efficiently including contacting participants to resolve issues that inhibit case flow.
- Develops case management procedures for use by judge or team.  
Advises judicial officers regarding various case events that ultimately lead to final case disposition.
- Coordinates case activity and events with judicial officers, attorneys, law enforcement agencies and litigants.
- Resolves technical case processing issues requiring research of case data and coordinating activities with other agencies and courts.
- Researches case files, records and other sources of information to insure accuracy of case data, prepare and issue court documents and resolve discrepancies and issues related to caseload.
- Establishes and maintains contacts with the legal community, other agencies and courts/units, both externally and internally, to ensure case flow is expedited.
- Enters case data into automated case management systems; prepares and maintains case files and records

**Levels of Work**

This is the full performance level of caseload management work performing the full range of case management activities. In addition to the full range of caseload management activities, work may also include supervising case processing support staff.

- Manages the full range of case management activities independently.
- Expedites case flow with minimal judicial/administrative intervention.
- Interprets and applies state laws, court rules, policies and procedures.
- Resolves complex technical issues related to case flow.
- Recommends appropriate action to judicial officer regarding procedural requirements for case event/disposition.
- Principal contacts are with the public, attorneys, judges, pro se litigants, criminal justice agencies and other courts to obtain information needed to prepare cases, provide information on cases, resolve discrepancies in case data and respond to procedural questions.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the knowledge, skills and abilities listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of civil and/or criminal court procedure, rules, policies and procedures.
- Knowledge of the applicable sections of the Delaware Code.
- Knowledge of legal terminology and processes.
- Knowledge of the standard office practices and procedures.
- Knowledge of automated case management systems used to input, retrieve, track and maintain data.
- Knowledge of methods and techniques of case processing.
- Ability to prepare and process documents in an accurate and timely manner.
- Ability to communicate effectively with a variety of court customers, staff and other agencies.
- Ability to interpret legal documents.
- Ability to prepare, and maintain accurate legal records.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

In addition to the above Knowledge, Skills and Abilities, the Judicial Case Manager II requires:

- Knowledge of the principles and practices of supervision.
- Skill in effective and efficient management of cases and a case load.
- Skill in resolving complex issues in managing a caseload.
- Skill in coordinating activities for multiple cases.
- Skill in evaluating and assessing cases, procedures and processes.
- Skill in applying civil/criminal courtroom protocol and proceedings during multiple, concurrent case flow activities.
- Skill in the interpretation and application of court rules, directives, policies and procedures.
- Skill in communicating effectively.

**Job Requirements**

JOB REQUIREMENTS for Judicial Case Manager II

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in managing cases as they move through the legal process.
2. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
3. Six months experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Six months experience in narrative report writing.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**PARALEGAL I, II, III (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses four levels of work in the Administrative Services occupational group, Legal Services occupational series and describes paralegal work involving administrative and judicial proceedings regarding civil, regulatory, and/or criminal law. Work involves providing an agency's management staff or professional legal staff of legal support work. Work may include providing paralegal services to inmates as mandated by federal law. Activities include maintaining a law library and instructing inmates in the use of legal documents and resource material, legal document preparation, and research techniques.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Establishes and maintains case files.
- Reviews legal/court documents for completeness and accuracy.
- Compiles and evaluates facts to complete program, legal, and/or court documents.
- Provides administrative reports and recommendations for new/revised operating policies/procedures.
- Reviews state and federal codes, laws, rules, regulations, policies, and procedures to ensure compliance of legal actions/processes.

**Levels of Work**

**Paralegal I**

This is the first level of paralegal work.

- Reports to a technical or administrative supervisor. Receives technical guidance from the agency's legal staff, legal staff in the Office of the Attorney General and/or legal staff in the Office of the Public Defender.
- Performs the full range of Essential Functions.
- Identifies problems with legal/court documents and case files, alerts supervisor, and assists in correcting and locating required information, files, and necessary documents.
- Writes and places public notices in newspapers, notifies all involved parties of date and time for hearing, court appearances; attends public or court hearings, depositions, as part of job training.
- Gathers information to satisfy requests under the Freedom of Information Act (FOIA). Reviews with technical superior prior to releasing.
- Acts in liaison capacity between superior and various interested parties and judicial and/or court staff, clients, defendants, plaintiffs, victims, witnesses, law enforcement agents, elected and/or appointed officials and the public to gather, clarify and provide information regarding case facts and status.

**Paralegal II**

This is the second level of paralegal work.

- Interviews involved parties to gather information for completion of various legal and/or court documents and evidence for case preparation.
- Reviews law sources such as case law, judicial decisions, statute law, codes, regulations, and legal and subject matter articles to ensure issues are properly cited and provides superior with written details of similar cases including findings, judicial decisions, and memorandum/opinions of law.
- Assists with preparation of legal pleadings, e.g. briefs, motions, indictments, information and appeals.
- Maintains case files ensuring that the files contain complete and accurate information essential to each step of the proceedings from pre-hearing and/or pre-trial through trial and sentencing.
- Follows-up to resolve problems, acquires missing information and completes required steps.
- Advises non-legal staff members on legal policies and procedures.
- Reviews and comments on proposed legislation and may draft legislation.
- May direct and coordinate the operation of a law library, assisting clients and establishing operating policies and procedures.
- May provide administrative and technical direction to support staff.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Contacts include clients, defendants, plaintiffs, victims, witnesses, and law enforcement agents to gather information and/or evidence and advise and judicial and/or court staff for case scheduling and processing.

**Paralegal III**

This is the advanced level of paralegal work.

- Conducts case law research concerning precedents and past court decisions.
- Writes legal briefs and/or memoranda of law which sets out legal issues and applications of law based on case facts.
- Conducts intake interview of investigating officers, interviews witnesses, clients and defendants on complex crimes usually involving multiple victims, defendants, and/or violations.
- Determines legal jurisdiction, how cases should be pursued, what additional information is necessary, who else should be interviewed, and what records must be searched.
- Ensures procedural compliance through guidance and training to less experienced paralegal staff, law enforcement personnel, and agency administrators and/or managers.
- Assists legal staff at court proceedings to gather information, review applicable statutes, and various other discovery material.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of state and federal codes, laws, rules, and regulations applicable to assigned area or program.
- Knowledge of policies and procedures applicable to assigned area to include administrative hearings, public hearings, evidentiary hearings, and civil and criminal court proceedings.
- Knowledge of the methods and techniques of basic legal research.
- Knowledge of effective communications.
- Ability to set work and time priorities.
- Ability to recognize pertinent information and develop methods for attaining information.

**In addition to the above knowledge, skills and abilities, the Paralegal II requires:**

- Knowledge of research sources and methods, legal and program specific.
- Knowledge of interviewing techniques.
- Knowledge of legal ethics ensuring attorney-client confidentiality.
- Ability to collect evidence through one-on-one interview of variously involved parties.
- Ability in office organization, leadership, and training.
- Ability to research, document, and summarize law sources.

**In addition to the above knowledge, skills and abilities, the Paralegal III requires:**

- Knowledge of the principles, concepts and methods of legal research, analysis, and summary preparation applicable to case development and documentation.
- Skill in legal research methods and techniques.
- Skill in the preparation of legal documents.
- Skill in gathering information through one-on-one interviews.
- Ability to write legal briefs and/or memoranda.

**Job Requirements**

**Paralegal I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in preparing and maintaining legal documents and case files.
2. Experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Experience in analyzing and evaluating data.
4. Knowledge of legal terminology.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Paralegal II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in preparing and maintaining legal documents and case files.
2. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
3. Experience in interviewing which includes using structured or unstructured interview techniques to obtain facts, explore issues and identify courses of action.
4. Experience in legal research which includes researching statutes, regulations, case law and background information.
5. Experience in analyzing and evaluating data.

**Paralegal III**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in drafting legal documents and writing legal briefs which includes presenting facts, setting out and analyzing legal issues and applying legal precedents.
2. Experience in legal research which includes researching statutes, regulations, case law and background information.
3. Experience in preparing and maintaining legal documents and case files.
4. Experience in interviewing which includes using structured or unstructured interview techniques to obtain facts, explore issues and identify courses of action.
5. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**TRAINER/EDUCATOR I, II, III (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Develop and implement training, development, informational, and/or educational programs, courses, curricula, training resources, lesson plans, materials, and visual aids.
- Evaluate effectiveness of programs, courses, curricula, training resources, lesson plans, materials, and visual aids and modify to meet identified problems/needs, state/federal requirements, and agency goals/objectives.
- Present training, development, informational, and/or educational programs via classroom, workshop, or seminar using formal classroom instruction, exercises, handouts, materials, visual aids, etc. for group or one-on-one instruction.
- Research, evaluate, and select materials, handouts, visual aids, exercises, etc. that will best promote learning.
- Identify and analyze needs through interviews, surveys, and meetings with supervisors, management, administrators, officials, clients, the public, etc.
- Provide recommendations regarding problems/needs, effectiveness of training resources, and implementation of new or modified programs, courses, curricula, training resources, lesson plans, materials, and visual aids.
- Collect, analyze and evaluate data from a variety of sources and effectively present/communicate information.
- Coordinate training/educational activities with agency personnel, contractors, community/professional organizations, and other providers.
- Monitor and ensure compliance with state and federal laws, rules, regulations, requirements, and/or contract agreements.

**Levels of Work**

**Trainer/Educator I**

As the first level of professional training/education work, positions provide training/education services and typically report to a technical superior.

- Receive close supervision with work reviewed in progress.
- Assist in development/analysis of needs assessment.
- Present training/education using existing curricula/materials.
- Evaluate participant achievement of course/training objectives using existing format.
- Regular contacts are typically with state employees and others outside state government primarily for the purpose of gathering information and coordinating/ providing training.

**Trainer/Educator II**

As the second level within the professional training/education series, positions function at the full performance level and typically report to a technical superior.

- Positions are responsible for conducting training/education services in one or more subjects.
- Receive less supervisory direction and assistance than at the I level. Supervisor does periodic review of progress.
- Develop needs assessment instruments, analyze data, and recommend appropriate learning solutions.
- Design learning objectives/curricula/materials.
- Review and critique course curricula, presentations, and participant achievement.
- Develop instruments/methods to assess instructional quality/effectiveness.
- May participate in budget, contract, and/or grant development.
- Regular contacts are typically with state employees and others outside state government primarily for the purpose of gathering and evaluating information, providing recommendations, and presenting training.

**Trainer/Educator III**

As the third level of professional training/education work, positions conduct/provide training in technical subjects requiring the application of theoretical disciplines. Positions are responsible for training others in the principles, practices, methods, and techniques used to convey information to various populations regarding scientific or technological subjects, e.g. health/life/social sciences, or related theoretical disciplines. Positions report to an administrative or technical superior.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Positions are given the degree of independence needed to achieve agency objectives provided activities are consistent with policy, procedure, and agency plans and objectives.
- May have responsibility for budget, grant, and/or contract administration.
- May include monitoring and overseeing the work of other positions, contractors, and/or volunteers by planning and assigning work, monitoring contract compliance, evaluation of instructional quality/effectiveness, etc.
- Regular contacts include agency management, line supervisors, and staff as well as private sector persons for the purpose of teaching training methods, technology transfer, and conveying information regarding the benefit and intent of agency services.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of methods, principles and techniques in development and implementation of education and training programs.
- Knowledge of training resources and materials.
- Knowledge of applicable state, federal and departmental laws, rules, regulations, policies, procedures and processes pertaining to agency and program area.
- Knowledge of adult education/training.
- Knowledge of the methods and techniques of conducting needs assessment.
- Knowledge of the principles and techniques of effective communication.
- Knowledge of program evaluation techniques and monitoring devices.
- Knowledge of the methods, principles and techniques used to improve individual and group performance.
- Skill in the collection, analysis, evaluation and presentation of data from a variety of sources.
- Skill in communicating effectively.
- Ability to identify and analyze problems/needs/issues and assess the impacts.
- Ability to establish and maintain effective working relationships with a variety of people.

In addition to the above Knowledge, Skills and Abilities, Trainer/Educator II requires:

- Skill in course preparation and presentation.
- Ability to identify and analyze problems/needs/issues, assess the impacts and make recommendations.

In addition to the above Knowledge, Skills and Abilities, the Trainer/Educator III requires:

- Knowledge of the theoretical disciplines pertaining to specific area(s).
- Skill in developing training/education methods and techniques used to train/educate others (train-the-trainer) to convey information to various populations regarding scientific or technological subjects, e.g. health/life/social sciences, or related theoretical disciplines.

**Job Requirements**

**Trainer/Educator I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in presenting training or education courses which includes using a variety of training methods such as lecture, e-training, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
2. Knowledge of preparing and developing training or education courses which includes designing learning objectives, curricula and materials.
3. Knowledge of developing and analyzing training needs assessments at the individual, job or organizational level.

**Trainer/Educator II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least one year experience presenting training or education courses using a variety of training methods such as lecture, e-training, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
2. Six months experience in preparing and developing training or education courses which includes designing learning objectives, curricula and materials.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

3. Six months experience in developing and analyzing training needs assessments at the individual, job or organizational level.

**Trainer/Educator III**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least two years experience presenting training or education courses using a variety of training methods such as lecture, e-training, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
2. Three years experience in preparing and developing training or education courses which includes designing learning objectives, curricula and materials.
3. Three years experience in developing and analyzing training needs assessments at the individual, job or organizational level.
4. Six months experience in presenting training or education courses in the assigned theoretical or technological discipline.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**UNEMPLOYMENT COMPENSATION APPEALS REFEREE (ADMINISTRATIVE SERVICES)**

[Return to Job Title List](#)

**Summary Statement**

A class incumbent is responsible for conducting Unemployment Insurance Appeals hearing and rendering decisions in accordance with applicable laws.

**Nature and Scope**

A class incumbent performs with general supervision from the Chief Referee and is involved in conducting quasi-judicial hearings, researching and deciding Unemployment Insurance Appeals. The incumbent has contact with employers, claimants, and attorneys in hearings: decides the case and responds to general inquiries regarding the law and administrative procedures. In addition, an incumbent has contact with local claims offices to clarify information regarding a specific case. The ability to understand people in stressful situations and to render just legal decisions is a significant aspect of the work. An employee in this class renders case decisions that enable the Division to award benefits in an equitable manner.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts Unemployment Insurance appeals hearings in accordance with applicable laws; administers oaths and affirmations; issues subpoenas of persons or evidence relevant to a case; receives and reviews evidence and rule on its admissibility.
- Regulates and controls the hearing, hears testimony, and questions witnesses and parties to case.
- Researches and reviews applicable Federal and State laws as well as precedent cases to determine liability.
- Renders written decisions on dispensation of Unemployment Insurance appeals cases.
- Records the proceeding on tape including the testimony and evidence presented, applicable laws or precedent cited, and decision rendered, in case decision is appealed to a higher authority.
- Responds to inquiries from the general public regarding laws, appeal procedures, time limitations.
- Prepares required reports and logs.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of Unemployment Insurance laws and Administrative Law procedures.
- Knowledge of the principles and practices of obtaining testimony to preserve the rights of all parties.
- Knowledge of the methods and techniques of legal report preparation.
- Knowledge of the laws concerning admissibility of evidence.
- Knowledge of research techniques.
- Skill in eliciting information.
- Skill in performing legal research.
- Ability to learn, understand, and interpret applicable laws, rules and regulations to case determinations.
- Ability to conduct quasi-judicial hearings.
- Ability to render logical decisions based on testimony given, evidence presented and applicable laws and precedents set.
- Ability to establish and maintain effective working relationships with employees, representatives of private industry, and the general public.
- Ability to communicate effectively both orally and in written form.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Juris Doctorate.
2. Experience in drafting legal documents and writing legal briefs which includes presenting facts, setting out and analyzing legal issues and applying legal precedents.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

3. Experience in legal research which includes researching statutes, regulations, case law and background information.
4. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of quasi judicial proceedings.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**COOK (LABOR TRADES & CRAFTS)**

[Return to Job Title List](#)

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Applies food service principles, practices and methods governing food preparation activities such as food handling, proper storage and temperature control, cleaning of kitchen equipment and utensils to comply with safety and sanitary standards.
- Complies with applicable state and federal rules and regulations.
- Operates various commercial kitchen equipment such as dishwashers, ovens, toasters, meat slicers, choppers, deep fryers, food processors, steam pots, blenders, and mixers.
- Prepares and cooks a variety of food items by baking, frying, and broiling, gathering and measuring ingredients according to standardized menus/recipes and dietetic guidelines.
- May prepare requisitions for food items and other needed supplies.
- Attends Department approved training programs.

**Levels of Work**

This describes the full performance level. Positions receive general supervision from a technical superior.

- Performs the full range of cooking and food preparation activities. Record food/refrigerator temperatures and the number of meals prepared each day. Assist with the orientation and training of newly hired Cooks.
- Regular contacts are with dietary staff regarding patient meals and federal/state inspectors/surveyors to respond to questions concerning food safety regulations involving food preparation activities.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities are to give a general indication of the core requirements for all positions in the class series; therefore, the KS&A's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge in applying the food service principles, practices, processes and techniques involved in the food preparation activities.
- Knowledge of the materials, methods and equipment used to cook and prepare large volumes of food.
- Knowledge of safety and sanitary procedures related to cooking, food preparation, storage, equipment, and food handling.
- Knowledge of departmental rules, regulations, policies and procedures as well as applicable state and federal regulations.
- Skill in the operation of kitchen equipment.
- Ability to cook complete meals with a minimum of supervision.
- Ability to work from a menu in the preparation of meals.
- Ability to prepare records and reports.
- Ability to establish and maintain effective working relationships.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in institutional or commercial cooking and baking.
2. Knowledge of proper safety, storage and sanitation standards for food items.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**CUSTODIAL WORKER (LABOR TRADES & CRAFTS)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses five levels of work in the Labor, Trades and Crafts Occupational Group, Custodial and Laundry Services Occupational Series and describes cleaning and maintaining interiors and furnishings in institutional living quarters/wards, state clinics or related state facilities according to sanitary standards.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Cleans walls, floors, carpets and other interior building components by mopping, scrubbing, waxing and shampooing or vacuuming.
- Dusts and polishes furniture and fixtures; washes windows.
- Empties and cleans wastebaskets, garbage containers and ashtrays. Transports trash to disposal area.
- Disinfects bathrooms, kitchens and kitchen appliances, patient/clinic rooms, examination rooms; replenishes soap and paper supplies; changes bed linens.
- Moves and arranges furniture; hangs drapes and window shades.
- Operates a variety of custodial equipment such as wet/dry mops and vacuums, scrubbers, carpet shampooers and buffers.
- Uses items such as brooms, ladders, brushes, and mixtures of water/chemical solutions.
- May sweep sidewalks and patios, shovel snow and pick up trash.

**Levels of Work**

Custodial Worker

The first level in the custodial services series performs the full range of essential functions as described.

- Reports to a technical or administrative supervisor.
- Performs a variety of cleaning tasks to maintain a clean, safe and sanitary environment.
- Operates custodial equipment and mixes proper amounts of water/chemical cleaning and sanitizing solutions.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of custodial safety practices and procedures.
- Knowledge of custodial materials, methods and practices.
- Knowledge of the operation and care of vacuums, scrubbers, buffers and other custodial equipment.
- Ability to mix proper amounts of water/chemical solutions.
- Ability to understand and follow instructions.
- Ability to operate custodial equipment.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**LABORER (LABOR TRADES & CRAFTS)**

[Return to Job Title List](#)

**Summary Statement**

A class incumbent is responsible for performing manual labor which involves the use of hand and power tools.

**Nature and Scope**

Class incumbents work under general supervision of a technical superior and are responsible for performing heavy manual labor. Incumbents also use hand and power tools and may operate motor vehicles as required.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Operates jackhammer, air compressor, power saw and related mechanical devices.
- Uses picks, shovels, axes, rakes, hammers, brooms, saws and other hand tools.
- Picks up trash and mows grass.
- Loads and unloads materials, supplies, equipment and related items.
- Assists in maintenance and repair of roads, grounds and facilities.
- Trims and may top trees; assists in planting and transplanting of trees and plants.
- Removes snow and spreads salt.
- May assist skilled craftsmen.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of practices, tools, equipment and materials used in maintenance and repair of roads, grounds and facilities.
- Knowledge of safety practices and procedures.
- Ability to operate power tools.
- Ability to perform heavy manual labor for extended periods of time, often under adverse weather conditions.
- Ability to keep simple records, make routine reports and to follow oral instructions.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**LAUNDRY WORKER (LABOR TRADES & CRAFTS)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses three levels of work in the Labor, Trades and Crafts Occupational Group, Custodial and Laundry Services Occupational Series and describes laundry work in a state institutional facility.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Operates washers, dryers, irons, extractors, conditioners, pressers and folding equipment.
- Presses, folds, and stacks clothing, linens and other items either by hand or by operating various machines.
- Sorts soiled laundry by color and type; pretreats if necessary.
- Weighs and counts clothing, linens and other items and records count on production records.
- May pick up laundry from and deliver to wards, mark laundry with names; mends laundry if necessary.
- May clean machinery using various chemical solutions.

**Levels of Work**

The first level in the laundry series performs the full range of essential functions.

- Reports to a Laundry Supervisor.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the operation of various institutional laundry machines.
- Knowledge of laundry processes and procedures.
- Knowledge of departmental rules, regulations and procedures.
- Ability to follow instructions.
- Ability to record production counts.
- Ability to operate institutional laundry machines in a safe manner.
- Ability to mend torn linens and articles as required.

**Job Requirements**

**JOB REQUIREMENTS for Laundry Worker**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**PHYSICAL PLANT MAINTENANCE/TRADES HELPER (LABOR TRADES & CRAFTS)**

[Return to Job Title List](#)

**Summary Statement**

This class is involved in assisting Physical Plant Maintenance/Trades Mechanics by performing a variety of basic maintenance, repair and construction work and performing minor routine tasks as assigned.

**Nature and Scope**

An incumbent functions under immediate supervision of a technical superior and is involved in prepping interior and exterior surfaces for painting; assisting in constructing, repairing and maintaining roofs, floors, walks, partitions, tables and chairs; changing light bulbs, and checking safety equipment such as fire extinguishers. Concurrently, an incumbent assists in minor/routine plumbing repair and maintenance, maintains and repairs windows, screens, door latches, light switches, receptacles, faucets and other objects. A class incumbent, depending on the assigned agency, is responsible for completing tasks not requiring detailed knowledges and skills. An incumbent uses a variety of hand and power tools, moves objects and materials; is involved in snow/ice removal and grass cutting; and may operate a vehicle. Work may require working at heights requiring ladders and/or scaffolding.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Assists mechanics and skilled tradesmen in basic and routine repair and maintenance functions such as plumbing, carpentry, masonry, electrical and other trades operations.
- Participates in inspection as assigned to spot preventative maintenance problems.
- Repairs roof leaks, pumps water, sweeps, patches pot holes, helps inspect vehicles and equipment as needed.
- Assists in snow/ice removal, grass cutting.
- May pick up and transport supplies and materials.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic tools, their application, maintenance and repair.
- Knowledge of basic tasks and repairs in mechanical/trade fields.
- Skill in basic applications, techniques or procedures of a mechanical/trade field.
- Ability to understand and comply with written and oral instructions.
- Ability to apply principles, practices, methods, tools and equipment used by skilled tradesmen/mechanics in helping them carry out their tasks.
- Ability to operate equipment and power tools.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of operating and maintaining a variety of equipment, hand and power tools used in trades fields such as plumbing, carpentry, electrical, painting or HVAC.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**PHYSICAL PLANT MAINTENANCE/TRADES MECHANIC I (LABOR TRADES & CRAFTS)**

[Return to Job Title List](#)

**Summary Statement**

This class is involved in completing basic repairs in several trade fields and performing routine preventative maintenance and repair work at the semi-skilled level.

**Nature and Scope**

An incumbent performs under the close supervision of a technical supervisor. Assignments are carried out in accordance with instructions and established routines. A class incumbent provides on-going and incidental maintenance and repair services to help ensure efficient operation of a physical plant. Concurrently, an incumbent makes routine repairs and performs routine maintenance in one or more trade disciplines involving plumbing, carpentry, painting, electrical, welding and plastering; replaces bulbs, switches, plugs, fuses, cleans threads, replaces washers, traps drains, spigots, overhauls small motors and compressors, and assists higher level technicians as assigned. Significant aspects of work in this class may include monitoring heating and cooling plants, inspecting gauges, pumps, lubricating and cleaning motors, making adjustments to maintain adequate pressure, replacing filters and additives, and makes basic repairs to system elements as well as removing snow/ice, mowing grass, operating vehicles, transporting passengers, tools, equipment and materials. An incumbent may also assist in operating oil-fired boilers and auxiliary equipment as well as maintaining life safety devices such as auxiliary generators, sprinkler systems, and emergency lighting. Work may require working at heights requiring ladders and/or scaffolding.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Performs routine maintenance and preventative maintenance on equipment, interior and exterior of facility which may include replacing ballast for exits and fluorescent tubes, lights and switch starters, lubricate pumps, clean filters, check fan belts, and inspect gauges and pumps.
- Performs minor and basic repairs in trade areas such as plumbing, painting, carpentry, installs masonite and tile, repairs door locks, window blinds and tracks and wall boards.
- Assists in machinery and equipment repair.
- Assists in ground keeping activities, snow/ice removal, grass cutting, trash removal.
- Assists technical supervisor in plumbing, electrical, building repairs and structural additions when required and may assist in the operation of treatment and disposal plants and basic repairs to other system elements when necessary.
- Operates machinery and vehicles, transports passengers, tools, equipment and materials, and assists in maintaining and servicing equipment.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of basic methods and techniques used in traditional building and/or mechanical trades.
- Knowledge of basic repair of less complicated equipment and facilities.
- Knowledge of equipment tools and procedures to safely carry out tasks.
- Skill in performing a diversity of tasks and following instructions.
- Skill in effective use of hand and power tools.
- Ability to relate to co-workers, other personnel and general public.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**INVESTIGATOR I, II (PUBLIC SAFETY)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses four levels in the Public Safety occupational group, Investigative Services occupational series and describes work in investigating regulated activities to assure compliance with applicable laws, rules, regulations, standards, policies, and procedures. Work includes investigating alleged or possible violations, interviewing witnesses, claimants, victims and others to gather facts relating to alleged or possible violations. An investigation normally results in civil, criminal, or administrative action.

Positions in the class series perform investigations involving the interpretation of applicable laws, rules, regulations, standards, policies, and procedures; this distinguishes these positions from compliance reviewers or inspectors who conduct compliance reviews using predetermined regulatory criteria. This class series is not focused on law enforcement work.

**Description of Occupational Work**

This class series uses four levels in the Public Safety occupational group, Investigative Services occupational series and describes work in investigating regulated activities to assure compliance with applicable laws, rules, regulations, standards, policies, and procedures. Work includes investigating alleged or possible violations, interviewing witnesses, claimants, victims and others to gather facts relating to alleged or possible violations. An investigation normally results in civil, criminal, or administrative action.

Positions in the class series perform investigations involving the interpretation of applicable laws, rules, regulations, standards, policies, and procedures; this distinguishes these positions from compliance reviewers or inspectors who conduct compliance reviews using predetermined regulatory criteria. This class series is not focused on law enforcement work.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts investigations, which includes conducting interviews to obtain confidential information, gathering evidence and documenting findings.
- Interviews or interrogates witnesses, complainants and others.
- Verifies claims of alleged or probable violations.
- Examines various records and documents in order to ascertain relevant information.
- Gathers, controls and evaluates evidence.
- Makes judgments after evaluating all available facts and recommends appropriate action.
- Interprets and applies applicable laws, rules, regulations, standards, policies and procedures.
- Prepares various investigative reports.
- Testifies before boards, commission, administrative bodies or courts.
- May conduct surveillance and undercover investigations.

**Levels of Work**

**Investigator I**

This is the first level of investigative work.

- Receives supervision from a technical or administrative supervisor.
- Performs the full range of investigative work as described in the Essential Functions.

**Investigator II**

This is the second level of investigative work.

- Plans and conducts complex investigations such as investigations that include conducting extensive interviews, crossing jurisdictional lines, working with law enforcement agencies, long term investigations, substantial dollar amounts, severe cases of alleged violations of law that result in criminal charges, fraud or other fraudulent activity.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of investigative methods, techniques and procedures.
- Knowledge of providing testimony before boards, commissions, administrative bodies, or court officials.
- Knowledge of applicable division, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of legal rights and rules of evidence.
- Knowledge of civil, criminal or administrative proceedings.
- Skill in the methods and techniques of evidence gathering and analysis.
- Skill in the methods and techniques for preparing clear and concise reports and correspondence.
- Skill in conducting interviews to elicit information of a sensitive and confidential nature.

In addition to the above knowledge, skills and abilities, the Investigator II requires:

- Skill in planning and conducting complex investigations.
- Skill in providing testimony before boards, commissions, administrative bodies, or court officials.
- Skill in interpreting, applying, explaining and determining compliance with applicable laws, rules, regulations, standards, policies and procedures.

**Job Requirements**

**JOB REQUIREMENTS for Investigator I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in conducting investigations which includes conducting interviews to obtain confidential information, gathering evidence and documenting findings.
2. Six months experience in determining compliance with laws, rules, regulations, standards, policies and procedures.
3. Six months experience in narrative report writing.
4. Knowledge of civil, criminal or administrative proceedings.

**JOB REQUIREMENTS for Investigator II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in conducting investigations which includes conducting interviews to obtain confidential information, gathering evidence and documenting findings.
2. Six months experience in determining compliance with laws, rules, regulations, standards, policies and procedures.
3. Six months experience in civil, criminal or administrative proceedings.
4. Six months experience in narrative report writing.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**EMPLOYMENT SERVICES SPECIALIST I (HEALTH AND HUMAN SERVICES)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses four levels of work in the Health and Human Services occupational group, Human Services occupational series. This class series describes employment placement services for both job seekers and employers. Employment placement services include core services, intensive services, training services and supportive services. Core services include activities such as orientation of job seekers to levels of services available, conducting a job search, placement assistance, career counseling and assessment of job seeker skill levels. Intensive services include comprehensive assessments, individual or group career counseling, job development and referral, formulating employment plans, and assisting eligible job seekers in receiving education and training. Training services include working with job seekers in obtaining occupational skills training, OJT, entrepreneurial training, job readiness training and adult education and literacy. Supportive services include but are not limited to transportation, child care, dependent care, housing, and needs-related payments necessary to enable an individual to participate in employment and training.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Conducts individual and group intake sessions to orient job seekers and employers to the services available and instructs and coaches job seekers/employers on using resources/equipment available.
- Conducts individual or group assessments to determine level of service needs.
- Identifies job seeker's employment potential using assessment tools and labor market information.
- Assists job seekers to develop realistic and achievable employment goals; identifies obstacles/barriers to employment; jointly formulate employability development plans directed at employment outcomes.
- Refers clients to employers for possible job placement based upon comparison of applicant qualifications to employer job requirements.
- Refers clients to educational and other support service agencies to resolve obstacles to employment.
- Develops job placement opportunities.
- Works with eligible job seekers to obtain training from state approved training institutions or explores other avenues for pursuing training and employment goals.
- Monitors job seeker's progress towards completion of employability development plan and modifies as necessary.

**Essential Functions**

The Employment Services Specialist I is the first level in this series.

- Conducts orientation for job seekers to levels of services available and conducts workshops on topics such as successful interviewing.
- Provides assessment of job seeker skill levels, placement assistance, and career counseling. Makes critical assessments for intensive service eligibility or referral to other community based organizations.
- Manages a limited number of less complex cases.
- Attends training programs and receives on the job training.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the knowledge, skills and abilities listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the laws, rules, regulations and procedures that govern employment and training activities.
- Knowledge of job duties, titles, requirements of various occupations.
- Knowledge of community based organization and social service agencies.
- Knowledge of self-help services available to clients and employers.
- Knowledge of computer hardware/software operations for data entry/retrieval.
- Knowledge of career counseling methods and techniques.
- Knowledge of individual and group counseling methods and techniques.
- Ability to make appropriate referrals for job opportunities.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Ability to communicate effectively in written and oral form.
- Ability to effectively interact with others from a variety of diverse ethnic, social and/or educational backgrounds.
- Ability to develop and organize workshop materials and present/facilitate workshops.
- Ability to promote the benefits of self-help services (e.g., electronic labor exchange, related Internet applications) and other job search tools.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of career counseling which includes assisting hard to serve job seekers to develop realistic and achievable employment goals; interviewing to obtain facts and explore issues; identifying obstacles or barriers to employment and jointly formulating employability development plans directed at employment outcomes.
2. Knowledge of presenting training courses which includes using a variety of training methods such as lecture, structured exercises, role play or group discussion as well as the use of training materials such as overheads, PowerPoint, handouts or videos.
3. Knowledge of using standard computer software programs for word processing, spreadsheets or databases.
4. Knowledge of narrative report writing.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**PROGRAM COMPLIANCE SPECIALIST (HEALTH AND HUMAN SERVICES)**

[Return to Job Title List](#)

**Summary Statement**

This is quality control work involving statewide public assistance programs. Case reviews are conducted within federally mandated time frames. Failure to meet time frames can result in federal administrative penalties.

- Review and evaluate approximately 31 different public assistance programs. This requires extensive program knowledge.

**Nature and Scope**

Class incumbents report to the Program Compliance Supervisor and are responsible for the conduct of quality control reviews/audits of various public assistance cases including, but not limited to Food Stamps, Aid to Families with Dependent Children (AFDC) and the multiple Medicaid programs. Incumbents conduct comprehensive reviews and analysis of statistically selected case files to evaluate Division of Social Services compliance with program objectives and federal/state standards and program regulations. A significant aspect of the work involves expertise in interpretation and application of program rules, regulations, policies and procedures. Work requires incumbents to conduct the review at the client's home. Incumbents are responsible for identifying factors which cause or contribute to errors rooted in the eligibility determination process and for recommending corrective actions which specifically address the problem. Emphasis is placed on the accuracy of the incumbents' decisions in order to avoid federal monetary sanctions since work is subject to federal subsample audit. Incumbents must keep abreast of frequent policy and program changes at the federal and state level.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Review/audit public assistance case records and document the nature of all errors so that: the total error rate can be determined.
- Present program methods and procedures can be evaluated; and more effective methods and procedures can be developed and implemented as needed.
- Examine case records to include mathematical computations of incomes, resources and expenses relative to receipt or denial of assistance.
- Schedule home visits with program recipients and interview to verify and/or supplement case record information.
- Make written, telephone and personal collateral contacts with employers, State and Federal agencies, schools etc., in order to substantiate and/or supplement case record information.
- Analyze case determinations for compliance with applicable laws, rules, regulations, policies and procedures of the assistance programs. Completes required federal schedule for each case assignment. Write a summary for each case reviewed detailing the nature of errors as applicable.
- Analyze data accessed from automated information systems.
- Maintain records of cases received with particular emphasis given to review initiation and completion dates.
- Attend staff meetings to discuss laws, rules, regulations and policy interpretations and revisions.
- Make recommendations regarding possible solutions to recurring errors.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of interviewing techniques to include the ability to obtain sensitive information.
- Knowledge of the policies, procedures and regulations of public assistance programs.
- Knowledge of recordkeeping procedures, scheduling practices, and reports preparation.
- Skill in the use of basic statistics to include averages and percentages.
- Skill in interpretation and application of laws, rules, policies, procedures, and regulations and application of same to public assistance.
- Skill in interpreting and analyzing data received from automated information systems.
- Ability to deal effectively with persons having varied educational and/or socio-economic backgrounds.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Ability to deal effectively with stressful and sometimes emotional situations.
- Ability to develop recommendations for corrective action.
- Ability to access data from automated information system.
- Ability to work within federally mandated deadlines.
- Ability to work independently.
- Ability to perform arithmetical calculations.

**Job Requirements**

**JOB REQUIREMENTS for Program Compliance Specialist**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in interviewing which includes using structured or unstructured interview techniques to obtain facts, explore issues and identify courses of action.
2. Experience in making recommendations for continuation or changes to operations, programs, services, policies or procedures based on findings.
3. Experience in determining compliance with laws, rules, regulations, standards, policies and procedures.
4. Knowledge of quality improvement which includes evaluating the quality of services, identifying problems and needs and recommending corrective action and improvements to ensure optimum service delivery, goals and objectives are met and ensure compliance with applicable laws, rules, regulations and standards.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**PSYCHIATRIC SOCIAL WORKER I, II, III (HEALTH AND HUMAN SERVICES)**

[Return to Job Title List](#)

**Summary Statement**

A class incumbent performs entry level professional social work in a psychiatric and/or institutional setting assisting the developmentally disabled, mentally ill or emotionally disturbed to adjust or readjust and achieve a social, economic, emotional and physical balance and personal independence compatible with generally accepted norms.

**Nature and Scope**

Class incumbents employ basic skills in the social casework method, requiring evaluative thinking under close supervision of a technical superior. An employee in this class carries a smaller case load and while exposed to all duties of the position, is given considerable guidance until performance reaches the journeyman level.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Interviews patients, family members and/or any other persons deemed necessary to obtain the most complete case history possible.
- Provides information and counseling to client's family to enable them to cope with client's problems and promote positive interactions among family members.
- Provides therapeutic treatment to clients, as well as referral services, contacting appropriate social agencies.
- Prepares narrative, statistical reports and court reports as necessary. May prepare forms of application for services or benefits.
- Assists in evaluation of client/patient needs in order to effect the most beneficial placement in foster care, day care, nursing home, drug/alcohol rehabilitation or other special care facility to accommodate the physical and emotional well-being of the individual.
- Prepares necessary forms of application for services or benefits.
- Appears at court proceedings as required testifying to the social and environmental issues affecting the client/patient.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of child, adolescent and adult psychology.
- Knowledge of mental and emotional disorder and the social, economic, and psychological implications and behavioral impact.
- Knowledge of methods and techniques of counseling and social casework.
- Knowledge of family dynamics and reactions to developmental disabilities and mental illness.
- Knowledge of availability, role and functions of community resources.
- Knowledge of interviewing techniques.
- Ability to interpret, explain and implement applicable rules and regulations.
- Ability to deal constructively with aggressiveness, hostility and other emotional attitudes.
- Ability to prepare narrative and statistical reports.
- Ability to maintain effective working relationships with clients, families, other service agencies, public and private, as well as state and federal regulatory agencies.
- Ability to apply interviewing techniques.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Job Requirements**

**JOB REQUIREMENTS for Psychiatric Social Worker I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Behavioral or Social Science or related field.
2. Knowledge of providing clinical treatment, counseling or determining eligibility for services or benefits as part of a treatment team.
3. Knowledge of case management which includes assessing, planning, developing, implementing, monitoring, and evaluating options and services to meet an individuals human service needs.
4. Knowledge of interpreting laws, rules, regulations, standards, policies, and procedures.
5. Knowledge of narrative report writing.

**JOB REQUIREMENTS for Psychiatric Social Worker II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Behavioral or Social Science or related field.
2. Six months experience in case management which includes assessing, planning, developing, implementing, monitoring, and evaluating options and services to meet an individuals human service needs.
3. Six months experience in providing clinical treatment, counseling or determining eligibility for services or benefits as part of a treatment team.
4. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Six months experience in narrative report writing.

**JOB REQUIREMENTS for Psychiatric Social Worker III**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Possession of a Bachelors degree or higher in Behavioral or Social Science or related field.
2. Three years experience in case management which includes assessing, planning, developing, implementing, monitoring, and evaluating options and services to meet an individuals human service needs using effective counseling or interviewing techniques as well as other available resources such as service plans or case management systems.
3. Three years experience in providing clinical treatment, counseling or determining eligibility for services or benefits as part of a treatment team.
4. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
5. Six months experience in narrative report writing.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**VOLUNTEER SERVICES COORDINATOR (HEALTH AND HUMAN SERVICES)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses two levels in the Health and Human Services occupational group, Volunteer Services occupational series and describes work coordinating and directing the activities of volunteers in support of community service programs.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Recruits, interviews and selects volunteers. Assigns volunteers to a variety of settings.
- Schedules interviews with agencies and completes follow-up. Serves as a liaison between volunteers and agency staff to promote acceptance of volunteers' role.
- Assesses the need for volunteers within an agency through consultation with agency; explains the concepts and potentials for utilization of volunteer resources.
- Develops and implements recruitment plans in the community through group contracts, media and individual contracts; prepares recruitment materials.
- Confers with professional staff from departments or agencies to assign volunteers to specific areas.
- Promotes volunteerism through participation in community-wide events, contact with local media and membership in professional organizations.
- Develops and conducts orientation and training.
- Develops and implements recognition plans to promote the efforts of volunteers in public and private organizations.
- Maintains records and reports.

**Levels of Work**

Volunteer Services Coordinator

- This is the first level in the series.
- Reports to a technical or administrative supervisor.
- Performs the full range of Essential Functions.
- Assists in writing volunteer position descriptions and designing volunteer projects.
- May collect data for use in federal and state reports.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the concepts, principles and practices involved in the recruitment and supervision of volunteers and volunteer resources.
- Knowledge of community resources for volunteer recruitment.
- Knowledge of volunteer needs in the community.
- Knowledge of effective means of communication.
- Knowledge of public speaking.
- Knowledge of report preparation and record keeping.
- Ability to apply program rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with superiors, subordinates, volunteers and staff at program sites.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Job Requirements**

JOB REQUIREMENTS for Volunteer Services Coordinator

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Six months experience in volunteer recruitment.
2. Six months experience in interpreting laws, rules, regulations, standards, policies, and procedures.
3. Six months experience in narrative report writing.
4. Knowledge of planning, developing, implementing and evaluating programs.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**UNEMPLOYMENT INSURANCE CLAIMS INTERVIEWER (HEALTH AND HUMAN SERVICES)**

[Return to Job Title List](#)

**Summary Statement**

A class incumbent is responsible for reviewing Unemployment Insurance claimants' eligibility for continuing benefits and offering job search assistance.

**Nature and Scope**

A class incumbent performs with guidance from a Senior Claims Deputy and overall supervision from the Unemployment Insurance Local Office Manager. Other positions reporting in at this level include Claims Deputies and Claims Processors. Work involves interviewing claimants to determine progress made toward re employment and providing assistance in formulating job search plans. Eliciting confidential information from claimants of varied backgrounds is a significant aspect of the work.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Reviews questionnaires completed by claimants regarding education, skills, desired employment, and job search activities to ensure that claimants are actively seeking and available for work; selects claimants for personal interview based on information provided and/or length of unemployment.
- Conducts personal interviews with claimants to clarify information provided on questionnaires; discusses factors which may affect claimants' opportunity for re-employment such as acceptable starting wage, hours or days available for work, lack of transportation; may suggest possible solutions to routine problems which affect re-employment opportunities or conflict with job search requirements.
- Determines whether claimant is in compliance with job search requirements based on interview results; prepares written statement regarding claimants' non-compliance in order to recommend review of claimants' eligibility to receive benefits.
- Reviews listing of job openings available through the job bank and compares qualifications or jobs with claimants' education, skills and desired work; refers claimant to job bank to apply for specific jobs and receive additional employment information; follows-up with claimant and/or job bank personnel to verify referral results.
- Takes claims for Unemployment Insurance benefits during peak claim periods.
- Assists claimants in developing a job search plan by reviewing proposed plans of claimant to seek employment, suggest additional employment sources, identify training needs and provide labor market information such as wage rates, availability of workers in certain skills, and minimum wage laws.
- Prepares monthly activity report which includes information such as number of claimants scheduled for interviews, initial interviews conducted, referrals to the Division of Employment and Training and referrals for non-monetary eligibility determinations.
- May complete and process forms to recover overpayment of benefits due to unreported wages or duplicate checks issued.
- May review pay orders completed by claimants receiving benefits on a continuous basis for completeness and reported earnings during benefits week; records information such as date, pay order number and deductions from weekly benefit amount on claimants' master file.
- May provide technical guidance to clerical staff engaged in taking and processing claims for Unemployment Insurance benefits.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of laws, regulations, procedures and eligibility requirements for receiving Unemployment Insurance benefits.
- Knowledge of Employment and Training Division program and services in order to refer claimants.
- Skill in interviewing to elicit confidential information from persons of varied backgrounds.
- Skill in maintaining accurate records and preparing routine reports.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Skill intact and diplomacy.
- Ability to guide claimant to establish a realistic job search plan and identify problems which may affect re-employment opportunities.
- Ability to analyze data and make sound recommendations.
- Ability to perform simple arithmetic computations such as addition, subtraction, multiplication and division.
- Ability to record information accurately, complete and process standard forms.

**Job Requirements**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in record keeping which includes maintaining records, logs, and filing systems.
2. Experience in applying laws, rules, regulations, standards, policies and procedures.
3. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.
4. Knowledge of health or human services support which includes interviewing clients and assessing personal, health, social or financial needs in accordance with program requirements; may coordinate with community resources to obtain client services.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**MANAGEMENT ANALYST I, II, III (ENGINEERING, PLANNING, TECHNICAL SERVICES)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses three levels in the Engineering, Planning, Technical Services occupational group, Research and Analysis occupational series and describes the collection and analysis of statistical data for studies of management and operational programs, policies and procedures to determine cost efficiency, corrective action and compliance with goals and objectives. Work involves developing solutions to problems, deciding on a course of action, and making recommendations to management.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Interviews agency staff, observes work processes and gathers data relating to operational and managerial practices and procedures for use in evaluating services provided and/or determining compliance to goals and objectives.
- Reviews, performs statistical analysis and interpretation of collected data relating to policies, procedures, organization, managerial and operational practices; Defines and may make recommendations for correcting problems.
- Analyzes data gathered and develops solutions or alternative methods of proceeding.
- Analyzes and evaluates the effectiveness of operations in meeting established goals and objectives.
- Provides technical assistance in understanding and developing management objectives and controls for resolution of issues and concerns.
- Studies pertinent background material such as legislation, administrative orders and regulations.
- Makes recommendations for and assists in the implementation of new techniques or procedures to improve methods of operations, strengthen controls, and effectively utilize resources.
- Documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes.

**Levels of Work**

**Management Analyst I**

This is the first level performing data collection and statistical analysis for studies as it relates to specific activities or functions of a single program area.

- Works under the close supervision of a technical superior.
- Participates in the development and maintenance of a system for continuously monitoring internal services provided by agency staff and/or outside agencies for operational and fiscal compliance with departmental, state and federal rules and regulations and/or to determine if services meet goals and objectives.
- Develops or revises forms for data retrieval and reporting systems.

**Management Analyst II**

This is the second level responsible for coordinating and conducting studies to provide technical assistance and recommendations to division components.

- Reports to an administrative or technical superior and works under well defined policies.
- Review and analyzes managerial practices and procedures including organization, procedural techniques, decision making, communications, staffing and management controls within a division.
- Reviews and interprets applicable Federal and State directives, instructions and guidelines and recommends operational changes for compliance.
- Participates in studies in which needs and problems are identified, objectives are clarified and defined and alternate approaches are explored and assessed.
- Performs short-and long-term analysis for use in revisions and modification of operational programs and policies.
- May involve instructing training courses as required.
- Evaluates statistical data and may forecast manpower and operating costs.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Monitors services provided by agency staff and/or outside agencies for operational and fiscal compliance with departmental, state and federal rules and regulations and/or to determine if services meet operational goals and objectives.
- Writes proposals, procedural manuals, special and routine reports.
- Contacts include internal and external agencies regarding, fiscal, operational and managerial adherence to state, department and division rules and regulations.

**Management Analyst III**

This is the third level directing management studies, analyzing data, evaluating options and recommending alternatives in a diverse range of complex management and operational areas.

- Works under the supervision of an administrative superior.
- Directs the preparation, administration and completion of highly complex and varied interdepartmental management studies and/or performs complex analysis of statewide multidisciplinary operational issues. Makes recommendations and suggests alternatives for proper course of action.
- Formulates scope of studies in which needs and problems are identified, objectives are clarified and defined and approaches are explored and assessed.
- Plans and conducts varied statistical studies on departmental operations, labor market and economic conditions and other areas of interest.
- Oversees and participates in monitoring internal services and those contracted to other agencies for compliance with policies, procedures, rules and regulations.
- Develops/designs systems for evaluating the effectiveness of operations in meeting established goals and objectives.
- Identifies program, operational, and/or financial management needs and provides an advisory service that enables other administrative personnel to modify existing or develop new policies and procedures.
- Participates on committees, task forces, councils and commissions.
- Participates in reviews concerning grant applications or requests for additional funding or programmatic changes and makes recommendations.
- Participates in the preparation and maintenance of an operating budget for all assigned areas; develops and formulates policies and procedures relative to financial matters.
- May plan, assign and review the work of subordinate staff.
- Contacts include key management to explain proposals, resolve differences, secure coordination and cooperation in current and proposed studies and reorganization.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of methods and techniques used in the analysis of managerial and operational problems.
- Knowledge of the principles, practices and theory of administration and management.
- Knowledge of statistics and their use as an analytical and evaluative tool.
- Skill in program evaluation.
- Skill in conducting research studies.
- Ability to understand the laws and regulations governing a division or department.
- Ability to establish and maintain effective working relationships with employees and or outside contacts and to deal tactfully with problems associated with management audits.
- Ability to perform analysis of managerial systems and operations.
- Ability to express and present ideas and conclusions clearly, concisely and effectively.
- Ability to collect data through interviews and consultations.

**In addition to the above knowledge, skills and abilities, the Management Analyst II requires:**

- Knowledge of statistics and evaluation design.
- Knowledge of the principles and techniques used in public administration.
- Skill in eliciting information.
- Skill in statistics and evaluation design.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Skill in analyzing and evaluating goals and objectives.
- Ability to organize and instruct training classes.
- Ability to conduct studies.

**In addition to the above knowledge, skills and abilities, the Management Analyst III requires:**

- Knowledge of the principles, practices and theory of organization and management in the public sector.
- Knowledge of the laws and regulations governing a division or department and their impact on management goals and objectives.
- Knowledge of budget analysis and administration.
- Knowledge of data management software and automated management systems.
- Skill in the analysis of managerial systems.
- Ability to plan, assign, and review the work of subordinate personnel.

**Job Requirements**

**Management Analyst I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Possession of a Bachelors degree or higher which includes coursework in conducting studies, descriptive statistics and inferential statistics.

**OR**

1. Experience in conducting studies which includes evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
2. Experience in descriptive statistics such as the mean, median, mode or standard deviation.
3. Experience in narrative report writing.
4. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

**Management Analyst II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in conducting studies which includes evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
2. Experience in descriptive statistics such as the mean, median, mode or standard deviation.
3. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
4. Experience in narrative report writing.
5. Knowledge of designing studies which includes determining study goals and objectives, information needed, data sources, sampling and collection methods.
6. Knowledge of making recommendations for continuation or changes to operations, programs, services, policies or procedures based on findings.
7. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

**Management Analyst III**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in designing studies which includes determining study goals and objectives, information needed, data sources, sampling and collection methods.
2. Experience in conducting studies which includes evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.
3. Experience in making recommendations for continuation or changes to operations, programs, services, policies or procedures based on findings.
4. Experience in descriptive statistics such as the mean, median, mode or standard deviation.
5. Experience in interpreting laws, rules, regulations, standards, policies, and procedures.
6. Experience in narrative report writing.
7. Knowledge of inferential statistics such as correlation, t-tests, f-tests or analysis of variance.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**PLANNER I, II, III, IV, V (ENGINEERING, PLANNING, TECHNICAL SERVICES)**

[Return to Job Title List](#)

**Description of Occupational Work**

This class series uses nine levels of work in the Engineering, Planning and Technical Services occupational group, Planning occupational series and describes full performance professional planning work. Full performance professional planning encompasses analyzing past and current trends, synthesizing the results with the present regulatory, social, economic, political, and environmental situation, conceptualizing and developing viable alternatives and recommendations, presenting the findings and recommendations to public officials and citizens, and evaluating the impact and outcomes of those recommendations.

**Essential Functions**

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Analyze and assess data, problems, and issues and their impact on programs, plans or the current environment.
- Define and evaluate alternative uses of resources, viable options/approaches and anticipated costs and benefits, consequences and outcomes using present and projected information.
- Develop recommended course of action for public and private decisions in formal plans and policies including policy statements, budget allocations, regulations and/or legislation to affect and facilitate change and reach objectives.
- Formulate plans and policies to meet the social, economic, and physical needs of communities.
- Develop, promote and market strategies for the implementation of plans, policies and programs.
- Build consensus with community leaders, customers, advocates, and other affected parties via negotiations, mediation and facilitation.
- Involve and educate special interest groups, customers, and public officials via variety of forums, e.g., seminars, workshops, conferences, newsletters, assessments, and analytical reports.
- Coordinate planning activities and policies across state, regional, county and local levels; integrate with other entities outside the state.
- Provide technical assistance, training and education for understanding and managing change.
- Design and manage the planning process.
- Systematically evaluate the impact of plan implementation and incorporate findings with the ongoing planning process.

**Levels of Work**

**Planner I**

This class describes first level planning work encompassing the full range of planning activities as described in Essential Functions.

- Performs full range of planning activities.
- Learns agency operations.
- Receives close supervision in agency processes and procedures.
- Responsible for less complex planning projects.
- Responsible for providing assistance to higher level planning staff on more complex projects.
- Regular contacts are typically with internal agency staff and with others outside the supervisory chain, regardless of the method of communication, for the purpose of coordinating and gathering information.

**Planner II**

This class describes full performance planning work for projects of varying complexities including complex projects and providing assistance to higher level planning staff on the most complex projects.

- Full performance (full range of planning activities).
- Receives less supervisory direction and assistance.
- Responsible for full range of planning for projects of varying complexities including complex projects.
- Project leader on less complex projects (can include or be limited to contractual staff).
- Responsible for providing assistance to higher level planning staff on the most complex projects.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Regular contacts are typically with internal agency staff and with others outside the supervisory chain, regardless of the method of communication, for the purpose of clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories.

**Planner III**

This class describes full performance planning work for the most complex planning projects that may include work at a project lead level.

- Full performance (full range of planning activities) for the most complex planning projects.
- Work at this level may include full performance project leaders (can include or be limited to contractual staff). Typical elements of direct control over other positions/employees by a project leader include assigning work, monitoring progress and work flow, checking the product for timeliness, correctness and soundness, scheduling work and establishing work standards.
- Receives general supervision - supervisor does periodic review of progress.
- Regular contacts are typically with internal agency staff and with others outside the supervisory chain and agency, regardless of the method of communication, for the purpose of educating others on the benefits and intent of proper planning in order to gain support for projects and strategies.

**Planner IV**

This class is the expert level in a broad area of planning requiring the highest level of technical expertise. Positions at this level will report to top management/agency officials.

- Technical expert in broad area of planning.
- Acknowledged as expert (non managerial) planning professional position by peers and management by being delegated to function as a recognized expert in the application, use and adaptation of guidelines related to a broad area of planning; positions are recognized by management and peers as authoritative sources of expertise who possess a comprehensive knowledge in a broad area of planning and apply such knowledge to assignments; managers, peers, and users recognize and rely on position to provide guidance, direction, and instruction regarding the proper application and adaptation of standards (such as federal guides, rules and regulations), principles, concepts, techniques, systems and other guidelines related to the area of expertise.
- Formulates policies to carry out and implement activities.
- Provide expert direction to management on planning activities on a statewide basis.
- Direct and oversee all activities related to a broad area of planning.
- Directly influence management decisions and the direction of a broad area of planning.
- Formulates strategies that support objectives and activities of a broad area of planning or changes in direction and new initiatives.
- May represent Cabinet Secretary at state, county and local levels at planning meetings.
- Note: This level does not preclude positions also having responsibilities as project leaders.

**Planner V**

This class is the expert level in a broad area of planning requiring the highest level of technical expertise at the state, regional and national level. Positions at this level will report to top management/agency officials.

- Performs essential functions of the IV level.
- Acknowledged as expert (non managerial) planning professional at the state, regional and national level.
- Appointed by Cabinet Secretary to represent the Department at the national and regional level on boards and professional association committees to develop policy and professional standards.
- On a regular and continuing basis, represents Cabinet Secretary at state, regional and national levels at planning meetings and conferences.

**Knowledge, Skills and Abilities**

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the principles and practices of the planning profession.
- Knowledge of the areas of concentration, e.g., environmental, social, land use, health, emergency management, transportation, etc., as it applies to planning functions.
- Knowledge of historical and contemporary issues in the planning profession.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

- Knowledge of the intergovernmental and inter-departmental planning activities.
- Knowledge of the principles and practices of project leadership and project management.
- Knowledge of the applicable laws, rules and regulations.
- Knowledge of public policy formulation and evaluation.
- Knowledge of state and federal funding sources and budgetary cycles, procedures.
- Skill in formulating problems and designing and conducting research.
- Skill in applying analytical methods including computer and statistical methods to planning problems.
- Skill in designing mechanisms for collecting and evaluating information such as surveys.
- Skill in building interpersonal relationships in order to work effectively with peers, customers, the public and state and federal officials.
- Skill in organizing and facilitating focus groups, meetings, symposium and other public forums.
- Ability to develop comprehensive plans and visualize their efforts.
- Ability to see issues in a global perspective and understand the relationship with other initiatives within and outside the agency.
- Ability to integrate various disciplines into the planning process.
- Ability to analyze and examine issues and options.
- Ability to mediate and facilitate group discussions.
- Ability to synthesize, interpret and simplify complex issues.
- Ability to be resourceful, use initiative and sound judgment in defining and preparing significant substantive elements of planning activities in the public interest.
- Ability to develop recommended courses of action and express ideas clearly, concisely, and effectively, both orally and in writing.

**In addition to the above Knowledge, Skills and Abilities, the Planner V requires:**

- Skill in developing national standards for the planning profession.
- Skill in public policy formulation and evaluation at the state, national and regional levels.

**Job Requirements**

**Planner I**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Knowledge of the theories, concepts, principles, practices and procedures of planning.
2. Knowledge of the principles and practices of problem formulation, research design, implementation and analysis.
3. Knowledge of analytical and evaluative modes.

**Planner II**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least one year experience as a planner OR at least one year experience in a planning function.
2. Experience in designing, collecting data, analyzing and presenting results of a complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience as a project manager on a less complex project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).

**Planner III**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least two years experience as a planner OR at least two years experience in a planning function.
2. Experience in designing, collecting data, analyzing and presenting results of a most complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience as a project manager/leader on a complex project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Planner IV**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. At least three years experience as a planner OR at least three years experience in a planning function.
2. Experience in having responsibility for a most complex planning project (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
3. Experience in serving as a subject matter expert in the field listed in the selective.

**Planner V**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in having responsibility for a most complex planning project including designing and conducting research, applying analytical methods including computer and statistical methods, and designing mechanisms for collecting and evaluating information (complexity is to be determined based on variables such as discipline, population, fiscal impact, geographic area, social impact, planning horizon, public involvement, research and analysis, and the nature of the project team).
2. Experience in serving as a subject matter expert in the field listed in the selective.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**TRANSPORTATION STORE REPRESENTATIVE (DART)**

[Return to Job Title List](#)

**Summary of Job**

The Transportation Store Representative is responsible for providing schedule and fare information; selling SEPTA and stored value cards, reconciling their cash register monies/paperwork; reconciling overages/shortages; providing refunds, redemption reports, entitlement coupons; and schedule replenishment. The position reports to the Transportation Stores Supervisor.

**Skills: Experience based**

The position draws on experience in the customer service field. Must have the ability to deliver information to the public in a readily understandable manner and be comfortable in handling monetary instruments. Specific experience-based skills include communication and attention to detail.

**Skills: Knowledge based**

The Transportation Store Representative must have knowledge of general mathematical skills and a basic understanding of schedules and time tables.

**Judgment and of Discretion**

The Transportation Store Representative is seen as representing the Corporation through daily contacts with DART First State customers. Exercise of judgment is necessary in interpreting established guidelines and procedures when fielding questions from customers.

**Complexity**

The function is relatively straightforward with day-to-day operations governed by an established set of guidelines and procedures.

**Supervision Received**

The Transportation Store Representative operates under the general direction and through guidelines and procedures developed by the Transportation Stores Supervisor. Work is monitored on a spot check basis, as much of the work is performed at transportation store locations with no direct supervision.

**Supervision Exercised**

The Transportation Store Representative has no supervisory authority.

**Scope and Impact**

The position directly impacts revenues and the health of the organization by accurately collecting and reconciling monies, providing accurate fare and schedule information, and creating a positive interaction for DTC customers.

**Work Contacts**

The Transportation Store Representative position is seen as representing the corporation through customer contact. The incumbent interacts extensively with customers; interface with the general public, service agencies, and staff elsewhere in the support unit is also required. Contacts are largely informational; however, the element of problem solving may be required in directing contacts with the public.

**Working Conditions**

This position operates primarily in the transportation store environment; however, the incumbent can work in an office or money room environment as required. The workdays and hours are based on regular shifts, although subject to periodic exception in order to provide adequate staffing during all hours the stores are in operation. As a result, this position is expected to be available to work before or after normal business hours, and in any of DTC's transportation stores, and North District money rooms and Administration locations. Occasional weekend work may be required to cover for employees that are on vacation or to staff DTC special events.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**HOUSEKEEPER (DNG)**

[Return to Job Title List](#)

**Summary of Job**

Assignment location: Bethany Beach Training Site. The housekeeper is required to provide a high standard of cleanliness throughout the Bethany Beach Training Site. Must be able to clean and turn around 65 living quarters, one conference room and 5 classrooms per day based on an eight hour day in accordance with Bethany Beach Training Site standards. Duties and responsibilities include; but not limited to: Clean and stock buildings/living quarters quickly, neatly, and efficiently. To maintain neat and clean Kawasaki Gator, equipment, storage rooms, and supplies. To maintain a friendly and approachable attitude towards guests and staff. Must handle various cleaning solvents, chemicals, etc and comply with all regulations such as OSHA, EPA, and State Health Department. Maintain a clean and professional appearance. Operate various mechanized cleaning equipment, such as vacuums, polishers, buffers. Document any deficiencies, including mechanical and electrical problems from the guest's rooms and report to Housing Officer or Assistant Housing Officer. Label and submit all lost and found items to the Housing Officer or Assistant Housing Officer. Replenish all items with-in the living quarters including paper towels, toilet paper, cleaning supplies and blankets. Prep and clean classrooms for quick turnaround. Conduct inventories on all housing supplies monthly and report any shortage to housing Officer or Assistant Housing Officer. Must be able to drive a Kawasaki Gator. Complete all other duties as assigned.

**FRONT DESK CLERK (DNG)**

[Return to Job Title List](#)

**Summary of Job**

Assignment location: Bethany Beach Training Site. The front desk clerk will assist the Assistant Housing Officer and Housing Officer. Front Desk Clerk must present and maintain an amiable and professional image. Communicate effectively with the public and military personnel. Being a military installation you must be able to adapt to the ever changing requirements we operate under. Duties and responsibilities include; but not limited to: Responsible for checking guests in and out of living quarters. Issue room keys, pamphlets, site maps, etc. Account for keys issued out and turned in. Works in conjunction with the house keepers to assist guest to their rooms. Compute bills, collect payments, and make change for guests. Run various reports on the computer for Housing Officer and Assistant Housing Officer. Maintain an organized work area. Distribute mail and packages to guests and employees. Take reservations over the phone. Account for funds (vital and business). Document any deficiencies, including mechanical and electrical problems from the guest's rooms and report to Housing Officer or Assistant Housing Officer. Must be able to answer questions concerning the living quarters and the Bethany Beach Training Site. Complete all other duties as assigned. Requires computer knowledge in Word, Excel, Windows 7 and Vista. Must be proficient in the Epitome Reservation System and property Management System. Requires knowledge of adding machines and cash registers. Must be able to type 30+ wpm. Must be able to work weekends.