

To: Office Professional & Management Analyst Employees  
Chapter Presidents

From: Jessica Chester, Classification Coordinator 

Date: July 20, 2017

Re: Joint 36.05 Office Professional Classification  
Implementation, Classifications & Grievance Rights

As part of the joint 36.05 Classification Review process, the Department of Administrative Service (DAS) & Ohio Civil Service Employees Association (OCSEA) have worked diligently in the review and creation of a new classification series in relation to the work being performed currently by the State's Clerks, Office Assistants, Word Processors. The Management Analyst Classification duties were reviewed to determine if changes were needed. The parties utilized various processes including the utilization of Subject Matter Experts (SME'S), Focus Groups and Questionnaires from both employees and managers of all impacted classifications to finalize the classifications. A new classification series was created titled Office Professional and an update was made to the Management Analyst Classification. You will find a copy of these classifications enclosed in this mailing and listed below.

1214	Office Professional
6321	Management Analyst

Allocations will be determined by management in your agency from the duties you and your supervisor reported in your Position Description Questionnaire (PDQ). Allocation selection is based upon the best match to a classification derived from the duties reported by you.

Allocation letters will be directly sent to you electronically by your assigned agency on Monday, July 24<sup>th</sup>, 2017. If you do not receive your allocation, contact your HR department. The allocations will be implemented beginning August 6<sup>th</sup>, 2017.

Attached is the Office Professional Implementation Agreement, which provides important details of the parameters of the implementation and allocation process.





CHRISTOPHER MABE  
PRESIDENT  
KELVIN JONES  
VICE PRESIDENT  
KATHLEEN M. STEWART  
SECRETARY-TREASURER

To: Office Professional & Management Analyst Employees  
Chapter Presidents

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As part of the joint 36.05 Classification Review process, the Department of Administrative Service (DAS) & Ohio Civil Service Employees Association (OCSEA) have worked diligently in the review and creation of a new classification series in relation to the work being performed currently by the State's Clerks, Office Assistants, Word Processors. The Management Analyst Classification duties were reviewed to determine if changes were needed. The parties utilized various processes including the utilization of Subject Matter Experts (SME'S), Focus Groups and Questionnaires from both employees and managers of all impacted classifications to finalize the classifications. A new classification series was created titled Office Professional and an update was made to the Management Analyst Classification. You will find a copy of these classifications enclosed in this mailing and listed below.

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Attached is the Office Professional Implementation Agreement, which provides important details of the parameters of the implementation and allocation process.

Upon receipt of your allocation letter, you should carefully review your new allocated classification. When looking at your classification, you will want to review to determine if the duties you perform are best described and make a determination if your allocated classification is appropriate. You may not grieve on the basis of disagreement with the pay, title or another employee's allocation. It is also important to note that you will need to identify the duties being performed in a higher classification for more than twenty percent (20%) of your time.

If you agree with the allocation, you do not need to take any further action.

If you disagree with your allocation and wish to dispute the new allocation through the Working Out of Class (WOC) process. You must follow the timelines and directions outlined in the enclosed agreement, specifically under number three (3), Dispute Resolution Procedure. In order to dispute your allocation, you must file a Working Out of Class (WOC) grievance electronically in the OH- Grievance System, within 30 calendar days from the receipt of your allocation letter. It is required when filing a WOC grievance electronically that you specify which classification would be more appropriate in the "Classification Grieved" field. Grieving to the appropriate classification is extremely important, so please feel free to contact our office, Michael Gee at 614-865-4708 or [mgee@ocsea.org](mailto:mgee@ocsea.org) or myself Jessica Chester 614-865-4711 or [jchester@ocsea.org](mailto:jchester@ocsea.org) and work with a Union Steward, so that they can assist you in filing your grievance in the Electronic Grievance System, if you wish to grieve.

If you decide to appeal your allocation, the Union must be able to prove that the duties listed in your PDQ fall within another classification and not the classification determined by management. This again is a critical portion of the WOC process. You will need to be able to present that you are performing duties of another classification for 20% of your time.

After your grievance has been filed, it will be reviewed in a modified Step 2 hearing. Additional details related to the Dispute Resolution Procedures can be found within the attached letter of agreement, under part three (3). There will be several attempts to resolve any disputes with your allocation prior to proceeding to arbitration.

If you are remaining in your current classification (i.e. Management Analyst) you still have the right to dispute your allocation.

As this process continues to move forward, please contact Michael Gee, [mgee@ocsea.org](mailto:mgee@ocsea.org), Patty Rich, [prich@ocsea.org](mailto:prich@ocsea.org) or myself, Jessica Chester, [jchester@ocsea.org](mailto:jchester@ocsea.org) regarding any questions and concerns. Michael Gee will be the lead staff to oversee the grievance process for these allocations.

**Office Professional Study Implementation,  
Allocation and Alternative Dispute Resolution Agreement**

The purpose of this agreement is to set forth the terms for the implementation of the classification specifications developed by the Joint Office Professional Review Committee pursuant to Article 36.05(2) of the collective bargaining agreement (CBA), the allocation of the employees into these classifications, and the alternative dispute resolution process for impacted employees.

Pursuant to the Collective Bargaining Agreement (CBA) for the Ohio Civil Service Employees Association, AFSCME, Local 11, AFL-CIO and Chapter 4117 of the Ohio Revised Code, the State of Ohio, Department of Administrative Services, Office of Collective Bargaining (Employer) and the Ohio Civil Service Employees Association, AFSCME, Local 11, AFL-CIO (OCSEA) have reached the following agreement. This agreement becomes effective upon the date of signature by the Deputy Director of OCB, or her designee.

1. **Implementation.** The parties agree to implement the Office Professional 1 (job code 12141) and Office Professional 2 (job code 12142) classification specifications, attached as Exhibit A, developed by the Joint Office Professional Review Committee pursuant to Article 36.05 of the CBA. The parties also agree to implement the revised Management Analyst (job code 63211) classification specification, attached as Exhibit B. The parties further agree that the Employer may delete the following classifications once all grievances related to the allocation of impacted employees have been resolved:

12111 Clerk 1  
12112 Clerk 2  
12113 Clerk 3  
12511 Office Assistant 1  
12512 Office Assistant 2  
12513 Office Assistant 3  
12611 Word Processing Specialist 1  
12612 Word Processing Specialist 2

The union waives its right to 45-day notice for the implementation of these classification series. The union reserves the right to challenge the point factor and/or pay range assigned by DAS as permitted by Article 36.05.

2. **Allocation.** The parties agree to allocate all bargaining unit employees within the scope of classifications determined by the Joint Office Professional Review Committee. The scope includes the following classifications:

12111 Clerk 1  
12112 Clerk 2  
12113 Clerk 3

12511 Office Assistant 1  
12512 Office Assistant 2  
12513 Office Assistant 3  
12611 Word Processing Specialist 1  
12612 Word Processing Specialist 2  
63211 Management Analyst

Employees may be allocated to a classification outside of those being considered in this review if the review of their duties indicates that a different classification is the most appropriate fit. Allocations will become effective with the pay period beginning August 6, 2017, in accordance with the following:

- a. If an employee's classification does not change or the employee is allocated into a classification with the same pay range as their current classification, the employee will retain their current rate of pay. The employee's step date and longevity shall not change as a result of this movement.
  - b. If an employee is allocated into a classification with a higher pay range than their current classification, the employee will be placed at the step of the higher pay range that provides the employee with compensation that is approximately four percent (4%) higher than the current step of the employee's current rate of pay. Employees will be placed in a step no lower than step 2 of the assigned pay range, provided the employee is not on probation in their previous classification. Longevity supplements will be adjusted in accordance with the CBA. The employee's step date shall be changed to the effective date of the allocation, August 6, 2017 as a result of this movement.
  - c. If an employee is allocated into a classification with a lower pay range than their current classification, the employee will be placed at the step of the lower pay range that provides the employee with compensation that is equal to his/her current rate or that provides the least amount of increase, but no decrease in pay. Longevity supplements will be adjusted in accordance with the CBA. If an employee's base rate of pay exceeds the maximum rate of pay in the new pay range, the employee will be placed into step X. Employees in Step X shall retain their current total rate of pay. Employees in Step X will not receive additional longevity increases until they are removed from Step X. The employee's step date shall not change as a result of this movement.
3. Dispute Resolution Procedures.

If an employee is not in agreement with his/her allocation, the employee will have the right to dispute the allocation under the dispute resolution parameters established in this agreement. The dispute resolution procedures for employees to challenge their classification allocation shall be as follows:

- a. Employees will receive notice of their allocation, and the allocation will become effective August 6, 2017. If an employee disagrees with their allocation, the employee will have thirty (30) calendar days from the receipt of their allocation letter to file a Working Out of Class

(WOC) Grievance in the OH-Grievance System at <https://oh-grievances.force.com/Union/SiteLogin>. The WOC grievance shall clearly state the classification that the employee believes is a more appropriate fit within the classification plan and the specific duties they perform that are not reflected in their current allocation.

- b. WOC grievances will be filed directly at Step 2 of the grievance process. In lieu of scheduling an agency Step 2 meeting, OCSEA/Office of General Counsel & DAS/Office of Collective Bargaining (OCB) shall schedule meetings to discuss the employee allocations. This meeting will be considered the Step 2 meeting for this WOC Process. Agencies will be assigned dates and locations to conduct the modified Step 2 meeting. The meeting location will be determined by OCSEA and OCB, and provided to the agency. There shall be three (3) management participants and three (3) union participants at this meeting. The three (3) management representatives shall include one (1) employee from the Ohio Department of Administrative Services, Office of Collective Bargaining, one (1) employee from the Ohio Department of Administrative Services, Office of Talent Management and one (1) exempt employee from the challenging employee's agency. The Union shall have three (3) union participants, with one (1) to include OCSEA's Office of General Counsel and may include the employee challenging their allocation. OCB and the OCSEA Office of General Counsel will provide assistance and counsel to the parties at this meeting. The meeting participants, shall discuss the employee's allocation and duties being performed and attempt to resolve the issue. The parties shall attempt to schedule and hold the Step 2 meeting within fifty (50) days of the grievance being filed unless otherwise mutually agreed upon. If the parties mutually agree to meet outside of the fifty (50) days, an extension date shall be entered into the OH-Grievance System by management prior to the appeal button activating. After the modified joint Step 2 meeting, the agency will have fourteen (14) days to make a determination and either resolve or deny the grievance.

Absent resolution at the Step 2 meeting, agencies shall upload their response and deny the grievance. Any unresolved grievances will be advanced and scheduled for non-traditional arbitration (NTA) by the parties. The parties will select an arbitrator knowledgeable in classification and compensation. The arbitrator shall issue a bench decision stating whether the classification assignment proposed in the grievance is appropriate. If the WOC grievance is granted by the arbitrator, it will result in a reclassification, only to the grieved classification. If the arbitrator determines that the grieved classification assignment is not appropriate, the arbitrator may either deny the grievance in its entirety or may issue a cease and desist order to the agency for the specific duties that are not addressed in the current allocation. If the parties agree, they may request a thirty (30) day stay from the arbitrator to discuss other agreeable options. If the grievance is granted, the effective date of August 6, 2017 shall be utilized as the effective date for any applicable back pay. The employees step date will be reset to the effective date. The decision of the arbitrator is final and binding. Except as otherwise modified by this agreement, arbitration will be conducted in accordance with Article 19 of the CBA.

**Termination and Modification**

This agreement shall terminate at the conclusion of all grievances heard at NTA.

This agreement constitutes the complete understanding of the parties and merges and supersedes all other discussions, agreements and understandings, either oral or written, between the parties with respect to the subject matter thereof. This letter of agreement may be used by either party only to enforce its provisions and will not be used in any unrelated hearing, grievance, arbitration or negotiation.

Vincent Adams  
ODAS, Office of Collective Bargaining

6/28/2017  
Date

Jessica Chester  
OCSEA

6-28-2017  
Date

Patley Rich  
OCSEA

6-28-17  
Date



STATE OF OHIO (DAS)  
CLASSIFICATION  
SPECIFICATION

**CLASSIFICATION SERIES:**

Office Professional

**MAJOR AGENCIES:**

All Agencies

**SERIES NUMBER:**

1214

**EFFECTIVE:**

08/06/2017

**SERIES PURPOSE:**

The purpose of the Office Professional occupation is to perform clerical tasks & provide office assistance to ensure delivery of product or service of work unit in support of the agency's mission.

At the lower level, incumbents perform primarily basic clerical tasks.

At the higher level, incumbents produce varied documents while continuing to perform a variety of specialized clerical tasks.

At the supervisory level, incumbents perform administrative & operational functions & supervise a variety of clerical support positions.

**GLOSSARY-** the terms below are to be interpreted as follows wherever they appear in the classification specification:

Basic clerical tasks: repetitive clerical tasks involving few variables in which incumbents are not free to make work procedural decisions.

Routine office assistance: tasks that follow a sequence of standardized & customary actions.

Specialized clerical tasks: clerical tasks involving several variables requiring use of multiple computations, cross referencing data or variety of other procedures where accuracy is required in which incumbents are free to make some work procedural decisions which do not contravene policies.

**NOTE:**

This series does not include positions whose primary duties are providing information to resolve complaints from internal or external customers in response to inquiries, requests, & or complaints received in writing, by telephone, e-mail, or in person at least 40% of the time. (see Customer Service Assistant 6443)

This series does not include positions whose primary duties require some knowledge of accounting systems & procedures in order to prepare, compile & verify statistical, financial, accounting or auditing data, reports & tables related to accounts payable & accounts receivable &/or perform payroll activities. (see Financial Analyst 6656)

This series does not include positions whose primary duties are providing secretarial assistance (i.e., independently provides explanation, orally &/or in writing, of services or activities of assigned area but does not include formulating interpretation of policies & procedures as they would apply in given situation). (see Administrative Professional 1687)

**JOB TITLE**

Office Professional 1

**JOB CODE**

12141

**PAY GRADE**

24

**EFFECTIVE**

08/06/2017

**CLASS CONCEPT:**

The entry level class works under immediate supervision & requires some knowledge of clerical systems & procedures in order to perform basic clerical tasks within specified division, unit, or group & to provide routine office assistance in support of the agency's mission.

**JOB TITLE**

Office Professional 2

**JOB CODE**

12142

**PAY GRADE**

25

**EFFECTIVE**

08/06/2017

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of clerical systems & procedures in order to produce variety of documents &/or perform varied & specialized clerical tasks (i.e., requiring use of multiple computations, cross referencing data or variety of other procedures where accuracy is required).

**JOB TITLE**

Office Professional Supervisor

**JOB CODE**

12145

**PAY GRADE**

09

**EFFECTIVE**

08/06/2017

**CLASS CONCEPT:**

The supervisory level class works under direction & requires considerable knowledge of supervisory principles/techniques, office procedures & administrative practices in order to supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Professional 1	12141	09	08/06/2017	24

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Performs basic clerical tasks to provide routine office assistance (e.g., collects, opens, stamps/scans, sorts, distributes & sends out hard copy &/or digital mail; counts, alphabetizes, separates, collates, codes, sorts, logs, staples hard copy &/or digital mail, forms, correspondence &/or filed information; files correspondence, reports, records, cards, documents or other materials; prepares files for electronic conversion, storage or indexing; generates system correspondence; provides minor adjustments to filed information or other materials; picks up & distributes materials; provides receptionist duties by greeting & logging in visitors, answering telephone, taking messages & transferring calls; photocopies).

Performs other related duties (e.g., types various materials, operates personal computer to enter & retrieve data, & uses word processing, spreadsheet &/or database software).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of office practices & procedures; agency practices & procedures\*.

Skill in operating personal computer\*; operating office equipment (e.g. printer/scanner).

Ability to add, subtract, multiply & divide whole numbers; interpret variety of instructions in written, oral, picture or schedule form; deal with problems involving few variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; sort mail; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; move limbs/fingers easily to perform manual functions; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects; answer routine telephone inquiries from general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Formal education in arithmetic that includes addition & subtraction & in reading, writing & speaking common English vocabulary.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May be confined to work area for long periods of time; may perform high-volume, repetitive tasks with short turnaround.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Professional 2	12142	09	08/06/2017	25

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Produces variety of documents using word processing software (e.g., creates & formats documents; proofreads material for accuracy & completeness; produces &/or merges materials.)

AND/OR

Performs varied & specialized clerical tasks (i.e., requiring use of multiple computations, cross referencing data & variety of other procedures) (e.g., searches records, gathers & organizes data, information & summarizes in preliminary reports; checks accuracy, clarifies discrepancies, updates information & verifies final data; checks time data &/or equipment & material used; collects supporting documentation for purchase orders &/or billings & reviews for accuracy & completeness; maintains office filing system, retrieves & compiles materials to fulfill information requests ensuring proper record redaction).

Performs basic clerical tasks (e.g., processes & distributes incoming mail, prepares outgoing mail/digital correspondence; provides receptionist duties by greeting & logging in visitors, answering telephone & transferring calls; photocopies; orders, distributes & maintains supplies; prepares files for electronic conversion, storage or indexing; generates system correspondence; schedules appointments/examinations; receives, logs in/scans &/or codes material; maintains records; provides minor adjustments to filed information or other materials; troubleshoots or arranges for repairs & maintenance of office equipment.)

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of agency policies & procedures\*; office practices & procedures; office software systems\*.

Skill in typing/keyboarding; operating personal computer & associated business office software; operating office equipment (e.g. printer/scanner; transcription equipment).

Ability to calculate fractions, decimals & percentages; deal with problems involving several variables within familiar context; copy material accurately & without error; sort items into categories according to established methods; gather, collate & classify information about data, people or things; answer routine telephone inquiries & /or face to face contacts; carry out instructions in written, oral or picture form; proofread technical materials, assess questions & provide appropriate information or referral; recognize errors & make corrections; screen mail; cooperate with co-workers on group projects.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

6 mos. trg. or 6 mos. exp. in using personal computer & related business office software; 6 mos. trg. or 6 mos. exp. in office practices & procedures.

Or 6 mos. exp. as Office Professional 1, 12141.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May be confined to work area for long periods of time; may perform high-volume, repetitive tasks with short turnaround.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Professional Supervisor	12145	22	08/06/2017	09

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Supervises assigned staff (e.g., develops procedures for clerical function of work unit; prioritizes, organizes & monitors work flow; trains staff in office procedures; makes changes in work assignments according to fluctuating needs; interviews, hires & evaluates performance of staff).

Performs administrative tasks (e.g., coordinates & finalizes plans for conferences &/or group travel; directs inquiries &/or directions &/or assignments among office management & staff members; responds to potentially sensitive staff office inquiries; assists with development of office procedures; attends meetings in absence of supervisor; composes correspondence; serves as liaison between staff & managerial personnel; oversees maintenance needs of facility &/or office equipment; oversees stocking, inventory control & distribution of forms, supplies & equipment; compiles & prepares applicable reports/records to include computer query reports to comply with various regulatory mandates/agency policies & procedures; coordinates & recommends purchase & maintenance of equipment, materials & supplies & follows up on purchase requests & resolves billing problems).

Performs clerical tasks (e.g., opens, logs & distributes mail; answers inquiries; maintains files & retrieves information).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of supervisory principles/techniques\*; employee training & development\*; departmental/agency regulations, policies & procedures\*; office practices & procedures.

Skill in operating a personal computer; operating office equipment (e.g. printer/scanner).

Ability to deal with complex variables in common situation; gather information on data, people & things; write business letters & evaluations; conduct routine interviews; write meaningful, concise & accurate reports; assess questions & provide appropriate information or referral; establishes professional atmosphere as supervisor of unit.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

2 yrs. trg. or 2 yrs. exp. in office practices & procedures to include using personal computer and related software.

Or 18 mos. exp. as Office Professional 2,12142.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.



STATE OF OHIO (DAS)  
CLASSIFICATION  
SPECIFICATION

**CLASSIFICATION SERIES**

Management Analyst

**SERIES NUMBER**

6321

**MAJOR AGENCIES**

All Agencies

**EFFECTIVE**

08/06/2017

**SERIES PURPOSE:**

The purpose of the management analyst occupation is to ensure optimum productivity, efficiency & quality of agency operations &/or services.

**GLOSSARY:**

**Analysis:** Defines the nature and extent of problems, gathers and dissects relevant data, and develops conclusions/solutions.

**Research:** The gathering and assimilating of raw data from non-established sources to produce recommendations. Research goes beyond the task of accessing or searching available data in readily available systems/manuals to respond to customer inquiries.

**JOB TITLE**

Management Analyst

**JOB CODE**

63211

**PAY GRADE**

30

**EFFECTIVE**

08/06/2017

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of business or public administration in order to monitor & analyze operations, systems or procedures of assigned agency to determine needed improvements & research proposed programs, policies &/or legislation to determine feasibility or impact of implementation.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Management Analyst	63211	14	08/06/2017	30

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Researches & analyzes existing operations, systems & procedures to determine where necessary improvements are needed & proposed programs, policies &/or legislation to determine feasibility or impact of implementation (e.g., measures & evaluates work flow in all agency sections; gathers & organizes raw data through development of queries, formulas, functions, data transfer, dashboards, & macros in order to analyze & develop statistical reports to measure agency production, performance, & efficiency; examines & analyzes patterns, trends, spikes, & other changes in data & determines future projections; conducts cost & time studies; conducts quality control studies on operations, services or procedures; conducts audits of agency operations for compliance with various agency, state, & federal processes & regulations regarding program activities, claims processing, facilities, security, &/or general operations).

Prepares comprehensive written reports summarizing findings & recommendations to increase agency efficiency & effectiveness; utilizes software applications & spreadsheet software such as excel to create formulas, functions, data transfer, dashboards, & macros &/or generate statistical reports; creates user guides for implementation of new/updated agency operations, systems &/or procedures.

Plans, organizes & implements studies to be used during analysis; implements solutions to problems studied; assists in &/or develops new systems, policies &/or programs to increase agency efficiency & effectiveness; trains agency personnel in completion of standardized activity reports used to collect data regarding individual jobs (e.g., time required to complete job or series of tasks or procedures followed in completion of job or tasks).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of fiscal management (e.g., accounting, public budgeting); business administration; public administration; programs, operations, laws, rules & procedures of assigned agency\*; operations research techniques or statistical techniques used in managerial decision making process. Skill in operation of computers (e.g., desktop, laptop, tablet) & use of business office applications (e.g., word processing, spreadsheet, database);. Ability to deal with many variables & determine specific course of action; gather, collate & classify information about data, people or things; use proper research methods in gathering data; prepare meaningful, concise & accurate reports.

(\* )Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in business or public administration or related field of study.

-Or 2 yrs. trg. or 2 yrs. exp. in research & analysis & written documentation of findings.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require overnight travel.