

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part 1 - Items 1 through 12 to be completed by department head or Human Resources office.

1. Agency Name Kansas Department of Commerce		9. Position # K0214342		10. Working Title Workforce Services Specialist		Agency Number 300
2. Employee Name (leave blank if position vacant)				11. Present Class Title (if existing position) Program Consultant I		
3. Division Workforce Services				12. Proposed Class Title (if requesting reallocation)		
4. Section South Central Region		For use by Human Resources Office	13. Allocation			Position Number K0214342
5. Unit Wichita WFC			14. Effective Date		13a. FLSA Status ☒ Non-exempt ☐ Exempt	
6. Location (address where employee works) City: Wichita County: Sedgwick			15. By		Approved	
7. (check appropriate time) ☒ Full time ☒ Reg. ☐ Part time (%) ☐ Temp.			16. Audit Date: By: Date: By:			
8. Regular hours of work: From: 7:00 am To: 5:00 pm Mon-Thursday From: 8:00 am To: 12:00 pm Friday			17. Audit Date: By: Date: By:			

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Sarah DeLuna	Public Service Administrator II	K0217818

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Sarah DeLuna	Public Service Administrator II	K0217818

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Employee has a fair amount of latitude in making independent decisions within established policies, guidelines, procedures and regulations. Assistance and support are available through reference materials and conference with the supervisor. Work is checked periodically for progress and conformance to established policies, guidelines, procedures and regulations. Assignments are made verbally and in writing.

21. Describe the work of this position using the page or one additional page only. Use the following format for describing job duties:

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number each task and indicate percent of time and identify essential (E) or marginal (M) functions.

1. 45% E **Program Operations & Customer Service Oversight**
 - Reviews customer assessments, transferable skills, education, and work history to support structured employment planning consistent with federal and state program guidelines.
 - Evaluates service strategies and customer engagement practices to ensure alignment with policies, procedures, and performance expectations.
 - Ensure electronic case records in **KANSASWORKS.com** are accurate, complete, and compliant with documentation, data integrity, and performance reporting standards.
 - Reviews referrals and coordination of services to ensure appropriate utilization of workforce programs and partner resources.
 - Provides technical assistance regarding case documentation standards, service delivery expectations, and procedural requirements.
 - Identifies trends, service gaps, or inconsistencies in customer service delivery and recommends process improvements.
 - Participates in operational improvement, quality assurance, and compliance-related initiatives to strengthen program effectiveness and accountability.
 - Assists in the development, clarification, and enhancement of procedural guidance related to customer service and program operations.

2. 10% E **Reemployment Services Program Support**
 - Reviews and analyzes services provided to Unemployment Insurance claimants identified as likely to exhaust benefits to ensure regulatory compliance.
 - Evaluates eligibility documentation and service pathways to ensure adherence to federal and state reemployment requirements.
 - Identifies service gaps and recommends adjustments to improve compliance and operational efficiency.

3. 10% E **Data Integrity & Reporting Compliance**
 - Prepares, reviews, and maintains electronic records in the statewide automated data system in accordance with established procedures and regulations.
 - Monitors documentation for accuracy and completeness to ensure adherence to program standards.
 - Assists in identifying discrepancies and implementing corrective actions to maintain data integrity.

4. 10% M **Program Coordination & Referral Systems**
 - Screens and evaluates customer information to ensure appropriate referrals to partner programs and community resources.
 - Maintains knowledge of internal and external resources to support coordinated service delivery.
 - Assesses service effectiveness and recommends process improvements to ensure customer needs are met.

5. 10% M **Outreach & Public Engagement**
 - Represents workforce services at job fairs, community events, and public forums to promote participation in workforce programs.
 - Communicates program services and operational procedures to employers, partners, and community stakeholders.
 - Identifies weaknesses or service gaps through stakeholder engagement and provides recommendations for improvement.

6. 10% M **Digital Service Delivery Support**
 - Provides technical assistance to customers utilizing online workforce platforms, ensuring adherence to established operational procedures.
 - Follows documentation and reporting protocols for digital interactions to ensure compliance and quality assurance.
 - Supports consistency and effectiveness in virtual service delivery operations.

7. 5% M **Other Duties as Assigned**

***Some or all duties may be altered in response to a disaster or large scale emergency. This may include temporary reassignment to another work unit, division, state agency or physical location. ***

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- ☐ Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- ☐ Plans, staffs, evaluates, and directs work of employees of a work unit.
- ☐ Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- ☐ Minimal property damage, minor injury, minor disruption of the flow of work.
- ☒ Moderate loss of time, injury, damage or adverse impact on health and welfare of others.
- ☐ Major program failure, major property loss, or serious injury or incapacitation.
- ☐ Loss of life, disruption of operations of a major agency.

Please give examples.

Errors in actions or decisions may result in failure to provide adequate service. Consequences may be loss of public confidence and damage to agency image. Lack of following established procedures and guidelines could result in unsatisfactory audits or reviews by federal agencies. Additionally, poor decisions could result in client dissatisfaction and prolonged unemployment for the client.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

The incumbent must work with employers, the public and other local, state and federal governmental entities, educational institutions, and community organizations on a daily basis to implement program objectives, educate the public on employment and training opportunities, and coordinate mutual efforts to maximize the utilization of workforce services in assigned communities

25. What hazards, risks or discomforts exist on the job or in the work environment?

Job duties could result in stressful situations. Possible confrontation with irate applicants.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

PCs, copiers and various office machines are used on a daily basis. Other equipment regularly used includes motor vehicle transportation and may include frequent and infrequent driving.

PART III - To be completed by the supervisor or Human Resources office

27. A. List the Minimum Requirements (minimum qualifications) as stated in the state's official Class Specification. If the Class Specification has a "substitution statement", it must be replaced by whatever the agency deems to be an acceptable substitution (see the HR office for assistance). If no substitution is acceptable, then the substitution statement must be deleted.

Minimum Qualifications

Six (6) months of experience in planning, implementing and monitoring activities relevant to Workforce Center clients (e.g. career counseling, job placement, recruitment, assessment and deployment of staff) or similar related experience.

Education may be substituted for experience as determined relevant by the agency.

High School Diploma or GED

Valid Driver License and ability to travel to communities throughout the local area or other assigned locales.

On rare occasions, overnight travel will be required.

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- B. List any Preferred Qualifications that a well-qualified candidate (or incumbent) should have.

Preferred

Prefer one (1) year of experience working with job seekers in a recruitment or job coaching environment.

Bi-lingual a plus, but not required

Experience presenting material to groups of people

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Signature of Supervisor

Date

Signature of Appointing Authority

Date