



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION**

**July 1, 2002**

#### **PORT OF ENTRY**

H4Q1IX TO H4Q4XX

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

This class series uses four levels in the Professional Services occupational group and describes inspection and revenue collection to process commercial vehicles and their cargos through fixed and mobile ports of entry. The work performed in this occupation involves verifying compliance with size-weight-load regulations, motor vehicle regulations, and minimum safety standards, including hazardous materials transportation and checking for impaired drivers or contraband; selling permits and issuing penalty assessments and citations; and collecting fees, taxes, and fines.

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#### **PORT OF ENTRY INTERN**

H4Q1IX

#### **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 fully-operational 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.

#### **PORT OF ENTRY OFFICER I**

H4Q2TX

#### **CONCEPT OF CLASS**

This class describes the fully-operational port of entry officer. Positions in this level physically inspect the condition of commercial vehicle systems and drivers to detect unsafe conditions and

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to verify compliance with regulations. The inspection process includes: reviewing permits, registrations, licenses, shipping papers, and vehicle logs for validity; using fixed or mobile scales to physically weigh vehicles in order to compute gross weight and determine the distribution of wheel and axle loads; measuring the height, length, and width of the vehicle; and, completing inspection reports. Positions are authorized to declare a driver out-of-service and/or impound a vehicle for violations. As needed, a position may request arrests from other law enforcement officers and testify to the facts as a witness during legal proceedings.

### **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 operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, within specified port functions and the inspection processes, a position determines the speed with which an individual inspection is conducted given the conditions of a specific situation. 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. For example, These alternatives include independent choice of such things as priority and personal 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. 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. For example, positions choose the proper standard or regulation for a specific situation from a range of alternatives, such as legal size and weight parameters, fee and fine schedules, agency policy concerning ticketing, inspection criteria, etc.

**Complexity** -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. Normally, on a regular ongoing basis, the work is systematic and standardized with the position applying the proper criteria. 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. Statutes, regulations, and policies concerning size and weight, the type of permit and paperwork required, and fees or fines are specific. When writing a citation or assessing a penalty, a position must choose the correct guideline to apply as an error made on a citation could void the action.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of both 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. Contact with drivers and/or owners during the inspection process is for the purpose of detecting any safety problems or violations of regulations and policies.

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Securing regulatory compliance by issuing or revoking licenses and persuading or training others to correct problems. The primary purpose of this occupation is to verify compliance with regulations which includes issuing or revoking permits. Regardless of the methods used to attempt to obtain compliance, the position can ultimately rely on legal authority to impose sanctions and penalties. As a customer service, positions will clarify regulations and policies in an attempt to gain voluntary compliance from drivers and/or owners; however, positions have the authority to detain operators, issue citations, or impound vehicles in order to fulfill the primary function of regulatory compliance.

**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.

### **PORT OF ENTRY OFFICER II**

H4Q3XX

### **CONCEPT OF CLASS**

This class describes the work leader in a port of entry. In addition to the work of a Port of Entry Officer I, positions train others, monitor and review work, schedule work shifts, and review and resolve complaints. Work leaders in this class also perform tasks related to the operation of a port, such as inventorying supplies, scheduling repairs of equipment and buildings, and selecting the site and setting up mobile scales. This class differs from the Port of Entry Officer I on the Decision Making, Complexity, and possibly 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 operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. For example, the work leader sets procedures to be used by officers at a port when taking enforcement actions during the inspection process. 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. In operating a mobile port, the work leader must make decisions regarding the use of assigned personnel and materials at the site. Choices are within a range of specified, acceptable standards, alternatives, and technical practices. For example, work leaders recommend whether or not officers have successfully completed safety/hazardous materials training.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study factual and regulatory information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of policies,

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procedures, standards, and regulations 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. For example, the work leader can deviate from standard operating procedures given the specific situation, such as varying the action taken based on the type of cargo or determining whether a driver can safely proceed or not. 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, the work leader may adjust the weight tolerance limits due to ice build-up on a vehicle or may ask for a background license check in some cases.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of both 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. Contact with drivers and/or owners during the inspection process is for the purpose of detecting any safety problems or violations of regulations and policies.

Securing regulatory compliance by issuing or revoking licenses and persuading or training others to correct problems. The primary purpose of this occupation is to verify compliance with regulations which includes issuing or revoking permits. Regardless of the methods used to attempt to obtain compliance, the position can ultimately rely on legal authority to impose sanctions and penalties. As a customer service, positions will clarify regulations and policies in an attempt to gain voluntary compliance from drivers and/or owners; however, positions have the authority to detain operators, issue citations, or impound vehicles in order to fulfill the primary function of regulatory compliance.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. 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.

**OR**

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 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.

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## **PORT OF ENTRY OFFICER III**

H4Q4XX

### **CONCEPT OF CLASS**

This class describes the first-level supervisor. A unit supervisor oversees and monitors the operation of a port or a division program, establishes work schedules for the work leaders, communicates changes in regulations and policies to subordinates and schedules training, implements and monitors the controlled maintenance program at a port, monitors expenditures and prepares the annual spending plan for a port, prepares reports on counts of activities, and meets with industry representatives and other governmental agencies. The unit supervisor exercises formal supervision over at least three full-time equivalent positions where the supervisory decisions made directly affect the pay, status, and tenure of others. This class differs from the Port of Entry Officer II on the Decision Making, Line/Staff Authority, and possibly 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 process level, as described here. Within limits set by safety and regulatory standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. In operating a port, the unit supervisor determines the guidelines for conduct of port officers, implements cross-training programs, and sets up joint operations with other governmental agencies. The general pattern, program, or system exists but must be individualized. 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 theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. Unit supervisors apply safety standards and models to determine procedures and protocol for the transportation of hazardous materials through their area, such as nuclear materials. 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 factual and regulatory information to determine what it means and how it fits together in order to get practical solutions for such things as operational changes. For example, unit supervisors make staffing changes based on information related to port activities and the level of resources. Guidelines in the form of policies, standards, and regulations 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, unit

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supervisors investigate and resolve complaints where the specific solution or action can change depending on circumstances.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any 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, positions meet with taxpayers to investigate and resolve complaints.

Securing regulatory compliance by issuing or revoking licenses and persuading or training others to correct problems. Regardless of the methods used to attempt to obtain compliance, the position can ultimately rely on legal authority to impose sanctions and penalties. For example, positions have the authority to detain drivers, issue citations, or impound vehicles in order to gain regulatory compliance. Positions also attempt to persuade industry representatives to voluntarily comply with rules and regulations.

Clarifying underlying rationale, intent, and motive by educating others on unfamiliar concepts and theories or marketing a product or service. This goes beyond what has been learned in training or repeating information that is available in another format. For example, unit supervisors conduct public forums on the division's statutory requirements and services, and train and clarify programs and regulations with industry representatives when reaching the terms of revocable permits.

**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.

### **ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel & Administration 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**

Effective 7/1/02 (JEM). Abolished vacant Port of Entry IV (H4Q5). Published as proposed 1/18/02.

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

Revised 7/1/98 (KKF). Abolish Port of Entry Officer V as a vacant class. Published proposed 3/20/98.

Effective 7/1/94 (KKF). Change in factors for the I level (decision making and purpose of contact), II level (purpose of contact and line/staff authority), and III level (complexity). Published as proposed 6/10/94.

Revised 5/1/94. Change in occupational group as result of court case settlement.

Effective 9/1/93 (KKF). Job Evaluation System Revision project. Published as proposed 3/22/93.

Revised 7/1/91. Change in occupational group.

Revised 7/1/90. Change in occupational group.

Revised 7/1/86. Changed entrance requirements and created Assistant Chief, Port of Entry (A7106).

Revised 6/1/78. Created the Senior Port of Entry Officer (A7102).

Created 1/1/75. Port of Entry Officer (A7100 - A7101), Port of Entry Supervisor I through III (A7103 - A7105).

**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>
Port of Entry Intern	na	na	na	na
Port of Entry Officer I	Defined	Prescribed	Detect & Secure	Indiv. Contributor
Port of Entry Officer II	Operational	Patterned	Detect & Secure	Indiv. Contributor or Work Leader
Port of Entry Officer III	Process	Patterned	Detect, Secure, or Clarify	Unit Supervisor

ISSUING AUTHORITY: Colorado Department of Personnel & Administration