

Employment Services Class Study
FREQUENTLY ASKED QUESTIONS for Study Conclusion

This FAQ was compiled to address a range of questions common to the conclusion and implementation of a class study, is by no means all-inclusive, and may be updated periodically.

Q: What did Employment Services study review and what are the changes?

1. The study reviewed fifteen job classes across two departments, two divisions, and multiple program areas. The classes reviewed include: Community Development Specialist I, II, III; Employment Security Specialist IA/IB, II, III, IV, Employment Service Manager I, II, III, IV; Employment Counselor I, II; and Unemployment Support Services Manager job classes.
2. The study created eleven updated classes that describe the work performed in the Department Health & Social Services (DHSS) – Work Services Program and Department of Labor & Workforce Development's (DLWD) – Employment Services and Unemployment Insurance Programs. A brief description of the newly updated classes and their intent follows.
3. The Employment Services Technician I, Employment Services Technician II, and Employment Services Technician III are a newly updated series of classes combining the work of the Community Development Specialist I, II, and III and Employment Security Specialist IA/IB, II, III, and IV job classes. These classes describe the work performed DHSS – Work Services and DLWD's Employment Services.
 - Employment Services Technician I is the first-working level of the series, facilitates entry to the class series, and serves as a training level for flexibly-staffed positions.
 - Employment Services Technician II is the full-working level of the series, independently provides core and intensive program services requiring significant knowledge and authority, and is the top level for flexibly-staffed positions.
 - Employment Services Technician III is the unit supervisory level.
4. The Employment Services Manager I, Employment Services Manager II, and Employment Services Manager III are newly updated classes. These classes combine and update the work of the Employment Service Manager II and III, update the Employment Service Manager I, and update and retitle the Employment Service Manager IV. These classes describe the work performed DHSS – Work Services and DLWD's Employment Services.
 - Employment Services Manager I oversee and/or provide for the delivery of program services for a single office within a geographic region. Incumbents may have subordinate staff but subordinate supervisors are typically not present.
 - Employment Services Manager II oversee and manage the delivery of either an Employment Services or Work Services Program in a community or region.
 - Employment Services Manager III oversee and manage a regional Job Center with multiple supervisors and professional staff, and multiple units that provide program support for Employment Services and job training functions.
5. The newly established Unemployment Insurance Technician I, II, III job classes describe duties and responsibilities of positions assigned to the Unemployment Insurance program. These classes replace the Employment Security Specialist IA/IB, Employment Security Specialist II, and Employment Security Specialist III job classes.

- Unemployment Insurance Technician I perform journey level program services for a UI programmatic function such as UI Benefit Payment Control, UI Claim Center, and UI Support Unit. This is the first flexibly-staffed level.
 - Unemployment Insurance Technician II perform advanced level program services and/or lead the work of lower level Unemployment Insurance Technicians in a UI programmatic function such as UI Benefit Payment Control, UI Claim Center, and UI Support Unit. This is also the top level for flexibly-staffed positions.
 - Unemployment Insurance Technician III Unemployment Insurance Technician III oversee and supervise a defined UI work unit with subordinate staff at the journey and advanced/lead levels in a UI programmatic function such as UI Benefit Payment Control, UI Claim Center, and UI Support Unit.
6. The newly established Unemployment Insurance Claim Center Manager I and II duties describe the responsibilities of managerial positions assigned to the Unemployment Insurance program. These classes replace the Employment Service Manager II, Employment Service Manager IV, and Unemployment Support Services Manager job classes.
 7. The study updated the Employment Counselor I and II job classes.
 8. Establishment these classes recognize and strengthens the career ladder for this work by creating classes specific to the duties and responsibilities, updating minimum qualifications, and removing the work silos created by outdated class specifications.
 9. Class specifications for all affected job series have been updated and placed in the appropriate job class family.
 10. An internal salary alignment has been conducted.

Q: I'm a Community Development Specialist I, II, III; Employment Security Specialist IA, IV; or Employment Service Manager IV and I've heard that this job class is being "abolished." What's going to happen with my position?

A: One primary determination from the study job analysis was that the work of the Community Development Specialists I-III, Employment Security Specialist IA, and the Employment Security Specialist IV displayed certain duties and responsibilities more appropriately included in the updated Employment Services Technician I-III. The same is true of the Employment Service Manager IV which is now rolled into the newly-established Employment Services Manager I-III class series.

All positions allocated to a Community Development Specialists I-III, Employment Security Specialist IA, Employment Security Specialist IV, and Employment Service Manager IV job classes prior to the study will be reviewed and allocated to an appropriate Employment Services Technician I-III, Employment Services Manager I-III, or other job class outside these series (if appropriate). Once this is complete, the class specifications and their related codes, etcetera, are no longer used and are considered "abolished."

Q: How are salary ranges assigned to a job class?

A: The salary range of a job class is determined by internal consistency within the State's pay plans, in accordance with the merit principle and with the goal of providing fair and reasonable compensation for services rendered, while maintaining the principle of like pay for like work. In evaluating internal consistency, the difficulty, responsibility, knowledge, skills, and other characteristics of a job are compared with other job classes of a similar nature, kind, and level. The greater the similarity with the studied job class, the greater that weight is given for alignment.

The classification plan groups bodies of work in a hierarchical structure that includes (in descending order) occupational groups, job families, job class series, and then the actual job class. Each position in the classified and partially exempt services has a position description that is reviewed to determine its proper place within this structure. The classification plan is linked to the pay plan in such a fashion that job classes align for salary range placement not only within their own families and occupational groups, but also across all other occupational groups.

The pay plan links the classification plan to the compensation schedule articulated in AS 39.27.110 or other such schedules as may be determined by collective bargaining.

Job classes align within the pay plan by the eight classification factors; nature, variety and complexity of work; nature of supervision received; nature of available guideline to do the work; initiative and originality required; purpose and nature of person to person work relationships; nature and scope of recommendations, decisions, commitments and consequences of error; nature and extent of supervision exercised over work of other employees, and qualification(s) required.

The parameters of the State's pay plan are articulated at AS 39.25.150(2). The State Personnel Act requires that the State's pay plan be: (A) Based upon the position classification plan; and (B) provide for fair and reasonable compensation for services rendered, and reflect the principle of like pay for like work.

Q: What will happen if my salary range changes or if I'm reallocated?

A: Please refer to your current Collective Bargaining Agreement's language governing reclassification. For reference:

- Relevant contract language for GGU members is found in Article 21.06(F) of the ASEA Collective Bargaining Agreement.
- Relevant language for SU members is found in Article 24.8(F) of the APEA Supervisory Unit Collective Bargaining Agreement.
- There will be differences across Collective Bargaining Agreements, but to quickly paraphrase:
 - For reclassification to another class of the same salary range most Collective Bargaining Agreements call for employees to retain their merit anniversary date (MAD), status (probationary or permanent), and step placement.
 - For reclassification to a higher salary range based upon work already being performed most Collective Bargaining Agreements call for employees to retain their MAD, status, and be placed at the same step within the new salary range. Employees at a Pay Increment step will have a new Pay Increment anniversary date upon entering the higher range.
 - If your position is reclassified to a lower salary range your pay will remain the same. How this is specifically implemented depends on your bargaining unit contract and where you are in step placements within the salary range.
 - More specific inquiries should be directed to your HR Service Center contact.

Q: Do the changes in range for some positions result in a change to the rate that leave is accrued?

A: No. The rate of leave that an employee may accrue is determined by time of service at a rate consistent with your Collective Bargaining Agreements. Relevant language may be found in Articles 25 and 26 of the ASEA Collective Bargaining Agreement, for GGU members, or Article 29 of the APEA Collective Bargaining Agreement, for SU members.

Q: When will changes to my position take effect?

A: All study actions are effective May 1, 2016. No actions will be retroactively applied to any date prior to May 1st.

Q: I'm receiving a salary range increase as a result of the study. When will I see the increase in pay?

A: All study actions are effective May 1, 2016, and will show-up on the May 31st payday.

Q: What if my overtime eligibility changes?

A: Please meet with your supervisor to discuss internal policy and procedures.

Q: My position is currently a Community Development Specialist I (Flex I/II). The new class title is Employment Services Technician I (Flex I/II). How do the new titles relate to the other class titles?

A: The Employment Services Technician I replaces the Community Development Specialist I job class and the Employment Services Technician II replaces the Community Development Specialist II job class. These classes will remain flexibly-staffed.

Q: If my position has changed ranges, do I have to serve a new probationary period, and how long will it be?

A: An employee's status (probationary or permanent) does not change; however, Supervisory bargaining unit members who will receive a greater benefit by applying Article 24.8.C, will have a new probationary period.

Q: When is it appropriate to change job class titles?

A: In addition to analyzing and organizing jobs according to like subject-matter, nature of work, and difficulty of responsibilities, all classification systems further organize jobs by category of work. Typically, these categories are aligned as:

- Clerical
- Technical/Paraprofessional
- Professional
- Managerial
- Skilled Craft and Labor
- First Responder

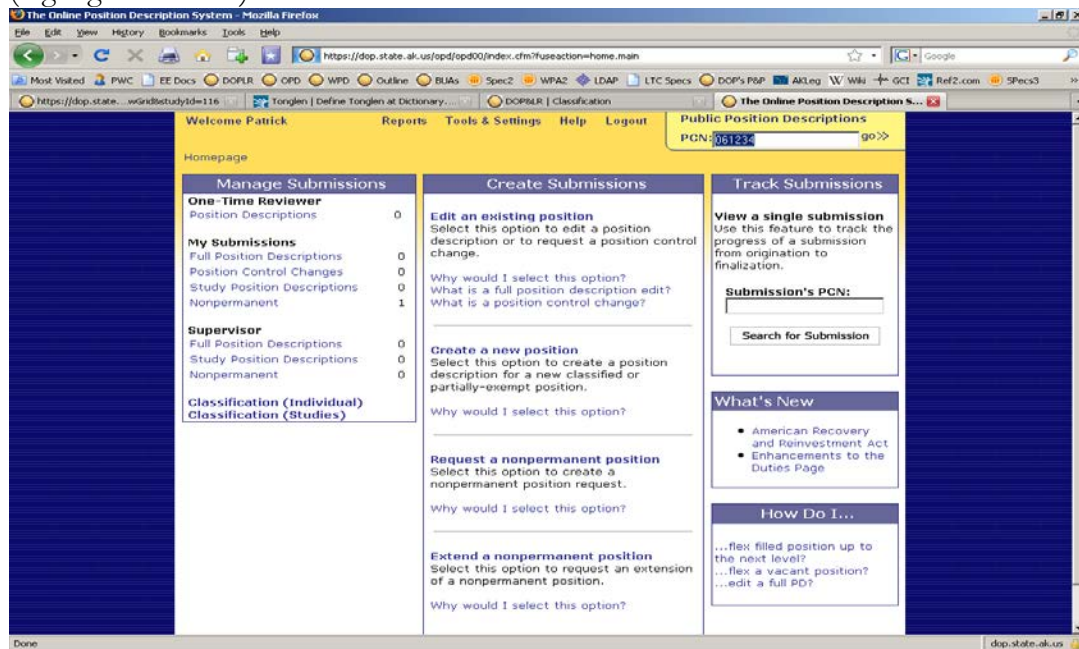
Please remember that this is a categorization of work for classification purposes only. The State of Alaska classification plan and general classification principles apply the term "Specialist" to the titles of job classes that have been classified as professional category of work. This same plan and principles apply the term "Technician" to the titles of job classes that have been classified as technical/paraprofessional category of work. Job analyses performed during the study indicated that the Employment Services Technician I-III perform technical work and, as such, should use the term "Technician".

Q: My question wasn't really answered by the above FAQ information. How may I seek additional information?

A: Good question. Of course, one should always consult with his/her supervisor, first; however, there are additional resources available:

1. If you have further questions about this study or the study and classification processes in general, you may: Reference the Classification Homepage at <http://doa.alaska.gov/dop/classification/>.
2. If you wish to review your formal PD, please go to the Online Position Description (OPD) system at <https://opd.doa.alaska.gov/opd/>
 - a. Your username and password is the same as your State email account.

- b. Once in the system, you may type your PCN (with no dashes) into the “Public Position Descriptions” function in the upper-right corner of your OPD homepage and follow the links (highlighted below).



3. You may also direct inquiries to your department’s HR Service Center payroll or management services representative for additional questions.