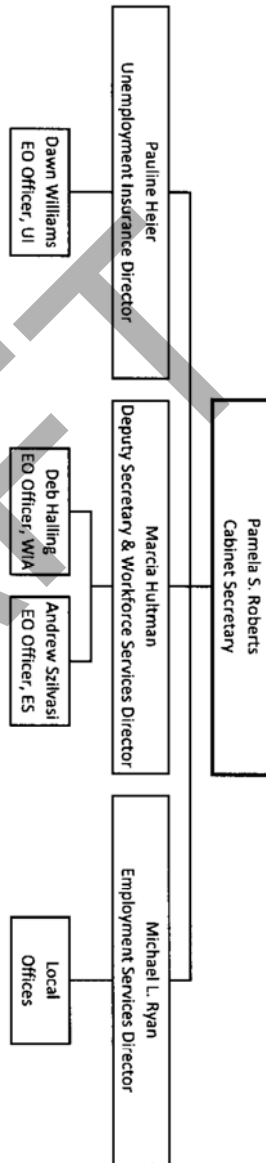


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South Dakota Department of Labor and Regulation
Equal Opportunity Officers



DRAFT

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Labor Program Specialist

Class Code: 10940

A. Purpose:

Oversees implementation of federal labor programs, analyzes and proposes revisions to program processes or procedures, monitors program operations, provides technical advice and training regarding program delivery and services, and develops and maintains program data to ensure programs are delivered within the scope and in compliance with state goals, federal regulations, and performance accountabilities.

B. Distinguishing Feature:

Labor Program Specialists implement and monitor employment and labor programs by providing technical advice and training, maintaining information validity and program integrity, and ensuring compliance with federal and state regulations and reporting requirements. The positions develop systems and procedures, analyze data, recommend operational and policy changes, and monitor and train field staff in a specific program area within the department. Labor Program Administrators develop, evaluate, and implement program methods, and management or delivery systems; direct operations to meet goals, performance criteria, and governmental regulations; and supervise and evaluate professional and clerical staff.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Manages employment or labor programs to meet federal and state requirements.
 - a. Designs, proposes, and/or implements changes in program components, delivery systems, and procedures.
 - i. Ensures services meet federal regulations and state goals.
 - ii. Plan, organize, and coordinate the statewide delivery of services to workers, businesses, individuals, and local governments.
 - b. Establishes and oversees operations, delivery procedures, and reporting systems to ensure proper program management and compliance with federal program requirements.
 - c. Develops or writes and distributes requests for proposals, contracts, or agreements in order to provide sub-grants to fund individuals or agencies with program money.
 - d. Reviews applications or forms from individuals, agencies, or groups requesting to participate in the program, making recommendations for their approval or denial.
 - i. Contacts participants to clarify information on applications or forms.
 - ii. Investigates eligibility issues and makes determinations.
 - e. Participates in onsite inspections or reviews to ensure contract agencies, DOL Local Field Office offices, or program staff are carrying out processes and are meeting program responsibilities.
 - i. Reviews activities and documentation.
 - ii. Recommends changes in processes and procedures.
 - f. Provides technical assistance to department personnel and the public to ensure a consistent interpretation and implementation of laws, regulations, and procedures.
 - g. Develops or implements productivity, service delivery, and performance goals, measures, or standards to maintain program quality and ensure compliance with department standards.
 - i. Works with management in negotiating federal performance measures, standards, or goals.

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- ii. Monitors and manages timelines for gathering and reporting information to meet federal performance requirements.
 - h. Monitors program expenditures.
2. Provides training materials and manuals and conducts workshops or informational meetings for field staff and others to provide information regarding program implementation, changes, and the interpretation and application of program regulations and goals.
 - a. Schedules visits to DOL Local Field Office offices.
 - b. Discusses changes in program requirements.
 - c. Reviews office program activity with office managers and staff and works with them on compliance issues.
 - d. Provides individual or group training on changes in federal laws and how to read reports.
 - e. Recommends training for DOL Local Field Office staff working with specific programs.
 3. Coordinates and supervises the implementation and enhancement of the employment program computer system to ensure program staff can use the system and required program and operations data is collected and reported to the federal government and program managers.
 - a. Integrates the service delivery, data collection, and reporting needs for employment services and workforce investment act programs.
 - b. Collects and analyzes data and prepares reports from program data to provide administrators with information regarding the program's effectiveness, productivity and compliance with government regulations and with possible solutions to specific problems.
 - c. Coordinates the work/activities of the department's technical service staff, BIT staff and consultants and tests systems in the development phase.
 - d. Coordinates with and leads an advisory group to review systems and procedures and make recommendations for revisions.
 - e. Reviews and/or revises policies, operations, and program definitions.
 4. Acts as liaison with other governmental and private agencies to identify outside sources of assistance, promote program activities, and negotiate and maintain inter-agency service agreements and to develop and maintain constructive working relationships.
 5. May supervise or act as a lead worker over other staff to ensure the goals and objectives of the work unit are met.
 - a. Interviews and recommends the selection of staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Address staff problems and recommends disciplinary actions.
 - e. Participates in or conducts performance reviews and completes performance documents.

6. Functions as the Equal Employment Opportunity Officer (EEO) for employment or labor programs to ensure compliance with federal requirements.
 - a. Coordinates the department responsibilities with federal requirements.
 - b. Reports equal opportunity matters to the department secretary.
 - c. Oversees the collection and reporting of EEO data.
 - d. Reviews policies to ensure they are nondiscriminatory.
 - e. Provides technical assistance to staff to ensure they are implementing their responsibilities relative to equal opportunity.
 - f. Provides information as requested on equal opportunity policies, procedures, and forms.
 - g. Conducts investigations of expected discriminatory practices in labor programs, practices, and services.
 - h. Serves as a liaison between the federal government and state labor programs and offices.
7. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Director or Lab or Program Administrator and may supervise or act as a lead worker over other staff.

E. Challenges and Problems:

Challenged to coordinate and prioritize program tasks to meet the varied needs, demands, or priorities of the program, users, and other agencies. This is challenging because of the need to comply with the goals and standards of the program, meet guidelines and standards, monitor activities, provide technical assistance, balance demands, and deal with changes within program, time, and fiscal constraints.

Typical problems include determining validity of claims or requests; completing work within time frames established by the federal government; meeting quality standards set by the federal government; interpreting federal laws and regulation; designing new training activities that meet the needs of the employees; meeting program requirements; maintaining up-to-date procedures in line with regulations which are understandable and workable; questions from other agencies concerning procedures and policies; resolving procedural problems; providing guidance to field staff on technical questions or situations; handling complaints from program participants; correcting errors made by field staff in regards to program operations or agreements; under funding of programs by the federal government; meeting federal and state reporting goals; ensuring accurate decisions are made by department and program staff and are based on state and federal laws and rules; determining the sources of problems and possible solutions; dealing with individuals and their representatives who will not accept decisions; meeting quality standards; and denying access to programs or benefits.

F. Decision-making Authority:

Decisions made include determining the need for and recommending training needs of staff associated with program activities, eligibility issues for program services, what to do if problems cannot be resolved locally, whether to act on information or findings, whether to

take or recommend action for noncompliance, how to deal with other agencies or individuals in reference to program requirements, recommendations to change policies or procedures, depth of technical assistance provided to others, content of training materials, when to conduct program reviews, and what changes to make to meet new federal requirements.

Decisions referred include final approval of program changes or new programs and approval of changes to statewide program operations, final approval of the frequency and extent of staff training, approval of out-of-state travel, how to handle or resolve unusual situations or cases, whether cases will be referred for prosecution, major changes in the prioritization of programs or activities, new policies or revisions to existing policies, and how to deal with controversial issues.

G. Contact with Others:

Daily contact with local or field program staff to discuss processes and procedures, provide information on changes to programs, and to offer technical assistance; daily contact with the public, claimants, or employers to give or receive information; daily to weekly contact with department administration to discuss projects, planning and training; daily to weekly contact with other offices or agencies to provide technical guidance and training and to review, monitor, and evaluate programs; daily to weekly contact with other agencies' staff and directors to serve as department liaison and to provide planning and technical assistance; and monthly contact with governing boards and federal offices to coordinate, plan, give, and obtain program information.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- state and federal rules and regulations pertaining to the appropriate program;
- resources available for the specific program;
- equal opportunity requirements.

Ability to:

- formulate and implement program changes;
- analyze the effectiveness of services and programs;
- interpret and apply complex regulations and procedures to specific programs;
- communicate information clearly and concisely;
- use a computer;
- supervise;
- develop and implement program specific training and orientation;
- deal tactfully with others;
- speak in public to groups or individuals;
- make consistent decisions.

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Labor Field Office Manager

Class Code: 10992

A. Purpose:

Manages a Department of Labor Local Field Office and directs employment and training programs and services for that office; establishes, implements, and monitors goals and policies; and supervises staff to ensure the office obtains or exceeds department goals and assigned performance standards.

B. Distinguishing Feature:

Labor Field Office Managers manage a DOL Local Field Office and all of its employment and training programs and services and supervise Employment Specialists, Employment Representatives, Employment Service Assistants, and clerical support staff. Labor Field Office Assistant Managers are located in the Sioux Falls or Rapid City DOL Local Field Office and manage two or more employment and training programs and supervise Employment Specialists, Employment Representatives, and/or clerical support positions. Employment Representatives deal directly with individuals seeking employment assistance, special program benefits, and access to training programs; and provide assistance to employers in listing job openings and in obtaining applicants for various jobs. Employment Specialists implement job development and placement for participants to include individuals with disabilities or participants with barriers to employment by providing them with case management, establishing and determining plan compliance, initiating action to aid individuals or families to become self sufficient, and counseling program participants; promote DOL programs and services to employers

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Manages a DOL Local Field Office to ensure the necessary day-to-day needs of the office are met as well as the needs of the business community and the public.
 - a. Reviews office workloads and makes adjustments as necessary.
 - i. Assists staff with their duties.
 - ii. Rotates tasks among staff.
 - b. Conducts staff meetings to provide information on programs, policies, and procedure changes.
 - c. Directs itinerant services in an assigned area.
 - d. Plans for and requests updated equipment and adequate materials to maintain the office and provide required services.
 - e. Deals with landlords, building managers, or contracted services on building maintenance and cleaning issues.
 - f. Deals with angry, belligerent, intoxicated individuals or those under the influence which come into the office seeking services or complaining about not being eligible for assistance.
 - g. Tracks office related performance data comparing what has been done to assigned performance goals and directs staff in areas in need of concentration.
 - h. Determines the hours of operation for the office, dress code, breaks, and lunch schedule.

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- i. Oversees and works with customers helping them to understand the self-service options that have been developed for their use.
 - j. Monitors the advertising and travel budgets for the office.
 - k. Reviews job orders and registrations to ensure compliance with office goals and procedures.
 - l. Investigates legitimate complaints.
 - m. Ensures the security of office equipment, materials, and staff.
 - n. Ensures the office's compliance with Equal Employment Opportunities and the Americans with Disabilities Act and provides information to area businesses in these areas.
 - o. Attends and participates in managers meetings.
2. Directs, oversees, and reports on all employment and training programs and services provided by the office to ensure conformance with performance standards and department goals.
 - a. Maintains awareness of programs.
 - b. Keeps staff informed of changes in programs and procedures.
 - c. Monitors programs to ensure goals and performance standards are met and makes necessary adjustments.
 - d. Establishes procedures to maximize superior customer service in all program areas while maintaining accountability of participants and program representatives.
 - e. Works with staff on difficult or unusual situations.
 - f. Reviews and approves or disapproves supportive services expenditures related to program activities.
 - g. Directs the local Rapid Response team in response to large business or plant closings or layoffs.
 - i. Meets with employers and employees to explain what the DOL Local Field Office can do for them.
 - ii. Works with staff and other agencies to provide help to the affected employees of those businesses.
 3. Supervises subordinate staff to ensure program and service goals and objectives of the office are met.
 - a. Determines or interprets work procedures.
 - b. Interviews and recommends the selection of staff.
 - c. Provides or directs the training of staff.
 - d. Assigns tasks and provides daily work direction to staff.
 - e. Approves leave requests, flex time, and signs time sheets.
 - f. Addresses staff problems, recommends, and carries out disciplinary actions.
 - g. Conducts weekly staff meetings.
 - h. Resolves staff conflicts.
 - i. Conducts performance appraisals and completes performance documents.
 4. Develops, maintains, and participates in public relations activities to ensure accurate and complete information on the DOL Local Field Office's programs and services is provided.
 - a. Establishes and maintains working relationships with business leaders, economic development, Chambers of Commerce, and other local, state, and federal agencies.
 - b. Makes presentations before groups to explain programs and services.
 - c. Attends business hostings to explain available programs and services.
 - d. Approves local advertising ensuring the best use of the advertising budget.
 - e. Responds to requests from local media and submits articles and information.
 5. Participates in meetings regarding economic development in the community and surrounding areas to assist in the growth and development of the areas business community.

- a. Attends meetings to provide information and ideas.
- b. Researches and provides labor market information.
- c. Works with staff in the development and implementation of a Business Outreach Plan.
- d. Coordinates with new and proposed businesses offering the services of the DOL Local Field Office and equipment.
- e. Participates on or oversees committees designed to develop training and employment opportunities for the community.

6. Performs other work as assigned.

D. Reporting Relationships:

The position reports to the Deputy Secretary. Supervises Employment Specialists, Employment Representatives, Employment Service Assistants, Secretaries, Staff Assistants, and temporary employees.

E. Challenges and Problems:

Challenged to develop a staff into a team that is willing to do their jobs and contribute to the mission and goals of the office and department. This involves directing staff energy in a cohesive and focused fashion and motivating staff while maintaining a climate of cooperation and teamwork. The position is also challenged in dealing with the needs of employers, job seekers, and participants seeking assistance from the many different programs the office provides. It is difficult to meet everyone's particular needs with available resources and program requirements while providing the best possible service.

Problems include explaining eligibility for program services, dealing with disgruntled or belligerent participants, providing outreach services to local businesses while still maintaining a full service office, tailoring services and programs to meet the needs of the customers, managing available resources, getting a diverse group of people to work as a team, determining the best ways to reach target populations, getting staff to buy into decisions out of their control, ensuring staff are properly trained in the programs and services the office provides, scheduling time away from the office to attend meetings and make presentations, maintaining a working knowledge of all programs and services because of constant changes to federal labor programs, marketing services in rural areas, and dealing with the wide variety of problems participants bring with them when they come in for services.

F. Decision-making Authority:

Decisions made include content and implementation of internal goals, policies, and procedures; approval of travel, advertising, and training requests; how to resolve issues with participants and businesses; approval of funds for supportive services; most effective use of resources; degree of community involvement; content of the business plan/model for the office; staff assignments to promotional events; when to call for equipment and building service; and staffing needs at itinerate offices.

Decisions referred include final office goals; questionable policies or procedures; how to deal with complaints beyond the scope of the individual DOL Local Field Office offices; which community organizations the managers will belong to; budgets for the offices; final approval of staff training; final approval of hiring new staff, disciplinary actions and terminations; legal and department policy interpretations; how to deal with issues that may affect other offices and/or state agencies; and final approval whether services to a business should be discontinued.

G. Contact with Others:

CC: 10992 EEO: 02 Est: Rev: 01/09

Daily contact with area businesses on DOL Local Field Office programs and services; daily contact with the public on services, programs, complaints, referrals, and employment counseling; daily contact with other department staff to give and receive information; weekly to monthly contact with other state and federal agencies to give and receive information; and monthly contact with area economic development groups, educational consortiums, chamber offices, and the media to give and receive information.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- supervisory and management techniques;
- economic and labor market conditions in the state;
- employment and training programs and services;
- human behavior;
- casework and interviewing techniques;
- factors which influence poverty and unemployment;
- community resources available for participants;
- available state and federal service assistance programs and their eligibility requirements;
- labor market and economic conditions in the local area and statewide.

Ability to:

- supervise;
- communicate clearly and concisely both orally and in writing;
- deal tactfully with others;
- use a computer;
- make public presentations to individuals or large groups;
- market the services and programs of the DOL Local Field Office;
- ensure the effective delivery of employment and training programs and all of the services of the DOL Local Field Office;
- work with people of all levels of education and experience;
- maintain self-control under stressful situations;
- evaluate the work of others;
- develop, implement, and interpret policies and procedures.

Equal Employment Opportunity

The State of South Dakota is an equal opportunity employer. Equal employment opportunities will be provided to all employees in all conditions of employment. Discrimination on the basis of race, color, creed, religion, sex, ancestry, national origin, age (40 years of age or older), disability, or, for career service employees, political affiliation, is prohibited. If an employee believes he or she has been denied equal opportunity or discriminated against, the employee should immediately notify his or her supervisor and **human resource representative** and has the right to file a grievance on the basis of discrimination.

Types of Positions

Your job is classified as one of the following types of positions:

- A. **Probationary** - new employees appointed to Career Service positions who have not completed their probationary period. For more information about the probationary period, see below.
- B. **Career Service or Status** - employees appointed to Career Service positions who have completed their probationary period. The positions are covered by the provisions of the Career Service Act (SDCL 3-6A).
- C. **Exempt** - positions that are excluded from the provisions of SDCL 3-6A.
- D. **Temporary** - positions that are temporary or seasonal in nature. This type of position is not entitled to the benefits or rights of a status employee.

Employees in probationary, exempt, and temporary positions are at will employees and may be terminated for any reason at any time.

Probationary Period

Career Service employees must serve a probationary period. The probationary period lasts for the first 1,040 regular hours of work, excluding overtime. This normally amounts to six months for full-time employees who have not taken leave without pay during the probationary period. During the probationary period, you do accumulate vacation and sick leave. You may use your accumulated sick leave as needed, but you may not use vacation leave for six months. You are not eligible for payment of vacation leave if you leave employment before completing six months of service.

During the probationary period, you are an at will employee who can be dismissed for any reason, at any time. Your only right to appeal a termination during the probationary period is on the basis of a prohibited form of discrimination. Following successful completion of your probationary period, you achieve Career Service status. For additional information, contact your human resource representative.



[News - A-Z Topic Index](#) - [Calendar](#) - [Publications](#) - [About Us](#)

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- [Employment Services](#)
 - [Local DLR Offices](#)
- [Insurance](#)
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 - [Wage & Hour](#)
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 - [Public Affairs](#)
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About Us

Welcome to the South Dakota Department of Labor and Regulation

Our mission is to promote economic opportunity and financial security for individuals and businesses through quality, responsive and expert services; fair and equitable employment solutions; and safe and sound business practices.

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- [Hours](#)
- [Authorization](#)
- [Annual Reports](#)
- [Divisions](#)
- [Executive Team](#)
- [Work for Us](#)
- [Equal Opportunity to Services](#)
- [Contact Us](#)

Pamela S. Roberts
Pamela S. Roberts is Secretary of the South Dakota Department of Labor and Regulation. Learn more about Pamela S. Roberts.

Hours

Unless otherwise noted on this website, hours of the South Dakota Department of Labor and Regulation administrative offices are 8 a.m. to 5 p.m. Monday through Friday. See schedule of office closures for State-recognized holidays.

Authorization

See South Dakota Codified Laws and Administrative Rules authorizing the Department.

Annual Reports

See the Department of Labor and Regulation's Annual Reports.

The South Dakota Department of Labor and Regulation executive team

- Marcia Hultman, Deputy Secretary of Labor and Director of Workforce Services
- Lyle Harter, Director of Administrative Services
- Bret Afdahl, Director of the Division of Banking
- Mike Ryan, Director of the Division of Employment Services
- Merle Scheiber, Director of the Division of Insurance
- James Marsh, Director of the Division of Labor and Management
- Nathan Lukkes, Director of Legal Services
- Dawn Dove, Director of Public Affairs
- Michael J. Youngberg, Director of the Division of Securities
- Pauline Heier, Director of the Division of Unemployment Insurance

Work for Us

All job openings with the South Dakota Department of Labor and Regulation

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(DLR) are listed with the South Dakota Bureau of Personnel . Visit their website for a currently listing of openings, information on how to apply and to learn about the benefits of working with state government. All DLR job openings are also listed with our local offices, where trained professionals are ready to help job applicants identify opportunities and prepare for productive employment.

Equal Opportunity to Services

The South Dakota Department of Labor and Regulation (DLR) is committed to a policy of nondiscrimination and equal opportunity. The divisions of Employment Security (ES), Workforce Investment Act (WIA) and Unemployment Insurance (UI) have a designated Equal Opportunity (EO) officer, as follows:

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Equal Opportunity Officer
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605.773.3101/TTY
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Dawn Williams
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