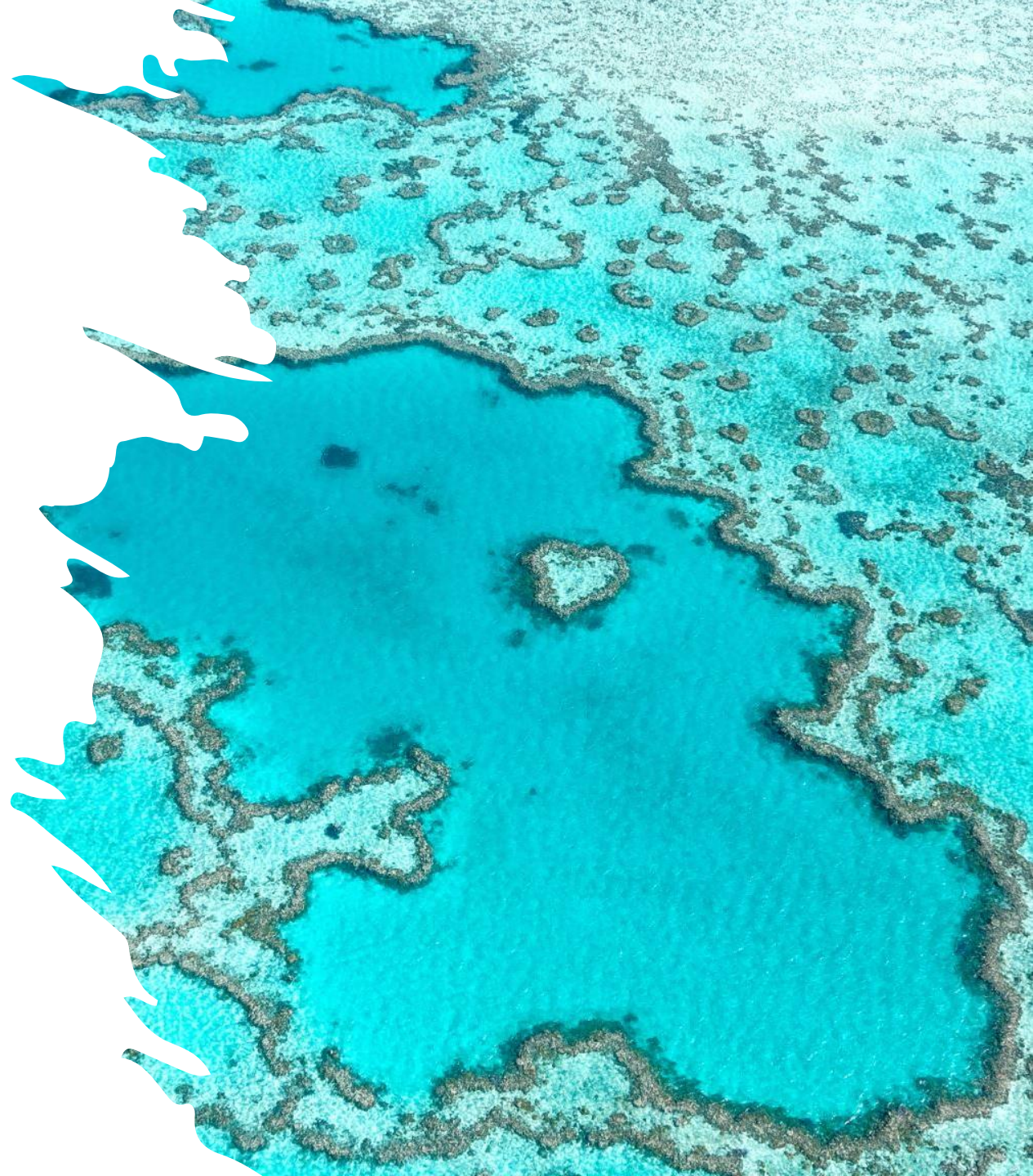


# Asking the Right Questions

Analyzing the PD and Class Spec



# Position Description and Class Spec

## Operations & Policy Analyst 3 (0872)

Job Profile Specification

Minimum Qualifications

Salary Information

### GENERAL DESCRIPTION OF CLASS

The OPERATIONS AND POLICY ANALYST 3 gives consultative advice on the administrative, policy, programmatic and management aspects of agency operations. Employees develop long-range plans, goals, objectives and milestones; or evaluate the effectiveness of programs throughout an agency, or a regional structure of equivalent scope.

Studies typically contain findings of major significance to the agency, and often serve as the basis for new administrative systems, legislation, regulations or programs; results upon implementation would significantly change major administrative aspects of programs, or substantially affect the quality and quantity of benefits and services provided to the agency's customers.

### DISTINGUISHING FEATURES

This is the third of a four-level professional series. At this level, work is complicated by the need to deal with subjective concepts such as value judgments; or work is complicated by the need to develop data that is currently unavailable. The employee takes into account and gives weight to uncertainties about the data and other variables that affect long-range program performance. Current operational measurements are typically ambiguous and susceptible to widely varying interpretations; research is complicated by conflicting operational or service goals and objectives.

The Operations and Policy Analyst 3 is different from the lower levels because the work affects significant program operations for an agency or comparable regional structure. The lower classification levels have a lesser scope and effect. The Operations and Policy Analyst 3 is further distinguished by the more complicated conceptual and analytical processes used to do the work.

The work of this classification is distinguished from the next higher level by the scope and affect of the work, and the analytical complexity. The Operations and Policy Analyst 4 does work that strongly influences or cuts across several state agencies, government jurisdictions or private industry. This is not the case for the Operations and Policy Analyst 3. The nature of the problems under study at the next higher classification level requires the analyst to develop new analytical methods; and to consider the direct and in-direct long-range effects on the public, other state programs or private industry.

# Position Description and Class Spec – General Description

## Operations & Policy Analyst 3 (0872)

Job Profile Specification

Minimum Qualifications

Salary Information

### GENERAL DESCRIPTION OF CLASS

The OPERATIONS AND POLICY ANALYST 3 gives consultative advice on the administrative, policy, programmatic and management aspects of agency operations. Employees develop long-range plans, goals, objectives and milestones; or evaluate the effectiveness of programs throughout an agency, or a regional structure of equivalent scope.

Studies typically contain findings of major significance to the agency, and often serve as the basis for new administrative systems, legislation, regulations or programs; results upon implementation would significantly change major administrative aspects of programs, or substantially affect the quality and quantity of benefits and services provided to the agency's customers.

- **How is this position giving** consultative advice on the administrative, policy, programmatic and management aspects of agency operations? **(To who? Why?)**
- **How is this position** developing long-range plans, goals, objectives and milestones; or evaluating the effectiveness of programs **throughout an agency, or regional structure of equivalent scope?**

# Position Description and Class Spec – General Description

## Operations & Policy Analyst 3 (0872)

Job Profile Specification

Minimum Qualifications

Salary Information

### GENERAL DESCRIPTION OF CLASS

The OPERATIONS AND POLICY ANALYST 3 gives consultative advice on the administrative, policy, programmatic and management aspects of agency operations. Employees develop long-range plans, goals, objectives and milestones; or evaluate the effectiveness of programs throughout an agency, or a regional structure of equivalent scope.

Studies typically contain findings of major significance to the agency, and often serve as the basis for new administrative systems, legislation, regulations or programs; results upon implementation would significantly change major administrative aspects of programs, or substantially affect the quality and quantity of benefits and services provided to the agency's customers.

- **How is the position doing work that's** of **major significance** to the agency, and often serve as the basis for *new administrative systems, legislation, regulations or programs (what are they?)*; results upon implementation would **significantly** change **major administrative aspects** of programs *(what aspects? How?)*; or **substantially affect** the quality and quantity of benefits and services provided to the agency customers **(Who? How?)**.

# Position Description and Distinguishing Features

## Operations & Policy Analyst 3 (0872)

Job Profile Specification

[Minimum Qualifications](#)

[Salary Information](#)

### GENERAL DESCRIPTION OF CLASS

### DISTINGUISHING FEATURES

This is the third of a four-level professional series. At this level, work is complicated by the need to deal with subjective concepts such as value judgments; or work is complicated by the need to develop data that is currently unavailable. The employee takes into account and gives weight to uncertainties about the data and other variables that affect long-range program performance. Current operational measurements are typically ambiguous and susceptible to widely varying interpretations; research is complicated by conflicting operational or service goals and objectives.

The Operations and Policy Analyst 3 is different from the lower levels because the work affects significant program operations for an agency or comparable regional structure. The lower classification levels have a lesser scope and effect. The Operations and Policy Analyst 3 is further distinguished by the more complicated conceptual and analytical processes used to do the work.

The work of this classification is distinguished from the next higher level by the scope and affect of the work, and the analytical complexity. The Operations and Policy Analyst 4 does work that strongly influences or cuts across several state agencies, government jurisdictions or private industry. This is not the case for the Operations and Policy Analyst 3. The nature of the problems under study at the next higher classification level requires the analyst to develop new analytical methods; and to consider the direct and in-direct long-range effects on the public, other state programs or private industry.

Statement from the OPA3 class spec.

The Operations and Policy Analyst 3 is the best fit for the duties and responsibilities of this position. The Operations and Policy Analyst 3 gives consultative advice on the administrative, policy, programmatic and management aspects of agency operations. Employees develop long-range plans, goals, objectives and milestones; or evaluate the effectiveness of programs throughout an agency, or a regional structure of equivalent scope. This position is responsible for developing and implementing the agency's disaster recovery strategies and solutions, including risk assessments, business impact analyses, strategy selection, and the documentation of all disaster recovery and business continuity procedures. This position will advise agency leadership, management, and staff on processes and procedures for the agency's continuity of operations plan (COOP). This work impacts the entire agency and all divisions,

Statement from the OPA3 class spec.

How the position is meeting that statement from the PD

Studies typically contain findings of major significance to the agency, and often serve as the basis for new administrative systems, legislation, regulations or programs; results upon implementation would significantly change major administrative aspects of programs, or substantially affect the quality and quantity of benefits and services provided to the agency's customers. The COOP and other disaster and emergency response and recovery plans and processes have major significance to agency operations at all levels and changes, revisions, additions, and implementation of these policies and procedures will substantially affect the agency's effectiveness during disasters or emergencies. This position designs and implements agency wide COOP processes, evaluates the impact of those processes, and advises on modifications to improve outcomes. It also consults and advises agency leadership and management on processes and technology that will help the agency to best meet state and agency needs during emergencies and disasters and leads the implementation of the COOP during emergencies or disasters.

How the position is meeting that statement from PD and manager discussion.

The Operations and Policy Analyst 3 is different from the Operations and Policy Analyst 2 in that the Operations and Policy Analyst 3 is different from the Operations and Policy Analyst 2 in that the Operations and Policy Analyst 3 is distinguished by the more significant program operations for an agency or comparable regional structure. The lower classification levels have a lesser scope and effect. The Operations and Policy Analyst 3 is further distinguished by the more complicated conceptual and analytical processes used to do the work. This position performs work that has significant agency wide impact on the continuity of agency operations during an emergency or disaster. This position's responsibility to develop the COOP, implement it, and then take the lead during emergencies to ensure agency personnel and operations remain viable impact every program, section, and individual at the agency. The work to develop the COOP also complex conceptual and analytical processes that are more complex and require the development of data that is not currently available. For example, disaster plans can be written and implemented, but until the specifics of the disaster are known, there is no assurance that the plan will be effective as written, or if significant adjustments need to be made to account for unexpected situations or complications. This work affects significant program operations agency wide.

Examples from discussion with program that support class spec

The work of this classification is distinguished from the work, and the analytical complexity. The Operations and Policy Analyst 3 is distinguished from the Operations and Policy Analyst 2 in that the Operations and Policy Analyst 3 is distinguished by the more significant program operations for an agency or comparable regional structure. The lower classification levels have a lesser scope and effect. The Operations and Policy Analyst 3 is further distinguished by the more complicated conceptual and analytical processes used to do the work. This position performs work that has significant agency wide impact on the continuity of agency operations during an emergency or disaster. This position's responsibility to develop the COOP, implement it, and then take the lead during emergencies to ensure agency personnel and operations remain viable impact every program, section, and individual at the agency. The work to develop the COOP also complex conceptual and analytical processes that are more complex and require the development of data that is not currently available. For example, disaster plans can be written and implemented, but until the specifics of the disaster are known, there is no assurance that the plan will be effective as written, or if significant adjustments need to be made to account for unexpected situations or complications. This work affects significant program operations agency wide.

# Compliance Specialist 3 (5248)

Investigation

Job Profile Specification

Minimum Qualifications

Salary Information

## GENERAL DESCRIPTION OF CLASS

The COMPLIANCE SPECIALIST 3 brings about compliance of individuals and organizations through enforcement and technical assistance. Employees develop compliance standards and procedures and design-training courses that deal with complex regulatory situations in which compliance is not clearly defined. Employees regularly interact with other government jurisdictions, the media, legislative staff and the public. Employees also provide advice and direction to staff on compliance methods to improve program efficiency and verify consistency. Some positions conduct preliminary hearings or settle issues of non-compliance through bringing about mutual agreements. Some incumbents may also present agency cases in administrative hearings or coordinate the work of regulatory staff.

## DISTINGUISHING FEATURES

This is the third of a three-level series. The class is the senior professional level. Employees solve the most difficult compliance issues having broad potential impact. Compliance situations vary greatly and employees lack readily available guidelines or precedents. Work solutions require in-depth evaluation. At this level employees have the discretion to decide levels of compliance sanctions and settle instances of non-compliance not clearly defined in policy or regulation.

The difficulties of regulatory issues, involvement in compliance program coordination or policy development distinguish this class from the Compliance Specialist 1 and 2.

The Investigator class series differs from the Compliance Specialist series because of the emphasis on investigating fraudulent or other illicit activities using investigative techniques.

## DUTIES AND RESPONSIBILITIES

The duties listed are characteristic of the type and level of work associated with this class. Individual positions may do all or some combination of the duties listed as well as other related duties.