

## Client Service Standards

### Individual Allocations and Non-Perm Allocations, Classification Services Section

Classification Services utilizes service standards to express turnaround times and accuracy rates for positions submitted by each department. Individual Allocations (single position description reviews) are assigned 1 of 6 different priority levels. Position Descriptions (PDs) of permanent positions are reviewed and processed in priority order (e.g., priority 2 bumps priority 3, etc.). Each priority level also has a specific target processing time. Below depicts the priority levels and definition, with the new client service standards.

#### **Priority 1 DEPARTMENT PRIORITY**

**TARGET: 21 calendar days**

A PD may be designated as a department priority by the Administrative Services Director (ASD). When this occurs, the priority PD bumps other department PDs that are being processed. If a department has 4 or more department priority PDs at the same time, the ASD may then be asked to prioritize the priority 1 PDs, and they will be reviewed and allocated in that priority order.

#### **Priority 2 NEW POSITION/VACANT AWAITING RECRUITMENT**

**TARGET: 21 calendar days**

This priority includes all vacant positions that are going to be recruited for within 60-days (i.e., Reclassification of the position is requested; there are significant changes to an Update PD request; or the PD is at System Startup in the Online Position Description [OPD], requiring the submittal of a full PD); **or** positions that have been authorized in the budget, but have not yet been established and classified (i.e., a Position Control Number [PCN] and job class that have not yet been assigned). **NOTE:** This does not include positions requesting flexible staffing – see priority 4 for flexibly staffed position.

#### **Priority 3 FILLED RECLASS or FILLED BU CHANGE**

**TARGET: 30 calendar days**

The position has an incumbent and the department is requesting the position be allocated to a different job class (Reclassification) **-or-** The position has an incumbent, and the department requests a bargaining unit change for the position.

#### **Priority 4 VACANT POSITIONS - NOT AWAITING RECRUITMENT/ ESTABLISH FLEXIBLE STAFFING**

**TARGET: 60 calendar days**

The position is not expected to have an active recruitment within 60-days **-or-** vacant positions requesting to be flexibly staffed.

#### **Priority 5 FILLED UPDATE**

**TARGET: 90 calendar days**

The position has an incumbent, the department is updating the position description, and no change in job class is anticipated.

#### **Non-Perm Positions**

**TARGET: 4 business days**

A temporary position in State service that is not in the exempt or partially exempt service and is not a permanent or an emergency position.