

# Washington General Service (WGS) POSITION DESCRIPTION FORM (PDF)

1. <b>Position Action</b> (Check the box that applies) <input type="checkbox"/> Establish <input type="checkbox"/> Reallocate <input checked="" type="checkbox"/> Update		2. <b>Position Staffing Status</b> <input checked="" type="checkbox"/> Open <input type="checkbox"/> Filled		3. <b>Date Last Reviewed</b> (If Established Position)		4. <b>Position #</b>	
5. <b>Current Class Title</b> Program Coordinator 1			6. <b>Proposed Class Title</b>			7. <b>Working Title</b> Program Coordinator 1	
8. <b>Bilingual Pay</b> <input type="checkbox"/> Dual Language (Full-time) <input type="checkbox"/> Dual Language (Occasional Use)		9. <b>Position Type</b> WFSE		10. <b>Pay Scale Area</b> Classified General Services		11. <b>Salary Range</b> 44	
12. <b>Incumbent's Name (If Filled)</b>			13. <b>Division and Unit</b>			14. <b>Location Code</b>	
15. <b>Complete Address Where Position Is Located (street, city, zip code)</b>							
16. <b>Personnel Sub Area</b> Represented Non-Supervisor		17. <b>Position Group</b> Project		18. <b>Position Work Schedule</b> <input type="checkbox"/> Part-time (Hourly) <input checked="" type="checkbox"/> Full-time (Monthly)		19. <b>Overtime Eligible</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
20. <b>Supervisor's Position #</b>			21. <b>Supervisor's Name</b>			22. <b>Supervisor's Phone #</b>	

### Position Objective

23. **Briefly describe what the position is required to accomplish, its purpose, and how it supports the mission of the organization.**

The Employment Security Department's mission is to help Washington's workers and employers succeed in the global economy by delivering superior employment services, timely unemployment benefits, and a fair and stable unemployment insurance system.

This position's participation in the Shared Work Program supports economic stability through just and timely benefit payments and claims adjudication decisions. The position contributes to an effective workforce system by strengthening state and community partnerships and assisting in maintaining a skilled and stable workforce by providing quality customer service and excellent program service delivery. It also provides technical, administrative and operational assistance; as well as program training to customers, partners, and stakeholders.

### Supervisory / Lead Worker Responsibilities

24. **Check the boxes that apply to this position.**

Is this a lead position?  Yes  No      Is this a supervisory position?  Yes  No

Assigns Work     Instructs and Checks the Work of Others     Evaluates     Corrects

\*  Disciplines    \*  Hires    \*  Terminates    (\*Has the authority to effectively recommend these actions.)

If **supervisory**, list each direct report by job classification.

Add any additional information that clarifies this position's lead or supervisory responsibilities.

### Working Conditions in Order to Perform the Essential Functions of the Job

*If any of these working conditions are essential functions, they should also be listed in #27 and bolded.*

25. **Describe the following working conditions:**

**Work Setting, including hazards:** Work is performed almost exclusively (95%) in an indoor office environment; cubicle environment. Frequent interruptions; deadline driven. While in the office, incumbent does not come into contact with any hazardous substances other than standard surface cleaners and adhesives.

**Schedule:** Typical work week is a standard 40 hours, with hours from 8 am to 5 pm, Monday – Friday.

**Travel Requirements:** Position rarely may require travel.

**Tools / Equipment/Personal Protective Equipment:** Includes office furniture and equipment, such as desks, files, cabinets, computer, telephone, calculator, fax, printer, scanner and copier; multiple 'MIS' operating systems software; state motor pool assigned or other vehicle.

**Customer Environment:** Incumbent has regular contact with customers with a variety of backgrounds and dispositions from cooperative to uncooperative, pleasant to angry and with varied literacy and communication levels

**Multiple Duty Sites:**

**Position Characteristics**

26. Check the boxes that best describe the following position characteristics.

How often does the position handle sensitive or confidential information?

- Rarely or never       Occasionally       Regularly

In general, what level of independence and decision-making authority does this position have?

- Follows set procedures and well-defined instructions. May independently choose, from the approved options, the best work methods and ways to solve problems.
- Follows broad policies, guidelines, and accepted practices. Uses independent judgment to assess needs, solve problems, and plan and complete work.
- Within the scope of operational goals and plans, develops objectives and procedures for a program or area of responsibility. Has authority to make independent decisions on most issues.
- Develops strategic direction, goals, plans, and priorities for an area of responsibility. Has authority to make independent decisions on significant matters and to solve complex problems.

What level of personal contact does the position have in accomplishing work?

- Little contact with others. Contact is mainly to give or get routine information or documents.
- Some contact with others, including customers. Contact is mainly to give or get an explanation of information.
- Regular contact with others, including customers and professional-level staff. Contact is mainly to advise others or resolve issues.
- Regular contact with others, including customers, professional-level staff, and senior management. Contact is mainly to discuss policies, programs, or areas of expertise.
- Frequent contact with others in high-level positions. Contact is mainly to make decisions about issues of significant scope and impact. Contact often involves several areas within the organization or representatives of the community, other government organizations, business leaders, or the media.

In general, what level of supervision does this position receive?

- Direct. Most work is reviewed in progress and upon completion.
- General. Completed work is periodically reviewed.
- Minimal. Outcomes are reviewed as needed.
- Other:

**Assigned Work Activities (Duties and Tasks)**

27. List in order of importance the duties of the position, the percentage of time assigned to each duty, the tasks associated with each duty, and any work products of each duty. Describe what must be accomplished, not how it must be done. The percentages must add up to 100%.

**Essential functions must be in bold face type. NOTE – Not all work activities are essential functions. They might be if any or all of the following criteria is met:**

- Does the position exist to perform the function?
- Are there a limited number of other employees available to perform the function?
- Is the function highly specialized and the person is hired for special expertise or ability to perform it?
- Is there a serious consequence if the function is not performed?

% of time	Description of Work Activity (starting with the most important)	Key Work Products
50%	<p><u>Assist in planning, implementing, monitoring and evaluating program participation, eligibility and/or activities</u></p> <p>Typical tasks include:</p> <p><b>Conduct information gathering and fact finding to accurately apply laws and regulations; conduct research and provide input and/or develop, technical reports</b></p>	<p>Emails</p> <p>Letters</p> <p>Monitoring Reports</p>

	<p><b>and general correspondence</b></p> <p><b>Review, monitor and evaluate UI benefit claims for compliance with laws, rules, regulations and guidelines</b></p> <p><b>Participate in reviewing regulations, policies, procedures, programs, systems and other data for planning and evaluation of programs; contribute in program planning processes</b></p>	
20%	<p><u>Process program eligibility or activity requests and/or weekly payment requests</u></p> <p>Typical tasks include:</p> <p><b>Maintain quality performance standards and measurements by assisting with timely and accurate program eligibility and/or activity requests</b></p> <p><b>Communicate complex issues and assist customers and co-workers; answer and direct questions</b></p> <p><b>Provide back-up support functions for general and specialized programs</b></p>	<p>Contact lists</p> <p>Letters</p> <p>Emails</p>
15%	<p><u>Provide technical and data entry support for the review, auditing, maintenance, and monitoring of program requirements</u></p> <p>Typical tasks include:</p> <p><b>Use information systems and databases to retrieve, add and/or change information; enter and extract program information when adjustments are required</b></p> <p><b>Generate monthly activity reports of selected program statistics for management; compile data and statistical reports as requested</b></p> <p><b>Provide information, data analysis, and evaluation to reflect status of program operations</b></p> <p><b>Exercise specialized knowledge based on unit operations and provide program planning, developing and/or monitoring support; assist in research and problem analysis; provide routine technical assistance</b></p> <p><b>Compile, prepare, and design routine forms, reports and documents, program data, statistical reports and correspondence; review and/or edit for accuracy, consistency and compliance with budgetary, procedural, productivity and other agency standards</b></p> <p><b>Collaborate, develop, submit and monitor annual budget</b></p> <p><b>Review and analyze monthly budget reports to track and reconcile program expenditures</b></p> <p><b>Track personnel processes, including recruitment, selection, appointments and performance evaluations</b></p> <p><b>Prepare and maintain documents such as travel and leave attendance, as well as confidential and sensitive materials</b></p> <p><b>Prepare presentation materials including charts, graphs and materials</b></p> <p><b>Conduct survey and/or data review preparation activities in accordance with established guidelines and timelines</b></p>	<p>Spreadsheets</p> <p>Paper and electronic reports</p> <p>Emails</p> <p>Letters</p>
10%	<p><u>Provide program and technical assistance and training to employers, customers, agency field offices and program partners/stakeholders</u></p> <p>Typical tasks include:</p> <p><b>Disseminate program eligibility guidelines, compliance rules, qualifying criteria and technical aspects to program customers/stakeholders</b></p> <p><b>Coordinate and/or initiate communication with other programs and services</b></p> <p><b>Assist in preparation and update of materials, manuals and documents</b></p>	<p>Orientation packets</p> <p>Training packets</p> <p>Presentation materials</p> <p>Agendas</p> <p>Emails</p>
5%	<p>Other duties as assigned.</p>	

**In-Training Plan**

YES  If yes, plan must be attached.

NO

**Skills and Abilities/Competencies per Job Analysis**

28. Listed below are the skills and abilities / competencies that are **required upon entry** to the position to be able to perform the essential functions. **Do not remove or change what is listed.** However, you may add additional requirements

and proficiency levels. <b>For recruiting purposes, it is necessary to BOLD the top 5 requirements.</b> <b>Proficiency level descriptions are provided on the <a href="#">skills matrix</a>.</b>	
Description of Skill, Ability, or Competency	Proficiency Level
Knowledge of state and federal legislative protocol and procedure	Awareness level
<b>Knowledge of general and/or program-related state and federal laws, policies, rules, and regulations</b>	<b>Awareness level</b>
<b>Computer skills - use computer hardware and software to complete assignments</b>	<b>Working level</b>
<b>Research skills - collect, synthesize, and evaluate information</b>	<b>Awareness level</b>
Knowledge of national, community service, employment, training, and/or social services programs	Awareness level
Knowledge of mathematics	Awareness level
Reading comprehension skills - understand written sentences and paragraphs in work-related documents	Working level
<b>Writing skills - Convey information in writing according to the needs of the audience</b>	<b>Working level</b>
<b>Oral communication skills - Convey information orally according to the needs of the audience; receive and understand spoken information</b>	<b>Working level</b>
<b>Core Competencies:</b>	
Accountability – Accept personal responsibility for work and actions.	
Communication Effectiveness – Effectively convey ideas and information.	
Critical Thinking – Use purposeful and reflective judgment to process, analyze, interpret, explain, evaluate, illustrate, and compare information.	
Customer Service – Commit to providing value-added services to external and internal customers.	
Inclusiveness – Actively contribute to a work environment that embraces diversity and uses diverse perspectives to help achieve organizational goals.	
Interpersonal Abilities – The ability to relate to your co-workers, mitigate conflict, and inspire others to participate.	

Additional Requirement(s) of Employment
29. <b>List any licensing, certification, or other special requirements and/or conditions of employment</b> For example: A Mail Processing Driver must be in "...possession of a valid unrestricted motor vehicle operator's license..." <b>If you have added a requirement in #28, it must be included here as well.</b>

The job duties as defined above are an accurate reflection of the work to be performed by this position.	
Date <b>5-8-12</b>	Supervisor's Signature
Date <b>5-8-12</b>	Department Head or Approving Authority's Signature
As the incumbent in this position, I have received a copy of this position description.	
Date	Employee's Signature

**Position details and related action have been taken by Human Resources as reflected below.**

For Human Resource/Payroll Office Use Only
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Effective Date	Class Code		Class Title				
EEO Category	Pay Type and OT Designation		Position Retirement Eligible <input type="checkbox"/> Yes <input type="checkbox"/> No		Position is <input type="checkbox"/> Funded <input type="checkbox"/> Non-Funded		
Workers Comp. Code	County Code	Business Area Employment Security Department			Personnel Area (FEIN)		
<b>Cost Center Codes</b>							
FUND	COST OBJECT	FUNCTIONAL AREA	COST CENTER	AFRS PROJECT	GENERAL LEDGER ACCOUNT	AFRS ALLOCATION	PROR. %
Date	HR Designee's Name		HR Designee's Title		HR Designee's Signature		
Date	Budget Designee's Name		Budget Designee's Title		Budget Designee's Signature		

# Performance and Development Plan (PDP) Expectations

Has Position Description been reviewed <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Position Description Updated <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Performance Period From _____ To _____	
<b>Purpose of Plan and Review</b> <input checked="" type="checkbox"/> Annual <input type="checkbox"/> Trial Service <input type="checkbox"/> Probationary <input type="checkbox"/> Transitional <input type="checkbox"/> Other (specify)			
Employee Last Name	Employee First Name	Employee Middle Name (Initial)	Employee ID Number
Position Class Title ESD Program Coordinator 1	Working Title Program Coordinator	Position Number (Object Abbrev.)	
Employer (Business Area)	Division (ORG Unit)	Evaluator's Name	

## Position Linkage With Organizational Mission and Strategic Plan

What is the organization's mission and how do the duties and responsibilities of this position link or contribute to the achievement of the mission goals, and objectives of the organization? Provide brief summary.

Mission – To assist with and enhance the well being of the state's business communities and their workforce constituency. To provide equitable and timely issuance of employer program eligibility determinations, prompt and fair payment of benefits, accurate program information, technical assistance, and program training. To promote economic security for employers, employees, and the state's business communities in supporting and maintaining a stable workforce.

Organization's Goals/Objectives – This position promotes efforts to assist employers in reducing the cost of unemployment and keeping workers employed. This position's participation in the program will support economic security through business preservation and job retention administrative operations by providing notification to Shared Work participants and employers regarding Unemployment Insurance (UI) eligibility, ineligibility, and other UI program information while ensuring timely, equitable and accurate payment of UI benefits to eligible employees.

## Part 1: Performance Expectations

Based on the position's major responsibilities, outline the key results and competencies expected of the employee during this performance period. Limit the list to those that are key. Check with your Human Resources office regarding any special instructions around determining what competencies to use.

### Key Results Expected

What are the most important objectives, outcomes, and/or special assignments to accomplish in order to be successful during this time period?

- Assist in timely and accurate employer plan determinations.
- Assist in conducting complex fact finding and information gathering sessions with employers, union representatives, claimants, and interested partners/stakeholders to accurately apply laws/rules.
- Provide notification to participants and employers regarding eligibility, ineligibility, and other program qualifying information.
- Maintain and update the employer/participant electronic log book which is utilized by Shared Work as well as the UI Research and Analysis group.
- Provide daily, weekly and monthly statistical reports extracted from the electronic log book to ensure timeliness and employer/participant participation in the program.
- Produce reports extracted from the data warehouse for program statistics.
- Assist in developing program materials for participating employers and employees.
- Back-up to ensure timely, equitable and accurate payment of UI benefits, including entry-level UI adjudication responsibility within multiple specialized Unemployment Insurance programs.



- Contribute to the daily operations processing and production goals in conjunction with the unit supervisor's and lead's insight.
- Confirm deadlines, monitor workload progress, provide information and updates on work processes, review and troubleshoot barriers to resolution.
- Work collaboratively with other unit staff members in meeting program/production goals and objectives.
- Participate in reviewing and analyzing UI rules, policies, procedures and guidelines in planning/evaluating the program.
- Communicate effectively in person, over the phone and in writing with employers, workers, partners, and stakeholders.
- Provide technical assistance and program training to customers/stakeholders. Ensure the timely and accurate payment of UI benefits.

### **Key Competencies Expected**

What are the most important knowledge, skills, abilities, and behaviors that the employee should demonstrate in order to be successful?

- Demonstrate working knowledge of timely and accurate employer plan determinations.
- Provide program training and technical assistance to employers and employees, customers, partners, and stakeholders.
- Provide notification to participants and employers regarding eligibility, ineligibility, and other program qualifying information.
- Maintain and update the employer/participant electronic log book which is utilized by Shared Work as well as the UI Research and Analysis group accurately and timely.
- Provide daily, weekly and monthly statistical reports extracted from the electronic log book to ensure timeliness and employer/participants participation in the program.
- Possess organizational and multi-tasking skills.
- Conduct complex fact finding and information gathering sessions with employers, union representatives, claimants, and interested partners/stakeholders to accurately apply laws/rules.
- Effectively communicate with customers, partners and stakeholders. Interpret and respond clearly to inquiries in a timely manner. Be responsive and timely to e-mails, phone messages, and mail.
- Explain data, concepts and principles in clear and concise programmatic terms to employers, employees, customers and stakeholders.
- Possess conflict resolution skills in interactions with co-workers, internal/external customers, union representatives, partners, stakeholders and other interested parties.
- Provide excellent public relations and customer service to employers, business organizations, government officials, internal/external customers and partners/stakeholders.
- Maintain effective interpersonal skills and working relationships in regards to team collaboration and consensus building techniques.
- Promote positive public relations building upon program reputation and employer/employee perception of program services.
- Demonstrate working knowledge of initial applications and continued claim processes, with the ability to resolve complex claim issues in a timely and accurate manner.
- Assist with developing and distributing informational/instructional program materials.
- Promote quality customer service and excellent program service delivery.
- Assist the program manager, supervisor and section lead with projects and special assignments.



## Part 2: Training & Development Needs/Opportunities

What training and development needs and opportunities should the employee focus on during this performance period?  
Valerie will continue to be trained and mentored on Shared Work plan processes from her section lead worker.

## Part 3: Organizational Support (Optional)

Part 3 is optional and to be completed only by the employee, at the beginning of the performance period.

What suggestions do you have as to how your supervisor, co-workers, and/or agency management can better support you in your present job and future career goals?

## Acknowledgement Of Performance Plan

The signatures below indicate that the supervisor and employee have discussed the performance expectations, training and development needs outlined at the beginning of the performance period.

Date	Evaluator's Signature	Date	Employee's Signature
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**NOTE:** Typically, once the performance expectations is completed and signed by all parties, the supervisor provides the employee a copy and the original is forwarded to Human Resources to be placed in the employee's personnel file. Supervisors should check with their Human Resources office for organization specific instructions.





# Performance and Development Plan (PDP) Expectations

Has Position Description been reviewed <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Position Description Updated <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Performance Period From 04/01/2013 To 03/31/2014	
<b>Purpose of Plan and Review</b> <input checked="" type="checkbox"/> Annual <input type="checkbox"/> Trial Service <input type="checkbox"/> Probationary <input type="checkbox"/> Transitional <input type="checkbox"/> Other (specify)					
Employee Last Name		Employee First Name		Employee Middle Name (Initial)	Employee ID Number
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This position's participation in the Shared Work Program supports economic stability through just and timely benefit payments and claims adjudication decisions. The position contributes to an effective workforce system by strengthening state and community partnerships and assisting in maintaining a skilled and stable workforce by providing quality customer service and excellent program service delivery. It also provides technical assistance and program training to customers, partners, and stakeholders.

## Part 1: Performance Expectations

Based on the position's major responsibilities, outline the key results and competencies expected of the employee during this performance period. Limit the list to those that are key. Check with your Human Resources office regarding any special instructions around determining what competencies to use.

### Key Results Expected

What are the most important objectives, outcomes, and/or special assignments to accomplish in order to be successful during this time period?

- Ensure the timely and accurate payment of UI benefits.
- Assist the senior level adjudicator resolving entry level claim issues.
- Possess expert knowledge of GUIDE/TAXIS mainframe systems and related software applications.
- Provide claims information and benefit payment resolution to partners/stakeholders.
- Apply the ability to gather, analyze, interpret and project complex data into programmatic terms.
- Convey suggestions, ideas, recommendations and data in concise written and verbal forms.
- Exercise independent judgment and decision making authority within the scope of assigned duties.
- Promote quality customer service and excellent program service delivery.
- Deliver technical assistance and program training to customers, partners and stakeholders.
- Assist the supervisor with statistical tracking, reports, projects, and special assignments.
- Maintain effective interpersonal skills and working relationships in regards to team collaboration and consensus building techniques.



### Key Competencies Expected

What are the most important knowledge, skills, abilities, and behaviors that the employee should demonstrate in order to be successful?

- Provide expert analysis regarding GUIDE/TAXIS mainframe systems and related software applications as applied to Shared Work program benefit operation and functionality.
- Apply related Shared Work laws, rules, guidelines and regulations to daily assignments.
- Apply Shared Work process troubleshooting and workaround techniques to benefit processing.
- Assimilate program nuances associated with Shared Work program administration.
- Apply organizational and multi-tasking skills to daily workload duties.
- Utilize organizational skills and written/verbal communication skills.
- Incorporate interpersonal skills in collaboration with team and consensus building meetings and goals.
- Abide by Shared Work administrative, operational and ethical standards.
- Assure all benefit claims will be evaluated for compliance with laws, rules, regulations, and guidelines.
- Confirm deadlines, monitor workload progress, provide data tracking, report production support and updates on work processes.
- Provide technical assistance and program training to customers, partners, and stakeholders.
- Promote quality customer service and excellent program service delivery. Assist the program manager and supervisor with projects and special assignments.

### Part 2: Training & Development Needs/Opportunities

What training and development needs and opportunities should the employee focus on during this performance period?

### Part 3: Organizational Support (Optional)

Part 3 is optional and to be completed only by the employee, at the beginning of the performance period.

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