



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION September 1, 1998**

#### **LABOR/EMPLOYMENT SPECIALIST**

H6N1IX TO H6N6XX

#### **DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses six levels in the Professional Services Occupational Group and describes work in the labor and employment program areas of unemployment insurance including unemployment insurance compensation adjudication, employment service including job service center operations, and support services for line operations.

In the area of unemployment insurance, positions are involved in processing and/or adjudicating unemployment insurance claims by interviewing claimants to assist them in filing a claim by interpreting and explaining laws, regulations, and procedures; gathering facts and data pertinent to job separation; reviewing claim data, determining maximum benefits payable and types of awards given; computing benefits and processing documents for payment of benefits; reviewing claims and making determinations on eligibility and entitlement for unemployment insurance benefits (adjudicating); examining and analyzing facts pertaining to job separation; evaluating data from claimants and employers; explaining decisions; determining effective date, amount, and duration of benefits; and, other activities related to processing claims and determining legal entitlement to unemployment benefits.

In the area of employment service positions are involved in job placement, testing clients, providing labor market information, promoting employment services, employment vocational counseling, job development, outreach activities to locate clients, evaluating work background, conducting interviews, referring clients to appropriate jobs for placement, referral of clients to resources for further employment assistance or training, and other activities designed to develop employment opportunities and provide employment services and assistance to clients in order for them to gain employment. In addition, certain positions provide employment services outlined above for only specifically targeted clients, such as disabled veterans.

In the area of support services for line operations, positions are involved in a variety of activities designed to improve the management and administration of unemployment insurance and employment service programs, including job service center operations. Work includes performing tasks such as, conducting program evaluation reviews to ascertain compliance with applicable policies and procedures; preparing corrective action plans; providing technical support by developing program policies and procedures, interpreting program policies, and training line staff in program guidelines; conducting

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management analysis and systems feasibility studies to recommend program improvements and/or automation of work; preparing a variety of statistical reports reflecting program activity; and, other support services designed to manage labor and employment programs effectively and deliver services in a cost effective manner. Due to cross utilization of employees, some positions perform work in unemployment insurance, employment service, and/or support services program areas.

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**LABOR/EMPLOYMENT SPECIALIST INTERN**

H6N1IX

**CONCEPT OF CLASS**

This class describes the entry level. Work is designed to train positions for a higher level in the class series. Although tasks are similar to those of the first working level, assignments are structured and performed with direction and assistance from others. Positions carry out established work processes and operations by learning to apply and follow procedures, techniques, rules, and regulations. Once training has been completed, the position is to be moved to the next level. Positions should not remain in this class indefinitely.

**LABOR/EMPLOYMENT SPECIALIST I**

H6N2TX

**CONCEPT OF CLASS**

This class describes the first-working level. Positions at this level are not expected to perform the full range of unemployment insurance, employment service, or support services work. Because of the structure of assignments, decision making and complexity are limited to carrying out established work processes and operations or phases of the fully operational assignment by following and applying instructions, procedures, rules, and regulations. Tasks performed at this level may be the same as the fully operational level but are performed with more direction and assistance from a position in a higher level Labor/Employment Specialist class and provide the experience and development necessary to function at the fully operational level. Positions at this level perform work identified above, under the Description of Occupational Work section, in the areas of unemployment insurance, employment service, or support services.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the labor and employment program area, choices involve selecting alternatives that affect the manner and speed with which tasks in the are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. These alternatives include independent choice of such things as priority and personal

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preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, a position decides the most efficient steps to follow to complete assignments in the specific labor and employment program area such as, examining a claim to determine if proper job contacts were made, registering an applicant for employment services, or conducting a survey on program activities. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

**Complexity** -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines pertaining to the labor and employment program area which cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step. For example, a position follows established labor and employment program procedures when verifying and accepting reported job contacts as valid, providing job referral information to applicants, processing unemployment insurance claims, or providing support services to programs.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, a position interviews an applicant to clarify and understand job history information in order to provide proper employment services; analyzes and investigates program operations to ensure compliance with rules and regulations; or, contacts claimants and employers to obtain an understanding and clarification of claim data.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, a position advises others on proper interpretation of laws, regulations, and rules to resolve claim processing problems and ensure proper application of program guidelines or advises clients on employment and vocational plans to aid them in becoming employed.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**LABOR/EMPLOYMENT SPECIALIST II**

H6N3XX

**CONCEPT OF CLASS**

This class describes full-operational level unemployment insurance, employment service, and/or support services work. Positions at this level are expected to exercise a higher degree of decision making and

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complexity than the Specialist I level by functioning at the fully operational level with less direction and assistance. Work includes performing the full range of unemployment insurance claims, employment service, and support service work identified above under the Description of Occupational Work section. At this level, positions use judgement in selecting and interpreting practices or techniques pertaining to the applicable labor and employment program area to complete assignments. The Labor/Employment Specialist II differs from the Labor/Employment Specialist I on the Decision Making and Complexity factors.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific labor and employment program process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices. For example, a position determines the best approach to deliver employment services to clients and employers by applying the appropriate technique, practice, or process; processes claims by reviewing claims data and determining what technique to apply; adjudicates claims which includes determining benefit entitlement by examining claims data and interpreting and applying applicable laws, regulations, and agency policies; or, conducts program evaluation reviews which includes gathering and analyzing data pertinent to program operations and prescribing improvements in work processes including preparing plans which identify actions to follow to remedy deficiencies.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study labor and employment program information to determine what it means and how it fits together in order to get practical solutions such as matching an applicant with an employer; determining eligibility for unemployment insurance benefits; improving work processes to deliver program services cost effectively; and, other equivalent solutions to a variety of labor and employment program situations. Guidelines in the form of laws, regulations, rules, and agency policies pertaining to the applicable labor and employment program area exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying labor and employment program circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given labor and employment program circumstances of the situation. For example, a position selects and applies the appropriate program guideline based on interpretation of the individual labor and employment situation in order to process and adjudicate unemployment insurance claims, provide clients with employment services, or improve work processes to deliver program services cost effectively.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, a

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position interviews an applicant to clarify and understand job history information in order to provide proper employment services; analyzes and reviews program operations to ensure compliance with rules and regulations; or, contacts claimants and employers to obtain an understanding and clarification of claim data.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, a position advises others on proper interpretation of laws, regulations, and rules to resolve claim processing problems and ensure proper application of program guidelines, or advises clients on employment and vocational plans to aid them in becoming employed.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**LABOR/EMPLOYMENT SPECIALIST III**

H6N4XX

**CONCEPT OF CLASS**

This class describes work leader or staff authority positions. In addition to the work performed at the Specialist II level, positions at this level function as work leaders as described by the Line/Staff Authority factor. In the areas of employment service and unemployment insurance, staff authorities are acknowledged by their peers and agency management as an authority in the application, implementation, and/or adaptation of policies, practices, and other guidelines pertaining to all facets of employment service or unemployment insurance. In the area of support services, staff authorities are called upon for their expertise by agency management to provide technical guidance and direction on the proper application and implementation of policies, practices, and other guidelines and/or adaptation of guidelines into agency specific operational practices and procedures. The Labor/Employment Specialist III differs from the Labor/Employment Specialist II on the Decision Making and Line/Staff Authority factors.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and labor and employment program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations used to complete labor and employment program assignments. The general pattern, program, or system exists but must be individualized to plan the delivery of labor and employment program services to clients or plan program evaluation reviews to determine compliance and recommend improvements. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the

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application of known and established business management, management analysis, claims management and/or labor and employment program theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. For example, a position determines claims processing or employment services procedures and operations to be followed by others in order to deliver quality and timely services to clients and accomplish the objectives of unemployment insurance and employment service programs. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study labor and employment program information to determine what it means and how it fits together in order to get practical solutions in the form of employment services that fit client needs and assist them to gain employment; improved work processes to deliver program services; properly processed unemployment insurance claims; and, other equivalent solutions to a variety of labor and employment program situations. Guidelines in the form of laws, regulations, rules, and agency policies pertaining to the applicable labor and employment program area exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, a position selects and applies the appropriate program guideline based on interpretation of the individual labor and employment situations in order to process unemployment insurance claims, provide clients with employment services, or improve work processes to deliver program services cost effectively.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, a position interviews an applicant to clarify and understand job history information in order to provide proper employment services; analyzes and reviews program operations to ensure compliance with rules and regulations; or, contacts claimants and employers to obtain an understanding and clarification of claim data.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, a position advises others on proper interpretation of laws, regulations, and rules to resolve claim processing problems and ensure proper application of program guidelines, or advises clients on employment and vocational plans to aid them in becoming employed.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a work leader or staff authority. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave

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requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

**OR**

The staff authority is a pacesetter who has a unique level of technical expertise in a field or profession that, as part of the assignment, is critical to the success of an agency. It is an essential component of the work assignment that has been delegated by management to the position. This authority directly influences management decisions within an agency. In the areas of unemployment insurance or employment service, the staff authority's field of expertise is in all facets of one of these service delivery areas. For example, management relies on such a position to ensure all facets of unemployment insurance or employment services are delivered effectively and efficiently. In the area of support services, the field of expertise is in specific agency operational areas and management and peers recognize and seek this level of technical guidance and direction regarding the application, implementation, and/or adaptation of policies, practices, and procedures to ensure agency services are delivered properly and efficiently.

**LABOR/EMPLOYMENT SPECIALIST IV**

H6N5XX

**CONCEPT OF CLASS**

This class describes first-supervisory level work. Positions at this level supervise a labor and employment program area work unit consisting of at least three full-time equivalent positions. In addition to the supervisory work described at this level, some positions function as working supervisors and also perform work described at lower-level Specialist positions. The Labor/Employment Specialist IV differs from the Labor/Employment Specialist III on Complexity, Purpose of Contact, and Line/Staff Authority.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and labor and employment program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations used to complete labor and employment program assignments. The general pattern, program, or system exists but must be individualized to plan and deliver labor and employment program services to clients or plan program evaluation reviews to determine compliance and recommend improvements. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established labor and employment program theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. For example, a position plans, designs, and determines the sets of operations and procedures, i.e., work processes for a work unit to assure labor and employment program activities are conducted properly and timely and achieve program objectives and legally mandated requirements. A positions also determines

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program evaluation work operations and plans to assure program services are in compliance with applicable statutes and agency guidelines. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

**Complexity** -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of business management, management analysis, claims management, and/or labor and employment program theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. In conjunction with theories, concepts, models, and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies. For example, a position evaluates business management, claims management, and labor and employment program concepts, models, or practices to design or improve work processes to deliver labor and employment program services cost effectively.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories or marketing a service. This goes beyond what has been learned in training or repeating information that is available in another format. For example, a position educates private organizations, agencies, and others on the benefits of labor and employment program services to promote their understanding to gain support and participation.

Negotiating as an official representative of one party in order to obtain support or cooperation where there is no formal rule or law to fall back on in requiring such action or change from the other party. Such negotiation has fiscal or programmatic impact on an agency. In reaching settlements or compromises, the position does not have a rule or regulation to enforce but is accountable for the function. For example, a position negotiates, as a representative of the agency, exclusive agreements with organizations to provide employment services such as recruitment of employees or other activities to aid an employer hire employees. Such negotiation has a direct impact on the work of the unit.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

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**LABOR/EMPLOYMENT SPECIALIST V**

H6N6XX

**CONCEPT OF CLASS**

This class describes positions that directly manage the activities and operation of an organizational unit. Work involves determining plans, and developing the budget, staffing patterns, work units, guidelines, and processes to accomplish work in order to implement and achieve labor and employment program objectives. Included in this level are certain job service center or labor and employment program managers. The Labor/Employment Specialist V differs from the Labor/Employment Specialist IV on the Decision Making and Purpose of Contact factors.

**FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the interpretive level, as described here. Within limits of the strategic master plan and allocated human and fiscal resources, choices involve determining tactical plans to achieve the labor and employment program objectives established by the higher management (strategic) level. For example, a position establishes plans to assure labor and employment program services and activities are carried out timely and cost effectively. This involves establishing what processes will be done, developing the budget, and developing the staffing patterns and work units in order to deploy staff. This level includes inventing and changing systems and guidelines that will be applied by others such as guidelines that govern standards for the delivery of labor and employment program services and customer service. By nature, this is the first level where positions are not bound by processes and operations in their own programs as a framework for decision making and there are novel or unique situations that cause uncertainties that must be addressed at this level. For example, a position develops and sets guidelines and operating policies and devises work processes pertaining to the operations and delivery of labor and employment program services to be followed by others in order to reach objectives and assure quality and production goals are met. Through deliberate analysis and experience with these unique situations, the manager or expert determines the systems, guidelines, and programs for the future.

**Complexity** -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of business management, management analysis, claims management, and labor and employment program theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. In conjunction with theories, concepts, models, and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies. For example, a position evaluates business management, claims management, and labor and employment program concepts, models, or practices to design or improve work processes and establish policies and practices to deliver labor and employment program services cost effectively.

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**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of negotiating as an official representative of one party in order to obtain support or cooperation where there is no formal rule or law to fall back on in requiring such action or change from the other party. Such negotiation has fiscal or programmatic impact on an agency. In reaching settlements or compromises, the position does not have a rule or regulation to enforce but is accountable for the function. For example, a position negotiates, as a representative of the agency, exclusive agreements with organizations to provide employment services such as recruitment of employees or other activities to aid an employer hire. Such negotiation has a direct impact on the work of the unit.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as a manager (unit supervisor). A manager with unit supervision is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

**ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

**CLASS SERIES HISTORY**

Revised 9/1/98 (KKF). Change class codes due to PS Consolidation study. Published proposed 3/20/98.

Revised 7/1/98 (CVC). Abolish Labor and Employment Specialist VI (H4E7XX) as a vacant class. Published proposed 3/20/98.

Effective 9/1/93 (CVC). Job Evaluation System Revision project. Published as proposed 6/1/93.

Revised 7/1/88. Grade, deletion of options, nature of work, distinguishing factors, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8900X Unemployment Insurance Service Rep. I-A and A8902X Unemployment Insurance Service Rep. I-B. Grade, nature or work, some examples of work, knowledges, skills and abilities, substitution for A8904X Unemployment Insurance Service Rep II. Grade, nature of work, distinguishing factors, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8906X Unemployment Insurance Adjudicator, A8908X Unemployment Insurance Service Rep III, A8910X Unemployment Insurance Service Rep IV and A8944X Job Service Center Rep II. Title, grade, nature of work, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8917X Labor and Employment Ad Spec I-A, A8918X Labor and Employment Ad Spec I-B,

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A8920X Labor, Employment Ad Spec I-C, A8922X Unemployment Insurance Admin Spec II and A8924X Labor and Employment Ad Specialist III. Grade, nature of work, some examples of work, knowledges, skills and abilities, education and experience, substitution, note for A8934X Disabled Vet Program Rep A, A8936X Disabled Vet Program Rep B, A8940X Job Service Center Rep I-A and A8942X Job Service Center Rep IB. Grade, nature of work, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8946X Job Service Center Rep III, A8954X Job Service Center Manager I, A8956X Job Service Center Manager II, A8958X Job Service Center Manager III, A8960X Job Service Center Manager IV. Grade, create a range, nature of work, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8961X Employment Voc Counselor A, A8962X Employment Voc Counselor B and A8964X Employment Voc Counselor C.

Revised 7/1/87. Grade, nature of work, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8954X Job Service Center Manager I, A8956X Job Service Center Manager II, A8958X Job Service Center Manager III, A8960X Job Service Center Manager IV.

Revised 9/1/86. Change in class code for A8917X Labor and Employment Ad Spec I-A, A8918X Labor and Employment Ad Spec I-B and A8920X Labor and Employment Ad Spec I-C.

Created 2/1/83. A8934X Disabled Vet Program Rep A and A8936X Disabled Vet Program Rep B.

Revised 7/1/82. CLASS code, title, grade relationship, nature of work, distinguishing factors, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8917X Labor and Employment Ad Spec I-A, A8918X Labor and Employment Ad Spec I-B and A8920X Labor and Employment Ad Spec I-C. CLASS code, grade, relationship, nature of work, some examples of work, education and experience, substitution for A8922X Unemployment Insurance Admin Spec II.

Revised 7/1/82. (Continued) CLASS code, title, grade, relationship, nature of work, some examples of work, education and experience, substitution for A8924X Labor and Employment Specialist III. CLASS Code, title, grade relationship, nature of work, some examples of work, education and experience for A8954X Job Service Center Manager I, A8956X Job Service Center Manager II, A8958X Job Service Center Manager III, A8960X Job Service Center Manager IV.

Revised 7/1/81. CLASS code, title, grade, relationship, addition of options, nature of work, distinguishing factors, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8900X Unemployment Insurance Service Rep I-A and A8902X Unemployment Insurance Service Rep. I-B. CLASS code, title, grade, relationship, nature of work, deletion of distinguishing factors, some examples of work, knowledges, skills and abilities, education and experience, relationship for A8904X Unemployment Insurance Service Rep II. CLASS code, title, grade, relationship, nature of work, some examples of work, knowledges, skills and abilities, education and experience for A8906X Unemployment Insurance Adjudicator. CLASS code, title, grade, relationship, nature of work, distinguishing factors, knowledges, skills and abilities, education and experience, substitution for A8908X Unemployment Insurance Service Rep III. CLASS code, title, grade, relationship, nature of work, distinguishing factors, knowledges, skills and abilities, education and experience, substitution for A8910X Unemployment Insurance Service Rep IV. CLASS code, title, grade, relationship, nature of work, distinguishing factors, some examples of work, knowledges, skills

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and abilities, education and experience for A8940X Job Service Center Rep IA, A8942X Job Service Center Rep IB, A8944X Job Service Center Rep II. CLASS code, title, grade, relationship, nature of work, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8946X Job Service Center Rep III. CLASS code, grade, relationship, nature of work, some examples of work, knowledges, skills and abilities, education and experience, substitution for A8961X Employment Voc Counselor A, A8962X Employment Voc Counselor B and A8964X Employment Voc Counselor C.

Revised 1/1/79. Title for A8924X Labor and Employment Ad Specialist III.

Created 7/1/78. A8961X Employment Voc Counselor A, A8962X Employment Voc Counselor B and A8964X Employment Voc Counselor C.

Revised 3/1/78. Minimum preparation for work for A8922X Unemployment Insurance Admin Spec II.

Created 3/1/78. A8908X Unemployment Insurance Service Rep III, A8910X Unemployment Insurance Service Rep IV, A8917X Labor and Employment Ad Spec IA, A8918X Labor and Employment Ad Spec I-B, A8920X Labor and Employment Ad Spec I-C, A8922X Unemployment Insurance Admin Spec II and A8924X Labor and Employment Ad Specialist III.

Revised 3/1/77. Education and experience, addition of substitution for A8900X Unemployment Insurance Service Rep. I-A, A8902X Unemployment Insurance Service Rep. I-B and A8904X Unemployment Insurance Service Rep II. Education and experience for A8906X Unemployment Insurance Adjudicator.

Revised 1/1/76. Education and experience for A8940X Job Service Center Rep I-A, A8942X Job Service Center Rep I-B and A8944X Job Service Center Rep II.

Revised 7/1/75. Nature of work for A8954X Job Service Center Manager I, A8956X Job Service Center Manager II, A8958X Job Service Center Manager III, A8960X Job Service Center Manager IV.

Created 1/1/75. A8900X Unemployment Insurance Service Rep. I-A, A8902X Unemployment Insurance Service Rep. I-B, A8904X Unemployment Insurance Service Rep II, A8906X Unemployment Insurance Adjudicator, A8940X Job Service Center Rep I-A, A8942X Job Service Center Rep IB, A8944X Job Service Center Rep II, A8946X Job Service Center Rep III, A8954X Job Service Center Manager I, A8956X Job Service Center Manager II, A8958X Job Service Center Manager III and A8960X Job Service Center Manager IV.

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**SUMMARY OF FACTOR RATINGS**

<b>CLASS Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Purpose of Contact</b>	<b>Line/Staff Authority</b>
Labor/Employ Spec. Intern	na	na	na	na
Labor/Employ Spec. I	Defined	Prescribed	Detect or Advise	Indiv. Contributor
Labor/Employ Spec. II	Operational	Patterned	Detect or Advise	Indiv. Contributor
Labor/Employ Spec. III	Process	Patterned	Detect or Advise	Work Leader or Staff Authority
Labor/Employ Spec. IV	Process	Formulative	Clarify or Negotiate	Unit Supervisor
Labor/Employ Spec. V	Interpretive	Formulative	Negotiate	Unit Supervisor