

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Community Employment Consultant 2		Class Code: 002NC2
	FLSA Status: Exempt	Salary Schedule: PAT 2	Effective Date: 6/7/13
	Summary: This classification works at a Department of Workforce Development (DWD) local office as a program specialist or office manager providing technical service, expertise and training to local office staff in one or more specific program areas coordinated by the Indiana Department of Workforce Development (DWD).		

Duties:

- Performs as consultant providing technical expertise and training to local staff and administrative office regarding programs including Unemployment Insurance, Equal Employment Opportunity Commission, Applicant and Employer Services, Wagner-Peyser and Veterans' programs and/or other special programs or assigned projects;
- Coordinates and monitors local office program operations to verify implementation within the framework of federal or state laws, regulations or guidelines and makes recommendations for improvement;
- Develops new operational procedures or methods for improving operations when required by law or as circumstances deem necessary;
- Develops communication notices (i.e. policy, directive, information) regarding current or new program policies or operation guidelines;
- Investigates and responds to complaints concerning DWD and its programs or operations;
- Completes reports on program operations and activity and compliance with rules and regulations provides state and federal agencies with information;
- Attends and participate in regional and national meetings relating to program;
- Performs related duties as required.

Job Requirements:

- Broad knowledge of one or more specific program areas;
- Thorough knowledge of administrative and local office operational objectives and ability to effect smooth operational programs;
- Ability to observe and analyze office operations and prepare recommendations for improving program effectiveness;
- Thorough knowledge of the laws relating to a specific program area and ability to interpret applicable rules and regulations;
- Ability to write clear and concise operational instructions;
- Ability to relate to personnel on a state, regional and national level;
- Knowledge of data processing capabilities as they relate to specific program areas;
- Ability to serve as a program consultant providing expertise on a particular program area;
- Ability to work effectively with a wide variety of people.

Difficulty of Work:

The incumbent is required to adapt operating procedures and regulations to each local office in order to maximize program success. There are often different variables and circumstances in each local office, such as the nature of the labor market in the area, which requires individual treatment and result in individual recommendations for the local offices. Laws and guidelines surrounding program areas may be somewhat complex in their applicability. Judgment is required to adapt to federal guidelines to Indiana's operational capabilities and requirements. Incumbent must be able to respond quickly to changing programs and wide fluctuations in workloads in order to effect the prompt and correct delivery of services and act as consultant and problem solver for DWD employees in local offices throughout the state.

Responsibility:

The incumbent observes and analyzes the operation of the program in offices to determine adherence to the established procedures, regulations and policy and makes recommendations for the resolution of problems and on methods to improve the success of the program. Incumbent's work is reviewed for compliance with state and federal guidelines. When needed, technical assistance is received from the chief of program area or Department of Labor officials. Incumbents are responsible to both state and Department of Labor officials for program development. Work may be reviewed in progress on an as needed basis. Misapplication or interpretation of law or program policies could result in costly over-payments of benefits, or insufficient/lack of services to the public.

Personal Work Relationships:

Incumbent works with local office and administrative staff, staff of other state and federal agencies, business and industry representatives and the public. Contacts are made to ensure programs are run as effectively as possible in accordance with federal and state regulations. Incumbent may have occasional contact with local public officials responding to inquiries regarding program areas. Occasionally, efforts must be directed toward securing consensus through persuasion or compromise.