

Classification Section

Individual Allocation Client Service Standards

Effective 02/12/2024

Individual allocations (single position description reviews) submitted to the Online Position Description (OPD) system are assigned different priority levels. PDs 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. Nonpermanent positions are assigned a separate priority level. Client Service Standards are calculated starting from the day the PD submission is received by the Division of Personnel through OPD.

Priority 1	DEPARTMENT PRIORITY	TARGET: 21 calendar days
-------------------	----------------------------	---------------------------------

A PD may be designated as a department priority by the Administrative Services Director (ASD) or Commissioner. 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 and require revisions to the PDs (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 prior to recruitment); or new 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).

Priority 3	FILLED POSITIONS REQUIRING ACTION	TARGET: 90 calendar days
-------------------	--	---------------------------------

The position has an incumbent and the department needs to submit the position for a specific action to be applied. (i.e., the department is requesting the position be reclassified, the department requests a bargaining unit change for the position, or another special action that must be reviewed by Classification.)

Non-Permanent Positions	TARGET: 6 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. Non-perm positions are established and allocated for specific work assignments.

CALCULATING CLIENT SERVICE STANDARDS

The processing time is calculated on the number of days the PD is active in the Classification Section. PDs may be placed in suspense during the review process; suspense days are not counted toward the client service standards. PDs are placed in suspense when a classifier has contacted the department for clarification, additional information, an updated staffing chart, or any information pertinent to the appropriate allocation for the position. The suspense status is removed when the classifier receives the requested information.

Additional information can be located on Classification website FAQs at:

<http://doa.alaska.gov/dop/classification/fag/>