

Supervising Program Technician III

Essential Task Rating Results

1.	Monitor and review program data entered by staff maintained in departmental databases or internet system to ensure accuracy, meet deadlines, and keep data current and accessible to others.
2.	Input and/or update data in departmental databases and/or internet system within deadlines to keep program data current.
3.	Guide staff in assisting customers with questions concerning proper content, format, and requirements to ensure satisfactory customer service levels and compliance with policies and procedures.
4.	Review program-related applications for completeness, accuracy and department guidelines.
5.	Oversee the processing and distribution of mail/packages (e.g., receive, open, date/time stamp, log, sort) including confidential materials to ensure proper handling and distribution to appropriate personnel.
6.	Operate various office machines and equipment (e.g., photocopier, fax, personal computer, scanner).
7.	Provide input and feedback to the development and updating of procedures, processes, and policies for inclusion in manuals, guidebooks, and desk procedures.
8.	Develop or update new procedures, office policies, or requirements for reference by office staff to guide operations and ensure program compliance.
9.	Maintain files and records to monitor and track resources, customers, and work activities.
10.	Determine importance, relevance, and sensitivity of electronic and written correspondence to ensure proper handling and distribution to appropriate staff.
11.	Assist and/or oversee staff with the response and distribution of information to requesting parties by collecting necessary data or information in accordance with customer service protocols.
12.	Respond to authorized agencies and customers by telephone, teletype, email, or fax to answer questions and provide information.
13.	Keep current with new laws, regulations and procedures by reading relevant information and attending training to apply new knowledge and communicate changes with staff.
14.	Complete forms (e.g., training requests, travel requests, supply forms, equipment forms) to obtain work related equipment, services/or information.

15.	Develop finalized written documents that are directed to clients/customers regarding departmental laws, rules, regulations, and procedures.
16.	Write memos, letters, and correspondence in electronic or hardcopy format to communicate with internal and external audiences.
17.	Write technical reports documenting project and program assignments and activities such as research findings, timelines and resource requirements for projects.
18.	Format, modify and update written documents such as templates, reports, policy, procedures, etc. using word processing software.
19.	Input electronic information from various sources (e.g., documents) into databases or spreadsheet software in order to maintain running log of work related information.
20.	File hard copy materials (e.g., documents, manual revisions, etc.) using various filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.) and equipment (e.g. binders, folders, indexes, alpha/numeric sorter, office procedures, electronic databases) to organize and maintain documents for future reference.
21.	Organize office databases by creating and labeling files, placing subsequent files into appropriate folders using various organizations methods (i.e. alphabetical, semantic, numerical).
22.	Create file folders using labels, personal computers, cross reference file, etc., for various documents (e.g., cases, contracts, projects, history, subject, classification, billing, etc.) to ensure material is arranged and maintained properly for future reference, as directed.
23.	Log and track correspondence and assignments using databases or spreadsheets to maintain record of assignment and ensure timely completion.
24.	Maintain accurate electronic and hardcopy records for auditing purposes.
25.	Purge files in accordance with retention schedules, and department and State requirements.
26.	Contact internal/external customers and stakeholders orally or in writing to provide or gather pertinent program information.
27.	Conduct research to gather and compile information and facts from various sources (e.g., clients, management, internet, policies, departmental database) to assist in making decisions and recommendations related to inquiries and work assignments.
28.	Evaluate information to determine whether documentation or processes comply with laws, regulations or standards.
29.	Document and report results of research and/or program evaluations in writing through standard reporting procedures to apprise and update management and assist with program efficiency.
30.	Develop spreadsheets templates to assist in automated data entry using formulas and formatting functions.

31.	Screen telephone calls to elicit information regarding nature of the inquiry, and determine appropriate personnel staff to route call.
32.	Communicate information to staff/general public regarding departmental policies and procedures.
33.	Provide lead direction over less experienced co-workers by communicating (orally and in writing) instructions and information, and monitoring their progress.
34.	Deliver instructional presentations to staff regarding new processes and procedures.
35.	Communicate orally via telephone with other agencies to provide information on a specific program administered by the department.
36.	Read, analyze, and interpret laws, rules, and procedures in order to guide staff, determine the proper response to interested parties, and ensure compliance.
37.	Read and interpret technical materials pertaining to departmental or program operations (such as policies and procedures, law, contracts, etc.) to apply information to program/project activities.
38.	Analyze data collected to prepare summaries, reports, findings, and other documentation for making recommendations and completing assignments.
39.	Calculate arithmetic computations (e.g., addition, subtraction, multiplication, division, fractions) to process, summarize, verify, or present numerical data.
40.	Make recommendations to resolve problems or issues related to the completion of work projects or assignments.
41.	Oversee all program operations within the office by reviewing the work of subordinate staff and delegating assignments, ensuring efficiency and compliance with departmental standards.
42.	Determine work priorities and establish deadlines to ensure objectives are met effectively and in a timely manner.
43.	Delegate and assign work to staff based on functional areas involved, workload levels and individual expertise and skill required to accomplish objectives.
44.	Determine work priorities, scope of assignments and establish deadlines for work to ensure objectives are met effectively and in a timely manner.
45.	Prioritize the handling of problems or issues related to the progress of work projects or assignments to determine the best course of action to mitigate the impact of such issues and/or problems.
46.	Oversee hiring practices to ensure adherence to Equal Employment Opportunity (EEO) regulations.
47.	Serve on examination selection panels for vacant positions to decide or make recommendations to appointing authority on candidate selection.
48.	Hire new employees into the work unit to fill vacant positions and ensure that the work unit has adequate personnel to complete tasks.

49.	Monitor the work of subordinate employees to ensure that it meets quality, quantity and timeliness standards.
50.	Administer provisions of collective bargaining agreements to ensure compliance in the course of supervising represented employees.
51.	Resolve disagreements and conflicts between staff members to achieve a harmonious, productive work environment.
52.	Provide coaching to subordinate staff relating to the tasks of the job to improve performance and productivity and assist with career development and upward mobility.
53.	Provide guidance, direction, and feedback to first-line supervisory staff to assist with efficiency, improve program functions, and develop supervisory skills of subordinates.
54.	Prepare employee performance evaluations (e.g. probation reports, individual development plans) and any other administrative reports to evaluate the work performance and provide feedback on an individual basis.
55.	Develop performance standards and appraise personal characteristics and work habits to determine areas of improvement.
56.	Identify and resolve employee performance problems to plan and implement measures such as informal feedback, disciplinary/counseling memos, training, to improve performance and ensure efficiency.
57.	Develop duty statements to outline expectations, procedures, and responsibilities for staff using class specifications, and management input.
58.	Provide informal training to program staff by demonstrating work or delineating tasks for successful performance to update and maintain a competent workforce.
59.	Conduct training needs analysis to determine the level and type of training needed by subordinates.
60.	Review leave requests from subordinate staff to approve/deny based on operational needs.
61.	Maintain personnel files and records to document staff performance, incidents, attendance patterns, assignments, and training status.
62.	Collect timesheets and forward to timekeeper in a confidential manner to assist with payroll processing.
63.	Maintain staff attendance reports to track leave and validate timesheets.
64.	Directly observe subordinate staff oral communications with internal/external stakeholders to ensure quality of customer service and accuracy of determinations, providing performance feedback as needed.
65.	Address employee grievances presented by staff to determine needed actions including initial meeting, follow-up, discipline, and coordination with Personnel Office to ensure an efficient, fair, and expedient resolution.

66.	Ensure staff meet regular departmental requirements for employees including mandatory training, certifications, and completion of personnel documents.
67.	Analyze and evaluate the effectiveness of programs, policies or procedures related to the progress of work projects or assignments to identify problems or issues, determine impact, assess alternatives for resolution and/or formulate action plans.
68.	Provide input and recommendations to management regarding immediate and long-range plans, objectives, and goals.
69.	Evaluate and recommend changes for improvements to program functions using performance data, technological enhancements, and customer and managerial feedback.