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EMPLOYMENT SERVICE SPECIALIST SERIES

Series Definition:

This series includes all classes of positions the duties of which are to supervise, provide staff assistance and technical services to or to perform various employment service functions involved in a statewide employment services program.

The Hawaii State Employment Service Program is concerned with: (a) providing job placement services to unemployed, underemployed and other applicants; (b) providing employment-related counseling and vocational guidance to those having difficulty in making a vocational choice or in finding and holding employment including the referral of counselees to occupational training and required supportive services as appropriate; and (c) reviewing applications for alien employment certifications.

Job placement services involve the intake of applicants for employment, interviewing to determine and identify relevant marketable knowledge, skills and abilities, assisting and advising the applicant in making suitable job choices through the provision of information regarding labor market conditions and occupational trends; soliciting and receiving job orders from employers; matching suitable applicants and referring the same to employers for final selection; and verifying the results of referrals from a reliable source, usually the employer. Some of the other techniques used to improve/increase placements include employer relations and job development. Employer relations involves conducting personal visits to employers to acquaint the specialist with the nature of work and skills involved in the employer's business; gain familiarity with the hiring requirements, personnel practices and nature of pay rates so that the specialist may better service the employers' needs by selection of the most suitable applicants and to develop good rapport and working relationships. Job development is the process of contacting employers to solicit their current or future consideration of selected applicants when no suitable job openings are currently recorded. Applicants for whom these services may be performed are those who are difficult to place because few job orders are received for their skills; applicants with outstanding training or work experience for which no suitable vacancy is immediately available: applicants with potentials in which specific employers are most likely to be interested. This process is also used to solicit job orders for special groups such as veterans, the handicapped or counselees ready for employment.

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Vocational counseling and guidance services are provided to those applicants having difficulty in making an acceptable and realistic occupational choice or who cannot obtain or hold a job for various reasons such as handicaps, low levels of knowledge of skills; lack of job-hunting knowledge; poor motivation or attitudes toward employment; unrealistic vocational demands and subsequent need to adjust vocational goals relative to the realities of the labor market and such related problems. Work involves assessing the employment assets and liabilities of clients; assisting clients in relating same to current and prospective occupational and labor market demands and trends; developing plans of action as necessary to achieve their vocational goals; referring or assisting clients in securing other supportive services such as vocational training, physical rehabilitation services and counseling and motivating the client in the process of achieving their vocational objectives and taking responsibility for placement of clients.

Specialized tools which may be used in the counseling process for clients who have experienced difficulty in adjusting to work or who require training or retraining include work experience training in which the client receives a training allowance rather than a wage for the performance of tasks in a structured setting so as to receive exposure to the demands of work and training in jobs; referral to specialized classroom training programs giving orientation in the demands of work, how to find a job and related skills; and the development of on-the-job training contracts. These consist of developing, with a cooperating employer, an agreement that the employer will provide on-the-job training to selected clients wherein the wage of the trainee will be partly subsidized by the employment service program. The employer must promise to seriously consider hiring the trainee at the completion of the training program if feasible.

Alien employment certification involves the receipt and review of applications from employers for the hiring of aliens in accordance with federal regulations established to ensure that the entry of foreign workers does not adversely affect the job opportunities and working conditions of resident workers. Review of applications and supporting documents involves examination of the job description and hiring requirements to determine whether the employer's employment specifications are in conformance with federal regulations and are reasonable for the occupation; examining the proposed rate of pay and conditions of payment to determine whether they fall within federal requirements and are comparable to rates of pay for comparable occupations in the locale; determining the availability of resident workers through the submission of the job order for recruitment and referral of

workers through employment services and other means and preparation of a summary finding of fact for transmittal to the federal regional certifying officer for a final decision.

Classes in this series are distinguished on the basis of the nature and scope of work; the nature and extent of supervision received and exercised; the nature and scope of recommendations, commitments and decisions and their impact; the nature of guidelines available; personal work contacts and knowledge and abilities required.

This is an amendment to the class specifications for the classes EMPLOYMENT SERVICE SPECIALIST I, II, III, IV, V, and VI approved on January 2, 1979 due to incorporation of managerial levels in EMCP in accordance with Act 254, SLH 1980.

DATE APPROVED: 9/30/83 /s/Clement L. Kamalu  
for JAMES H. TAKUSHI  
Director of Personnel Services

EMPLOYMENT SERVICE SPECIALIST I 3.753  
(EMPLOYMENT SERVICE SPCLT I)

Duties Summary:

Receives training and performs in a trainee capacity in a variety of employment service activities; and performs other related duties as assigned.

Distinguishing Characteristics:

This class represents the entry-level trainee class for the employment service specialist series. It involves formal and informal training and orientation to agency objectives and policies, administrative and technical requirements, procedures, techniques and standards applicable to the work. Assignments are made concurrent with orientation and training and supervision is close and immediate. Specific and detailed instructions as to the tasks and procedures to be followed are outlined at the time assignments are given. Work is critically reviewed for achievement of training objectives, compliance with instructions, thoroughness, and understanding of policies and procedures. Continual guidance and instruction are provided during the

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progress of assignments. As the knowledge, skills and abilities of trainees develop, supervision is relaxed and positions are given opportunities to work independently in situations which are not so difficult and complex as to require a more experienced specialist.

Examples of Duties:

An incumbent of a position in this class is expected to acquire and develop the necessary knowledge and abilities in order to perform the following work assignments initially under close supervision and review, then gradually with more independence as competence increases: attends orientation and training sessions; performs assigned reading; learns and conducts initial intake interviews; secures information from applicants regarding their experience and training background, participation in special programs such as unemployment insurance or welfare and other characteristics such as veteran status; secures information relative to their physical, psychological and emotional suitability for employment; administers aptitude and proficiency tests; prepares proper documentation reflecting applicant characteristics; assigns occupational codes in accordance with the Dictionary of Occupational Titles.

Continues to receive training throughout and performs the following under close supervision and/or review: Analyzes and evaluates applicants' training and experience background and their physical, psychological and emotional suitability for employment; recommends need for special services such as vocational counseling; identifies suitable jobs and recommends referral of applicants; verifies results by telephoning employers; provides applicants with information regarding current labor market conditions and trends and services offered by the employment service program; may receive training on the characteristics of an occupational area; receives job orders from employers; obtains necessary information pertinent to the job order and prepares written documentation; may seek and recruit applicants for specific occupations and industries by accompanying senior specialists to assigned recruitment areas to receive and process applications; refers applicants in need of special services to higher level specialists.

Knowledge and Abilities Required:

Knowledge of: Social Sciences.

Ability to: Learn and apply employment interviewing principles, practices and techniques; learn and apply various employment service tools and techniques; learn, understand and

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explain laws, rules and regulations pertaining to employment security operations; obtain, analyze and evaluate facts; deal effectively with others.

EMPLOYMENT SERVICE SPECIALIST II  
(EMPLOYMENT SERVICE SPCLT II)

3.756

Duties Summary:

Performs a variety of employment service functions ranging from the simple to moderately complex which do not require the services of a fully trained journeyman specialist; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects two general types of positions as described below:

Type A: The full semi-professional level. Positions within this class are responsible for performing simple to moderately complex employment service functions on a continuing basis with the kind and degree of supervision normally accorded a journeyman (Employment Service Specialist III) worker. Work of this type typically involves (but may not be limited to): (a) job placement including the service of job orders on a continuing basis, or (b) job order taking and verification; or a combination of both types of tasks.

Type B: An advanced trainee through which the trainee advances as part of the progression to full professional status. The work typically involves independent performance of moderately complex work as identified above and additionally involves receiving training and the performance, under gradually relaxing supervision, of higher level, more complex tasks such as vocational counseling and guidance, development and negotiation of on-the-job training and related contracts and performance of fact-finding for alien employment certification or industrial services. An incumbent also continues to improve skills and competence in developing and maintaining good employer relations and in job development. Assignments are varied and may be more than moderately complex so as to complement professional growth and development.

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Examples of Duties:

Type A: Interviews applicants for employment; classified their qualifications occupationally by selecting facts about the applicant of occupational significance; resolves conflicting areas of qualifications; informs and advises applicants of occupational requirements, labor market conditions and trends, prevailing pay rates, training opportunities, unemployment insurance requirements, veterans employment rights and services offered by other agencies in the community which may improve employability; determines need for aptitude and/or proficiency testing, vocational counseling and other support services and arranges or refers for same; determines eligibility for special employment and/or training programs and refers; receives or solicits job orders from employers by telephone; secures comprehensive information concerning each job; provides employers with pertinent labor demand and occupational data; provides employers information regarding equal employment laws, rules and regulations; completes appropriate documentation; classifies job orders in accordance with Dictionary of Occupational Titles codes; matches applicant qualifications against employer requirements; selects the best qualified and suitable applicant and calls him/her in for pre-referral interviews; rejects unsuitable applicants and refers suitable applicants to the prospective employer; prepares the applicant for job interviews by advising him/her on appearance, approach, attitude, etc.; follows up results of referrals with employers; keeps records and prepares reports of activities; may oversee the work of entry-level employment service specialists and clerical personnel.

Type B: In addition to performing the tasks described above under general supervision, positions of this type also receive training (formal and on-the-job training) in and perform the following under close to gradually relaxing supervision as competence increases: provides selected applicants with vocational guidance and counseling services including identification of employment barriers and counseling needs; determining clients' needs and adjustment requirements relative to job availability, outlook, changes required in attitude, motivations or skill levels; learns to interpret and apply results of aptitude tests and assists clients in applying results to their work objectives; learns to assist clients in identifying realistic employment or vocational goals and to assist them in formulating plans to achieve their goals; receives further training in services provided by the employment service agency and of the Department of Labor and Industrial Relations including special federal programs and pertinent rules and regulations; learns to conduct employer relations activities and visits employers at their places of business to familiarize themselves with employers,

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their operations, occupations and hiring requirements and to solicit job openings for selected applicants; learns to maintain and maintains contacts with organized groups such as community and civil organizations, labor unions, professional associations, etc., which may give leads to job openings; keeps written records of all visits to employers and others contacted; attends training to further develop skills in and as appropriate, persuades employers to consider specific applicants for whom the employment service has no suitable opening currently on file; positions in special programs also learn to negotiate contracts with employers for special on-the-job training, work experience training and related programs; learns and explains provisions and procedures relative to contracts; learns to identify those who benefit from such training; completes proper documentation required.

Knowledge and Abilities Required:

Knowledge of: Principles, methods and techniques of job interviewing and placement; various kinds of occupations and occupational requirements; local labor market conditions; employment interviewing principles, practices and techniques; employment service tools and practices; State and federal labor laws pertaining to the employment service program.

Ability to: Independently perform employment interviewing and job placement; obtain, analyze and evaluate facts; understand and explain laws, rules and regulations; establish and maintain effective working relationships with applicants, employers and others; keep records; prepare written reports.

EMPLOYMENT SERVICE SPECIALIST III  
(EMPLOYMENT SERVICE SPCLT III)

3.758

Duties Summary:

Provides employment services for a full range of clients involving job placement, job development, employer relations and vocational counseling and guidance; or develops and negotiates on-the-job training contracts for clients; or provides special employer representative activities and fact-finding required for alien employment certification; and other related duties as assigned.

Distinguishing Characteristics:

This class represents the full journeyman level in the

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employment service specialist series. Positions in this class work under the general supervision of a higher-level employment service specialist. Work is planned and carried out independently with recourse to the supervisor for advice and guidance only on unusual difficulties or where the matter relates to the interpretation and application of new policies, rules or regulations. Review of the work is usually through the examination of work statistics or reports. Sound judgment and tact are required in dealing with applicants and in developing and promoting good relationships with employers and others.

Positions in this class may perform one or more of the following types of assignments:

Type A: Positions perform the full range of job placement, employer relations and job development activities; additionally, assignments regularly include the independent provision of vocational guidance and counseling to clients with a variety of counseling problems. Counseling cases run the gamut from moderately complex to difficult and complex; guidance is available for the most difficult and complex problems. Cases include (but are not limited to) the following examples: older workers including veterans who are overqualified for available jobs, in need of establishing a second career and/or have unrealistic employment and/or pay expectations, or have obsolete job skills requiring retraining; handicapped persons needing to accept or identify job opportunities compatible with their handicaps or who evidence discouragement, frustration or hostility due to lack of suitable job openings and/or employer resistance; applicants with negative personality traits or behavioral or attitudinal problems limiting or affecting their employment choices; youth or persons never having been employed before with no obvious aptitudes, interests or abilities which may be used to determine their suitability for employment or needing to learn to adjust to employment and its demands. Positions at this level also plan and conduct employer relations visits to employers at their place of business to obtain information useful in providing referral and placement services, to develop good cooperative working relations and to solicit current or future job orders or consideration of special applicants.

Certain positions may perform vocational guidance and counseling as a primary assignment with responsibility for placement, job development and employer relations relative to the placement of job-ready counselees. In such situations (typically such positions are located in special counseling units) positions may work with the full range of cases with supervisory guidance readily available for cases in which clients evidence difficult and complex counseling problems.

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Type B: In addition to performing job placement, employer relations and job development as described above, assignments regularly involve independent responsibility for extensive job development activities including the development and negotiation of on-the-job training contracts for clients with private employers and public service employment contracts with public or non-profit employers. The scope of work includes determining which clients would be best suited for these work-training situations, seeking out and contacting an employer willing to provide such opportunities; negotiating terms of training contracts within applicable procedures and guidelines including specifying the duration of training, types of tasks and training outline, equipment or work clothing costs and securing a promise from the employer to consider hiring the client upon completion of training. Certain programs may include adjustment of the length of time the trainee's salary is to be subsidized by the program depending on the current level of knowledge, skills and abilities of the trainee and on the relative complexity of the job. Review of the work is typically limited to whether there is funding available for the training contract and whether the terms and expenses fall within program guidelines. Review is not typically for the approval of whether the trainee was appropriately selected or for the appropriateness of details of the training outline.

Type C: A position located in a specialized unit serving as a focal point for the dissemination of information and development of good relationships with employers. Positions are typically assigned groups of related employer accounts (e.g., by industry) and the scope of work involves gathering information from a variety of sources to be used in planning employer contacts, preparing employer contact plans and visiting employers, unions and other organizations to explain and promote the use of employment services and programs, to solicit job orders and to provide technical information as requested regarding special federal/State compliance programs of the agency and advising as requested on compliance requirements. Visits also include obtaining information regarding the business helpful to local office staff concerned with the provision of placement services; providing labor market information on industry and labor market conditions to assist employers in planning their recruitment and retention programs and participating in speaking engagements before employer, employee and other associations to provide information about the agency. The work also regularly includes performing fact-finding necessary for processing alien employment certification applications in accordance with federal regulations. This includes reviewing applications and supporting documents to determine whether the employers' hiring requirements, assigned job duties and responsibilities and pay rates are reasonable for the

work to be performed and whether or not there are qualified resident workers available for such employment. Work includes advising employers as to whether any of the conditions of the job do not appear to be in conformance with federal requirements (e.g., pay rate is not commensurate relative to similar occupations in the locale or the minimum educational/experience requirements are not reasonable for the work performed) and preparing a summary report of findings to be transferred to the federal certifying officer for final determination.

Type D: A position responsible for performing work at least comparable to the next lower level (Employment Service Specialist II, Type A) and concurrently supervising and coordinating the work of a small group of lower-level specialists (Employment Service Specialist II, Type A). The scope of work includes planning, assigning and reviewing the work of subordinates; preparing operational reports as required; and performing work comparable to the next lower level. The work may also include assisting the supervisor in recommending budgets and annual operating plans for the assigned function for the next year.

Examples of Duties:

Types A & B: In addition to performing tasks described under Examples of Duties for the next lower level (ESS II, Type A), positions at this level effectively utilize a wide variety of knowledge and skills in performing the following under general supervision: Applies vocational counseling tools and techniques to help applicants in making a vocational choice, change or adjustment; assesses, analyzes and evaluates applicants' total qualifications and limitations for work; determines the need for and secures, as necessary, physical or psychological reports; evaluates same in terms of job relevancy, limitations, etc.; determines need for supportive services such as medical, legal, child care, rehabilitative or other and makes referral to the appropriate private or public agency for services; provides counselees with information on the labor market, job requirements, occupational opportunities, training and rehabilitation facilities available; assists them in identifying and assessing their capabilities, interests, potentials and limitations and in relating these to the realities of the labor market and occupational opportunities to arrive at a realistic vocational choice, change or adjustment; exercises independent and mature judgment as well as wide knowledge of counseling principles and techniques to determine appropriate actions required to follow up and to support the client in reaching his/her vocational goal; may refer applicants to basic education and/or vocational skill training; may work with training/educational personnel to assist the applicant to adjust or to be sustained in work/training

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programs; refers employable counselees to appropriate jobs; as necessary contacts employers to develop suitable job openings or to explain limitations of the client and to persuade employers to adjust jobs to meet their capabilities or limitations; participates in developing and maintaining cooperative working relationships with community groups or agencies dealing with personnel, vocational guidance, social and health needs, rehabilitation, training and the like; may speak at meetings of such groups to explain the program and its services and to solicit and obtain their cooperation to improve services to applicants; assists higher level specialists in planning, organizing and conducting special recruitment programs for unions, private industry or governmental agencies and in the preparation and presentation of information for dissemination via public media; contacts employers and persuades them to agree to providing on-the-job training or public service employment to selected clients and independently negotiates terms of the contract within agency policies and procedures; refers applicants to other specialized work experience training programs; may initiate action to terminate registrants of special programs for failure to actively participate in the program; conducts group counseling sessions with applicants who manifest unrealistic demands, attitudes, habits, appearance and other traits and/or have need to identify with others with similar problems; may authorize payments for supportive services, training allowances/wages or special equipment needs for training purposes; conducts special recruitment for employers to staff new businesses and/or expansion in business. Obtains information on employer needs, occupations and hiring requirements, working conditions, wage rates, hours and other relevant data necessary for services to both employers and workers; develops recruitment procedures detailing such items as application procedures, date, time and place of hiring/interviews, publicity, etc.; prepares drafts of intra-office and inter-office memoranda of operating procedures; prepares drafts of press releases and/or classified advertisements to publicize the recruitment; follows up with the employer at the conclusion of the recruitment to insure that employers' needs have been successfully met.

Type C: Contacts employers, unions and other private and public agencies to explain and promote the Hawaii State employment services and programs, to solicit job orders and to provide technical information to employers involved in certain federal/state compliance programs of the agency such as the mandatory listing program, migratory-seasonal farm worker projects and equal employment opportunity-affirmative action requirements; provides assistance in advising employers of compliance requirements as requested; obtains from employers information pertaining to their business which will assist local office staff

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in the provision of recruitment and referral services such as nature and amount of staffing, types of occupations found in the business, benefit programs, hiring requirements and types of work which may be adaptable for special project clients; provides information on industry and labor market conditions to assist employers in planning for recruitment and retention of their labor force; participates in community information dissemination through speaking engagements or other contacts with employer, employee and community associations; as assigned, participates in preparing material for public media dissemination; receives complaints from employers and other information such as projected mass layoff and reports such information to the supervisor; as requested makes a recommendation for resolution of the problem if any; receives applications for alien employment certification; reviews for completeness; explains the purpose and requirements of the program to employers, their legal representatives and prospective immigrants; reviews applications and supportive documents to determine whether the company's employment specifications are reasonable; determines whether the wage offer equals or exceeds the prevailing wage for comparable or similar occupations and that it meets other federal criteria; determines whether other job requirements are reasonable as based on business necessity; lists the job opening with the employment service system and informs the employer of other advertising and recruitment sources which may refer resident workers available locally; reviews the results of recruitment to determine local availability of manpower; prepares a summary report of findings and prepares appropriate documentation for transfer to the federal certifying officer for further review and decision; may provide industrial services to employers as requested to resolve their problems of recruitment, retention, selection of workers and other personnel related problems through the application of employment service approved techniques; prepares reports as required.

Type D: Supervises the work of a small group of lower-level specialists (ESS II, Type A) on a continuing basis; plans, assigns, reviews and supervises the work of assigned staff; defines or participates in defining staff responsibilities, functions and performance standards; determines work priorities and deadlines and assigns work to subordinates; provides guidance and assistance to subordinates in handling of assignments; reviews the quality and quantity of work production; determines the need for and provides or arranges for the provision of on-the-job or formal classroom training; meets with subordinates as a group or individually; initiates requests for personnel actions and handles subordinates' grievances; attends meetings of supervisors to report on progress, receive information and discuss and resolve problems; interprets and explains policies, procedures and standards; prepares and submits operational reports and

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correspondence; may participate in periodic federal/State on-site reviews; participates in employment service work activities as described at the next lower level; and may prepare operating plans and assist in preparing an annual budget.

Knowledge and Abilities Required:

In addition to knowledge and abilities required at the next lower level, an incumbent of a position in this class must possess the following:

Knowledge of: Principles, methods and techniques relative to employment and vocational guidance and counseling, job development and employer relations; services, activities and programs of the employment service and other related programs of the department; various kinds of occupations and occupational requirements; local labor market and working conditions; the employment service program; standard aptitude and proficiency testing techniques and their uses in relation to employment counseling; local community resources for those in need of supportive services; report writing.

Ability to: Understand and explain laws, rules and regulations; obtain, analyze and evaluate facts and to draw inferences and conclusions; explain the functions of the employment service programs and other pertinent programs of the department; analyze and explain to others the use of the results of proficiency and aptitude tests; deal effectively with employers and the general public in promoting the services of the agency; prepare clear and concise reports.

EMPLOYMENT SERVICE SPECIALIST IV  
(EMPLOYMENT SERVICE SPCLT IV)

3.761

Duties Summary:

Performs the most highly complex and difficult employment counseling and vocational guidance services; or supervises employment service activities; or serves as a program specialist under the general supervision of a program specialist supervisor; or provides specialized staff services under the general supervision of a line office manager; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects positions of the following general types:

Type A: A senior worker with primary and predominant responsibility for performing highly difficult and complex employment counseling and vocational guidance services to individuals confronted with multiple problems and employment barriers, with no limitations as to the difficulty of problems for which services are provided. Illustrative of the types of cases are clients with low motivation, uncooperative attitudes and behavioral problems combined with other multiple problems including physical handicaps, drug usage, alcoholism, illiteracy, police or delinquency records, extreme negative attitudes toward work as evidenced from the clients' work records and/or statements, limited mental aptitude as evidenced from physicians' reports or other evaluative testing, history of mental illness or history of chronic unemployment. Such work requires the application of in-depth counseling approaches and considerable experience in diagnosis and follow-up. Work may also include leading a team composed of lower-level specialists and/or outreach aides providing a variety of intensive services to clients. Positions of this type are typically found in specialized counseling units or detached service within special projects (viz., they are located in office which are physically separated from the office in which the supervisor is located).

Difficult and complex cases are not an occasional part of the workload but are regularly and substantially performed on a continuing basis independently with infrequent recourse to supervisory guidance. The specialist is responsible for determining when the supervisor should be consulted for problems and for keeping the supervisor informed of major activities. Technical determinations made by specialists at this level are not normally reviewed or questioned.

Type B: A supervisory position with responsibility for accomplishing the employment service functions of an operational section, unit or sub-unit through the supervision of a group of lower-level specialists performing Employment Service Specialist III level work. Some positions of this type may also perform work typical of the class Employment Service Specialist III and some may also serve as the responsible employee in charge of a very small number (e.g., 1 to 3) of professional subordinates in a small local office where the workload is not so intense as to require subordinate professional supervisory levels or IV level subordinates involved in specialized staff, counseling or related services. Assignments of such positions typically include representing the program in the assigned geographical area,

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preparing required operational management reports, planning and evaluating the operations and preparing annual plans of services and budgets for the local office as assigned.

Type C: A program specialist performing program evaluation and development activities. A position of this type develops and/or revises policies, procedures, techniques and standards and recommends their adoption; evaluates program operations for conformance with established guidelines, goals and objectives; provides technical advice and assistance to line managers and supervisors and other staff and promotes cooperative working relationships with and provides consultative services to employers, unions and community organizations. There are two types of program specialist positions at this level as follows:

- 1) A position performing program evaluation, development and technical advisory services for a major functional area of the basic employment service program (such as the improvement, development, evaluation, training of staff and related activities regarding all services to clients including counseling, job development, interviewing, application taking, etc.). Positions independently conduct research and evaluation and formulate recommendations for improvement which are made to the senior program specialist responsible for program evaluation and development activities for the basic employment service program. Technical conclusions are not normally questioned but reviewed for overall conformance with program objectives and divisional policies. Advice and guidance are available in handling more complex assignments. The supervisor is responsible for reviewing the work for conformance with overall program objectives, integrating results into the overall program plan, preparing the budget for the service area, etc.
- 2) A position independently performing development, evaluation and promotion of the use of one or more specialized techniques (such as on-the-job training contracts). Positions independently develop and promote the use of such techniques with businesses, private nonprofit agencies, unions and others, as well as advising line management and staff in the effective use of such techniques; and develop and improve policies and procedures for their use. Technical conclusions are not normally questioned although they may be reviewed for overall conformance with program objectives and division policies. The work is performed under the general supervision of a higher level program specialist.

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Type D: A staff specialist who provides direct services characteristic of at least the Employment Service Specialist III level described above and also has responsibility for advising and assisting a line office manager by providing technical guidance on methods and procedures relative to the implementation and operation of specialized programs or to special applicant groups, such as veterans. The work includes the review of on-going work records, procedures and techniques used by line office staff to determine whether the office is in conformance with federal and departmental standards and requirements; establishing and maintaining close working relationships with concerned community and governmental organizations, employers and others to develop or improve services; evaluating office performance relative to special groups or programs and recommending changes for improvement; serving as the local office resource to the office manager, supervisors and staff for technical aspects of program requirements and/or pertinent regulations and to provide training and orientation to the staff and others as requested. Some positions may also be responsible for preparing annual plans of services and budget recommendations for the assigned program area.

Examples of Duties:

Type A: Provides vocational counseling and guidance to applicants confronted with the most complex and severe employment/adjustment problems due to multiple employment handicaps; applies a mature professional judgment in making proper diagnosis of applicants' problems; evaluates and assists clients in analyzing their employment assets and liabilities; identifies their employment barriers and factors influencing their problems; counsels persons to overcome poor or negative employment attitudes, lack of motivation and uncooperative attitudes; identifies hidden but marketable skills; determines appropriate courses of action and provides the necessary supportive services; develops and maintains rapport with the client and motivates and supports him/her in undertaking desirable courses of action; assumes responsibility for the placement of clients as they become ready for employment; maintains counseling case records; develops and maintains cooperative working relationships and agreements with other agencies; attends conferences and meetings for the cooperative planning of programs, services and resolving problems relative to clients; may supervise others; prepares reports and correspondence.

Type B: Plans, assigns and supervises the work of assigned staff to ensure the accomplishment of the goals and objectives of the function supervised; prepares or participates in preparing an annual operating plan of service based on a review and analysis of

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policy statements and emphases, past accomplishments, labor market, economic, demographic and related trends and assumptions and projected needs; develops monthly and quarterly workload objectives; defines or participates in defining staff responsibilities, functions and performance standards; determines work priorities and deadlines and assigns work to subordinates; provides guidance and assistance to subordinates in handling difficult and complex cases; reviews the quality and quantity of work production; determines the need for and provides or arranges for the provision of on-the-job or formal classroom training; meets with subordinates as a group or individually; initiates requests for personnel actions and resolves subordinates' grievances; attends meetings of supervisors to report on progress, receive information and discuss and resolve problems; interprets and explains policies, procedures and standards; participates in establishing or maintaining cooperative working relationships with employers, unions and other public and private community organizations; prepares and submits operational reports and correspondence; may participate in periodic federal/State on-site reviews; may perform employment service work activities as described at the next lower level; may review and approve recommendations for termination of participants of special programs.

Type C (1 and 2): Plans and conducts studies to develop or improve policies, procedures, instructions, guidelines, methods and techniques for assigned program areas; reviews annual plans of services submitted by local offices and determine appropriateness relative to federal/State program policies and emphases and assists higher level specialists in preparing the budget; consults with line supervisors as appropriate and assists them in preparing the annual plan of service; prepares workload and management indicator reporting instructions; consolidates qualitative and quantitative reports and reviews them to determine whether programs/offices are meeting their goals and whether work is proceeding in accordance with appropriate standards; provides technical advice and assistance to line managers, supervisors and others; develops training plans and materials and conducts training; conducts or participates in conducting on-site reviews of selected aspects of line operations; reviews and evaluates existing methods, standards, techniques to determine levels of effectiveness and takes or recommends corrective action; serves as liaison in supplementing contacts with various private or public organizations; prepares reports and correspondence; may review work samples and reports to evaluate whether work is progressing in accordance with technical standards and requirements; may perform work tasks described in lower levels.

Type D: Evaluates the quality and quantity of services

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provided by local office staff relative to the assigned specialized applicant group (e.g., veterans) or special program; ensures conformance with federal/State requirements, local office goals and objectives; reviews records, procedures and practices; prepares and submits detailed reports of findings and recommendations for improvements in operations; serves as technical resource person to local office staff and others regarding current laws, rules, regulations, program components, guidelines and procedures; identifies need for, develops and conducts training of line staff in various phases of services to the applicant population and/or specialized programs applicable; develops and maintains cooperative working relationships with employers, unions and other concerned organizations to promote the intent of the program; speaks before groups regarding the program; provides employment counseling, job development and placement services of at least the III level.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the next lower level, an incumbent of a position in this class must possess the following:

Knowledge of: Organization, policies, practices, services and activities of the local employment service program or special program; sources of occupational and labor market information and materials; outstanding knowledge of principles, methods and techniques applicable to employment service functions; available community resources complementing the employment service programs.

Ability to: Evaluate the technical adequacy and effectiveness of the performance of work of others; understand, adapt and apply various federal and State standards and requirements to specific needs and demands of an assigned employment service function; secure, develop and organize information and material relating to an assigned program and formulate and recommend standards and procedures; assess and evaluate program deficiencies and recommend improvements; prepare comprehensive written reports; establish and maintain effective working relationships with various community groups and the general public; may plan, assign, review and evaluate the work of others.

EMPLOYMENT SERVICE SPECIALIST V  
EMPLOYMENT SERVICE SPCLT V)

3.763

Duties Summary:

Supervises and coordinates employment service activities in an extensively organized local office or of a special program through subordinate supervisors; or supervises and coordinates activities of a moderately sized local office requiring the services of subordinate supervisors and/or specialized staff; or serves as a program specialist independently performing the most complex assignments; and performs other related duties as assigned.

Distinguishing Characteristics:

This class represents three general types of positions as described below:

Type A: A supervisory position as described below:

- 1) A position located in an extensively organized, large local office or special program responsible for coordinating and supervising employment service activities through two or more subordinate supervisors (Employment Service Specialist IV) under the direction of the office or program head or
- 2) A position responsible for planning, organizing, managing and controlling the activities of an office providing a specialized, branch-wide support service (such as Job Bank) through subordinate supervisors under the direction of a county branch chief.

Type B: A supervisory position responsible for coordinating and accomplishing a full range of basic employment service and/or special program (such as WIN or CETA) activities for a moderately sized local office with the assistance of a staff of lower-level specialists. The workload of the office may or may not be so intense as to require subordinate supervisors at the next lower level (ESS IV); however, at the minimum, it does require the provision of specialized staff or counseling services by specialists at the next lower level (ESS IV). An incumbent of a position of this type is under the general supervision of a higher level employment service specialist responsible for the county program.

In both Type A and B situations, positions are responsible for developing the operational plan of service for the assigned

section, unit or local office following federal and divisional guidelines and program policies and emphases and in conformance with economic and labor market data and past accomplishments. The scope of work also includes determining program needs, establishing workload goals for the assigned program or office and personnel and non-personnel resources needed.

Type C: A program specialist performing the most difficult and complex program evaluation and development activities. A position of this type develops and/or revises specific program objectives and plans the program; develops and/or revises policies, procedures, techniques and standards and recommends their adoption; evaluates program operations; coordinates and recommends the establishment of yearly workload goals consistent with federal and divisional policies, priorities and program emphases; coordinates budget preparation and the development of the annual plan of service; provides technical advice and assistance to line managers and supervisors and other staff and promotes cooperative working relationships with and provides consultative services to employers, unions and community organizations. There are two types of program specialist positions at this level as follows:

- 1) A position performing program evaluation, development and technical advisory services for an assigned special program (such as the improvement, development, evaluation, training of staff and related activities regarding the statewide Work Incentive Program).
- 2) A position performing extensive developmental activities in solving unprecedented problems and involving the development of new concepts, methodologies, and techniques impacting on the entire divisional operations.

In both situations an incumbent works under the general direction of a higher level program specialist. Technical conclusions are not normally questioned. An incumbent is expected to independently identify problem areas and develop and recommend new and improved policies, standards, programs, operations and solutions to major administrative and technical problems. Recommendations carry considerable advisory weight and frequently deal with major, unprecedented and controversial problem situations. Considerable resourcefulness is required in the development of new problem solving techniques or new services and activities to enhance services to the target groups. Positions are delegated considerable independence in dealing with officials of other agencies for the exchange of

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information, the coordination of efforts, and to obtain concurrence and cooperation. They also provide authoritative advice and interpretations in participating in negotiating program changes with the federal government.

Examples of Duties:

Type A & B: Plans, organizes, directs, coordinates and controls the operations of a section or unit through subordinate supervisors and/or with the assistance of personnel providing specialized staff and or counseling services (ESS IV); reviews and analyzes program accomplishments, economic forecasts, demographic studies, anticipated resources, community needs and subordinate supervisors' recommendations and establishes job placement, counseling, employer relations and/or specialized program goals and objectives; oversees the definition of or defines staff roles, functions, responsibilities and performance standards; evaluates the quality, quantity and effectiveness of services by analyzing statistical reports, records and other management controls; meets with subordinate supervisors and/or other staff as required to discuss findings and identify and take action for improvements; conducts or arranges for the provision of on-the-job or formal classroom training; develops and participates in public relations and informational programs to promote services to the public; participates in on-site State-federal reviews of activities for which responsible; takes remedial action as required; prepares correspondence and management reports; evaluates the work performance of subordinates.

Type C (1 and 2): Plans, organizes, and conducts the study and analyses of federal laws, directives, guidelines and instructions relative to the administration of a major special program area; formulates policies, procedures and guidelines necessary to implement and operate the program; prepares precedent manuals and guidelines for operations; studies and formulates revisions to existing guidelines, standards and procedures; identifies the needs of the target population; relates needs to federal requirements, current economic and occupational data, agency experience and resources available; translates these data into plans and proposals, personnel and non-personnel requirements; identifies and recommends the establishment of new programs or activities to enhance operations and provision of services; arranges for funding; develops methods and procedures for the evaluation of operations; conducts continuing evaluation of the effectiveness, adequacy, efficiency and propriety of services; identifies and recommends methods to correct deficiencies; discusses changes with line managers and assists in implementation; oversees the compilation of the budget and annual

plans of services for the assigned program; determines the adequacy, appropriateness and reasonableness of line proposals; recommends performance standards including workload levels for annual operations; negotiates special contractual agreements, funding arrangements with funding agencies or with others providing services; develops training plans and materials; conducts training when requested; provides technical advice and assistance to line managers including interpretation of new guidelines or procedures including those which are precedent-setting; plans and develops public information programs to stimulate interest and gain public acceptance and cooperation with the program; represents the agency in meetings with local, State and federal representatives; conducts cost-benefit analyses relative to operating practices; prepares reports and correspondence.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the next lower level, an incumbent of a position in this class must possess the following:

Knowledge of: Comprehensive knowledge of services and activities of the employment service programs of the division and their relation to individual, group and community needs.

Ability to: Plan, evaluate and review the work of others; analyze, evaluate and draw sound conclusions from available data; identify and recommend improvements in programs and operations; meet with and speak before community groups; and for some positions the ability to supervise the work of others.

EMPLOYMENT SERVICE SPECIALIST VI  
(EMPLOYMENT SERVICE SPCLT VI)

3.766

Duties Summary:

Plans, organizes, directs, manages and controls the employment service activities of an extensively organized office where the work is so intense as to require two levels of subordinate supervisors; or plans and supervises the development, evaluation and planning functions for a major employment service program requiring the assistance of lower-level journeyman program specialists; and performs other related duties as assigned.

Distinguishing Characteristics:

This class represents two general types of positions as described below:

Type A: A position with continuing responsibility for managing employment service operations and activities of an extensively organized office or program where the work is so intense as to require two levels of subordinate supervisors (ESS IV and V). Positions located in a county branch office also have responsibility for representing and promoting the divisional program in the county and developing effective working relationships with county officials and programs.

Type B: A supervising program specialist responsible for planning, developing and coordinating the provision of program development, evaluation and technical services for a broad employment service program of such size, scope and impact that subordinate program specialists (ESS IV and V) are required.

Examples of Duties:

Type A: Plans, organizes, directs, controls and coordinates the employment service activities of a special program, local office or neighbor island county of such size that two levels of subordinate supervisors are required; develops the annual plan of service; oversees and coordinates the preparation of the budget request and its justification; plans overall program goals; determines personnel and non-personnel resources required; defines subordinate staff roles, functions, responsibilities and performance standards; determines staffing patterns; provides general direction to subordinate supervisory positions; reviews and analyzes program information and other data available to determine essential needs and worthwhile objectives; reviews and evaluates the overall functions; activities, accomplishments and problems of the office or branch to determine the effectiveness of operations and accomplishments; receives and analyzes reports from subordinate supervisors; meets with them to discuss and resolve problems and to improve operating methods; reviews budgetary workload estimates submitted by subordinates and prepares budget estimates and justifications; supervises and participates in public relations activities; supervises and/or participates in meetings with employers, unions and representatives of other private or public organizations to resolve major problems, exchange ideas and establish working relationships; prepares and submits operational reports; evaluates work performance of subordinate supervisors; may meet with county officials to discuss needs and anticipated changes in community manpower requirements, economic conditions and special program requirements; coordinates

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the provision of same with county officials and other agencies;  
may serve as acting administrator in his/her absence.

Type B: Plans, develops, adapts, extends and revises policies, procedures, standards and techniques for a major employment service program; supervises and coordinates the work of subordinate program specialists; reviews and evaluates work and participates in evaluating divisional operations and making recommendations for improvement; oversees and participates in the provision of technical advice and assistance to line office staff; plans and supervises the conduct of and participates in special studies; coordinates the preparation of the annual plan of service and budget request and justification for the major program area assigned; determines and provides advice and assistance to the administrator regarding the appropriateness of workload standards relative to divisional, federal program emphases, policies and priorities; may serve in a liaison capacity for the department in developing and maintaining effective relationships with public and private organizations; supervises and may participate in the development of training plans for staff improvement; develops and prepares comprehensive reports and correspondence; evaluates the work of subordinates; plans and assigns work; determines program standards; may act in place of the supervisor in his/her absence.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the next lower level, an incumbent of a position in this class must possess the following:

Knowledge of: Comprehensive and detailed knowledge of the organization, and the policies and practices of the employment service programs; principles and practices of management.

Ability to: Explain and apply the policies and practices of the employment service program; carry out the assigned program; understand, adapt and apply the various federal and State standards and requirements to the specific needs and demands of the assigned employment service geographical or functional area; secure, develop and organize information and materials and formulate and recommend policies, standards, procedures and budgetary levels; assess and evaluate program deficiencies and recommend improvements; and prepare comprehensive written reports.