

Louisiana

SCS

State Civil Service

HR Curriculum
Unraveling the Mystery
of Classification

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Classification from A-Z

A _____

B _____

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O _____

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X _____

Y _____

Z _____

POSITION DESCRIPTION (SF-3) INSTRUCTION SHEET

Purpose: The official Position Description Form (Civil Service Standard Form 3 or SF-3) is used to document the duties and responsibilities assigned to a position in the state classified service. The position description may be used to request allocation of a new position, update information about a previously allocated position or request reallocation of a position from one job title to another.

Submittal to Department of State Civil Service: Actions taken under delegated classification authority require that ONE copy (INCLUDING REQUIRED ATTACHMENTS) be submitted to the Compensation Division of the Department of State Civil Service after processing. All other actions require that TWO copies (INCLUDING ATTACHMENTS) be submitted to the Compensation Division for processing. When completed, one copy will be returned to the agency and one retained by State Civil Service.

Please retain a copy of any documents you send to State Civil Service.

REQUIRED ATTACHMENTS:

A comprehensive organizational chart that shows all positions and reporting relationships in the unit where the subject position is located is required. Use official State Civil Service job titles, position numbers and incumbent names.

A statement of Duties and Responsibilities must be submitted with every SF-3 (Please see Item 5 instructions for more detail.)

OPTIONAL ATTACHMENTS:

Signatures / Comments: If comments are indicated next to the signature blocks, please attach appropriate letter(s) or memo(s).

If the SF-3 is to be used as a Master Job Description for multiple positions having the same supervisor, attach a list of each position number and employee name that will be covered by the Master Job Description.

NOTE: The SF-3 form is only one page, but the SF-3 cannot be processed without the REQUIRED ATTACHMENTS.

HUMAN RESOURCES USE ONLY

Do not write in this section, except for the Major Agency Code. This area of the SF-3 is used by the Department of State Civil Service or agencies with delegated classification authority to document the allocation of the position. Major Agency Codes are used to group individual personnel areas into larger major state departments. A listing of Personnel Area Codes and their respective Major Agency Codes is located on the State Civil Service website (www.civilservice.louisiana.gov).

1. Type of Request

Indicate the nature of the request by checking the appropriate box. Also check Master or Career Progression Group if those boxes apply to the request.

Indicate the current and requested official job titles. If the position participates in a CPG, list the current job title of the position – not the current level of the incumbent; this is known as the “cap” of the CPG for the position. If the request is for a new position, list only the requested job title.

Please include the pay level (AS, MS, etc.) and job code for current and requested titles. This information can be found on the State Civil Service job specifications.

Personnel Area Code:

The Personnel Area Code is the 4-digit code used to identify each state entity. The Personnel Area Code generally identifies the individual agency, office, institution, facility, board, university, etc.

Position Number:

ISIS HR Agencies: For agencies that maintain their personnel and position records directly in the ISIS HR System, this will be the 8-digit position number stored in the system. For example, position number 4239 would be entered as 00004239.

Non-ISIS HR Agencies: For those agencies whose records are not maintained in the ISIS HR system, this will be the position number from the respective agency's system preceded by a digit assigned to your agency by Civil Service. The assigned digit must always be placed in the first position of the 8-digit position number. For example, position number 4239 would be entered as 70004239 with the number 7 being the assigned preceding digit.

2. General Information

Self-explanatory. If the position is not currently occupied, indicate “Vacant” in the Employee’s Name section.

3. Comparative Positions

Complete if the agency/employee is aware of similar positions which should be considered during study of the requested allocation.

4. Supervisory Elements

Check all supervisory elements applicable to the position. Put the number of subordinates reporting to the position in the “NUMBER OF DIRECT SUBORDINATES” box. Direct subordinates are commonly defined as those for which the position will evaluate performance and approve leave. Attach an organizational chart showing all of the positions in the unit where the position is located.

5. Attachments

Check the applicable boxes for attachments. Note that an Organizational Chart and Description of Duties are REQUIRED ATTACHMENTS.

Duties/Responsibilities:

Begin with a brief statement that summarizes the mission of the work unit where the position is located and the role of the position in fulfilling that mission.

Next, group similar work tasks together into major functions or duty statements. List the most important duties first. Begin each duty statement with an action verb and organize duties in a logical manner to give a concise description of the work performed.

Estimate the percentage of time spent on each major function. For example: 20% = one day per week, 5% = 2 hours per week. Percentages MUST be included. If percentages are not included, incumbents may not receive proper credit for experience and training ratings and/or evaluation of qualifications. Anything less than 5% is probably incidental or needs to be grouped within another function.

Information that explains the scope and impact of the work, such as numbers of employees, budget figures, number of clients served, etc. is very helpful. If the position requires special licensure, police commission, knowledge or training, please list that information here or use the Position Description Optional Attachment (Form SF-3.A).

When applicable, list equipment, machines or tools used to perform the work.

Specifically document the change(s) that have occurred to the position or other reason(s) for submitting the position description. Give approximate date(s) that duties changed or were added.

6. SIGNATURES AND COMMENTS

The Appointing Authority's signature is always required. The Appointing Authority may delegate this responsibility through an authentic act. (An official facsimile stamp may be used.) It is preferable that all signature blocks be completed for occupied positions. In the case of employee appeals sent directly to State Civil Service without an Appointing Authority's signature, a copy of the SF-3 will be forwarded to the agency for review and signatures; the SF-3 should be returned to State Civil Service within 30 days. Each signer should select a box noting agreement or disagreement with the contents of the SF-3. If any signer indicates disagreement with the contents of the SF-3, a letter or memo of explanation must be attached.

POSITION DESCRIPTION OPTIONAL ATTACHMENT (SF-3.A)

If the position has specific requirements (shift work, licensure, drug testing, driver's license, other special requirements) or is assigned a special entrance rate, premium pay, base supplement, shift differential, etc. we recommend that you attach form SF-3.A. If this optional form is not used, special requirements such as a required licenses or police commission must be included in the Statement of Duties and Responsibilities.

POSITION DESCRIPTION

HUMAN RESOURCES USE ONLY		<input type="checkbox"/> AFFIRMED	<input type="checkbox"/> REALLOCATED Up Down Lateral	MAJOR AGENCY CODE	LOG NUMBER – DSCS
		<input type="checkbox"/> JOB CORRECTION		OFFICIAL JOB CODE	EFFECTIVE DATE
		<input type="checkbox"/> NEW POSITION	<input type="checkbox"/> RETURNED W/O ACTION		
CONSULTANT	SUPERVISOR	CAREER PROGRESSION GROUP <input type="checkbox"/> YES <input type="checkbox"/> NO		MASTER JOB DESCRIPTION <input type="checkbox"/> YES <input type="checkbox"/> NO	
COMMENTS				<input type="checkbox"/> INCUMBENCY ALLOCATION <input type="checkbox"/> FROZEN REVIEW DATE: _____	

1 TYPE OF REQUEST

Check appropriate request boxes. If master job description, see instruction sheet.

- NEW POSITION ESTABLISHED UPDATE MASTER
 AGENCY APPEAL JOB CORRECTION 5.3 APPEAL
 EMPLOYEE APPEAL CAREER PROGRESSION GROUP

PERSONNEL AREA CODE	POSITION NUMBER	
CURRENT OFFICIAL JOB TITLE	CURRENT PAY LEVEL	CURRENT OFFICIAL JOB CODE
REQUESTED OFFICIAL JOB TITLE	REQUESTED PAY LEVEL	REQUESTED OFFICIAL JOB CODE

2 GENERAL INFORMATION

EMPLOYEE'S NAME – LAST, FIRST, MIDDLE	Employee Qualifies For Job <input type="checkbox"/> Yes <input type="checkbox"/> No	AREA CODE – OFFICE TELEPHONE ()
DEPARTMENT – OFFICE – DIVISION / BUILDING – CITY – PARISH		HUMAN RESOURCES CONTACT
DIRECT SUPERVISOR'S NAME	OFFICIAL TITLE OF SUPERVISOR	HUMAN RESOURCES TELEPHONE ()

3 COMPARATIVE POSITIONS

List positions that have similar or identical duties to this position.

INCUMBENT NAME	POSITION NUMBER	OFFICIAL JOB TITLE / AGENCY

4 SUPERVISORY ELEMENTS

ORGANIZATIONAL CHART MUST BE ATTACHED.

- DETERMINES WORK ASSIGNMENTS RECOMMENDS HIRING/PROMOTIONS TRAINS STAFF
 REVIEWS AND APPROVES WORK PREPARES & SIGNS PPR RATING APPROVES LEAVE

	NUMBER OF DIRECT SUBORDINATES
--	-------------------------------------

5 ATTACHMENTS

Check to indicate attachments. Please review SF-3 instruction sheet for required attachments.

- Organizational Chart (**required**) Duties / Responsibilities (**required**) Comments MJD Position Numbers

6 SIGNATURES

EMPLOYEE	DATE	<input type="checkbox"/> I certify that the information in this document is true and correct to the best of my knowledge. <input type="checkbox"/> I certify that I have reviewed the SF-3. I disagree with a portion of the contents and have attached comments.
DIRECT SUPERVISOR	DATE	<input type="checkbox"/> I certify that I agree with this document. <input type="checkbox"/> I certify that I have reviewed the SF-3. I disagree with a portion of the contents and have attached comments.
APPOINTING AUTHORITY (Indicate Title)	DATE	<input type="checkbox"/> I certify that I agree with this document. <input type="checkbox"/> I certify that I have reviewed the SF-3. I disagree with a portion of the contents and have attached comments.

<p>DUTIES AND RESPONSIBILITIES</p>	<p>Provide a brief statement describing the function of work or reason why the position exists. List duties indicating the percent of time spent for each area of responsibility. If applicable, describe any unusual physical demands and/or unavoidable hazards of the position. Attach additional pages if necessary.</p> <p>If duty(s) are short-term / temporary and nonrecurring, note beginning and ending dates and percent of time required to perform the duty(s). Begin the writing of your short-term duty statement(s) as follows: (SHORT-TERM – beginning and ending dates) – Example: (SHORT-TERM – 1/1/99 thru 1/31/99) I count.....</p>
<p>PERCENTAGES MUST TOTAL 100%</p>	<p><i>LIST DUTIES IN DECREASING ORDER OF IMPORTANCE / COMPLEXITY. THE NEED FOR SPECIAL LICENSE, POLICE COMMISSION, KNOWLEDGE OR TRAINING MUST BE INDICATED BELOW, IF APPLICABLE.</i></p>

Career Progression Groups (CPGs)

Movement within a CPG should be based on the following four factors:

Experience:

Duty Assignments:

Competencies:

Performance:

Career Progression Groups

General Circular 1552, issued in 2003, defines and outlines the proper use of CPGs. The following information was adapted from this General Circular.

Definition:

A Career Progression Group is a pre-defined list of titles, typically within a job series that may be used to hire and reallocate employees for recruiting, training and retention purposes. Initial placement and movement within the group is based on a combination of experience, duty assignments, competencies and performance. The establishment of a position in a Career Progression Group must be designated on the official position description (SF-3) and in any automated agency personnel / position system.

Why Do We Use Career Progression Groups?

The "training series" concept was originally implemented primarily as a paper flow reduction measure. It developed into a very useful tool for employee recruiting and retention, and most recently has served as a limited form of broad banding. The original concept really only addressed entry to experienced level jobs, and was almost exclusively duty based. The change to the concept of "Career Progression Groups" addresses current issues with today's workforce. In today's world, many classification systems do not have multiple levels and titles in a job series. For example, they simply have Accountant or HR Analyst or Purchasing Agent. Some systems have implemented "broad bands" and have far fewer titles and levels.

Also, we constantly strive to maintain or improve our competitive position compared to other states and the private sector. Traditional restrictions on movement to more advanced levels in a series hamper our ability to compensate non-supervisory employees who have been required to take on very diverse (and often rapidly changing) assignments, greater responsibility and greater decision-making authority. The "Career Progression" concept helps to make the point that someone with perhaps three or four years on the job, who is not in formal training, may be accepting advanced level, challenging tasks, making more difficult decisions with less administrative oversight and implementing some decisions without pre-authorization from higher level managers.

Our goal is to encourage the use of Career Progression Groups, without circumventing reasonable competitive hiring practices and merit system principles. To achieve that goal, we plan to write and revise job specifications over time to make them more flexible. The formal specifications will become briefer and will be supported by allocation criteria memos developed jointly by SCS and user agencies, and agency allocation policies.

The Career Progression Group, combined with appropriate use of rule 6.5g and other pay mechanisms (such as Special Entrance Rates) gives the hiring agency a great deal of flexibility. Highly experienced employees can be placed at the most applicable level of the job series and paid accordingly. New employees (or current classified employees that are new to an organization or job) can be provided with a very clear career path for their future.

What are Career Progression Groups and How Do They Work?

SCS has established a list of pre-approved Career Progression Groups (CPG). This list is available on the HR Info site, in Chapter 5 of the HR Handbook, which can be accessed through the SCS Home Page (www.civilservice.louisiana.gov). The list is in alphabetical order by job title, as much as possible. These groups are not exclusive, but reflect typical career movements. The use of job titles not identified as part of a Career Progression Group requires written approval (letter or e-mail) from the SCS Compensation Division.

An agency creates or allocates a position based on the duties and responsibilities that are required of an employee to fulfill the goals of the work unit or organization where the position is located. The position description is allocated based on the assumption of "full performance" of those required responsibilities. The agency designates that the position is participating in a Career Progression Group in their agency's HRIS system, as well as on the position description, and indicates any limits they wish to impose on the group. For example, SCS may have pre-approved three levels in a job series as a part of the group, while the agency, for good business reasons, wishes to only use 2. These reasons should be defined in an agency allocation policy memo as discussed below. Reasons for limiting use of the group should be fairly specific, not just "more or less complex duties."

Exceptions or expansions to the typical groups as described above should be documented on the position description, preferably including a copy of the SCS Compensation Division's written approval.

Agencies should clearly document which levels of the group they plan to use and how they intend to move employees through the group in an agency allocation policy memo. Agency allocation policies must be consistent with the established job specifications and related allocation criteria as established by SCS. Compensation Consultants of SCS are available to work with agencies to develop and implement sound agency specific allocation practices that are consistent with the job specifications and allocation practices statewide. When finalized, a copy of these allocation policy memos should be forwarded to your assigned SCS Compensation Consultant for our records.

When the employee meets the appropriate criteria to move to the next higher level in the group, the position description remains unchanged and the employee is reallocated by the agency. **Criteria may be experience based, duty based, or competency based, but typically are a combination of the three**, i.e., the employee has been in the position for a designated time period and has developed additional job specific skills or competencies that the employing agency deems to be worth additional compensation.

Performance is one component of the decision to move an employee to a higher level in the Career Progression Group. However, if an agency chooses not to advance an employee for performance reasons, it is advisable to address these issues in the employee's performance evaluation. Addressing those aspects of performance that limit the employee's ability to fully meet the expectations required to move to the higher level should be documented. If needed, the position description must be revised and allocated at the level that the duties and responsibilities support.

Where significant performance deficiencies arise, they should be dealt with as performance problems, not through the classification system.

Solve the Match

Match each key word with its correct definition.

Key Words	Definitions
1. Position description	a. A comprehensive chart that shows all positions and reporting relationships.
2. Organizational chart	b. 4-digit code used to identify each state/entity agency.
3. Job title	c. 8-digital number store in the ISIS system assigned to each person.
4. Personnel area code	d. Allocation of a new set of duties.
5. Position number	e. Change in the allocation of a position from one job to another.
6. New position	f. Official title assigned to a position by SCS.
7. Reallocation	g. Also known as an SF-3; a document that describes the job/duties/responsibilities of a distinct position.

Drafting an SF-3

Step 1: Opening Paragraph

Step 2: Group Like Takes into logical duty statements

Determining % of Time or Effort

20% = (1) day per week or (2 1/2) months per year

10% = (1/2) day per week or (1) month per year

5% = (2) hours per week or (1) week per year

Step 3: Process Review

Step 4: Certify the Position Description

Task Identification

The Assignment: Write five separate duty statements that describe key components of your position's responsibilities. Use 15-20 words per statement. Remember to assign percentages.

1. _____ %

2. _____ %

3. _____ %

4. _____ %

5. _____ %

Allocation Actions

Affirmed:

Job Correction:

New Position:

Reallocation:

Return Without Action:

A new position is established when ...

-
-
-
-
-

Position classification is **NOT** based on:

-
-
-
-
-

Position classification **IS** based on:

-
-
-
-
-

Classification Tools

A sample job specification follows. Official State Civil Service Job Specifications are found at:
<http://www.civilservice.louisiana.gov/asp/OneStopJobInfo/default.aspx>

170800

HUMAN RESOURCES ANALYST A **NON-DELEGATED TITLE**

AS612 \$25,854 - \$54,434

Creation Date: 15/07/2001

Change Date: 11/09/2010

FUNCTION OF WORK:

To perform diversified and technical tasks in the maintenance of human resources functions.

LEVEL OF WORK:

Entry.

SUPERVISION RECEIVED:

Direct from a Human Resources Supervisor, Human Resources Specialist, or higher level administrative official.

SUPERVISION EXERCISED:

None.

LOCATION OF WORK:

May be used by all state agencies.

JOB DISTINCTIONS:

Differs from Human Resources Analyst B by the absence of experienced level human resources responsibilities.

Please refer to the approved DSCS Allocation Criteria Memorandum for specific allocation requirements.

EXAMPLES OF WORK:

EXAMPLES BELOW ARE A BRIEF SAMPLE OF COMMON DUTIES ASSOCIATED WITH THIS JOB TITLE. NOT ALL POSSIBLE TASKS ARE INCLUDED.

Processes the full range of personnel and payroll actions needed to complete appointments, merit increases, promotions, transfers, separations, etc.

Computes routine pay changes. May compute service time of employees as required. Verifies accuracy of information and makes needed corrections.

Provides general, basic explanation of employee benefit programs and advises employees of various options available under some programs. Reviews benefits documents for accuracy and completeness; forwards to appropriate office.

Provides induction documents to new employees, providing guidance and a general overview of each document; follows up to ensure new employee timely completes all required forms.

Reviews position descriptions for accuracy of organizational information. Contacts employees, supervisors, managers, etc. to elicit corrections or resolve minor conflicts in information presented.

Reviews files on a routine basis to ensure that current descriptions are maintained for all positions.

Participates in salary surveys and other research needed to support requests for special pay actions.

Provides grievance forms and routine procedural instructions to employees.

Collects and compiles statistical data required to prepare reports.

Provides assistance to agency personnel on routine or limited Civil Service rules, Federal and State laws, and department policies and procedures in assigned areas.

Schedules interviews. Accepts and screens applications. Verifies eligibility of selected applicants.

Assists supervisors and managers by providing routine information relative to the performance appraisal system. Provides notification of deadlines for completion of appraisal process and follows up to ensure target dates are met.

Schedules employees for required training courses. Monitors and maintains records of completed course work.

QUALIFICATION REQUIREMENTS:

MINIMUM QUALIFICATIONS:

A baccalaureate degree.

SUBSTITUTIONS:

Eight years of full-time work experience in any field may be substituted for the required baccalaureate degree.

Candidates without a baccalaureate degree may combine work experience and college credit to qualify as follows:

A maximum of 90 semester hours may be combined with experience to qualify.

15 to 29 semester hours credit will substitute for one year of experience.

30 to 44 semester hours credit will substitute for two years of experience.

45 to 59 semester hours credit will substitute for three years of experience.

60 to 74 semester hours credit will substitute for four years of experience.
75 to 89 semester hours credit will substitute for five years of experience.
90 or more semester hours credit will substitute for six years of experience.

College credit earned without obtaining a baccalaureate degree may be substituted for a maximum of six years full-time work experience. Candidates with 90 or more semester hours of credit, but without a degree, must also have at least two years of full-time work experience to qualify.

NOTE:

Any college hours or degree must be from a school accredited by one of the following regional accrediting bodies: the Middle States Association of Colleges and Secondary Schools; the New England Association of Schools and Colleges, Incorporated; the North Central Association of Colleges and Secondary Schools; the Northwest Association of Secondary and Higher Schools; the Southern Association of Colleges and Secondary Schools; the Western Association of Schools and Colleges.

Classification Tools

Below is a listing of the official State Civil Service Levels of Work.

Levels of work are designated on job specifications to indicate the relativity of jobs in a series. Further, levels of work are used in determining mandatory supervisory training requirements. Listed below are definitions for each level.

ENTRY

The first level of a job series. Includes basic or trainee responsibilities. Usually a limited number of duties are assigned and/or duties are performed under close supervision. Agencies may use this level as the first step in a career progression group or may choose to cap the allocation of positions with very basic duties at this level.

EXPERIENCED

At this level, the full range of duties typically associated with a job is assigned and employees perform under general supervision. Many positions placed in a career progression group are capped at this level. The experienced level includes those levels previously titled "journeyman".

ADVANCED

Advanced tasks and duties are assigned and performed independently with minimum of supervision. Some tasks may not require approval by management staff before decisions are implemented. Some series may have multiple levels reported as advanced.

DUAL CAREER LADDER

This is a non-supervisory level that receives higher pay than traditional non-supervisory jobs. Jobs at this level require the performance of higher level, more complex duties and possession of advanced, specialized skills (see Civil Service Rule 5.9).

PROGRAM MANAGER

Allocations at this level are usually found in a headquarters office and possess the authority to review and approve policies or decisions made by field staff. This level typically does NOT have direct supervisory authority; however, duties include responsibility for planning, implementing, and evaluating program goals and results. Typically includes financial accountability for program budget and expenditures.

SUPERVISOR

Jobs with this level of work MUST directly supervise subordinates and includes several of the more tangible supervisory tasks such as signing and approving leave, signing performance rating documents, countersigning or verbally authorizing important decisions of their staff, serving on interview selection panels to fill vacancies, etc. In addition, subordinates should not be claimed by more than one supervisor. Unusual circumstances involving "shared supervision" should be discussed with and approved by the staff of the SCS Compensation division. Supervisors are primarily responsible for production and quality control tasks rather than a high percentage of managerial level strategic planning, budget, and policy matters.

MANAGER

Managers "manage" people. Work emphasizes policy development, setting objectives as well as planning, implementing, controlling, and evaluating functions and staff. Managerial levels focus on achieving results through other staff. These positions are typically second line supervisors.

Managers make major recommendations and take actions, which have a direct and substantial effect on the agency and the programs served by:

- Determining program goals and shifts in resources and develops implementation plans of such goals.
- Accounting to upper management concerning the allocation, efficiency and status of use of resources.
- Coordinating program efforts with other internal work units and/or agencies. Advising higher-level officials of problems involving their unit's relationship to broader programs.
- Delegating authority to subordinate supervisors and holding them accountable for the accomplishment of goals.

The manager level should be used to indicate a span of control, complexity and responsibility greater than the first-line supervisor.

ADMINISTRATOR

Administrators spend a substantial percentage of time spent in long range planning, budgetary matters, responding to legislative inquiries and complaints, human resource issues, etc.

Administrators are among the highest classified levels in an organization. Typically, they report to an unclassified executive, deputy assistant secretary or undersecretary, elected official, or Commission. Often, administrators are directly over multiple sections and/or managers.

EXECUTIVE

Executive level positions are almost exclusively unclassified, appointed or elected. They include department Secretaries, Deputy Secretaries, Undersecretaries, Assistant Secretaries or their equivalents (Vice Presidents or Directors). Classified executive level jobs include Deputy Assistant Secretaries and Deputy Undersecretaries.

Classification Tools

Official State Civil Service Allocation Criteria Memos are found on the web at:

<http://www.civilservice.louisiana.gov/HRInfo/Divisions/Compensation/Default.aspx>

These documents serve to further outline and clarify information found in official job specifications. Below is an excerpt from the Administrative Coordinator series allocation criteria memo:

State Civil Service Allocation Criteria Memo

ADMINISTRATIVE COORDINATOR SERIES

Administrative Coordinator 1

Positions allocated to this job do not participate in a CPG.

Duties are routine in nature and do not require any special training to perform. The jobs tend to focus on only a FEW examples of work, such as answering phones, tracking time attendance sheets, and/or distributing mail. The full range of duties can typically be learned within six weeks to three months through on the job training.

Administrative Coordinator 2

Career Progression Group: Positions allocated to this job title may participate in a CPG from Administrative Coordinator 1 to 2, provided the duties assigned include the higher level duties and depending on the reporting relationships to other personnel.

Duties are somewhat routine, but require some independent judgment by the employee. The jobs tend to focus on SEVERAL of the examples of work, such as processing routine office paperwork, preparing purchase requisitions, and/or scanning and indexing documents into an imaging system (may include some level of quality control as well).

Administrative Coordinator 3

Career Progression Group: Positions allocated to this job title may participate in a CPG from Administrative Coordinator 2 to 3, provided the duties assigned include the higher level duties and depending on the reporting relationships to other personnel.

Duties have increased in scope and complexity, and/or begin to develop into program support duties (depending on the nature of the office in which the employee works, i.e., if in a Human Resources office, begins doing duties directly related in support of an HR process). This may include performing duties related to traditional administrative functions, such as property control and safety, in addition to other clerical duties as shown in the chart below. Duties require independent judgment by the employee. The jobs tend to focus on NUMEROUS examples of work, such as initial program duties, processing paperwork (such as payroll), compiling and formatting reports, and/or maintaining a log of batched, imaged documents (may serve as leadworker over lower imaging positions).

Administrative Coordinator 4

Career Progression Group: Positions allocated to this job title may participate in a CPG from Administrative Coordinator 3 to 4, provided the duties assigned include the higher level duties and depending on the reporting relationships to other personnel.

Duties have increased in scope and complexity and require a high degree of independent judgment by the employee. Duties are often specialized based on a department's program or function. This may include performing duties related to traditional administrative functions, such as property control and safety, in addition to other clerical duties as shown in the chart below. The jobs tend to focus on SPECIALIZED, programmatic examples of work, such as receiving and reviewing applications and other forms for compliance to department policies, compiling specialized reports from various sources, serving as liaison and/or contact person for the department between and amongst other departments, vendors, etc.

Classification Tools

Through an approved Agency Allocation Criteria Memo, agencies can further define official State Civil Service job specifications. An example for a fictitious agency is provided below.

Example: Pelican State University

MEMORANDUM OF UNDERSTANDING

The purpose of this memorandum is to clarify the management levels of Pelican State University and the clerical assistance to be provided based on that level of responsibility. This memo will be effective January 17, 2013.

Management Level

Executive

Chancellor

Vice Chancellor

Upper Level

Academic Deans

Mid-Level Managers

Academic Department Chairmen

Directors

Managers

Lower Level Managers

Coordinators

Administrative Support Level

Administrative Assistant 6

Administrative Assistant 5

Administrative Assistant 4

Administrative Assistant 3

Administrative Assistant 3

Administrative Assistant 3

Administrative Assistant 2

The recommended level of clerical support is based on the assumption that the positions are performing duties commensurate with the recommended level. In those instances where the incumbent is not performing duties typically associated with the recommended level of secretary, the allocation will be based on an assessment of duties performed. Please note that all other managerial positions will be considered on a case-by-case basis.

Dual Career Ladder (DCL) Worksheet

1. The Dual Career ladder is a set of one or more _____ jobs in a job series that are assigned pay levels comparable to that of supervisory/managerial jobs in the same series, based on the performance of higher-level, more complex duties and possession of advanced, specialized skills.
2. The purpose of the DCL program is to provide an alternate _____ opportunity for employees, as opposed to promoting into supervisory or managerial positions. By allowing employees to remain in their chosen careers through the DCL program, agencies can recognize the value and contribution of these highly skilled experts, without feeling forced to move them into managerial jobs in order to compensate them.
3. The following fields of work are eligible to have DCL jobs:
 - (a.) _____
 - (b.) _____
 - (c.) _____
 - (d.) _____
4. Which of the following is considered a benefit of the DCL program:
 - (a.) Encourages our most skilled and valuable employees to remain in government by providing expanded career opportunities.
 - (b.) Decreases pressure to misallocate, re-evaluate, and create special jobs just to give pay increases to employees.
 - (c.) Encourages employees to continually develop their skills and enhance their value to the Organization.
 - (d.) All of the above.
5. In lieu of subordinates, DCL employees must meet _____ performance and experience standards. These standards come in the form of _____ rating requirements and _____ qualifications, in addition to the minimum qualifications that are assigned to the particular DCL job.
6. An agency must have a policy approved by the State Civil Service Commission _____ using DCL jobs.
7. The maximum percentage of DCL positions allowed in an agency's DCL program is _____% of non-supervisory staff level positions or _____% of all positions in an eligible field.
8. How often must agencies provide a program assessment report to State Civil Service regarding their DCL program?
 - (a.) monthly
 - (b.) semi-annually
 - (c.) annually

Internet Resources

General

Chapter 5 of the Civil Service Rules

<http://www.civilservice.louisiana.gov/CSRules/Chapter5.aspx>

Chapter 5 of the HR Handbook

<http://www.civilservice.louisiana.gov/HRInfo/HRHandbook/CSRuleReferences/Chapter5.aspx>

Civil Service General Circulars

<http://www.civilservice.louisiana.gov/Publications/GeneralCirculars.aspx>

Common Classification Terminology

<http://www.civilservice.louisiana.gov/HRInfo/HRHandbook/Classification/ClassificationTerms.aspx>

SF-3 Resources

Downloadable SF-3 Form and Instructions

<http://www.civilservice.louisiana.gov/files/forms/Sf-3.docx>

<http://www.civilservice.louisiana.gov/files/forms/Sf3instructions.doc>

Frequently Asked SF-3 Questions

<http://www.civilservice.louisiana.gov/Divisions/Compensation/PositionDescription.aspx>

Major Agency Code Quick Reference

<http://www.civilservice.la.gov> (link to be updated to new location)

Classification Tools

Job Specifications

<http://www.civilservice.louisiana.gov/asp/OneStopJobInfo/default.aspx>

Allocation Criteria Memos

<http://www.civilservice.louisiana.gov/HRInfo/Divisions/Compensation/Default.aspx>

Career Progression Groups

<http://www.civilservice.louisiana.gov/divisions/Compensation/CPGs.aspx>

Delegated Agency Resources

Classification Delegation Program Policies

<http://www.civilservice.louisiana.gov/HRInfo/HRHandbook/Classification/ClassificationDelegationProgramPolicies.aspx>

Delegated Classification Contract

<http://www.civilservice.louisiana.gov/files/divisions/compensation/DELEGATED%20CLASSIFICATION%20CONTRACT.pdf>

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