

**INTEGRATED  
PERSONNEL CLASSIFICATION,  
PAY PLAN AND  
JOB DESCRIPTIONS**

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**STATEMENT OF PURPOSE OF THE  
PERSONNEL CLASSIFICATION, PAY PLAN  
AND JOB DESCRIPTIONS**

**PURPOSE:**

The purpose of this document is to organize certain personnel matters in such a manner to allow personnel decisions to be made in an orderly and fair fashion for all employees of the Panhandle Regional Planning Commission (PRPC).

Specific objectives of the personnel classification, pay plan and job descriptions are to:

- ◆ Comply with Chapter 391, Local Government Code regarding the required adoption of a classification/salary schedule by the PRPC (Sec. 391.0117);
- ◆ Properly describe the duties, responsibilities, and necessary qualifications for positions of PRPC;
- ◆ Assist employees and job applicants to understand each job and the relationships among jobs;
- ◆ Group similar positions that can be described by the same job title and assign these to pay groups with other positions that should be paid approximately the same;
- ◆ Provide an organized system of pay groups and steps to be used to (1) assure equal pay for equal work and (2) reward employees for exceptional performance with merit pay increases;
- ◆ Identify “career ladders” through which employees can advance to increasingly more responsible positions; and
- ◆ Establish procedures for administering and updating the plan.

## PROCEDURES FOR CLASSIFICATION AND PAY PLAN ADMINISTRATION

### **INTRODUCTION:**

These procedures for classification and pay plan administration apply to all employees of the Panhandle Regional Planning Commission (PRPC). They are intended to provide an orderly and fair system of compensating employees for their services.

### **DEFINITIONS:**

For the purposes of classification and pay plan administration, definitions are as follows:

A position is an organizational slot (or job) consisting of a group of duties or responsibilities requiring the full-time or part-time employment of one person.

A class is a group of positions having similar duties and responsibilities and which can be described by one job title (e.g., clerk).

A job description (sometimes called class description) is a written description of the duties, responsibilities, reporting relationships, and requirements for one class of positions.

A classification plan is an organized inventory of positions arranged in groupings under broad types of governmental activity and by level of difficulty of each class. It includes (1) the grouped listing of jobs by title, and (2) the procedures for administering the plan.

A reclassification of a position is a reassignment of a position to a lower, higher, or different class based on an evaluation of the current duties and responsibilities of the position. Such changes are made necessary by reorganization of departments, assignment of new duties to certain classes of employees, or changes in work procedures or technology.

A pay plan is a document that assigns dollar values to each job class, groups classes into pay groups, arrays pay groups on a pay schedule showing salary and wage steps and ranges for each group, and sets forth procedures for administering the pay schedule.

A pay group is a particular salary range within the pay plan to which a position is assigned.

The EEOC Occupation Category assigns each position to one of eight (officials and administrators, professionals, technicians, protective service workers, paraprofessionals, office and clerical, skilled craft workers and service-maintenance workers) categories used by the U.S. Equal Employment Opportunity Commission for reporting purposes. (Appendix A)

The FLSA designation assigns each position as described in each job description as either subject to (non-exempt from) or not subject to (exempt from) the wage and hour provisions of the Fair Labor Standards Act.

Performance planning is the process by which the supervisor and employee together set goals and objectives for (1) achieving an employee's assigned organizational tasks and (2) meeting personal development goals.

Performance evaluation is a formal way of measuring past performance over a given period of time against the goals and objectives established during the performance planning process.

A general classified position is an authorized and budgeted position which is assigned to a job class and to a pay group of the pay plan. A general classified position can be full time or part time, or temporary.

An exempt classified position is an authorized and budgeted position for which the pay is set by individual determination within the authorized annual exempt position salary range. Exempt classified positions of PRPC are the Executive Director and any other hourly, part time, or temporary positions, which, in the judgment of the Executive Director, are determined inappropriate for placement in a general classified position.

### **CLASSIFICATION AND PAY PLAN ADMINISTRATION:**

Division of responsibility. Primary responsibility for maintenance of the classification and pay plan rests with the Board of Directors and the Executive Director.

Responsibilities are generally divided as follows:

PRPC Board of Directors:

1. Decide on total salary and wage expenditures in conjunction with annual PRPC budget adoption process;
2. Annually review and adopt classification and pay plan;

3. Annually evaluate the performance of the Executive Director and establish the salary for this exempt classified position;
4. From time to time consider and act on any variations from or changes in the classification or pay plan as may be recommended by the Executive Director.

#### Executive Director

1. Maintain and make available to employees copies of the classification and pay plan;
2. Conduct in conjunction with other supervisors, performance planning and evaluations with all employees;
3. Approve all hiring, merit increases, promotions, demotions, transfers, and exemptions;
4. Approve any changes in job descriptions;
5. Approve any interim changes in the classification of a position or allocation of a job class to a pay group;
6. Review the classification and pay plan and make recommendations to the Board of Directors.

Hiring. New employees normally are hired on one of the first 3 steps of the pay group to which their position is assigned. Within the general guidelines of the pay plan and the budget, the Executive Director is authorized to place a new employee on a step higher than the first 3 steps of the assigned pay group or in an exempt position when such placement is reflective of unusually high qualifications or exceptionally good experience.

Probationary Hiring in a Lower Pay Group. A new employee, or existing employee being considered for promotion, whose qualification or experience for the position sought are marginal, may be placed at a step on the pay plan below Step 1 of the pay group for the position. An employee hired below Step 1 will be advanced to Step 1 after a period of probationary employment not to exceed six (6) months. At or before the end of six months, the employee normally will have proven his or her ability to do the job and accordingly shall be moved to Step 1 of the proper pay group. If the employee does not achieve Step 1 before the end of the six-month period, a decision will be made by the Executive Director to (1) terminate the employee; (2) reclassify the position to a class in a lower pay group; or (3) extend the probationary period for a specific period of time, not to exceed 90 days.

Merit Increases. After six months of employment, an employee is eligible for merit increases in pay based upon performance. A merit increase is an advancement to a higher step in the same pay group and is granted to recognize exceptionally good performance in the same position. Merit increases are granted on the recommendation of an employee's supervisor and the approval of the Executive Director. They are not used to recognize increased duties and responsibilities (a promotion) and should be granted without regard to cost-of-living factors or longevity. Merit increases recognize outstanding performance and thus should be granted in conjunction with a performance evaluation of the employee. At least twelve months must have elapsed since the employee's last promotion, demotion or previous merit increase in order to be eligible for a merit increase.

Promotion. A promotion is a change in the duty assignment of an employee from a position in one classification to a higher position in another classification in a higher pay group. A promotion recognizes advancement to a higher position requiring higher qualifications and involving greater responsibility. Promotions are granted on the recommendation of the employee's supervisor and approval of the Executive Director.

Demotion. A demotion is a change in the duty assignment of an employee from a position in one classification to a position in another classification in a lower pay group. An employee who is demoted will have his or her pay reduced at least to a rate one step below the rate received before demotion. Demotions are made on the recommendation of the employee's supervisor and approval of the Executive Director.

Pay Reductions for Disciplinary Reasons. With the approval of the Executive Director, an employee's pay for continued performance in the same position can be reduced as a disciplinary measure to a lower step in the pay group for the position or in the next lower pay group. Restoration of the employee to his or her prior rate is upon recommendation of the employee's supervisor and approval of the Executive Director.

Reclassification of Positions: A reclassification is a reassignment of a position (not an employee) to a lower, higher, or different pay group based on current duties and responsibilities of the position. Within overall approved budget limitations, the Executive Director is authorized to make interim reclassifications when such changes in the classification plan are made necessary by internal reorganizations, assignment of new duties to certain positions, or changes in work procedures or technology.

Reallocation of Classes to Pay Groups. Reallocation is the reassignment of an entire class of positions to a new pay group. Within overall approved budget limitations, the Executive Director is authorized to make interim reallocations when changes in the labor market render the pay schedule for an entire class of employees obsolete. Reallocation can be to either a lower or a higher pay group.

Reduction in Force. An employee may be separated when his position is discontinued or abolished because of a change in duties, reorganization, lack of work or lack of funds. When reductions in force are necessary, decisions on individual separations will be made after considering (1) the relative necessity of each position to the organization, (2) the performance record of each employee, (3) transferability of the employee's skills to remaining positions within the PRPC, and (4) the employee's length of service with the PRPC. Action regarding reductions in force must be approved by the Executive Director.

Salary Limited to Maximum Step Rate. No salary adjustment authorized by this document shall result in an employee receiving an annual salary rate in excess of the maximum rate of the pay group to which his position is classified.

Temporary Assignment. To facilitate the work of the PRPC, any classified employee may, during emergencies or other special circumstances, be temporarily assigned to other duties for periods not to exceed six months. During the temporary assignment, the employee may receive the appropriate rate of pay if the temporary assignment is in a class in a pay group with a higher minimum salary rate. Temporary assignment must be authorized by the Executive Director.

Regular Part-time Employee. In computing the salaries of regular part-time employees, the rates of pay shall be proportional to the rate authorized for full-time employees whose positions are classified in the same pay group. Part-time employees are subject to all appropriate provisions of this classification and Pay Plan document.

Salary Supplementation. No employee holding either a general classified or exempt classified position as set forth in this Classification and Pay Plan document may receive a salary supplement from any source unless a specific grant of authorizing is provided by general law.



## CLASSIFICATION PLAN INVENTORY OF POSITIONS

POSITION TITLE BY FUNCTIONAL AREA	CLASS NO.	FLSA DESIGNATION	EEOC OCCUPATIONAL CATEGORY	PAY GROUP
<b>EXECUTIVE AND ADMINISTRATIVE:</b>				
Executive Director	101	Exempt	Official and Administrator	Exempt
Deputy Executive Director/Regional 9-1-1 Network Director	103	Exempt	Official and Administrator	14/15
Executive Manager	105	Exempt	Professional	10/11
Executive Assistant	107	Exempt	Professional	8/9
Administrative Program Specialist	109	Non-Exempt	Professional	6/7
Customer Service Support Aide	111	Non-Exempt	Office and Clerical	3/4
Receptionist	113	Non-Exempt	Office and Clerical	1/2
<b>FINANCE:</b>				
Finance Director	201	Exempt	Official and Administrator	13/14
Accounting Manager	203	Exempt	Professional	10/11
Accounting Manager	205	Exempt	Professional	10/11
Accounting Systems Program Specialist (Accounts Payable Specialist)	207	Non-Exempt	Professional	6/7
Accounting Systems Program Specialist (HR/Payroll Specialist)	209	Non-Exempt	Professional	6/7
<b>REGIONAL SERVICES:</b>				
Regional Services Director/Assistant to the Executive Director	301	Exempt	Official and Administrator	13/14
Regional Emergency Communications and Preparedness Programs Manager	303	Exempt	Professional	10/11
Regional Emergency Management Planning Program Coordinator	305	Exempt	Professional	8/9
Regional Services Program Coordinator (Solid Waste & Criminal Justice Programs)	307	Exempt	Professional	8/9
Regional Services Program Specialist	309	Non-Exempt	Professional	6/7
<b>LOCAL GOVERNMENT SERVICES:</b>				
Local Government Services Director	401	Exempt	Official and Administrator	13/14
Regional Water Planning Coordinator	403	Exempt	Professional	8/9
Local Government Services Coordinator	405	Exempt	Professional	8/9
Local Government Services Program Coordinator (Transportation Planning & City Management Services)	407	Exempt	Professional	8/9
Local Government Services Program Specialist	409	Non-Exempt	Professional	6/7
Community and Economic Development Program Specialist	411	Non-Exempt	Professional	6/7
Economic Disaster Recovery Program Specialist	413	Non-Exempt	Professional	6/7
Local Government Services Clerk	415	Non-Exempt	Office and Clerical	1/2




Job description is newly inactive for the purpose of the FY22 Budget




Job description is inactive for the purpose of the FY22 Budget

## CLASSIFICATION PLAN INVENTORY OF POSITIONS

<b>REGIONAL 9-1-1 NETWORK:</b>				
Regional 9-1-1 Network Director/Assistant to the Executive Director	501	Exempt	Official and Administrator	13/14
Regional 9-1-1 Network Geographic Information Systems Program Manager	503	Exempt	Professional	10/11
Regional 9-1-1 Network/Information Technology Program Coordinator	505	Exempt	Professional	8/9
Regional 9-1-1 Network Program Administrative Assistant	507	Non-Exempt	Office and Clerical	5/6
Regional 9-1-1 Network Geographic Information Systems Administrative Assistant	509	Non-Exempt	Office and Clerical	5/6
Regional 9-1-1 Network Program PSAP Administrative Assistant	511	Non-Exempt	Office and Clerical	5/6
<b>AREA AGENCY ON AGING:</b>				
Area Agency on Aging Director	601	Exempt	Official and Administrator	13/14
Area Agency on Aging Assistant Director	603	Exempt	Professional	11/12
Area Agency on Aging Care Coordinator	605	Exempt	Professional	8/9
Area Agency on Aging Operations Coordinator	607	Exempt	Professional	8/9
Managing Local Ombudsman	609	Exempt	Professional	8/9
Area Agency on Aging Ombudsman Program Specialist	611	Non-Exempt	Office and Clerical	6/7
Area Agency on Aging Volunteer and Public Education Program Specialist	613	Non-Exempt	Professional	6/7
Area Agency on Aging Program Specialist (Benefits Counselor)	615	Non-Exempt	Professional	6/7
Area Agency on Aging Program Specialist (Care Coordination)	617	Non-Exempt	Professional	6/7
Area Agency on Aging Program Specialist (Caregiver Specialist)	619	Non-Exempt	Office and Clerical	5/6
Area Agency on Aging Benefits Counseling/Caregiver Administrative Assistant	621	Non-Exempt	Office and Clerical	5/6
Area Agency on Aging Administrative Assistant (Nutrition)	623	Non-Exempt	Office and Clerical	5/6
Area Agency on Aging Program Support Aide	625	Non-Exempt	Office and Clerical	3/4
<b>WORKFORCE DEVELOPMENT:</b>				
Workforce Development Director	701	Exempt	Official and Administrator	13/14
Workforce Development Contract/Accounting Manager	703	Exempt	Professional	10/11
Workforce Development Program Manager	705	Exempt	Professional	9/10
Workforce Development Program Specialist	707	Non-Exempt	Professional	6/7
Workforce Development Program Specialist	709	Non-Exempt	Professional	6/7
Workforce Development Student HireAbility Navigator Program Specialist	711	Non-Exempt	Professional	6/7
Workforce Development Fiscal Administrative Assistant-Contract Services	713	Non-Exempt	Office and Clerical	5/6
Workforce Development Fiscal Administrative Assistant-Program Services	715	Non-Exempt	Office and Clerical	5/6

 Job description is newly inactive for the purpose of the FY22 Budget

 Job description is inactive for the purpose of the FY22 Budget

# CLASSIFICATION PLAN INVENTORY OF POSITIONS

<b><i>DISPUTE RESOLUTION CENTER:</i></b>				
Dispute Resolution Center Director	801	Exempt	Official and Administrator	13/14



*Job description is newly inactive for the purpose of the FY22 Budget*



*Job description is inactive for the purpose of the FY22 Budget*

## LISTING OF POSITIONS BY PAY GROUP(S)

### **GROUP 1/2:**

Receptionist\*  
Local Government Services Clerk\*

### **GROUP 3/4:**

Customer Service Support Aide  
Area Agency on Aging Program Support Aide

### **GROUP 5/6:**

Regional 9-1-1 Network Program Administrative Assistant  
Regional 9-1-1 Network Geographic Information Systems Administrative Assistant  
Regional 9-1-1 Network Program PSAP Administrative Assistant  
Area Agency on Aging Benefits Counseling/Caregiver Administrative Assistant  
Area Agency on Aging Administrative Assistant (Nutrition)  
Workforce Development Fiscal Administrative Assistant – Contract Services  
Workforce Development Fiscal Administrative Assistant – Program Services

### **GROUP 6/7:**

Administrative Program Specialist  
Accounting Systems Program Specialist (Accounts Payable Specialist)  
Accounting Systems Program Specialist (HR/Payroll Specialist)  
Regional Services Program Specialist\*  
Local Government Services Program Specialist  
Community and Economic Development Program Specialist  
Economic Disaster Recovery Program Specialist  
Area Agency on Aging Ombudsman Program Specialist  
Area Agency on Aging Volunteer and Public Education Program Specialist  
Area Agency on Aging Program Specialist (Benefits Counselor)  
Area Agency on Aging Program Specialist (Care Coordinator)  
Area Agency on Aging Program Specialist (Caregiver Specialist)  
Workforce Development Program Specialist  
Workforce Development Program Specialist  
Workforce Development Student HireAbility Navigator Program Specialist

*\* Job Description is inactive for the purpose of the FY22 budget*

**LISTING OF POSITIONS BY PAY GROUP(S)**  
(continued)

**GROUP 8/9:**

Executive Assistant  
Regional Emergency Management Planning Program Coordinator  
Regional Services Program Coordinator (Solid Waste and Criminal Justice Program)  
Regional Water Planning Coordinator\*  
Local Government Services Program Coordinator  
Local Government Services Program Coordinator (Transportation Planning & City Management Services)  
Regional 9-1-1 Network Information Technology Program Coordinator  
Area Agency on Aging Care Coordinator  
Area Agency on Aging Operations Coordinator\*  
Managing Local Ombudsman

**GROUP 9/10:**

Workforce Program Manager

**GROUP 10/11:**

Executive Manager\*  
Accounting Manager  
Regional Emergency Communications and Preparedness Programs Manager  
Regional 9-1-1 Network Geographic Information Systems Program Manager  
Workforce Development Contract/Accounting Manager

**GROUP 11/12:**

Area Agency on Aging Assistant Director\*

**GROUP 13/14:**

Finance Director  
Regional Services Director/Assistant to the Executive Director  
Local Government Services Director  
Regional 9-1-1 Network Director/Assistant to the Executive Director\*  
Area Agency on Aging Director  
Workforce Development Director  
Dispute Resolution Center Director

**GROUP 14/15:**

Deputy Executive Director/Regional 9-1-1 Network Director

**EXEMPT:**

Executive Director

*\* Job Description is inactive for the purpose of the FY22 budget*

**PANHANDLE REGIONAL PLANNING COMMISSION**  
**ANNUAL SALARY TABLE – GENERAL CLASSIFIED POSITIONS**  
**FISCAL YEAR ENDING SEPTEMBER 30, 2022**

	<b>STEP #1</b>	<b>STEP #2</b>	<b>STEP #3</b>	<b>STEP #4</b>	<b>STEP #5</b>	<b>STEP #6</b>	<b>STEP #7</b>	<b>STEP #8</b>	<b>STEP #9</b>	<b>STEP #10</b>	<b>STEP #11</b>	<b>STEP #12</b>
<b>GROUP 1</b>	24,452	25,063	25,690	26,332	26,990	27,665	28,357	29,066	29,793	30,538	31,301	32,084
<b>GROUP 2</b>	26,896	27,568	28,257	28,963	29,687	30,429	31,190	31,970	32,769	33,588	34,428	35,289
<b>GROUP 3</b>	29,586	30,326	31,084	31,861	32,658	33,474	34,311	35,169	36,048	36,949	37,873	38,820
<b>GROUP 4</b>	32,544	33,358	34,192	35,047	35,923	36,821	37,742	38,686	39,653	40,644	41,660	42,702
<b>GROUP 5</b>	35,799	36,694	37,611	38,551	39,515	40,503	41,516	42,554	43,618	44,708	45,826	46,972
<b>GROUP 6</b>	39,381	40,366	41,375	42,409	43,469	44,556	45,670	46,812	47,982	49,182	50,412	51,672
<b>GROUP 7</b>	43,319	44,402	45,512	46,650	47,816	49,011	50,236	51,492	52,779	54,098	55,450	56,836
<b>GROUP 8</b>	*	*	50,067	51,319	52,602	53,917	55,265	56,647	58,063	59,515	61,003	62,528
<b>GROUP 9</b>	52,412	53,722	55,065	56,442	57,853	59,299	60,781	62,301	63,859	65,455	67,091	68,768
<b>GROUP 10</b>	57,654	59,095	60,572	62,086	63,638	65,229	66,860	68,532	70,245	72,001	73,801	75,646
<b>GROUP 11</b>	63,419	65,004	66,629	68,295	70,002	71,752	73,546	75,385	77,270	79,202	81,182	83,212
<b>GROUP 12</b>	69,759	71,503	73,291	75,123	77,001	78,926	80,899	82,921	84,994	87,119	89,297	91,529
<b>GROUP 13</b>	76,740	78,659	80,625	82,641	84,707	86,825	88,996	91,221	93,502	95,840	98,236	100,692
<b>GROUP 14</b>	84,412	86,522	88,685	90,902	93,175	95,504	97,892	100,339	102,847	105,418	108,053	110,754
<b>GROUP 15</b>	92,853	95,174	97,553	99,992	102,492	105,054	107,680	110,372	113,131	115,959	118,858	121,829

\*Step vacated in order to accommodate compliance with the Fair Labor Standards Act

**PANHANDLE REGIONAL PLANNING COMMISSION**  
**ANNUAL SALARY TABLE – EXEMPT CLASSIFIED POSITIONS**  
**FISCAL YEAR ENDING SEPTEMBER 30, 2022**

<b>Position</b>	<b>Minimum Salary</b>	<b>Maximum Salary</b>
Executive Director*	\$106,500	\$171,688

\*The annual salary of the current PRPC Executive Director as of October 22, 2020 is \$136,580.00

## **EXPLANATION OF SECTION HEADINGS WITHIN EACH JOB DESCRIPTION**

Job Description. Title assigned to position, some position titles (i.e., clerk) can be used in various departments.

Class No. Number assigned to each position according to the program area in which that position first appears (as reflected in the Inventory of Positions). Gaps in the numbering system are for adding future job titles which would logically be placed between existing job titles.

Pay Group. The group number is for a pay group on the pay schedule to which this position is assigned.

EEOC Category. The occupational category used by the U.S. Equal Employment opportunity Commission for required reports from local governments. (See definitions of each occupational category - - Appendix A).

FLSA: Exempt or Non-exempt: Establishes whether the position is subject to (non-exempt from) or not subject to (exempt from) the wage and hour provisions of the Fair Labor Standards Act.

Summary of Position. A brief general statement of the duties involved in performing the job. This section is useful in posting notices of job vacancies.

Organizational Relationships. Clearly defines to whom a person in this position reports for supervision and lists job titles of any employees supervised by a person holding this position. In addition, the "Other" sections explain relationships or contacts with individuals, groups, organizations, and associations outside this organization's work force.

Examples of Work. Representative examples of the kinds of tasks involved in performing the job. This does not include a listing of every task which might be expected; therefore, the last example is always "Performs such other duties as may be assigned."

Required Knowledge, Skills, and Abilities. Lists the kinds of technical, practical, general, or specific knowledge, skills, and abilities which are considered necessary to be able to perform the duties and responsibilities of each job in a satisfactory manner. This section is important to include in posting notices of job vacancies, to be scrutinized carefully in reviewing applications and interviewing applicants, and to be reviewed during employee performance planning and evaluation to determine whether an employee requires additional development in a particular area.



Acceptable Experience and Training. A statement of the minimum level of work experience and formal educational training required to perform the job in a satisfactory manner. This section begins with the most formal educational training necessary and then states the requirements of combinations of experience and education, each of which is considered equivalent, to produce the required knowledge, skills, and abilities to perform the job.

Certificates and Licenses Required. Lists any specific certificates or licenses which are required to be held by an applicant to be considered for the particular job. If the job requires frequent travel, a valid Texas driver's license or available alternate means of transportation would be necessary. If the position involves handling public funds, the candidate must be bondable. Certain other positions require special certificates by state or federal agencies.

# **JOB DESCRIPTIONS**

**(In Class Number Order)**

# **EXECUTIVE AND ADMINISTRATIVE**

## **Job Description: EXECUTIVE DIRECTOR**

**CLASS NO.:** 101                      **EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** Exempt                **FLSA:** Exempt

### **SUMMARY OF POSITION**

The Executive Director is the Chief Executive Officer of the Panhandle Regional Planning Commission, performing highly responsible leadership and managerial work in planning, organizing, and directing the operations of the organization. Duties include advising on policy matters; representing the organization; administering policies established by the Board of Directors; developing and administering procedures; and coordinating and directing all programs, financing, and intergovernmental relationships.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to:            Board of Directors.
2. Directs:                Department and program directors and has overall responsibility for Planning Commission staff.
3. Other:                 Works closely with representatives of all local government members; has frequent contact with other local elected officials, state and federal government officials, representatives of community and statewide organizations and groups, and the media.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Keeps Board of Directors informed on progress in all program areas and on any other pertinent matters relating to organizational operations;

Encourages and takes positive steps to assure participation in Planning Commission activities by the membership;

Prepares materials for and assists with meetings of the membership and the Board of Directors;

Prepares and/or presents proposed annual budget to the Board of Directors for review, and recommendation and submission to the membership;

Develops plans for the financial and program aspects of the Planning Commission, as well as for the professional and educational development of the staff;

Supervises programs and administrative functions of the Planning Commission and provides general leadership and direction;

Monitors state and federal programs and financial assistance activities to keep the Planning Commission abreast of current problems and opportunities in the area;

Signs checks as the responsible signatory authority;

Executes contracts, agreements, and other documents as the Planning Commission's responsible signatory authority;

Makes oral and/or written presentations to the Planning Commission's Board of Directors;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Represents the Planning Commission in negotiations with funding agencies at the state and federal levels, with area officials and private firms, and before the general public;

Attends seminars and workshops as needed and approved;

Represents the Planning Commission at the local, state, and national level as needed; and

Makes final decision on appointment and removal of employees and recommends employment of consultants to Board of Directors as needed.

#### Other Important Duties\*

May review and edit publications; and

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

*Knowledge of:* public sector leadership; general management principles; laws, rules, regulations, and guidelines on a variety of programs; and budgeting and multi-funded financing procedures and operations.

*Skill/Ability to:* establish and maintain effective working relationships with officials in local, state, and federal government, and in the private sector; interpret and communicate rules, regulations, and guidelines prepared by state and federal agencies in a variety of programs; select, develop, organize, motivate, and effectively use staff; demonstrate proficiency in both oral and written communication; and work independently and creatively.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in business or public administration, social science, regional planning or a related field with significant emphasis on planning, quantitative analysis and research, plus at least four years of progressively responsible experience in public administration, including managerial, supervisory, planning and intergovernmental relations experience;

or bachelor's degree in business or public administration, social science, regional planning or a related field with significant emphasis on planning, quantitative analysis and research, plus at least six years of progressively responsible experience in public administration, including managerial, supervisory, planning and intergovernmental relations experience;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: DEPUTY EXECUTIVE DIRECTOR/REGIONAL 9-1-1 NETWORK DIRECTOR**

**CLASS NO.** 103

**EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** 14/15

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs highly advanced planning, research, consultative, technical and program administration or direction work in the provision of emergency communications services to local governments. Work involves establishing program goals and objectives; developing program guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; and coordinating program activities. Other work involves acting as a liaison with government officials and supervising the development of local and/or regional plans or programs. Work also involves providing consultative and technical services to other governmental agencies, community organizations and the general public as well as the general oversight of the Planning Commission's information technology operations. Plans, assigns, and/or supervises the work of others. Works under minimal direction of the Executive Director with extensive latitude for the use of initiative and independent judgment. Assist in policy matters; representing the organization; administering policies established by the Board of Directors; maintaining PRPC facilities; and implementing programs of the PRPC

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Executive Director
2. Directs: Departmental personnel.
3. Other: Has contact with Planning Commission employees, local and state government officials, public and private organizations and groups, and the general public.

### **EXAMPLES OF WORK**

#### Essential Duties\*

Oversees matters pertaining to facility maintenance;

Assist the Executive Director in the general development of plans for the financial and program aspects of the Planning Commission;

Assist the Executive Director in the general supervision of Planning Commission programs and administrative functions;

Assist the Executive Director in the monitoring, evaluation, and oversight of PRPC departments;

Develop and execute plans related to facility maintenance;

Acts on behalf of the Executive Director upon the request or extended absence of the Executive Director;

Represents the Executive Director at the local, state and national levels, as directed, directs departmental staff in a variety of programmatic areas, including assigning and planning work, ensuring training, evaluating performance, and making recommendations on hiring, terminating and disciplining;

Develops program guidelines, procedures and policies;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Establishes program goals and objectives; develops and/or approves schedules, priorities and standards for achieving goals;

Collects, organizes, analyzes and prepares material in answer to requests for information and for reports;

Advises local officials on planning problems and various technical phases of emergency communications projects;

Conducts meetings with local state and federal officials;

Testifies at hearings and legislative meetings, as appropriate;

Provides consultative services to plan, implement and monitor effective programs,

Develops and implements departmental budgets, including monitoring and approving expenditures and preparing, negotiating, and administering grants and contracts for program compliance;

Provides oversight, guidance and direction in the planning, coordination and implementation of the Planning Commission's information technology operations;

Develops and implements regional plans for 9-1-1 system operations and ensures that program activities comply with local, state, and federal regulations;

Develops and maintains mapping and addressing resources for the Panhandle;

Maintains knowledge of all applicable regulations and revises the regional emergency communications plan as appropriate;

Maintains knowledge of technological advancements and challenges to 9-1-1 system, including knowledge of wireless communication;

Monitors the system on a continuous basis to ensure the quality of emergency communications delivery;

Serves as a liaison between state and local governments in establishing a regional 9-1-1 system;

Prepares and submits reports as needed for management of the Planning Commission and for grantor agencies;

Coordinates the installation of equipment with telephone companies and public safety agencies;

Oversees the development of Call-Taker Training program;

Provides staff support for advisory committees and the Board of Directors; and

Provides information, maintains records and files, and acts as a general resource in the area of 9-1-1 services.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; standard principles and practices of emergency communications planning, program development, implementation, and evaluation; local, state, and federal guidelines applicable to 9-1-1 programs; methods involved in survey information gathering and analysis; computer and communication equipment and operational procedures; law enforcement, fire, and emergency medical operations; and budgeting; organizational management and grant administration practices and procedures.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

*Skill/Ability to:* analyze and evaluate emergency communications services and activities; prepare and analyze program management reports, statements, and correspondence; develop and administer program budgets; demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with other Planning Commission employees, local and state government officials, public and private organizations, and the general public.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, communications, or a related field, plus at least three years of progressively responsible experience in emergency communications;

*or* bachelor's degree in public administration, communications, or a related field, plus at least five years of progressively responsible experience in emergency communications;

*or* any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.



## **Job Description: EXECUTIVE MANAGER**

**CLASS NO.:** 105

**EEOC CATEGORY:** Professional

**PAY GROUP:** 10/11

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Provides advanced administrative and managerial work in support of the Board of Directors, the Executive Director, departments within the Planning Commission, as well as daily operations of the agency. Work involves developing, implementing, and evaluating practices, procedures, and productivity reports. Work also involves the oversight of special Planning Commission programmatic initiatives; monitoring and planning budgets; and the direct supervision of professional, technical and clerical workers. Works under limited direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Executive Director.
2. Directs: Administrative Program Specialist; and Customer Service Support Aide.
3. Other: Has contact with other Planning Commission employees, public officials, funding agencies and the general public.

### **EXAMPLES OF WORK**

#### Essential Duties\*

Provides administrative support to the Board of Directors;

Provides administrative and technical assistance to the Executive Director;

Provides technical guidance and direction on administrative matters to agency directors and other staff;

Provides appropriate information, rules, and regulations concerning the agency and general information pertaining to agency activities;

Manages the maintenance of the agencies fleet of vehicles; and

Manages building maintenance contracts and coordinates such activities;

Plans, prepares, and oversees the preparation of periodic and special reports;

Plans and coordinates special and administrative assignments and programs;

Assists in developing agency policies and procedures;

Coordinates work with other governmental agencies and private organizations;

Oversees the operation of the Planning Commission's clerical support services and receptionist/telephone services;

Purchases or oversees the purchasing of supplies, equipment and services;

Plans and organizes the Annual General Membership Meeting;

Assists in preparation of the Direct Internal Services budget;

Assists Executive Director with general human resource management actions;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Coordinates the recommendations for changes to the job descriptions and Classification Pay Plan Document;

Receives and reviews incoming communications, composes routine correspondence, initiates replies to incoming inquiries, and refers other inquiries to appropriate staff members;

Performs general administrative duties for the agency, maintaining records, scheduling of monthly committee meetings, preparing agendas for monthly meetings, and maintaining agency mailing lists;

May provide assistance answering and routing phone calls, taking messages, greeting and directing visitors to the appropriate staff;

Acts as Records Management Officer and Public Information Coordinator for the agency;

Attends meetings and records minutes using recording devices and/or longhand;

Makes conference arrangements, such as travel and lodging for Executive Director and other personnel as needed; and

Establishes and maintains filing system, including records of public meetings.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

*Knowledge of:* organizational policies and procedures; and standard office practices and procedures.

*Skill/Ability to:* demonstrate proficiency in both oral and written communication; perform program and high-level administrative operations; type accurately at a speed of at least 60 words per minute; prepare and maintain financial and other records and reports in a neat, systematic, and legible manner; operate standard office equipment, including typewriter, copier, fax, and other office machines; operate computer using standard word processing, spreadsheet, and database software packages; and establish and maintain effective working relationships with elected officials, other agency employees, and the general public.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in business administration, public administration, office administration, or a related field plus at least two years of executive administrative experience;

or bachelor's degree in business administration, public administration, office administration, or a related field, plus at least four years of executive administrative experience;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: EXECUTIVE ASSISTANT**

**CLASS NO.:** 107

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Provides advanced administrative work in support of the Board of Directors, the Executive Director and the major departments within the Planning Commission. Work involves developing, implementing, and evaluating administrative practices and procedures. Work also involves the oversight of special Planning Commission programmatic initiatives and the direct supervision of professional, technical and clerical workers. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Executive Director.
2. **Directs:** Administrative Program Specialist; and Customer Service Support Aide.
3. **Other:** Has contact with other Planning Commission employees, public officials, funding agencies and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Provides administrative support to the Board of Directors;

Provides administrative and technical assistance to the Executive Director;

Provides appropriate information, rules, and regulations concerning the agency and general information pertaining to agency activities;

Coordinates the maintenance of the agencies fleet of vehicles;

Coordinates building maintenance contracts and other such activities;

Plans, prepares, and oversees the preparation of periodic and special reports;

Plans and coordinates special and administrative assignments and programs;

Assists in developing agency policies and procedures;

Coordinates work with other governmental agencies and private organizations;

Oversees the operation of the Planning Commission's clerical support services and receptionist/telephone services;

Purchases or oversees the purchasing of supplies, equipment and services;

Plans and organizes the Annual General Membership Meeting;

Receives and reviews incoming communications, composes routine correspondence, initiates replies to incoming inquiries, and refers other inquiries to appropriate staff members;

Performs general administrative duties for the agency, including managing the filing system, maintaining records, scheduling of monthly committee meetings, preparing agendas for monthly meetings, maintaining agency mailing lists, and disseminating grant information;

Acts as Records Management Officer and Public Information Coordinator for the Planning Commission;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Prepares invoices, reports, memos, letters, financial statements and other documents using word processing spreadsheet, database or presentation software;

Advanced proficiency in Microsoft Office software programs;

Attends meetings and records minutes using recording devices and/or shorthand;

Makes conference arrangements, such as travel and lodging for Executive Staff and other personnel as needed;

Establishes and maintains filing system, including records of public meetings; and

Coordinates office building maintenance activities.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

*Knowledge of:* organizational policies and procedures; and standard office practices and procedures.

*Skill/Ability to:* demonstrate proficiency in both oral and written communication; perform program and administrative operations; type accurately at a speed of at least 60 words per minute; prepare and maintain financial and other records and reports in a neat, systematic, and legible manner; operate standard office equipment, including typewriter, copier, fax, and other office machines; operate computer using standard word processing, spreadsheet, and database software packages; and establish and maintain effective working relationships with elected officials, other agency employees, and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in business administration, public administration, office administration, or a related field plus at least two years of executive administrative experience;

or bachelor's degree in business administration, public administration, office administration, or a related field, plus at least four years of executive administrative experience;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: ADMINISTRATIVE PROGRAM SPECIALIST**

**CLASS NO.:** 109

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Provides complex word processing and administrative support and/or technical program assistance to all Planning Commission departments; maintains a database of all elected officials, advisory bodies and essential agencies needed by all departments; performs routine purchasing work; and assists in the daily operation of the Planning Commission. Work involves performance of high-level administrative operations of all Planning Commission programs. Exercises independent action when interpreting instructions and assumes responsibility for document accuracy and completeness. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Executive Assistant.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has contact with all other Planning Commission employees and the general public

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Performs complex word-processing duties in the creation of correspondence, memoranda, minutes of meetings, agendas, contracts, statistical reports and other documents;

Maintains database of all elected officials, advisory bodies, boards, interest groups and essential agencies needed by all divisions and conducts searches to find needed information using such sources as the internet;

Creates, enters and maintains computer and manual filing systems and files documents as necessary;

Diagnoses office equipment malfunctions and notifies vendors of needed support;

Utilizes specialized software packages;

Makes copies of documents and materials as needed and instructed;

Performs back-up receptionist duties;

Coordinates and/or provides staff support for special projects;

Coordinates and attends meetings, conferences and/or seminars as needed and instructed;

May take and transcribe minutes from board or committee meetings;

Travels to suppliers and procures office supplies as needed;

Travels to post office to pick up mail and post out-going mail daily;

May function as a liaison with committee members and/or other agencies;

Assists in maintaining and updating the Planning Commission website;

Purchases items requiring knowledge of an unusual or complex nature;

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*This job description does not take into account potential reasonable accommodations.*

Prepares and reviews specifications, working with Planning Commission staff and vendors to secure full technical description of items;

Learn to operate new office technologies as they are development and implemented;

Mails newsletters, promotional material or other information for organization;

Prepares local and emergency purchases;

Requisitions and/or orders merchandise, supplies, and equipment needed for Planning Commission activity;

Reviews tabulations and analyses of bids to determine lowest and best bids; and

Advises Planning Commission staff on proper interpretation and application of purchasing policies and regulations.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

*Knowledge of:* standard office practices and administrative procedures; spelling and punctuation; organizational policies and procedures; purchasing methods and procedures; and records storage, retention, and disposition laws and guidelines.

*Skill/Ability to:* understand and follow instructions; operate a variety of office machines and word processing equipment; prepare records, reports, and correspondence neatly and professionally; proofread material to ensure accuracy; maintain accurate records of the department's business; apply correct business English, spelling, and punctuation; maintain clerical records and files with precision and accuracy; organize data; communicate effectively with the public; type at a speed of at least 50 words per minute and operate a computer using Microsoft word processing software; establish and maintain effective working relationships with co-workers, elected officials, and the general public; manage own time to meet deadlines; arrange things or actions in a certain order or pattern according to a specific rule or set of rules.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in business administration, public administration, office administration or a related field;

*or* bachelor's degree in business administration, public administration, office administration, or a related field, plus at least one year of administrative and/or general office practices and procedures experience;

*or* any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: CUSTOMER SERVICE SUPPORT AIDE**

**CLASS NO.** 111

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 3/4

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs routine receptionist, customer service work, and administrative support to the organization. Duties include receiving and directing a high volume of incoming calls; greets visitors; opening, sorting, and distributing mail; typing a variety of documents; and providing agency administrative assistance. Work involves providing external customer service support and receiving and responding to public inquiries for information and/or agency services. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Executive Assistant.
2. Directs: This is a non-supervisory position.
3. Other: Has frequent contact with the general public, government agencies and organizations, and other Planning Commission personnel.

### **EXAMPLES OF WORK**

#### Essential Duties\*

Receives incoming telephone calls, determines nature of calls, responds to clients/callers' inquiries, and/or transfers calls to appropriate individual or division, or takes message;

Use of personal computer to communicate with staff and maintain records of staff locations;

Greets persons entering building, determines nature and purpose of visit and direct or escort them to specific department;

Reports communications systems malfunctions;

Opens, sorts, and distributes incoming correspondence, including faxes and email and maintains log of all checks received;

Refers callers or visitors to services or resources at other agencies or organizations when appropriate;

Distributes applications to prospective employees and answers routine inquiries explaining procedures, rules and regulations;

Maintains current list of all staff and makes list available to staff members;

Provides clerical assistance to the Executive Assistant and Executive Director;

Maintains meeting/conference room schedules in event calendars;

Monitors daily publications for information pertinent to the Planning Commission and clips articles from newspapers; compiles monthly bulletin for BOD meetings;

Participates in the procurement of office supplies;

Listen and use sound judgement to resolve complaints from customers or public;

May assist with registration during meetings;

May use calculator or other business machines in order to verify the PRPC check amounts to accounts payable voucher amounts; mails and distributes checks;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Schedules all travel arrangements for all employees upon approval by the Executive Director;  
Learn to operate new office technologies as they are developed and implemented;  
Basic proficiency in Microsoft Outlook and Microsoft Word; and  
Signs for all packages and supplies delivered to building.

**Other Important Duties\***

May pick up and/or deliver mail to the post office; and  
Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* standard telephone and office practices and procedures; and Business English, spelling, and punctuation.

*Skill/Ability to:* communicate pleasantly with the public and Planning Commission officers and employees; take clear and accurate messages; understand and follow instructions; operate a variety of office machines and personal computer; organize data; maintain clerical records and files with precision and accuracy; and establish and maintain effective working relationships with co-workers, government agencies and organizations, and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

High school graduation, or its equivalent, plus at least two years of clerical, secretarial and/or customer service work experience;

*or* any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*



## **Job Description: RECEPTIONIST**

**CLASS NO.:** 113

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 1/2

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs moderately complex reception and clerical services to the organization and performs routine secretarial work. Duties include receiving and directing a high volume of incoming calls; receiving visitors, and providing general information; opening, sorting, and distributing mail; typing a variety of documents; and providing secretarial assistance. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Executive Assistant.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has frequent contact with the general public, government agencies and organizations, and other Planning Commission personnel.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Receives incoming telephone calls, determines nature of calls, answers questions, and/or transfers calls to appropriate individual or division, or takes message;

Use of personal computer to communicate with staff and maintain records of staff locations;

Greets visitors and directs them to the appropriate individual or division;

Reports communications systems malfunctions;

Opens, sorts, and distributes incoming correspondence and maintains log of all checks received;

Refers callers or visitors to services or resources at other agencies or organizations when appropriate;

Distributes applications to prospective employees and answers routine inquiries explaining procedures, rules and regulations;

Types letters, checks, correspondence, and other materials as directed;

Maintains current list of all staff and makes list available to staff members;

Participates in the procurement of office supplies;

Screens calls as directed;

Assists with registration during meetings;

May use calculator or other business machines in order to verify the PRPC check amounts to accounts payable voucher amounts; mails and distributes checks; and

Schedules all travel arrangements for all employees upon approval by the Executive Director.

#### **Other Important Duties**

May pick up and/or deliver mail to the post office; and

Performs such other related duties as may be assigned.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* standard telephone and office practices and procedures; and business English, spelling, and punctuation.

*Skill/Ability to:* communicate pleasantly with the public and Planning Commission officers and employees; take clear and accurate messages; understand and follow instructions; operate a variety of office machines and word processing equipment; organize data; maintain clerical records and files with precision and accuracy; and establish and maintain effective working relationships with co-workers, government agencies and organizations, and the general public.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

High school graduation, or its equivalent, plus at least one year of relevant work experience;

*or* any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

None.

# FINANCE

## **Job Description: FINANCE DIRECTOR**

**CLASS NO.:** 201

**EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** 13/14

**FLSA:** Exempt

### **SUMMARY OF POSITION**

The Finance Director is the Chief Financial Officer of the Panhandle Regional Planning Commission performing highly advanced financial, personnel and procurement work. Develops and oversees implementation of systems necessary to maintain and direct fiscal, personnel and procurement activities. Works under minimal direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Executive Director.
2. Directs: Departmental personnel.
3. Other: Has contact with Planning Commission employees; external auditors; federal, state, and local agencies and officials; and the general public.

### **EXAMPLES OF WORK**

#### Essential Duties <sup>2</sup>

Directs departmental staff, including assigning and planning work, ensuring training, evaluating performance, and making recommendations on hiring, terminating, and disciplining;

Develops and implements departmental budget, including monitoring and approving expenditures and preparing, negotiating, and administering grants and contracts for program compliance;

In directing fiscal activities, performs the following duties:

Develops, monitors, and reports on the Planning Commission's annual budget, contracts, and agreements;

Participates in Planning Commission's strategic planning activities;

Develops and maintains fiscal internal control procedures and accounting and financial management procedures;

Ensures accurate and timely reporting of financial results of operations, including preparing monthly and annual financial reports;

Maintains accurate chart of accounts and accounting records;

Ensures timely preparation of requisitions, requests for payment, and similar documents to the Planning Commission's funding agencies;

Ensures timely billing of grantor agencies and other receivables and timely reimbursement of subcontractors and payments to suppliers;

Serves as a liaison between the Planning Commission and grantor agencies in financial matters;

Audits contracts, orders, and vouchers and prepares reports which substantiate individual transactions before their settlement;

Coordinates and assists external auditors with the Planning Commission's annual audit and assists state and federal agency personnel during financial monitoring visits; and

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Supervises the preparation and maintenance of payroll records.

In directing personnel activities, performs the following duties:

Oversees personnel activities in the areas of recruiting, employee benefits, employee records, grievances, etc.;

Directs the Planning Commission's affirmative action program and serves as the Equal Employment Opportunity (EEO) Officer;

Administers the Planning Commission's personnel policies, including those related to selection, classification, compensation, and performance evaluation;

Ensures fiscal compliance with local, state, and federal regulations;

Administers employee retirement and insurance programs;

Ensures all official employee records are maintained; and

In directing procurement activities, performs the following duties:

Oversees the purchase of goods and services, including preparing bid specifications, requests for proposals, purchase orders, and contracts;

Reviews and approves purchase orders and contracts; and

Oversees inventories of property and equipment.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* generally accepted accounting principles; governmental accounting practices and procedures; budget development processes and procedures; local, state, and federal regulations applicable to grants administration and personnel management; personnel practices and procedures; and local government structure and intergovernmental relations in Texas.

*Skill/Ability to:* maintain complete and accurate records; oversee and administer contracts efficiently and effectively; direct and motivate employees; apply correct business English, spelling, punctuation, and arithmetic; demonstrate proficiency in both oral and written communication; operate standard office equipment, including computer using standard word processing and spreadsheet software packages, typewriter, and copy and fax machine; establish and maintain effective working relationships with coworkers, other Planning Commission employees, outside auditors, federal, state, and local agencies and officials, and the general public;

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in accounting, finance, or a related field, plus at least three years of progressively responsible experience in public accounting and administration;

or bachelor's degree in accounting, finance, or a related field, plus at least five years of progressively responsible experience in public accounting and administration;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Certified Public Accountant license preferred.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: ACCOUNTING MANAGER**

**CLASS NO.** 203

**EEOC CATEGORY:** Professional

**PAY GROUP:** 10/11

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced work in planning and coordinating accounting functions for the Finance Division. Work involves auditing, posting, balancing, and reconciling accounts; fiscal contract administration; monitoring budgets; preparing budgets, financial statements and reports; and analyzing variances. May supervise related fiscal activities. Exercises independent action when interpreting instructions and assumes responsibility for accounting accuracy and completeness. Works under limited direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Finance Director.
2. Directs: May supervise clerical or technical staff performing accounting and budget activities.
3. Other: Has contact with other Planning Commission employees, external auditors, federal state and local agencies and officials, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties** \*

May supervise the work of others under the direction of Finance Director;

Serves as liaison to Finance Director on all matters;

Prepares monthly or quarterly financial status reports, cash reimbursement requests and annual closeout reports for various grants and contracts;

Analyzes and prepares various agency budgets and financial statements and ensures compliance;

Oversees and analyzes projects on a monthly basis, determines if funds are available and expenditures are properly classified, researches and analyzes transactions to resolve budget problems, and provides analysis of available funds;

Develops methods of processes with program managers concerning budget activity, proper expenditure coding, document preparation, and other accounting related activities;

Prepares monthly bank reconciliations for various bank accounts;

Prepares the recording of revenue collected and oversees the deposits.

Performs fiscal contract administration, including checking and verifying the accuracy and appropriateness of payment requests and monitoring for compliance;

Assists in planning and preparing the yearly single audit schedules and financial statements;

Prepares all payroll tax reports, including W-2's, 941s, unemployment compensation reports and associated account reconciliations;

Monitors fiscal requirements in grants and contracts and identifies changes needed for compliance;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Maintains current knowledge of rules and regulations related to federal and state grants, contracts, subcontractor audits, and payroll requirements.

Other Important Duties \*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* generally accepted accounting principles, budget controls and auditing practices; and automated accounting systems.

*Skill/Ability to:* use a personal computer; learn and maintain current knowledge of rules and regulations relating to governmental accounting; work quickly and accurately with numbers; use ten-key calculator by touch; prepare and maintain financial records and reports systematically and accurately; and establish and maintain effective working relationships with other Planning Commission employees, external auditors, and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in accounting, finance, or a related field plus at least two years of progressively responsible experience;

or bachelor's degree in accounting, finance, or a related field, plus at least four years of progressively responsible experience;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

None.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: ACCOUNTING MANAGER**

**CLASS NO.** 205

**EEOC CATEGORY:** Professional

**PAY GROUP:** 10/11

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced work in planning and coordinating accounting functions for the Finance Division. Work involves auditing, posting, balancing, and reconciling accounts; fiscal contract administration; monitoring budgets; preparing budgets, financial statements and reports; and analyzing variances. May supervise related fiscal activities. Exercises independent action when interpreting instructions and assumes responsibility for accounting accuracy and completeness. Works under limited direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Finance Director.
2. **Directs:** May supervise clerical or technical staff performing accounting and budget activities.
3. **Other:** Has contact with other Planning Commission employees, external auditors, federal state and local agencies and officials, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties** \*

May supervise the work of others under the direction of Finance Director;

Serves as Finance Department liaison to the Workforce Development Staff;

Prepares monthly or quarterly financial status reports, cash reimbursement requests and annual closeout reports for various grants and contracts;

Prepares various funding agency budgets and financial statements, and monitors to ensure regulatory compliance within each cost category;

Oversees and analyzes projects on a monthly basis, determines if funds are available and expenditures are properly classified, researches and analyzes transactions to resolve budget problems, and provides analysis of available funds;

Develops and coordinates methods of processes with program managers concerning budget activity, proper expenditure coding, document preparation, and other accounting related activities;

Prepares monthly bank reconciliations for various bank accounts;

Prepares and maintains documentation for direct deposits received on a monthly basis;

Performs fiscal contract administration, including checking and verifying the accuracy and appropriateness of payment requests and monitoring for compliance;

Assists in planning and preparing the yearly single audit schedules and financial statements;

Performs monthly process of closing books;

Prepares and verifies information imported into the accounting system for payments to child care vendors;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*



Analyzes and prepares wire transfer requests;

Secures the deposit of funds onto incentive cards and prepares the recording in the accounting system.

Develops and implements schedules to perform tasks associated with special projects; and

Maintains current knowledge of rules and regulations related to federal and state grants, contracts, and subcontractor audits.

Other Important Duties \*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* generally accepted accounting principles, budget controls and auditing practices; and automated accounting systems.

*Skill/Ability to:* use a personal computer; learn and maintain current knowledge of rules and regulations relating to governmental accounting; work quickly and accurately with numbers; use ten-key calculator by touch; prepare and maintain financial records and reports systematically and accurately; and establish and maintain effective working relationships with other Planning Commission employees, external auditors, and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in accounting, finance, or a related field plus at least two years of progressively responsible experience;

or bachelor's degree in accounting, finance, or a related field, plus at least four years of progressively responsible experience;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

None.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

**Job Description: ACCOUNTING SYSTEMS PROGRAM SPECIALIST  
(ACCOUNTS PAYABLE SPECIALIST)**

**CLASS NO.** 207

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

**SUMMARY OF POSITION**

Performs complex accounting and fiscal record keeping administration. Work involves specializing in the accounts payable functions as well as other accounting functions as needed. Exercises independent action when interpreting instructions and assumes responsibility for accounting accuracy and completeness. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

**ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Finance Director.
2. Directs: This is a non-supervisory position.
3. Other: Has contact with other Planning Commission employees.

**EXAMPLES OF WORK**

**Essential Duties** \*

Prepares and inputs all accounts payable vouchers weekly;  
Prepares vouchers and verifies grant and account coding;  
Maintains all accounts payable documentation and correspondence, and provides copies of documentation to various employees for reporting purposes;  
Reconciles various accounts and grants monthly;  
Prepares monthly statements for Planning Commission building tenants and tower leases;  
Verifies all travel expenses for accuracy and for proper documentation;  
Submits participant reports to pension plan administrator and reconciles quarterly statements;  
Maintains vendor information;  
Maintains and updates automobile pool logs monthly;  
Maintains copy codes and reads copier meters monthly;  
Provides tax forms as requested to other organizations or companies;  
Completes credit account applications as needed;  
Prepares 1099s;  
Inventories all Planning Commission property and equipment and updates the subsidiary general ledger; and  
Places, tracks and codes all Amazon orders.

**Other Important Duties**\*

Performs such other related duties as may be assigned.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* basic accounting principles and preparation of accounts payable and records maintenance.

*Skill/Ability to:* work quickly and accurately with numbers; use ten-key calculator by touch; prepare and maintain financial records and reports systematically and accurately; learn to operate computer using standard spreadsheet software packages; and establish and maintain effective working relationships with other Planning Commission employees.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in accounting, finance or a related field

or bachelor's degree in accounting, finance, or a related field; plus at least one year of experience in governmental accounting, bookkeeping or accounts payable;

or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

## **CERTIFICATES AND LICENSES REQUIRED**

None.

**Job Description: ACCOUNTING SYSTEMS PROGRAM SPECIALIST  
(HR/PAYROLL SPECIALIST)**

**CLASS NO.** 209

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

**SUMMARY OF POSITION**

Performs payroll processing for PRPC and Workforce Development employees and complex human resource management administration and maintenance of the performance of accounting systems. Work involves payroll processes, participating in the administration of the human resource management program; ensuring compliance with Equal Employment criteria, the Fair Labor Standards Act, the PRPC Personnel Classification and Pay Plan and other state and federal laws and regulations. Work involves performance of accounting systems operations for the accounting department. Exercises independent action when interpreting instructions and assumes responsibility for accounting accuracy and completeness. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

**ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Finance Director.
2. Directs: This is a non-supervisory position.
3. Other: Has contact with other Planning Commission employees.

**EXAMPLES OF WORK**

Essential Duties \*

Serves as Human Resource liaison to PRPC employees;

Prepares Property Insurance claims for PRPC assets;

Provides assistance to staff in all payroll classification, compensation, personnel policies updates and benefit administration matters through the maintenance and distribution of forms, records, reports and procedures;

Prepares reports on employee payroll deductions; analyzes appropriateness of all deductions and submits for payment; updates all payroll deduction changes into the payroll system; and reconciles deduction reports to the general ledger;

Accumulates and reviews timesheets and leave requests, enters timesheets semi-monthly and ensures appropriate documentation is maintained;

Inputs journal vouchers, cash receipts and direct charges for month end closing;

Maintains and updates employee personnel files for all appropriate documentation, including leave balances, payroll deductions, health and retirement benefits, resumes, W-4's, I-9's, applications, and evaluations;

Responsible for employee on boarding and exit interviews;

Prepares the job application letter responses with the applicable directors;

Enters EEO information and maintains EEO folder after hiring each new employee;

Prepares weekly deposit;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)

Prepares reports of individual employee's rates of accruals and balances of leave time including vacation, sick, incentive and overtime;

Assists Executive Director and Finance Director with general human resource management actions;

Coordinates and prepares Integrated Personnel Classification Pay Plan and Job Descriptions document;

Operates computer programs to generate accounts payable checks weekly and payroll vouchers semi-monthly;

Transfer files to the bank for electronic fund deposits for payroll and vendor payments; and

Operates computer programs for monthly and year-end closing to produce general ledger and financial reports.

Other Important Duties \*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* the principles; methods and practices of human resource management; modern office practices and procedures including the use of personal computers to achieve maximum job performance; and personnel practices and requirements.

*Skill/Ability to:* demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with other Planning Commission employees, public officials and the public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in business administration, or a related field;

or bachelor's degree in business administration, or a related field; plus at least one year of human resource management;

or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

None.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)

# **REGIONAL SERVICES**

## **Job Description: REGIONAL SERVICES DIRECTOR/ASSISTANT TO THE EXECUTIVE DIRECTOR**

**CLASS NO.** 301

**EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** 13/14

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs highly advanced planning, research, consultative, technical and program administration or direction work in the provision of regional services to local governments. Work involves establishing program goals and objectives; developing program guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; and coordinating program activities. Other work involves acting as a liaison with government officials and supervising the development of local and/or regional plans or programs. Work also involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Plans, assigns, and/or supervises the work of others. Works under minimal direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Executive Director.
2. Directs: Departmental personnel.
3. Other: Has regular contact with area elected officials, representatives of local, state and federal government agencies, private firms, other Planning Commission employees and the general public.

### **EXAMPLES OF WORK**

#### Essential Duties\*

May assist the Executive Director in the general development of plans for the financial and program aspects of the Planning Commission;

May assist the Executive Director in the general supervision of Planning Commission programs and administrative functions;

Develops and implements effective techniques for evaluating programs;

Promotes effective development and use of resources for programs;

Provides consultative services to plan, implement and monitor effective programs;

Assists the Executive Director in identifying the need for new regional services programs;

Analyzes the application of programs; develops action plans to improve or initiate programs;

Directs departmental staff in a variety of programmatic areas, including assigning and planning work, ensuring training, evaluating performance, and making recommendations on hiring, terminating, and disciplining;

Develops program guidelines, procedures and policies;

Establishes program goals and objectives; develops and/or approves schedules, priorities, and standards for achieving goals;

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\*for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Collects, organizes, analyzes and prepares material in answer to requests for information and for reports;

Provides administrative and technical assistance to local governments in the areas of planning, capital improvements, rural development, historic preservation, criminal justice, solid waste management, hazard mitigation planning and emergency management;

Oversees planning and research projects and field surveys;

Prepares proposals for grants and contracts related to regional planning and services and assists in the implementation of such grants and contracts;

Develops and implements regional plans in specific subject areas;

Advises local officials on planning problems and various technical phases of comprehensive planning projects;

Prepares budgets, interviews job applicants, and performs other administrative duties;

Conducts meetings with local, state and federal officials;

Prepares and delivers presentations; participates in planning conferences; and provides advisory service to local, regional and state agencies;

Makes oral and/or written presentations to the Planning Commission's Board of Directors;

Testifies at hearings and legislative meetings, as appropriate;

Represents the Executive Director at the local, state and national levels, as directed;

Provides staff support to policy and advisory committees of the Planning Commission;

Performs outreach functions to publicize programs in regional development;

Prepares technical document materials, program literature, news releases, and other related informational materials regarding various Regional Services plans and programs;

May assist the Executive Director in providing general organizational leadership and direction; and

Keeps the Executive Director advised on matters relating to regional service program areas.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; principles and practices of public administration, local government management, community development, and other community services administered by the Planning Commission; and budgeting and grants administration practices and procedures.

*Skill/Ability to:* to coordinate activities among numerous agencies, groups, and local governments; identify specific community needs and develop responsive programs; interpret and communicate to others relevant state and federal rules, regulations, and guidelines; demonstrate proficiency in both oral and written communication; supervise and motivate employees; and establish and maintain effective working relationships with local, state, and federal agencies, policy and advisory committees of the Planning Commission, private contractors, and the general public.



### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, regional planning, or a related field, plus at least three years of progressively responsible experience in public administration or planning;

or bachelor's degree in public administration, regional planning, or a related field, plus at least five years of progressively responsible experience in public administration or planning;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

# **Job Description: REGIONAL EMERGENCY COMMUNICATIONS & PREPAREDNESS PROGRAMS MANAGER**

**CLASS NO.** 303

**EEOC CATEGORY:** Professional

**PAY GROUP:** 10/11

**FLSA:** Exempt

## **SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under limited direction with extensive latitude for the use of initiative and independent judgment.

## **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Regional Services Director.
2. **Directs:** May supervise support personnel.
3. **Other:** Has contact with local elected officials, city/county staff, representatives of regulatory agencies, local, state and federal emergency management /law enforcement agencies, private sector representatives, and the general public.

## **EXAMPLES OF WORK**

### **Essential Duties\***

Collects, organizes and analyzes data required in the development of the regional interoperable public safety communications system [PANCOM];

Develops, implements and administers a program for maintaining and managing PANCOM to keep the system in sound operational working order;

Assists in managing and maintaining grant accounts on the State's grant management system website(s) and manages the expenditures made in either enhancing and/or managing the PANCOM system;

Promotes coordination amongst the various local/state/federal agencies involved with PANCOM;

Facilitates the development/implementation of interoperable public safety communications strategies for the region;

Assists with the development, updating, and/or augmentation of local emergency management plans as they pertain to regional interoperable public safety communications;

May assist with or contribute to the updating and maintenance of the Panhandle Regional Response Plan;

Assists in providing staff support to the Panhandle Emergency Management Advisory Committee [PREMAC];

Provides staff support to the PREMAC's Communications Subcommittee;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Works with local officials, Local Emergency Planning Committees, volunteer groups, various state/federal agencies, private businesses, and consultants in developing / implementing certain emergency management program initiatives including mutual aid and regional interoperable communications;

May provide technical assistance to local jurisdictions in the identification / procurement of equipment purchased under the State Homeland Security Grant Program;

Promotes support for the Regional Mutual Aid system;

Assists with the operation of the Panhandle's Multi-Agency Coordination Center [MACC];

Maintains current knowledge of the responder resources available in the Panhandle-Area Regional Information System [PARIS] and maintains a working knowledge of the PARIS system and the region's WebEOC system;

Maintains awareness of and participation with the activities of the Texas Interoperable Communications Committee [TxICC] and the Statewide Interoperable Communications Coordinator [SWIC];

Maintains a regional interoperable communications plan [RCIP], as may be required by the Texas Department of Public Safety [DPS] or deemed appropriate by the Panhandle Regional Emergency Management Advisory Committee [PREMAC];

Maintains / updates the region's public safety communications Standard Operating Procedures as may be required by the Texas DPS or deemed appropriate by the PREMAC;

Coordinates/facilitates the conduct of emergency management training and exercises in the region, particularly those that apply to public safety communications;

Prepares technical document materials, program literature, news releases, and other related informational materials regarding the region's emergency management programs;

Assists the Regional Services Director in fulfilling the obligations set forth in the region's annual Statement of Work [SOW] as provided by the State Administrative Agency of the Texas DPS;

Maintains up-to-date knowledge of laws, regulations, and programs administered by the Federal Emergency Management Administration (FEMA), the Texas Department of Public Safety's Texas Division of Emergency Management (TDEM), and other state/federal agencies pertaining to emergency management;

Works with and speaks to community and professional groups and the media regarding the region's emergency management programs;

Responds to requests from local jurisdictions, state/federal agencies and the general public; and

Collects necessary program data and provides periodic reports to the DEM and as needed, to TEEX, the region's local elected officials, and the PRPC Board of Directors.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area and to emergency management planning principles.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

*Skill/Ability to:* establish and maintain effective working relationships with elected officials, regulatory agencies, and the general public; demonstrate proficiency in both oral and written communication; analyze and interpret data; prepare and administer grants; work independently and creatively; and prepare reports, meeting agendas, program literature, news releases, and other documents neatly and professionally.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in emergency management, public administration, regional planning, or a related field plus at least two years of progressively responsible experience in planning, public administration or emergency management;

or bachelor's degree in emergency management, public administration, regional planning, or a related field, plus at least four years of progressively responsible experience in planning, public administration or emergency management;

*or* any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

## **Job Description: REGIONAL EMERGENCY MANAGEMENT PLANNING PROGRAM COORDINATOR**

**CLASS NO.** 305

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Regional Services Director.
2. **Directs:** May supervise support personnel.
3. **Other:** Has regular contact with policy and advisory committees of the Planning Commission; and local, state, and federal law enforcement and criminal justice agency representatives.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

The essential duties involve the development and maintenance of a variety of local and/or regional plans related to emergency preparedness that address one or more of the four phases of emergency management: Mitigation, Preparedness, Response and Recovery.

#### **LOCAL EMERGENCY OPERATIONS PLANS MAINTENANCE AND UPDATES:**

The following duties pertain to those counties and cities who are receiving assistance through the PRPC in maintaining and updating their Emergency Operations Plan [EOP]:

Provides staff support to jurisdictional planning committees convened for the purpose of deliberating and determining changes or updates to their EOP;

Assists in obtaining final jurisdictional approval of any new or updated EOP documents;

Helps to ensure that at all times each jurisdiction is operating under a plan that is at or above the Intermediate Level as determined by the Texas Division of Emergency Management [TDEM];

Serves as an interface between the jurisdictions receiving EOP assistance and TDEM to ensure that any new or updated plans are properly received by the agency for review;

Facilitates the development of any revisions or modifications as may be required by TDEM to obtain the agency's acceptance and recognition of EOP document(s) previously submitted for review;

Assists local officials and other key EOP participants in understanding the roles and responsibilities that may've been assigned to them under their jurisdictional plan; and

Ensures that at a minimum, the jurisdictional EOPs and/or attendant ESF annexes are updated every five (5) years.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

The following duties pertain to emergency management planning in general:

Encourages local officials, Emergency Management Coordinators [EMCs] and first responders to participate in appropriate levels of Incident Command System [ICS], National Incident Management System [NIMS] or other related trainings designed to increase their proficiency in and comprehension of mitigation, preparedness, response and recovery principles;

Assists with the planning for, coordination and conduct of regional trainings, conferences and/or multi-jurisdictional exercises intended to increase awareness of mitigation, preparedness, response and recovery principles;

Helps to promote an active awareness of the Panhandle region's Mutual Aid Agreement;

Assists as needed with the operations of the Panhandle's Multi-Agency Coordination Center [MACC];

Helps to proliferate a working knowledge of the use of WebEOC, a web-based information management system providing a single access point for the collection and dissemination of emergency or event-related information, by the region's EMCs;

Makes presentations to the PRPC's Board of Directors;

Responds to information requests from local governments, regulatory agencies and the general public; and

Maintains a good current knowledge of relevant State and Federal laws, regulations, requirements, plans and programs as they relate to addressing the Panhandle region's emergency preparedness and response planning needs.

**PANHANDLE-AREA REGIONAL INFORMATION SYSTEM [PARIS] ADMINISTRATION:**

Manages and administers the PARIS system, a web-based system that supports the management of response assets for mutual aid purposes, the badging and credentialing of the region's first responders, inter-agency communications and paging and public mass notification, on behalf of the agencies and jurisdictions in the Panhandle that have obtained licenses to the system;

Works to familiarize PARIS license holders with new system enhancements as they're rolled into production by APEX Innovation, the firm hosting the PARIS system;

Provides training to new and/or returning PARIS users, as requested, to help maintain and/or increase proficiency on the use of the system's various functions and features;

Helps to prompt the semi-annual updating of the 911 data supporting the PARIS system's public notifications functions by the PRPC's 911 department/APEX Innovations;

Assists with the development of notification templates to help speed the issuing of alerts or warnings by local license holders;

Manages the PARIS system's regional minute pool, used when launching text-to-voice alerts, to ensure the pool is properly replenished by license holders that consume the minutes;

Helps local jurisdictions in promoting resident sign-up for alerts and warnings;

Assists license holders in adhering to the PARIS system's rules of behavior and in particular, those that apply to the use of the federal Integrated Public Alert & Warning System [IPAWS];

Serves as an interface between the region's PARIS license holders and APX Innovations to help ensure those licenses are conveniently maintained year-to-year;

Provides feedback to and works with APEX Innovations to help improve system functions or features;

Where practical, works to incorporate the use of PARIS in with local or multi-jurisdictional exercises in an effort to increase user proficiency; and

Responds to information requests from local governments, regulatory agencies and the general public.

### **HAZARD MITIGATION PLANNING:**

Develops and maintains a working knowledge of the processes and procedures involved with the development of a Hazard Mitigation Plan [HMP], the Federal Emergency Management Agency [FEMA] and Texas Division of Emergency Management [TDEM] plan approval process and performing a Benefits-Cost Analysis [BCA];

Provides staff support to the Panhandle's local Mitigation Action Teams [MATs] when they convene for the purpose of conducting the annual review of their jurisdiction's hazard mitigation plan [HMP];

Provides technical assistance to local MATs that intend to modify or update an existing HMP that has been approved by the;

Develops and maintains a FEMA/TDEM-approved, regional COG-level hazard mitigation plan for the PRPC; and

Provides technical guidance to Panhandle jurisdictions that have a FEMA/TDEM-approved HMP and wish to apply for funding under FEMA's Hazard Mitigation Grant Program [HMGP];

### **OTHER IMPORTANT DUTIES:**

Helps to administer the Lone Star, the State's WebEOC platform in the Panhandle.

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* emergency management planning principles; the Incident Command System, the National Incident Management System, Chapter 418 of the Texas Government Code, FEMA Hazard Mitigation Plan Crosswalk, local, state and federal rules, regulations, guidelines, and best practices related to emergency management planning and program development.

*Skill/Ability to:* evaluate local and regional needs and develop appropriate plans in the area of emergency management; prepare and analyze program management reports, statements, and correspondence; administer program budgets; demonstrate proficiency in both oral and written communication; and establish and maintain affective working relationships with policy and advisory committees of the Planning Commission and local, state, and federal law enforcement and emergency management agency representatives.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in emergency management, emergency services administration, homeland security, or a related field, plus at least two years of experience in emergency management, emergency management planning, VOAD or first responder service;

or bachelor's degree in emergency management, emergency services administration, homeland security, or a related field, plus at least four years of experience emergency management, emergency management planning, VOAD or first responder service;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

## **Job Description: REGIONAL SERVICES PROGRAM COORDINATOR (SOLID WASTE & CRIMINAL JUSTICE PROGRAMS)**

**CLASS NO.** 307

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Regional Services Director.
2. **Directs:** May supervise support personnel.
3. **Other:** Has regular contact with policy and advisory committees of the Planning Commission; and local, state, and federal law enforcement and criminal justice agency representatives.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

This position bears coordination and administrative responsibilities in multiple Regional Services program areas. The Regional Program Coordinator will have a set of core duties in two or more of the department's mainstay programs and as the need arises, be assigned another set of tasks associated with one or more of the department's provisional programs.

#### **SOLID WASTE:**

Provides staff support to the Panhandle's Regional Solid Waste Management Advisory Committee [RSWMAC] and schedules / facilitates the RSWMAC meetings;

Ensures that the RSWMAC Operating Procedures are reviewed and updated as needed on a bi-annual basis;

Facilitates the development of the Panhandle's Bi-Annual Solid Waste Grants Program Funding Plan and ensures that all programmatic public notice / public involvement requirements are met;

Notifies eligible applicants within the region of the availability of Solid Waste Grant Program funding through the Texas Commission on Environmental Quality [TCEQ];

Provides technical assistance to cities, counties and/or school districts in the development of applications for funding under the Panhandle's Regional Solid Waste Grants program;

Facilitates the RSWMAC's process of prioritizing requests for funding under the Panhandle's Regional Solid Waste Grants program;

Coordinates, upon request, the purchase and delivery of equipment needed to support the implementation of Solid Waste Grant Program-funded project activities;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*



Conducts workshops, training sessions and public education forums intended to promote the development of local / regional recycling and composting initiatives and/or expand solid waste management knowledge in general;

Promotes active participation in the PRPC's Panhandle Environmental Partnership [PEP] and with other statewide recycling programs that might be beneficial to the region;

Coordinates the delivery of recycling services to PEP program participants;

Collects necessary program data and provides semi-annual reports to the TCEQ and as needed, to the region's local elected officials, solid waste program participants and the RSWMAC;

Makes presentations to the PRPC's Board of Directors;

Attends solid waste-related meetings and trainings as required;

Collects, organizes and analyzes data required in the development of solid waste programs;

Works with and speaks to community and professional groups and the media regarding solid waste management programs;

Responds to information requests from local governments, regulatory agencies and the general public; and

Maintains a current knowledge of relevant laws, regulations, program requirements, assistance programs, and financing methods in a variety of subject areas as they relate to addressing the Panhandle's solid waste management needs.

#### **CRIMINAL JUSTICE:**

Provides staff support to the Panhandle's regional Criminal Justice Advisory Committee [CJAC] and schedules / facilitates the CJAC meetings;

Ensures that the CJAC Operating Procedures are reviewed and updated as needed on an annual basis;

Prepares or updates an annual or multi-year criminal justice plan for the region, including budgeting for each component of the plan, as required;

Provides assistance, as requested, to communities, agencies and civic groups that are developing local criminal justice plans and strategies by providing information or serving as a facilitator for community planning groups;

Facilitates the annual applicant notification process for the various Criminal Justice Division [CJD] grant funding opportunities available to the region to include at a minimum, the General Victim Assistance - Direct Services Programs; Violent Crimes Against Women Criminal Justice and Training Projects - Domestic Violence, the Sexual Assault, Dating Violence, and Stalking; Criminal Justice Programs; the General Juvenile Justice and Delinquency Prevention Programs; and the Edward Byrne Justice Assistance Grant.;

Creates and conducts grant application workshops and provides technical assistance on the application process for the annual CJD funding opportunities that focus on the creation and submission of CJD grant applications for current and potential applicants;

Facilitates the CJAC's prioritization of applications under the General Victim Assistance - Direct Services Programs; Violent Crimes Against Women Criminal Justice and Training Projects - Domestic Violence, the Sexual Assault, Dating Violence, and Stalking; Criminal Justice Programs; the General Juvenile Justice and Delinquency Prevention Programs; and the Edward Byrne Justice Assistance Grant;

Maintains a good working knowledge of the system [eGrants] used to file and manage CJD grant-funded projects and as requested, provides technical assistance to CJD applicants or grantees on the use of the system;

Assists CJD grantees who've been placed on Vendor Hold by CJD in resolving the issues necessary to clear the hold;

Provides assistance to CJD grantees in preparing for a monitoring visit by CJD and will accompany CJD representatives on all grantee monitoring visits made in the region;

Prepares and submits quarterly reports to CJD;

Makes presentations to the PRPC's Board of Directors;

Collects, organizes and analyzes data required in the development of criminal justice programs;

Analyzes issues that may affect the region's criminal justice community and seeks new funding resources or opportunities to address those issues;

Provides technical assistance to member governments and law enforcement agencies on criminal justice matters and as requested, in writing, preparing and submitting grant applications beyond those available through the CJD's regional criminal justice grants program;

Manages the PRPC's law enforcement training services contract with the Panhandle Regional Law Enforcement Academy;

Manages the PRPC's Panhandle Electronic Warrants System [PEWS] and provides user training to officers new to the PEWS program;

Works with and speaks to community and professional groups and the media regarding criminal justice programs;

Provides staff support to policy and advisory committees of the Planning Commission related to criminal justice projects;

Attends CJD-related meetings and trainings as required;

Maintains a current knowledge of funding programs, relevant laws, regulations and program requirements as they relate to the region's criminal justice program.

**REGIONAL RESIDENTIAL SAFE ROOM REBATE PROGRAM:**

Administers regional residential safe room rebate program implementation activities;

Receives and processes applications for rebates and assists in determining which applications will be selected for rebate award;

As applicable, facilitates the Section 106 review process by the Texas Historical Commission of the properties proposed for award of rebate to ensure conformance with the State's historic preservation goals;

Receives and processes rebate payment requests from residents previously approved for rebates through the program;

Performs site visits, as part of the rebate reimbursement process, to photo document the existence of the safe rooms for which payment is being requested;

Ensures that each safe room for which reimbursement is requested, is properly placarded with a seal indicating that the unit was installed by a member of either the National Storm Shelter Association or the American Tornado Shelter Association;

Provides the public with information pertaining to the goals and objectives of the residential safe room rebate program;

Assists in updating the PRPC website to ensure that the program-related postings remain current and relevant;

Assists in promoting greater public participation in the Regional Residential Safe Room Rebate Program;

Maintains accurate records regarding the number and locations of safe rooms installed through this program;

Supplies local emergency management officials with information pertaining to the number and locations of safe rooms installed within their jurisdiction.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* crime reduction principles; local, state and federal rules, regulations, and guidelines related to criminal justice administration activities; budgeting and grants administration practices and procedures; and planning and program development.

*Skill/Ability to:* evaluate regional needs and develop appropriate plans in the area of criminal justice; prepare and analyze program management reports, statements, and correspondence; develop and administer grant funding and program budgets; demonstrate proficiency in both oral and written communication; and establish and maintain affective working relationships with policy and advisory committees of the Planning Commission and local, state, and federal law enforcement and criminal justice agency representatives.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, environmental science, criminal justice, law enforcement, or a related field, plus at least two years of experience in solid waste management or criminal justice planning;

or bachelor's degree in public administration, environmental science, criminal justice, law enforcement, or a related field, plus at least four years of experience in solid waste management or criminal justice planning;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: REGIONAL SERVICES PROGRAM SPECIALIST**

**CLASS NO.** 309

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs complex planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Regional Services Director.
2. **Directs:** May supervise support personnel.
3. **Other:** Has contact with local elected officials, city staff, representatives of regulatory agencies, private sector representatives and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

In a generalist capacity, the Program Specialist may bear administrative responsibilities in multiple Regional Services program areas. Typically, the Regional Program Specialist will have a set of core duties in one or more of the department's mainstay programs along with a set of assigned tasks associated with one or more of the department's provisional programs.

#### **SOLID WASTE:**

Provides staff support to the Panhandle's Regional Solid Waste Management Advisory committee [RSWMAC] and schedules / facilitates the RSWMAC meetings;

Ensures that the RSWMAC Operating Procedures are reviewed and updated as needed on a bi-annual basis;

Facilitates the development of the Panhandle's Bi-Annual Solid Waste Grants Program Funding Plan and ensures that all programmatic public notice / public involvement requirements are met;

Notifies potential applicants within the region of the availability of Solid Waste Grant Program funding through the Texas Commission on Environmental Quality [TCEQ];

Provides technical assistance to cities, counties and/or school districts in the development of applications for funding under the Panhandle's Regional Solid Waste Grants program;

Facilitates the RSWMAC's process of prioritizing requests for funding under the Panhandle's Regional Solid Waste Grants program;

Coordinates, upon request, the purchase and delivery of equipment needed to support the implementation of Solid Waste Grant Program-funded project activities;

Conducts workshops, training sessions and public education forums intended to promote the development of local / regional recycling and composting initiatives and/or expand solid waste management knowledge in general;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Promotes active participation in the PRPC's Panhandle Environmental Partnership [PEP] and with other statewide recycling programs that might be beneficial to the region;

Coordinates the delivery of recycling services to PEP program participants;

Collects necessary program data and provides semi-annual reports to the TCEQ and as needed, to the region's local elected officials, solid waste program participants and the RSWMAC;

Makes presentations to the PRPC's Board of Directors;

Attends meetings and conferences as required;

Collects, organizes and analyzes data required in the development of programs;

Works with and speaks to community and professional groups and the media regarding solid waste management programs;

Responds to information requests from local governments, regulatory agencies and the general public; and

Maintains a current knowledge of relevant laws, regulations, program requirements, assistance programs, and financing methods in a variety of subject areas as they relate to addressing the Panhandle's solid waste management needs.

**CRIMINAL JUSTICE:**

Provides staff support to the Panhandle's Criminal Justice Advisory Committee [CJAC];

Ensures that the CJAC's Operating Procedures are reviewed and updated, as needed, on an annual basis;

Facilitates the development of the Panhandle's Annual Criminal Justice Regional Strategic Plan;

Facilitates the annual applicant notification process for the various Criminal Justice Division [CJD] grant funding opportunities available to the Panhandle region;

Organizes and conducts grant application workshops and provides technical assistance on the application process for the annual CJD funding opportunities that focus on the creation and submission of CJD grant applications for current and potential applicants;

Facilitates the CJAC's prioritization of applications under the various CJD grant opportunities available to the region;

Ensures the results of the CJAC's prioritization process(es) are properly transmitted to CJD;

Maintains a good working knowledge of the system [*eGrants*] used to file and manage CJD grant-funded projects;

Prepares and submits quarterly reports to CJD;

Provides technical assistance to CJD grant-funded agencies/organizations; helping them, as needed, to satisfy the programmatic requirements of their grant contracts with CJD;

Manages the PRPC's law enforcement training services contract with the Panhandle Regional Law Enforcement Academy [PRLEA];

Participates in the meetings of the PRLEA Advisory Committee;

Manages the regional law enforcement training website – Panhandle Law Enforcement Training Site [PLETS];

Makes presentations to the PRPC's Board of Directors;

Attends meetings and conferences as required;

May provide assistance to communities, agencies and civic groups that are developing local criminal justice plans and strategies by providing information or by serving as a facilitator for community planning groups;

Analyzes issues that may affect the region's criminal justice community and seeks new funding resources or opportunities to address those issues;

Collects, organizes and analyzes data required in the development of programs;

Responds to information requests from local governments, regulatory agencies and the general public; and

Maintains a current knowledge of funding programs, relevant laws, regulations and program requirements as they relate to the region's criminal justice program.

**REGIONAL SAFE ROOM PROGRAM:**

Oversees the implementation of the Regional Residential Safe Room Rebate Program as funded by the Texas Division of Emergency Management [TDEM] under the Hazard Mitigation Grant Program [HMGP];

Assists in promoting greater public awareness of the Regional Residential Safe Room Rebate Program;

Receives applications for safe room rebates and assists in determining which applications will be selected for rebate award;

Ensures that applicants meet the eligibility requirements for the Regional Residential Safe Room Rebate program;

Receives and processes rebate payment requests from residents previously approved for rebates through the program;

Ensures that each safe room installed meets the federal standards as found in FEMA 320 by verifying the existence of a National Storm Shelter Association or American Tornado Shelter Association seal on the installed safe room;

Maintains accurate records regarding the number and locations of safe rooms installed under the program;

Provides quarterly HMGP reports to TDEM;

Supplies local emergency management officials with information pertaining to the number and locations of safe rooms installed within their jurisdiction; and

Maintains a current knowledge of relevant laws, regulations and program requirements as they relate to the Regional Residential Safe Room Rebate Program.

**Other Important Duties\***

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations applying to the use of public funds; program management and planning principles.

*Skill/Ability to:* establish and maintain effective working relationships with elected officials, regulatory agencies, and the general public; demonstrate proficiency in both oral and written communication; analyze and interpret data; prepare and administer grants; work independently and creatively; and prepare reports, program literature, news releases, and other documents neatly and professionally.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, environmental science, criminal justice, law enforcement or a related field;

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*or* bachelor's degree in public administration, environmental science, criminal justice, law enforcement or a related field, plus at least one year of experience in solid waste management or criminal justice planning;

*or* any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

# **LOCAL GOVERNMENT SERVICES**



## **Job Description: LOCAL GOVERNMENT SERVICES DIRECTOR**

**CLASS NO.** 401

**EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** 13/14

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs highly advanced planning, research, consultative, technical and program administration or direction work in the provision of services to local governments. Also performs advanced water-related planning, research, consultative, technical and program management/coordination work. Work involves developing local and regional water, transportation and economic development plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves establishing program goals and objectives; developing program guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; and coordinating program activities. Other work involves acting as a liaison with government officials and supervising the development of local plans or programs. Plans, assigns, and/or supervises the work of others. Works under minimal direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Executive Director.
2. Directs: Departmental personnel.
3. Other: Has regular contact with area elected officials, representatives of local, state and federal government agencies, private firms, other Planning Commission employees and the general public.

### **EXAMPLES OF WORK**

#### Essential Duties\*

Directs local government services staff, including assigning and planning work, ensuring training, evaluating performance, and making recommendations on hiring, terminating and disciplining;

Provides staff/administrative support to the Panhandle Water Planning Group; Groundwater Management Area #1 and Region-1 Flood Planning Group;

Participates in the development of water planning program goals and objectives;

Collects, organizes, and analyzes data required in the development of water plans;

Develops program guidelines, procedures and policies;

Establishes program goals and objectives; develops and/or approves schedules, priorities, and standards for achieving goals;

Promotes the effective development and use of program resources;

Develops and implements effective techniques for evaluating programs;

Assists the Executive Director in identifying the need for new local government services;

Provides administrative and technical assistance to local governments in the areas of planning, capital improvements, community development, economic development, parks and recreation and local government management;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Oversees research projects and field surveys;  
Oversees city management services contracts;  
Collects, organizes, analyzes and prepares material in answer to requests for information and for reports;  
Prepares proposals for grants and contracts related to local government services and assists in the implementation of such grants and contracts;  
Advises local officials on a variety of public administration duties;  
Prepares appropriate budgets and performs other administrative duties;  
Conducts meetings with local, state and federal officials;  
Provides staff support to policy and advisory committees of the Planning Commission;  
Makes oral and/or written presentations to the Planning Commission's Board of Directors;  
Represents the PRPC at the local, state and national levels, as directed;  
Performs outreach functions to publicize local government services programs;  
Prepares technical document materials, program literature, news releases, and other related informational materials regarding various local government service initiatives;  
May assist the Executive Director in providing general organizational leadership and direction; and  
Keeps the Executive Director advised on matters relating to local government services programs.

Other Important Duties<sup>2</sup>

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; principles and practices of public administration, local government management, community development, economic development and other services administered by the Planning Commission; and budgeting and grants administration practices and procedures.

*Skill/Ability to:* to coordinate activities among numerous agencies, groups, and local governments; identify specific community needs and develop responsive programs; interpret and communicate to others relevant state and federal rules, regulations, and guidelines; demonstrate proficiency in both oral and written communication; supervise and motivate employees; and establish and maintain effective working relationships with local, state, and federal agencies, policy and advisory committees of the Planning Commission, private contractors, and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, regional planning, or a related field, plus at least three years of progressively responsible experience in public administration or planning;

or bachelor's degree in public administration, regional planning, or a related field, plus at least five years of progressively responsible experience in public administration or planning;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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This job description does not take into account potential reasonable accommodations.

## **Job Description: REGIONAL WATER PLANNING COORDINATOR**

**CLASS NO.** 403

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced water-related planning, research, consultative, technical and program management/coordination work. Work involves developing local and regional water plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, special districts, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Local Government Services Director.
2. Directs: May oversee the activities of consultant subcontractors and Planning Commission support personnel.
3. Other: Has regular contact with area elected officials; representatives of local, state and federal government agencies; representatives of area water entities and interest groups; professional consultants; the general public; and the media.

### **EXAMPLES OF WORK**

#### Essential Duties\*

Provides staff/administrative support to the Panhandle Water Planning Group;

Participates in the development of water planning program goals and objectives;

Collects, organizes, and analyzes data required in the development of water plans;

Collects, organizes, analyzes, and prepares material in answer to requests for information and for reports;

Reviews and evaluates planning material for contractual compliance;

Develops procedures for implementation, administration, and evaluation of water plans or programs;

Prepares applications for planning assistance;

Prepares technical materials for water planning contracts;

Prepares reports on water planning projects;

Prepares and presents speeches; participates in planning conferences; and provides advisory service to local agencies;

Advises local officials on planning problems and various technical phases of comprehensive water planning projects

Monitors agencies participating in plans and programs and provides assistance to officials in matters relating to the plans and programs;

Coordinates the gathering and organizing of research data;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Conducts meetings with local, state, and federal officials;

Acts as a liaison with federal, state, and local agencies in matters concerning the coordination of water plans;

Prepares budgets and performs other administrative duties; and

Makes presentations to the Planning Commission's Board of Directors.

Other Important Duties\*

Performs other such related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to water-planning principles and practices of public administration and local government management.

*Skill/Ability to:* effectively self-direct daily activities related to the management of a regional water-planning process, coordinate water planning activities among numerous agencies, groups, and local governments; interpret and communicate to others relevant state and federal rules, regulations and guidelines; demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with officials in local, state, and federal agencies, Planning Commission employees, private firms and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, environmental planning, or a related field, plus at least two years of progressively responsible experience in public administration or planning;

or bachelor's degree in public administration, environmental planning, or a related field, plus at least four years of progressively responsible experience in public administration or planning;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

# **Job Description: LOCAL GOVERNMENT SERVICES PROGRAM COORDINATOR**

**CLASS NO.** 405

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

## **SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

## **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Local Government Services Director.
2. **Directs:** May oversee the activities of local government services program specialist(s) and supervise support personnel.
3. **Other:** Has regular contact with representatives of local, state, and federal government agencies; works closely with the Administrative Program Specialist and Executive Assistant of the Planning Commission; and area elected officials, private firms, consultants, construction contractors and the general public.

## **EXAMPLES OF WORK**

### **Essential Duties\***

As delegated by the Local Government Services Director, provides staff support on departmental programs;

Plans, implements, coordinates, monitors and evaluates local government services programs;

Through interlocal agreements with member governments, provides project administration services for a wide range of community development/improvement projects;

Manages multiple community development projects simultaneously ensuring that each project is given proper attention to ensure its satisfactory completion;

Defines tasks necessary to successfully complete local government services projects; develops and implements schedules for performing those tasks;

Conducts meetings with local, state and federal officials;

Keeps the Local Government Services Director, local elected officials, and funding agency coordinators apprised of the progress being made to complete those community development/improvement projects;

Assists with the identification of resources which can be used to further the community development/improvement goals under the region's member governments;

Provides consultative and technical assistance services in the planning, implementation and monitoring of local government services programs;

Conducts field surveys;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Responds to requests for technical assistance by obtaining and disseminating relevant information and data or identifying alternate information sources capable of ensuring that those request are filled;

Recommends and coordinates activities to produce a more effective local government services program;

As assigned by the Local Government Services Director, coordinates activities of grant applications submitted for the region, including notification of review to local government and/or individuals and presenting summary of staff review to the PRPC Board of Directors;

Promotes and facilitates ongoing region-wide communication and cooperation on matters of mutual concern;

Maintains a current knowledge of relevant laws, regulations, program requirements, assistance programs, and financing methods in a variety of subject areas as they relate to addressing the community development/improvement goals of the region's member governments;

Works with and speaks to community and professional groups and the media regarding local government services programs;

Transmits planning data to public and private organizations;

Assists with gathering and disseminating demographic and census information;

Attends conferences, seminars, and workshops as needs;

May provide consultative or direct city management services;

Makes presentations to the Planning Commission's Board of Directors; and

Prepares special reports and plans and carries out special projects as assigned by the Local Government Services Director.

#### Other Important Duties\*

Performs other such related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; principles and practices of public administration, local government management, community development, and other community services administered by the Planning Commission.

*Skill/Ability to:* effectively self-direct daily activities related to the administrative management of contracted community development program projects, coordinate planning and program activities among numerous agencies, groups, and local governments; identify specific community needs and develop responsive programs; interpret and communicate to others relevant state and federal rules, regulations and guidelines; demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with officials in local, state, and federal agencies, Planning Commission program directors, private firms and the general public.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, regional planning, or a related field, plus at least two years of progressively responsible experience in public administration, planning or community development;

or bachelor's degree in public administration, regional planning, or a related field, plus at least four years of progressively responsible experience in public administration, planning or community development;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

**Job Description: LOCAL GOVERNMENT SERVICES PROGRAM  
COORDINATOR (TRANSPORTATION PLANNING & CITY MANAGEMENT  
SERVICES)**

**CLASS NO.** 407

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

**SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

**ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Local Government Services Director.
2. **Directs:** May oversee the activities of local government services program specialist(s) and supervise support personnel.
3. **Other:** Has regular contact with representatives of local, state, and federal government agencies; works closely with the Administrative Program Specialist and Executive Assistant of the Planning Commission; and area elected officials, private firms, consultants, construction contractors and the general public.

**EXAMPLES OF WORK**

**Essential Duties\***

As delegated by Local Government Services Director, performs contractual city management services for local municipalities;

Defines tasks necessary to successfully complete contractual city management services tasks; develops and implements schedules for performing those tasks;

Makes all preparations necessary to facilitate the conduct of contractual city management activities;

Assists with the identification of legislative or utility issues which could impact the region's local governments;

Assists with the monitoring of legislative or utility issues which could impact the region's local governments;

Through inter-local agreements with member governments, provides codification services for local codes;

Collects, analyzes, and acts upon information issued by the Texas Department of Transportation pertaining to regional transportation issues;

Attends meetings, conferences, and hearings pertaining to regional transportation issues;

Coordinates regional transportation meetings for local member governments;

Provides staff support to the Regional Transportation Advisory Group;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Assists Regional Transportation Advisory Group member agencies with Job Access Reverse Commute applications as necessary;

Assists with application development for funds made available by the Texas Department of Transportation for Rural Transportation Planning;

Assists with the implementation of planning activities associated with Rural Transportation Planning;

Plans, implements, coordinates, monitors and evaluates local government services programs;

Manages multiple community development projects simultaneously ensuring that each project is given proper attention to ensure its satisfactory completion;

Keeps the Local Government Services Director, local elected officials, any other Local Government Services Coordinators, and funding agency coordinators apprised of the progress being made to complete those community development/improvement projects;

Conducts meetings with local, state and federal officials;

As needed, by day or night, travels to cities, counties, and agencies throughout the Panhandle to provide information, technical assistance, planning assistance and project management services;

Conducts field surveys;

Responds to requests for technical assistance by obtaining and disseminating relevant information and data or identifying alternate information sources capable of ensuring that those request are filled;

Recommends and coordinates activities to produce a more effective local government services program;

Promotes and facilitates ongoing region-wide communication and cooperation on matters of mutual concern;

Maintains a current knowledge of relevant laws, regulations, program requirements, assistance programs, and financing methods in a variety of subject areas as they relate to the administration of the region's member governments;

Works with and speaks to community and professional groups and the media regarding local government services programs;

Transmits planning data to public and private organizations;

Assists with gathering and disseminating demographic and census information;

Attends conferences, seminars, and workshops as needs;

Makes presentations to the Planning Commission's Board of Directors; and

Prepares special reports and plans and carries out special projects as assigned by the Executive Director.

#### Other Important Duties\*

Performs other such related duties as may be assigned.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; principles and practices of public administration, local government management, community development, and other community services administered by the Planning Commission.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*



*Skill/Ability to:* effectively self-direct daily activities related to the administrative management of contracted community development program projects, coordinate planning and program activities among numerous agencies, groups, and local governments; identify specific community needs and develop responsive programs; interpret and communicate to others relevant state and federal rules, regulations and guidelines; demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with officials in local, state, and federal agencies, Planning Commission program directors, private firms and the general public.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, regional planning, or a related field, plus at least two years of progressively responsible experience in public administration, planning or community development;

or bachelor's degree in public administration, regional planning, or a related field, plus at least four years of progressively responsible experience in public administration, planning or community development;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

## **Job Description: LOCAL GOVERNMENT SERVICES PROGRAM SPECIALIST**

**CLASS NO.** 409

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs complex planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Local Government Services Director.
2. **Directs:** May supervise support personnel.
3. **Other:** Has regular contact with representatives of local, state, and federal government agencies; and works closely with program coordinators of the Planning Commission, area elected officials, private firms, consultants, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

- Assists in the preparation of local government services budget;
- Provides administrative and technical assistance to local governments and other agencies in the areas of community planning, management, grants, recreation and parks;
- Collects, organizes and analyzes data required in the development of programs;
- Studies and analyzes operations and problems in the local government services field;
- Travels to cities, counties, and agencies throughout the Panhandle to provide information and assistance;
- Coordinates the acquisition of property for community development projects;
- Prepares proposals for grants and contracts related to local government services and assists local entities in the implementation of grants and contracts;
- Works with and speaks to community and professional groups and the media regarding local government services programs;
- Serves as liaison to transportation stakeholders;
- As needed, by day or night, travels to cities, counties, and agencies throughout the Panhandle to provide information, technical assistance, planning assistance and project management services;
- Provides support to Regional Water & Flood Planning Groups and coordinates program activities;
- Prepares grant applications and ensures grants are properly administered;
- Conducts field surveys;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Promotes ongoing region-wide communication and cooperation on matters of mutual concern;  
Maintains current knowledge of laws, regulations, assistance programs, and financing methods in a variety of subject areas;  
Transmits planning data to public and private organizations;  
Assists with gathering and disseminating demographic and census information;  
Attends conferences, seminars, and workshops as needed;  
Provides contract city management services as directed by Local Government Services Director;  
Makes presentations to the Planning Commission's Board of Directors; and  
Prepares special reports and plans, and carries out special projects as assigned by the Local Government Services Director.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; principles and practices of public administration, local government management, community development, and other community services administered by the Planning Commission.

*Skill/Ability to:* coordinate program activities among numerous agencies, groups, and local governments; identify specific community needs and develop responsive programs; interpret and communicate to others relevant state and federal rules, regulations, and guidelines; demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with officials in local, state, and federal agencies, Planning Commission program directors, private firms and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, regional planning, or a related field.

or bachelor's degree in public administration, regional planning, or a related field, plus at least one year of experience in community development;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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*This job description does not take into account potential reasonable accommodations.*

# **Job Description: COMMUNITY & ECONOMIC DEVELOPMENT PROGRAM SPECIALIST**

**CLASS NO.** 411

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

## **SUMMARY OF POSITION**

Performs complex planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of those plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations, economic development entities, the lending industry, client businesses and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

## **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Local Government Services Director
2. **Directs:** May supervise support personnel.
3. **Other:** Has regular contact with representatives of local, state and federal government agencies; and works with are elected officials, area economic development professionals, advisory committee members, area bankers, area business people, consultants, and the general public.

## **EXAMPLES OF WORK**

### **Essential Duties\***

Administers grant programs for cities, counties, and other public entities in the community and economic development field;

Assists in the preparation of the PRPC economic development and local government services work program and budget;

Provides technical and administrative assistance to local governments and area economic development entities in the field of economic development and local government;

Collects, organizes and analyzes data required in the development and implementation of municipal, county and economic development programs;

Prepares proposals for grants and contracts related to economic development and assists local entities in the implementation of such grants and contracts;

Works with and speaks to community and professional groups and the media regarding economic development and local government issues;

Prepares grant applications and ensures grants are properly administered;

Promotes ongoing region-wide communications and cooperation on matters of mutual concern;

Maintains current knowledge of laws, regulations, assistance programs and financing methods in a variety of economic and community development subject areas;

Prepares state and federal planning documents for regional economic development and transportation purposes;

Provides staff and administrative support to the PRPC Regional Revolving Loan Programs including loan development, packaging and processing;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Assists in coordinating workshops and seminars in the area economic development and local government;

Conducts field surveys;

As needed, by day or night, travels to cities, counties, and agencies throughout the Panhandle to provide information, technical assistance and project management services;

Assists in the gathering & disseminating of demographic and census information;

Maintains current general knowledge of Planning Commission activities and represents the PRPC in daily work contacts;

Attends conferences, seminars and workshops as needed;

Makes presentations to the Planning Commission's Board of Directors; and

Prepares special reports and plans and carries out special projects as may be assigned by the Local Government Services Director.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; principals and practices of economic development, community development, , finance and public administration, quantitative and statistical analysis, and other community services administered by the Planning Commission.

*Skill/Ability to:* administer grant programs, coordinate program activities among numerous agencies, groups and local governments; identify specific economic development needs and develop responsive programs; interpret and communicate other relevant state and federal rules, regulations and guidelines; and establish and maintain effective working relationships with officials in local, state and federal agencies, policy and advisory committees of the Planning Commission, the local business community and the general public.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in finance, business, public administration or a related field;

or bachelor's degree in finance, business, public administration or a related field, plus at least one year of experience in economic or community development;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
This job description does not take into account potential reasonable accommodations.

## **Job Description: ECONOMIC DISASTER RECOVERY PROGRAM SPECIALIST**

**CLASS NO.** 413

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs complex planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of those plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations, economic development entities, the lending industry, client businesses and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Local Government Services Director
2. **Directs:** May supervise support personnel.
3. **Other:** Has regular contact with representatives of local, state and federal government agencies; and works with are elected officials, area economic development professionals, advisory committee members, area bankers, area business people, consultants, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Assists in the preparation of the PRPC economic development and local government services work program and budget;

Provides technical and administrative assistance to local governments and area economic development entities in the field of economic development, disaster recovery and local government;

Prepares and implements regional economic recovery and resilience plans including the development of the regional CEDS;

Collects, organizes and analyzes data required in the development and implementation of economic development programs;

Prepares proposals for grants and contracts related to economic development, disaster recovery and assists local entities in the implementation of such grants and contracts;

Works with and speaks to community and professional groups and the media regarding economic development, disaster recovery and local government issues;

Prepares grant applications and ensures grants are properly administered;

Provides strategic technical assistance with regards to economic disaster recovery programs;

Promotes ongoing region-wide communications and cooperation on matters of mutual concern;

Maintains current knowledge of laws, regulations, assistance programs and financing methods in a variety of economic and community development subject areas;

Prepares state and federal planning documents for regional economic development and transportation purposes;

Assists in coordinating workshops and seminars in the area economic development, disaster recovery and local government;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)

Assists in gathering and disseminating demographic and census information;  
Conducts field surveys;  
Travels to cities, counties, and agencies throughout the Panhandle to provide information and assistance;  
Maintains current general knowledge of Planning Commission activities and represents the PRPC in daily work contacts;  
Attends conferences, seminars and workshops as needed;  
Makes presentations to the Planning Commission's Board of Directors; and  
Prepares special reports and plans and carries out special projects as may be assigned by the Local Government Services Director.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; principles and practices of economic development, community development, disaster recovery, finance and public administration, quantitative and statistical analysis, and other community services administered by the Planning Commission.

*Skill/Ability to:* coordinate program activities among numerous agencies, groups and local governments; identify specific economic development needs and develop responsive programs; interpret and communicate other relevant state and federal rules, regulations and guidelines; and establish and maintain effective working relationships with officials in local, state and federal agencies, policy and advisory committees of the Planning Commission, the local business community and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in finance, business, public administration or a related field;  
or bachelor's degree in finance, business, public administration or a related field, plus at least one year of experience in economic or community development;  
or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job does not take into account potential reasonable accommodations*

## **Job Description: LOCAL GOVERNMENT SERVICES CLERK**

**CLASS NO.** 415

**EEOC CATEGORY:** Office & Clerical

**PAY GROUP:** 1/2

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs moderately complex clerical work. Work involves checking for accuracy, handling and transporting documents, maintaining files, and providing efficient and accurate assistance to the Local Government Services Director and Local Government Services Coordinators. Works under moderate supervision with limited latitude for use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Local Government Services Director.
2. Directs: This is a non-supervisory position.
3. Other: Has contact with Planning Commission employees, public officials, and federal/state/local government agencies in person and on the phone.

### **EXAMPLES OF WORK**

#### Essential Duties\*

Maintains computer and manual filing systems and documents;  
Types letters, memoranda, reports, and other documents;  
Assists in the preparation of local Community Development Block Grant (CDBG) applications;  
Conducts surveys associated with Texas Department of Agriculture Programs;  
Develops and tabulates surveys associated with state and federal programs;  
Makes copies of documents and materials as needed and instructed;  
Maintains mailing lists for various Local Government Services components;  
Takes and transcribes draft meeting minutes;  
Prepares outgoing mail for Local Government Services Staff;  
Completes accounts payable documents;  
Attends City Council and County Commission meetings as assigned;  
Maintains current supply of forms, letterhead paper, and envelopes;  
Attends seminars and workshops as needed and approved;  
Assists in handling and distributing Census information;  
Assists in the completion and processing of draw downs associated with the CDBG program;  
Preparation of meeting facilities in an aesthetically pleasing manner; and  
Assists Local Government Services Director and Local Government Services Coordinators

#### Other Important Duties

Performs other such related duties as may be assigned.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)



## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* standard office practices and procedures; spelling and punctuation; departmental policies and procedures; and records storage, retention, and disposition laws and guidelines. Also, a comprehensive understanding of the Community Development Block Grant program and other state and federal programs as assigned.

*Skill/Ability to:* understand and follow instructions; operate a variety of office machines and word processing equipment; prepare records, and correspondence neatly and professionally; proofread material to ensure accuracy; maintain accurate records of the Local Government Services Department's business; apply correct business English, spelling and punctuation; maintain clerical records and files with precision and accuracy; organize data; communicate effectively with the public; type at a speed of at least 50 words per minute and operate a computer using standard word processing and spreadsheet software; and establish and maintain effective working relationships with other Planning Commission Staff, business people, elected officials, local appointed officials, and the general public. Maintain the confidentiality of all department clients and not share privileged information via personal communication, social media networks, inter-personal communication, or any other method of communication.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

High school graduation, or its equivalent, plus at least two years of clerical, secretarial, and or local government experience;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

## **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

Texas Department of Agriculture Community Development Block Grant administration certification.

# **REGIONAL 9-1-1 NETWORK**

## **Job Description: REGIONAL 9-1-1 NETWORK DIRECTOR/ASSISTANT TO THE EXECUTIVE DIRECTOR**

**CLASS NO.** 501

**EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** 13/14

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs highly advanced planning, research, consultative, technical and program administration or direction work in the provision of emergency communications services to local governments. Work involves establishing program goals and objectives; developing program guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; and coordinating program activities. Other work involves acting as a liaison with government officials and supervising the development of local and/or regional plans or programs. Work also involves providing consultative and technical services to other governmental agencies, community organizations and the general public as well as the general oversight of the Planning Commission's information technology operations. Plans, assigns, and/or supervises the work of others. Works under minimal direction with extensive latitude for the use of initiative and independent judgment

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Executive Director.
2. Directs: Departmental personnel.
3. Other: Has contact with Planning Commission employees, local and state government officials, public and private organizations and groups, and the general public.

### **EXAMPLES OF WORK**

#### Essential Duties\*

Assists the Executive Director in matters pertaining to facility maintenance;

May assist the Executive Director in the general development of plans for the financial and program aspects of the Planning Commission;

May assist the Executive Director in the general supervision of Planning Commission programs and administrative functions;

Directs departmental staff in a variety of programmatic areas, including assigning and planning work, ensuring training, evaluating performance, and making recommendations on hiring, terminating and disciplining;

Develops program guidelines, procedures and policies;

Establishes program goals and objectives; develops and/or approves schedules, priorities and standards for achieving goals;

Collects, organizes, analyzes and prepares material in answer to requests for information and for reports;

Assists the Executive Director in identifying the need for new regional programs;

Advises local officials on planning problems and various technical phases of emergency communications projects;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job does not take into account potential reasonable accommodations*

Conducts meetings with local state and federal officials;

Prepares and delivers presentations; participates in planning conferences; and provides advisory service to local, regional and state agencies;

Testifies at hearings and legislative meetings, as appropriate;

Develops and implements effective techniques for evaluating programs;

Promotes effective development and use of resources for programs;

Provides consultative services to plan, implement and monitor effective programs,

Assists in identifying the need for new programs;

Analyzes the application of programs, develops action plans to improve or initiate programs;

Develops and implements departmental budgets, including monitoring and approving expenditures and preparing, negotiating, and administering grants and contracts for program compliance;

Provides oversight, guidance and direction in the planning, coordination and implementation of the Planning Commission's information technology operations;

Develops and implements regional plans for 9-1-1 system operations and ensures that program activities comply with local, state, and federal regulations;

Develops and maintains mapping and addressing resources for the Panhandle;

Maintains knowledge of all applicable regulations and revises the regional emergency communications plan as appropriate;

Maintains knowledge of technological advancements and challenges to 9-1-1 system, including knowledge of wireless communication;

Monitors the system on a continuous basis to ensure the quality of emergency communications delivery;

Manages the independent telephone company database;

Serves as a liaison between state and local governments in establishing a regional 9-1-1 system;

Prepares and submits reports as needed for management of the Planning Commission and for grantor agencies;

Coordinates the installation of equipment with telephone companies and public safety agencies;

Assists with development of 9-1-1 data bases;

Prepares and implements public information and public education programs related to emergency communications;

Develops Call-Taker Training program;

Provides staff support for advisory committees and the Board of Directors;

Provides information, maintains records and files, and acts as a general resource in the area of 9-1-1 services;

Represents the Executive Director at the local, state and national levels, as directed; and

May assist the Executive Director in providing general organizational leadership and direction.

### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; standard principles and practices of emergency communications planning, program development, implementation, and evaluation; local, state, and federal guidelines applicable to 9-1-1 programs; methods involved in survey information gathering and analysis; computer and communication equipment and operational procedures; law enforcement, fire, and emergency medical operations; and budgeting and grant administration practices and procedures.

*Skill/Ability to:* analyze and evaluate emergency communications services and activities; prepare and analyze program management reports, statements, and correspondence; develop and administer program budgets; demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with other Planning Commission employees, local and state government officials, public and private organizations, and the general public.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, communications, or a related field, plus at least three years of progressively responsible experience in emergency communications;

or bachelor's degree in public administration, communications, or a related field, plus at least five years of progressively responsible experience in emergency communications;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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## **Job Description: REGIONAL 9-1-1 NETWORK GEOGRAPHIC INFORMATION SYSTEMS PROGRAM MANAGER**

**CLASS NO.** 503

**EEOC CATEGORY:** Professional

**PAY GROUP:** 10/11

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced work in the planning, design, and management of the Geographic Information System (GIS) as it evolves to improve the response times and information provided to regional 9-1-1 public safety answering points (PSAPs) and Panhandle emergency response agencies. Also responsible for complex work in providing for the effective and efficient storage, retrieval, customization, and archiving of data by managing diverse data sets relative to the Regional 9-1-1 Network's Geographic Information System (GIS). Work involves the development and administration of the Regional 9-1-1 Network's GIS applications and computer systems. Works under limited direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Regional 9-1-1 Network Director.
2. **Directs:** Regional 9-1-1 Network Geographic Information Systems Administrative Assistant and program staff when Director is unavailable.
3. **Other:** Has contact with Planning Commission employees, area elected officials, telephone companies, local service organizations, private firms, and local law enforcement, fire and medical personnel.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Manages GIS staff to ensure programmatic compliance with the Commission on State Emergency Communications, CSEC, goals and standards.

Monitors the 9-1-1 systems and software to ensure proper 9-1-1 call delivery.

Analyzes and corrects hardware or software issues to ensure proper 9-1-1 call delivery.

Assists and manages 9-1-1 vendors to remedy hardware, telco, or network problems.

Develops and implements policies and procedures designed to ensure the integrity of the Regional 9-1-1 Geographic Information System.

Assists the 9-1-1 Director in establishing GIS goals and objectives; develops and/or approves schedules, priorities and standards for achieving goals;

Assists with the development of 9-1-1 databases;

Develops, maintains and provides training to staff and local governments on programs and procedures designed to promote effective development and use of 9-1-1 GIS resources.

Develops and maintains diverse spatial data sets relative to the mapping needs of the Planning Commission and its membership;

Develops and implements policies and procedures designed to ensure the integrity of the GIS database environment;

Determines standards on GIS database security;

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*This job does not take into account potential reasonable accommodations*

Develops standards and verifies routine backups and archival of GIS data, software and operating system are completed;

Evaluates and recommends GIS software and available data sets for potential acquisition;

Monitors the operational GIS database environment and takes corrective measures to ensure efficient performance;

Assists area telephone companies with the continual maintenance of the respective MSAG (Master Street Address Guide);

Provide guidance and assistance to the transition to the EGDMS (Enterprise Geospatial Database Management System);

Assists member counties and the U.S. Postal Service with the development and maintenance of rural addresses;

Develops, maintains and provides training to improve the consistency between map products and MSAG (Master Street Address Guide);

Develops, maintains and provides technical assistance and staff support to Panhandle Area Public Safety Answering Points (PSAP);

Updates the GIS and imagery data on 9-1-1 equipment located at Panhandle Area Public Safety Answering Points (PSAP);

Makes oral and written presentations to local governing bodies, committees, services organizations, law enforcement, fire and medical organizations;

Develops, maintains and provides training for specialty map products as requested by Planning Commission membership as time and resources dictate;

Facilitates & updates the Panhandle 9-1-1 websites to provide a resource for web users;

Educates Planning Commission membership about GIS concepts and assists them in analysis and problem resolution using GIS; and

Provides guidance and assistance in the installation or maintenance of 9-1-1 equipment including battery backup, call taking equipment, etc.

#### Other Important Duties<sup>\*</sup>

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* the principles, practices and techniques of computer operating systems; computer hardware and software; GIS (Geographic Information Systems); and GPS (Geographic Positioning Systems).

*Skill/Ability to:* analyze and evaluate problems and provide automated solutions, maintain effective working relationships with other Planning Commission employees, public officials and the public and demonstrate proficiency in both oral and written communication.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in geography, public administration or a related field, plus at least two years of progressively responsible experience in GIS, GIS database management, and programming;

or bachelor's degree in geography, public administration or a related field, plus at least four years of progressively responsible experience in GIS, GIS database management, and programming;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job does not take into account potential reasonable accommodations*

## **Job Description: REGIONAL 9-1-1 NETWORK / INFORMATION TECHNOLOGY PROGRAM COORDINATOR**

**CLASS NO.** 505

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration work. Work involves developing, implementing and managing the activities of the region's regional 9-1-1 network and computer systems. Work also includes planning, coordinating and managing the Planning Commission's internal information technology and computer network operations. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Regional 9-1-1 Network Director
2. **Directs:** May supervise support personnel or contractors.
3. **Other:** Has regular contact with local elected officials, city/county staff, local, state and federal emergency response agencies, contractors, Planning Commission employees and the public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***(Regional 9-1-1 Network Function)

- Maintains the wide area network, cable and hub installations, inventories, and other related duties;
- Maintains in-person or remote day-to-day oversight of the activities involved with the operation of the regional 9-1-1 Network and all call taking equipment.
- May work with the PRPC's Regional Emergency Communications Manager to develop solutions to issues involved with the operation of the 9-1-1 network, equipment and backup networks over PANCOM, the Panhandle Regional Interoperable Communication System;
- May work with the PRPC's Regional Emergency Communications Manager to develop and maintain the backup PANCOM system and solve PANCOM system glitches as they might occur on a timely basis;
- Assists in the delivery of 9-1-1 communications-related training and development either in person or through remote access;
- Assists in the development and improvements of the 9-1-1 primary and secondary networks and processes to ensure system reliability;
- Assists local jurisdictions to correct all issues affecting 9-1-1 hardware and software;
- Maintains and backs up all 9-1-1 related websites, GIS or Geographic Information System, related servers, software and services;
- Provides training and support for GIS printers, plotters and sign machines;
- Maintains the 9-1-1 website and databases, as necessary;
- Communicates with 9-1-1 vendors, telephone companies, 9-1-1 users, and management;



Provides user support and training in the use of available hardware, software, and utilities;  
Prepares budget recommendations for network facilities;  
Maintains 9-1-1 network, support software, hardware and power back-up equipment;  
Provides information, maintains records and files, and acts as a general resource for making future 9-1-1 improvements.

Essential Duties\* (Information Technology and Internal Computer Network function)

Maintains the local area network, cable and hub installations, inventories, and other related duties;  
Maintains the network's physical and logical structures, including all network connections;  
Maintains PRPC network support software, hardware and power back-up equipment;  
Maintains a thorough understanding of managing e-mail, file, database and other servers;  
Manages and maintains virtual server software;  
Purchases hardware or software as deemed necessary;  
Configures new hardware or software as may be necessary;  
Maintains the operating system and security software utilized on the network, including the addition of new users to the network and establishment of rights and privileges;  
Maintains performance tuning and capacity planning activities to enhance the performance of network resources;  
Maintains routine backup, recovery, and archival of files stored on the network;  
Evaluates various hardware and software resources to identify strengths, weaknesses, and potential benefits to the agency;  
Prepares and analyzes statistics on network utilization and availability;  
Analyzes existing network and system procedures for efficiency and effectiveness;  
Conducts product evaluations for new software and upgrades to existing software;  
Identifies potential enhancements to network facilities;  
Communicates with vendors, users, and management;  
Provides user support and training for the use of available hardware, software, and utilities;  
Prepares budget recommendations for network facilities; and  
Maintains the Planning Commission's primary website and secondary program specific websites; and databases.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* the principles, practices and techniques of computer operating systems; computer hardware and software; relevant to network facilities and data processing techniques, computer hardware and software, network operating systems, security software and performance monitoring and capacity management tools.

*Skill/Ability to:* analyze and evaluate information technology problems and solutions, maintain effective working relationships with other 9-1-1 and Planning Commission employees, public officials and the public. Demonstrate proficiency in both oral and written communication. Maintain adequate ability to maintain/configure Microsoft Servers, Microsoft Exchange Servers and the ability to maintain websites and web-servers. Willingness to become proficient with PRPC specific software and solutions by attending trainings or workshops.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in computer science, or a related field; plus at least two years of experience in computer science or network management profession;

*or* Bachelor's degree in computer science, or a related field, plus at least four years of progressively responsible experience in computer science or network management profession;

*or* any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

**Job Description: REGIONAL 9-1-1 NETWORK PROGRAM**  
**ADMINISTRATIVE ASSISTANT**

**CLASS NO.** 507

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

**SUMMARY OF POSITION**

Performs moderately complex support and/or technical program assistance work for the Panhandle Regional 9-1-1 Network. Work involves disseminating information, maintaining filing systems, and general administrative support work. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Regional 9-1-1 Network Director.
2. Directs: This is a non-supervisory position.
3. Other: Has contact with area elected officials, telephone companies, local service organizations, private firms, and local law enforcement, fire and medical personnel.

**EXAMPLES OF WORK**

Essential Duties\*

Prepares and disseminates information of public interest concerning the 9-1-1 system and services;

Prepares payables for the department;

Inputs vital information submitted by the public into the 9-1-1 databases;

Files and prepares files for program documents;

Assists in the development of the Regional 9-1-1 Network Strategic Planning process;

Assists in preparation of special meetings, workshops and training sessions with advisory councils and public, state and federal government groups;

Assists with public education activities and the development of policies and procedures;

Types letters, memoranda, reports, and other documents;

May develop special administrative analyses and summaries of staff reports and recommendations for review by an administrator;

Makes copies of documents and materials as needed and instructed;

Maintains appointment calendars;

Coordinates and attends meetings and conferences, and takes and transcribes notes;

Develops and coordinates rural signage replacement;

Provides technical assistance to service providers to enhance the delivery of services;

Performs call center visits and monitors compliance;

Assists with gathering information for grant and contract reporting;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job does not take into account potential reasonable accommodations*

Assists in renewal of interlocal agreements for 9-1-1 services;  
May train administrative support staff performing related activities;  
Coordinates and/or provides staff support for special projects; and  
Attends seminars and workshops as needed and approved; and  
Maintains and updates all inventory in order to track equipment and expenditures.

Other Important Duties\*

May serve as receptionist in that person's absence;  
Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* standard office practices and administrative procedures; spelling and punctuation; departmental policies and procedures; and records storage, retention, and disposition laws and guidelines. Knowledge of emergency communication systems helpful but not required.

*Skill/Ability to:* understand and follow instructions; operate a variety of office machines and word processing equipment; prepare records, reports, and correspondence neatly and professionally; proofread material to ensure accuracy; maintain accurate records of the department's business; apply correct business English, spelling, and punctuation; maintain clerical records and files with precision and accuracy; organize data; communicate effectively with the public; type at a speed of at least 50 words per minute and operate a computer using standard word processing software; and establish and maintain effective working relationships with coworkers, elected officials, and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in business administration, or related field;  
or high school graduation, or its equivalent, plus at least two years of clerical, secretarial, and/or emergency communications experience;  
or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job does not take into account potential reasonable accommodations*

## **Job Description: REGIONAL 9-1-1 NETWORK GEOGRAPHIC INFORMATION SYSTEMS ADMINISTRATIVE ASSISTANT**

**CLASS NO.** 509

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs moderately complex administrative support work in providing for the effective and efficient storage, retrieval, customization, and archiving of data by managing diverse data sets relative to the Regional 9-1-1 Network's Geographic Information System (GIS). Work involves the development and administration of the Regional 9-1-1 Network's GIS and Global Positioning System (GPS) applications. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Regional 9-1-1 Network Geographic Information Systems Program Coordinator
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has contact with Planning Commission employees, area elected officials, telephone companies, local service organizations, private firms, and local law enforcement, fire and emergency medical personnel and the public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Follows and ensures compliance with policies and procedures designed to ensure the integrity of the Regional 9-1-1 Geographic Information System;

Maintains spatial data sets relative to the mapping needs of the Planning Commission and its membership;

Follows standards on GIS database security;

Assists area telephone companies with the continual maintenance of respective MSAG (Master Street Address Guides);

Assists member counties and the U.S. Postal Service with the development and maintenance of rural addresses;

Improves consistency between map products and MSAG (Master Street Address Guide);

Assists in the transition to the EGDMS (Enterprise Geospatial Database Management System);

Makes oral and written presentations to local governing bodies, committees, services organizations, law enforcement, fire and emergency medical organizations;

Creates specialty map products as requested by Planning Commission membership as time and resources dictate; and

Assists in the installation and/or maintenance of 9-1-1 equipment including battery backup, call taking equipment, etc.

#### **Other Important Duties\***

Performs such other related duties as may be assigned.

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\*for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job does not take into account potential reasonable accommodations*

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* the principles, practices and techniques of computer operating systems; computer hardware and software; GIS (Geographic Information Systems); and GPS (Geographic Positioning Systems).

*Skill/Ability to:* analyze and evaluate problems and provide automated solutions, maintain effective working relationships with other Planning Commission employees, public officials and the public and demonstrate proficiency in both oral and written communication.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in geography, computer science or a related field,

or high school graduation, or its equivalent, plus at least two years of data entry experience, GIS, or related fields.

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

## **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

**Job Description: REGIONAL 9-1-1 NETWORK PROGRAM**  
**PSAP ADMINISTRATIVE ASSISTANT**

**CLASS NO.** 511

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

**SUMMARY OF POSITION**

Performs moderately complex administrative support work in providing for the effective and efficient training, certification, public education, and support to the Regional Public Safety Answering Points, cities and counties. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Regional 9-1-1 Network Director.
2. Directs: This is a non-supervisory position.
3. Other: Has contact with regional telecommunicators, area elected officials, telephone companies, local service organizations, private firms, and local law enforcement, fire, and medical personnel.

**EXAMPLES OF WORK**

Essential Duties\*

Collects, organizes and analyzes data required in the development of emergency communications;  
Assists local governments in planning and implementing phases of an addressing project;  
Makes oral and written presentations to local governing bodies, communities, service organizations, and law enforcement, fire, and medical personnel;  
Studies and analyzes operations and problems in the emergency communications field;  
Provides Panhandle Area Public Safety Answering Point (PSAP) monitoring to ensure compliance with the Commission on State Emergency Communications, (CSEC), rules and guidelines.  
Provides technical assistance and staff support to Panhandle area Public Safety Answering Points (PSAP) and elected officials;  
Surveys to ensure maps and MSAG are correct;  
Orders materials for the addressing/mapping project;  
Prepares and submits reports as needed for management of the addressing program and for grantor agencies;  
Develops and coordinates training for 9-1-1 calltakers;  
Develops and coordinates public education activities and materials;  
Provides staff support for the advisory committees and the Board of Directors;  
Provides information, maintains records and files, and acts as a general resource in the area of addressing;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job does not take into account potential reasonable accommodations*

Provides certification assistance to local calltakers;  
Provides updates to Panhandle 9-1-1 websites and social networking pages; and  
Attends seminars and workshops as needed and approved.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local state and federal laws and regulations relevant to program area; standard principles and practices of; methods involved in survey information gathering and analysis; computer equipment and operational procedures; and law enforcement, fire, and emergency medical operations.

*Skill/Ability to:* analyze and evaluate addressing; prepare and analyze program management reports, statements, and correspondence; demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with other Planning Commission employees, local and state government officials, public and private organizations, and the general public.

**ACCEPTABLE EXPERIENCE AND TRAINING**

A bachelor's degree in public administration, communications, or a related field; or a Telecommunicator Proficiency Certificate from the Texas Commission on Law Enforcement (TCOLE);

or high school graduation, or its equivalent, plus at least two years of training, educational, and/or emergency communications experience;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job does not take into account potential reasonable accommodations*



# **AREA AGENCY ON AGING**

## **Job Description: AREA AGENCY ON AGING DIRECTOR**

**CLASS NO.** 601

**EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** 13/14

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs highly advanced planning, research, consultative, technical and program administration or direction work in the provision of services for the aging. Work involves establishing program goals and objectives; developing program guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; and coordinating program activities. Other work involves acting as a liaison with government and local officials and supervising the development of local and/or regional plans or programs. Work also involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Plans, assigns, and/or supervises the work of others. Works under minimal direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Executive Director.
2. **Directs:** Area Agency on Aging personnel.
3. **Other:** Has contact with representatives of local, state, and federal government agencies; public and private organizations; service providers; other program personnel; private contractors; and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Directs departmental staff in a variety of programmatic areas, including assigning and planning work, ensuring training, evaluating performance, and making recommendations on hiring, terminating and disciplining;

Establishes program goals and objectives; develops and/or approves schedules, priorities and standards for achieving goals;

Collects, organizes, analyzes and prepares material in answer to requests for information and for reports;

Advises local officials on planning problems and various technical phases of projects for the aging;

Prepares budgets, interviews job applicants and performs other administrative duties;

Conducts meetings with local state and federal officials;

Prepares and delivers presentations; participates in planning conferences; and provides advisory service to local, regional and state agencies;

Testifies at hearings and legislative meetings, as appropriate;

Promotes effective development and use of resources for programs;

Assists in identifying the need for new programs;

Maintains program fidelity and accountability;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Establishes access to ethics training for staff;

Analyzes the application of programs, develops action plans to improve or initiate programs;

Identifies service needs and resources for the elderly, develops ways to address gaps in existing services, and serves as an advocate for the elderly in special situations;

Negotiates all contracts and agreements to acquire services for the region's elderly;

Compiles and analyzes all statistical and program reports for all funding sources;

Develops and administers grant applications and proposals;

Prepares and implements the area plan which identifies services to be provided to the elderly of the region;

Determines allocation of funding and prepares regional budget and contracts which correspond to the objectives of the area plan;

Compiles, maintains, and analyzes data on the region's elderly population and serves as an information resource for subcontractors, aging advisory council, and general public;

Maintains liaison with aging services, including the Texas Department of Aging and Disability Services;

Develops program performance evaluation tools and other pertinent forms to aid in program planning, reporting, and monitoring responsibilities;

Reviews annual monitoring and program performance of all services;

Develops and maintains program policies and procedures and oversees their implementation;

Coordinates publicity and public relations functions to publicize and market the program;

Coordinates Area Agency on Aging Advisory Council activities;

Ensures program records, files and resource information are updated and maintained in a timely and orderly manner;

Develops training and technical assistance activities for staff, program participants, contractors, and service providers to ensure delivery of a comprehensive service system; and

Serves as a resource person to community agencies, institutions, groups and elected officials.

#### Other Important Duties<sup>2</sup>

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* general management principles; the aging process, programs, and services; nutrition, transportation, housing, and home health programs; grant, proposal, contract, and budget preparation and analysis; local, state, and federal regulations relating to human and social service programs for the elderly, including the Older Americans Act of 1965 as amended; program development, implementation, and evaluation procedures; survey, information gathering and analysis techniques; and practices and procedures of accounting and financial operations.

*Skill/Ability to:* analyze and evaluate aging program services and activities; interpret and apply applicable laws, rules, and regulations; apply planning techniques; prepare reports, statements, and correspondence in a neat and legible manner; prepare grants, proposals, contracts, and budgets; supervise and motivate employees; establish and maintain effective working relationships with elderly citizens, citizen groups, service providers, state and local government officials, and the general public; and demonstrate proficiency in both oral and written communication.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
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### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, social science, gerontology, or a related field, plus at least three years of progressively responsible experience in the field of aging;

or bachelor's degree in public administration, social science, gerontology, or a related field, plus at least five years of progressively responsible experience in the field of aging;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

## **Job Description: AREA AGENCY ON AGING ASSISTANT DIRECTOR**

**CLASS NO.** 603

**EEOC CATEGORY:** Professional

**PAY GROUP:** 11/12

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration work. Work involves developing the AAA in planning, developing, coordinating, monitoring and evaluating aging services, projects, programs and fiscal compliance. Other work involves technical assistance to the AAA Director in the day-to-day operations of the agency and serves as a liaison between older individuals and resources, services and opportunities that assist them in maintaining their independence. Work also provides administration of fiscal documentation, programmatic documentation, and reports to ensure state and federal rules, regulations, and requirements are met in a manner that supports Desk Review and other auditing methods. Works under limited direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** Area Agency on Aging Staff as directed by Area Agency on Aging Director
3. **Other:** Has regular contact with AAA staff and its service providers; representatives of local, state, and federal government agencies; public and private organizations; and other program personnel, volunteers, clients, and their families; and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Assists the AAA Director with administration of the department and supervises associated staff in his/her absence.

Assists the AAA Director in the day-to-day operations of the AAA with a focus on fiscal and programmatic reporting to comply with state and federal rules, regulations and requirements to meet Desk Review standards;

Active in the development, implementation and maintenance of new and/or continuing projects that serve older individuals in the Panhandle region;

Assists the AAA Director in developing and administering budgets, area plans and performance reports;

Maintains the system of computerized agency program/fiscal performance reports as specified by state and/or federal law and compiles appropriate data and completes necessary reports for all services provided through the Area Agency on Aging;

Compiles and analyzes statistical data related to program performance of AAA staff and service providers and maintains records and files in accordance with applicable rules, regulations, policies and procedures in a manner that supports state and federal requirements;

Serves as assistant Data Systems Administrator for client information system;

Coordinates with PRPC fiscal department regarding AAA needs;

Conducts advisory council meetings and activities;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Conducts client satisfaction surveys for non-direct contract services;

Authorizes non-direct clients for services provided by contractors;

Provides quality assurance monitoring for all nutrition providers;

Conducts contractor application/enrollment process including monitoring of application accuracy, completeness, and appropriateness of unit rates, etc.;

Negotiates contract renewals and amendments, including appropriate unit rates for AAA services in compliance with state and federal regulations and serves as the AAA liaison to regional contractors and contracts; and

Interprets policies, rules or regulations and provides guidance to staff and service providers in relation to contract administration, policies, and procedures.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; basic understanding of the aging process and its impact on the older adult population, as well as a willingness to assist in the prevention and solution of problems and awareness of aging services.

*Skill/Ability to:* organize and maintain computer data and reports; demonstrate proficiency in both oral and written communication; prepare reports, statements, contractor agreements, and correspondence in a neat, accurate and legible manner; establish and maintain effective working relationships with personnel of all programs within the AAA; demonstrate ability to relate to older individuals and their families; analyze and evaluate aging services programs and activities; work independently; and demonstrate a high level of organization ability.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, gerontology, psychology, social work, or a related field, plus at least two years of progressively responsible experience in the field of aging, nursing, social work or other human services;

or bachelor's degree in public administration, gerontology, psychology, social work or a related field, plus at least four years of progressively responsible experience in the field of aging, nursing, social work or other human services;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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## **Job Description: AREA AGENCY ON AGING CARE COORDINATOR**

**CLASS NO.** 605

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced case management services to assist the older adult population and their families. Work involves developing and maintaining contact with clients, client families, and service providers for medical, social, educational and related service needs. Work also involves coordinating activities with and serving as a liaison to hospitals, nursing homes, other branches of the local medical community, and other human service volunteer agencies. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** Supervises agency support personnel.
3. **Other:** Has regular contact with clients, clients' family members, local hospitals and other medical and human service agencies.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Interviews client, members of client's family, and other concerned parties to obtain appropriate case assessment information, and assists, in determining eligibility for agency and other collateral care services;

Explains available sources of help to client and family;

In association with other agency staff, develops and maintains a care plan appropriate to each client's needs;

Ensures that referrals are made to appropriate resources, and follows up to ensure satisfactory outcomes occur;

Monitors agency clients to evaluate their satisfaction with and continued need for agency and other services;

Monitors flow of services to agency clients, maintains communication with agency service providers and other referral agencies in the community, and resolves problems as they arise;

Maintains a complete case file for each agency client;

Records accurate client data utilizing statewide database;

Compiles information on agency clients for routine or special reports;

Makes recommendations to management on policy and procedures changes;

Provides training, supervision, and direction to the care coordinators and support personnel;

Acts as an advocate for older individuals at all levels of government;

Coordinates a continuum of care between hospitals and other local medical and human services agencies;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Conducts client satisfaction survey, annually at a minimum;  
Conducts and participates in appropriate conferences, meetings, and seminars;  
Maintains/updates contractor applications/agreements; and  
Provides backup assistance to benefits counseling program services.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* provisions of the Older Americans Act and applicable regulations and social service delivery systems in Texas and community resources.

*Skill/Ability to:* establish and maintain effective working relationships with older individuals, citizen groups, service providers, state and local government officials, and the general public; interview, negotiate, assess problems, and plan services; demonstrate proficiency in both oral and written communication; operate computer using standard word processing, spreadsheet & database software packages, respect and maintain the confidentiality of client information; and be sensitive to the needs of older individuals.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in social work, or a related field, plus at least two years of progressively responsible experience in the field of aging, nursing, social work or other human services or shall be a licensed social worker or licensed to practice as a registered nurse;

or bachelor's degree in social work, or a related field, plus at least four years of progressively responsible experience in the field of aging, nursing, social work or other human services or shall be a licensed social worker or licensed to practice as a registered nurse;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities;

Bilingual preferred.

**CERTIFICATES AND LICENSES REQUIRED**

Licensed as a social worker or a license to practice as a registered nurse;

Appropriate Texas driver's license or available alternate means of transportation; and

Certified as Level I Benefits Counselor within first 12 months of employment

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*



## **Job Description: AREA AGENCY ON AGING OPERATIONS COORDINATOR**

**CLASS NO.** 607

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration services. Work involves operational support to the AAA in planning, developing, coordinating, monitoring and evaluating aging services, projects, programs and fiscal compliance. Other work involves assistance to the AAA Director in the day-to-day operations of the agency and serves as a liaison between older individuals and resources, services and opportunities that assist them in maintaining their independence. Work also provides oversight of fiscal documentation, programmatic documentation, and reports to ensure state and federal rules, regulations, and requirements are met in a manner that supports Desk Review and other auditing methods. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** Supervises agency support personnel.
3. **Other:** Has regular contact with AAA staff and its service providers; representatives of local, state, and federal government agencies; public and private organizations; and other program personnel, volunteers, clients, and their families; and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Assists the AAA Director in the day-to-day operations of the AAA with a focus on fiscal and programmatic reporting to comply with state and federal rules, regulations and requirements to meet Desk Review standards;

Assists the AAA Director in the development, implementation and maintenance of new and/or continuing projects that serve older individuals in the Panhandle region;

Assists the AAA Director in developing and administering budgets, policies and procedures, area plans and performance reports;

Maintains the system of computerized agency program/fiscal performance reports as specified by state and/or federal law and compiles appropriate data and completes necessary reports for all services provided through the Area Agency on Aging;

Compiles and analyzes statistical data related to program performance of AAA staff and service providers and maintains records and files in accordance with applicable rules, regulations, policies and procedures in a manner that supports state and federal requirements;

Serves as assistant Data Systems Administrator for client information system;

Monitors authorizations and expenditures on services provided by contractors and coordinates with PRPC finance department regarding AAA needs;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Assists in conducting advisory council meetings and activities;  
Compiles and analyzes client satisfaction survey results for direct and contracted services;  
Conducts annual quality assurance monitoring of contractors;  
Negotiates contract renewals and amendments, including appropriate unit rates for AAA services in compliance with state and federal regulations and serves as the AAA liaison to regional contractors and contracts; and  
Interprets policies, rules or regulations and provides guidance to staff and service providers in relation to contract administration, policies, and procedures.

Other Important Duties<sup>\*</sup>

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; basic understanding of the aging process and its impact on the older adult population, as well as a willingness to assist in the prevention and solution of problems and awareness of aging services.

*Skill/Ability to:* organize and maintain computer data and reports; demonstrate proficiency in both oral and written communication; prepare reports, statements, contractor agreements, and correspondence in a neat, accurate and legible manner; establish and maintain effective working relationships with personnel of all programs within the AAA; demonstrate ability to relate to older individuals and their families; analyze and evaluate aging services programs and activities; work independently; and demonstrate a high level of organization ability.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, gerontology, psychology, social work, or a related field, plus at least two years of progressively responsible experience in the field of aging, nursing, social work or other human services;

or bachelor's degree in public administration, gerontology, psychology, social work or a related field, plus at least four years of progressively responsible experience in the field of aging, nursing, social work or other human services;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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<sup>\*</sup> for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: MANAGING LOCAL OMBUDSMAN**

**CLASS NO.** 609

**EEOC CATEGORY:** Professional

**PAY GROUP:** 8/9

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced mediation work administering the Long-Term Care Ombudsman program. Work involves serving as a liaison between nursing and assisted living facilities, their residents and families assisting them in resolving conflicts. Works also involves coordinating the Volunteer Ombudsman and programs. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** May supervise support personnel; provides direction to Volunteer Ombudsmen.
3. **Other:** Has regular contact with residents of long-term care facilities and their families, organizations of the elderly, representatives of state agencies, private contractors, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Visits nursing and assisted living facilities in the region serving as a liaison between the facility, the residents and their families to facilitate the best possible quality of life for the residents;

Receives and processes complaints and requests for information;

Files appeals and represents residents during hearings;

Coordinates recruiting, initial and continuing certification training for ombudsman volunteers;

Develops and supervises the Volunteer Ombudsmen program;

Maintains Volunteer Ombudsmen time sheets, placement assignments, certification documents and related reports;

Maintains a resource file and directory for all licensed long-term care facilities in the region and establishes working relationships with the administrators of these facilities;

Assigns Volunteer Ombudsmen members to long-term care facilities in the region and provides technical assistance to staff and volunteers;

Maintains records in accordance with applicable rules, regulations, policies, and procedures, including protecting the identity, confidentiality, and privacy of clients and/or their representatives;

Records all program activities utilizing statewide database;

Prepares statistical reports as required and assists with preparation of other reports;

Provides complex information on the local ombudsmen program to the Area Agency on Aging Director and other appropriate agencies and organizations in monthly and quarterly reports and as requested;

Provides complex information and education regarding the long-term care system and the rights and concerns of residents and potential residents to long-term care facilities, resident's families,

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

community groups, and the general public;

Coordinates long-term care activities with adult protective services and other appropriate agencies;

Monitors the schedule of and participates in Texas Department of Health and Human Services Commission open hearings, surveys, and exit interviews in long-term care facilities in the region and coordinates the participation of Volunteer Ombudsmen members;

Develops in-service education training schedule for Volunteer Ombudsmen members, and planning and conducting programs for the meetings;

Attends educational seminars concerning the elderly and maintains close contact with other involved agencies, such as the Texas Department of Health and Human Services and the Department of Family and Protective Services.

Monitors, evaluates, and provides technical assistance to area aging programs, including fiscal and operational activities; and

Provides assistance with program development.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; the process of aging and aging programs; nutrition services; aging grants and grant preparation; and planning techniques.

*Skill/Ability to:* interpret and communicate to others rules, regulations, and guidelines prepared by state and federal agencies relating to aging programs; establish and maintain effective working relationships with older individuals, citizen groups, ombudsman volunteers, and the general public; assess and evaluate projects; work independently; demonstrate proficiency in both oral and written communication; and operate computer using standard word processing, spreadsheet & database software packages.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, gerontology, sociology, social work, or a related field, plus at least two years of progressively responsible experience in the field of aging, nursing, social work or other human services;

or bachelor's degree in public administration, gerontology, sociology, social work, or a related field, plus at least four years of experience in aging programs;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities;

Bilingual preferred.

### **CERTIFICATES AND LICENSES REQUIRED**

Certification as an Ombudsman by the Texas Department of Health & Human Services within three months of employment;

Pass a criminal background check; and

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: AREA AGENCY ON AGING OMBUDSMAN PROGRAM SPECIALIST**

**CLASS NO.** 611

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Provides moderately complex assistance to the Long-Term Care Ombudsman program. Work involves serving as a liaison between nursing and assisted living facilities, their residents and families assisting them in resolving conflicts. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Managing Local Ombudsman and Area Agency on Aging Director.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has contact with residents of long-term care facilities, their families, organizations for the elderly, representatives of State agencies and the general public.

### **EXAMPLES OF WORK**

Visits nursing and assisted living facilities in the region serving as a liaison between the facility, the residents and their families to facilitate the best possible quality of life for the residents;

Receives and processes complaints through independent investigations;

Responds to requests for information and provides consultations to facility staff, residents and the public;

Maintains records in accordance with applicable rules, regulation, policies and procedures, including protecting the identity, confidentiality and privacy of clients and/or their representatives;

Records all program activities utilizing statewide database;

Coordinates recruiting initial and continuing education training for ombudsman volunteers;

Maintains volunteer files in a highly organized manner including timesheets, mileage reports, placement assignments and visit and complaint reports;

Maintains a directory for all licensed long-term care facilities in the region and establishes working relationships with the administrators of assigned facilities;

Provides information and education regarding long-term care system and the rights and concerns of residents and potential residents to long-term care facilities, resident's families, community groups and the general public;

Participates in Long-Term Care Regulatory fair hearings and surveys in long-term care facilities in the region; and

Attends educational seminars concerning the elderly and maintains close contact with the other involved State agencies.

### **Other Important Duties\***

Performs such other related duties as may be assigned.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* Local, State and Federal laws and regulations relevant to the program, area; basic knowledge of the process of aging and aging programs; computer systems including the Windows environment and operating software such as Microsoft Word and Excel;

*Skill/Ability to:* Interpret and communicate to others rules, regulations and guidelines prepared by State and Federal agencies relating to aging programs; interview and interact effectively with older adults or their representative, members of the public and others who interact with the agency; respond to public inquiries in a timely manner; exhibit organization skills; maintain an effective working relationships with older people, citizen groups, volunteers and the general public; work independently and in a team setting; demonstrate proficiency in both oral and written communication; operate office equipment and standard or specialized software.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in social services or related field;

*or* high school graduation, or its equivalent, plus at least two years of aging experience;

*or* any equivalent combination of experience and training that provides required knowledge, skills and abilities.

Bilingual is highly preferred.

### **CERTIFICATES AND LICENSES REQUIRED**

Obtain Ombudsman Certification from the State Long Term Care Ombudsman Program within 3 months of employment;

Pass a criminal history check; and

Appropriate Texas driver's license or available alternate means of transportation.

## **Job Description: AREA AGENCY ON AGING VOLUNTEER AND PUBLIC EDUCATION PROGRAM SPECIALIST**

**CLASS NO.** 613

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs complex planning, research, consultative, technical and program administration services. Work involves operational support to the AAA in planning, developing, coordinating, and evaluating public education and volunteer training services. Other work involves serving as a liaison between older individuals and the resources, services and opportunities that assist them in maintaining their independence. Work also involves the oversight of meeting the region's education needs as it prepares for an aging society and the training needs for the Ombudsman and Health Insurance, Counseling and Advocacy Program volunteers. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** May supervise support personnel.
3. **Other:** Has regular contact with AAA staff and its service providers; representatives of local, state, and federal government agencies; public and private organizations; and other program personnel, volunteers, clients, and their families; and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Plans, coordinates, implements and evaluates public education needs for the region as it relates to the elderly population;

Establishes education goals and objectives; and develops schedules, priorities and standards for achieving goals;

Collects, organizes, analyzes data in the development of training and education;

Maintains up-to-date knowledge of local state and federal guidelines and policies regarding aging initiatives;

Coordinates, schedules and attends various meetings and makes presentations, as appropriate;

Educates older individuals regarding Medicare, Social Security, Medicaid, Trusts, guardianship, medical advanced directives, Medicare supplemental policies, and long-term care alternatives;

Assists Managing Local Ombudsman with recruiting initial and continuing certification training for Ombudsman volunteers;

Assists Managing Local Ombudsman with facility visits to maintain certification;

Responds to questions/complaints concerning Ombudsman services;

Coordinates recruiting, initial and continuing certification training for Health Information, Counseling and Advocacy Program volunteers;

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Recruits, trains and retains general volunteers for AAA;  
Maintains files for all Health Information Counseling and Advocacy Program volunteers and staff;  
Maintains agency calendar of outreach, in-service, and educational services provided by all staff;  
Records outreach & educational data utilizing statewide database;  
Coordinates with regional agencies and organizations that serve older individuals to insure training needs are met throughout the region; and  
Serves as backup to Benefits Counseling programs as needed.

Other Important Duties<sup>2</sup>

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; basic understanding of the aging process and its impact on the older adult population, as well as a willingness to assist in the prevention and solution of problems and awareness of aging services.

*Skill/Ability to:* organize and maintain education and training needs for the agency and the aging population and their caregivers throughout the region; demonstrate proficiency in both oral and written communication; operate computer using standard word processing, spreadsheet & database software packages, prepare reports and correspondence in a neat, accurate and legible manner; establish and maintain effective working relationships with personnel of all programs within the AAA; demonstrate ability to relate to older individuals and their families; analyze and evaluate aging services programs and activities; work independently; and demonstrate a high level of organization ability.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, gerontology, sociology, social work, or a related field;  
or bachelor's degree in public administration, gerontology, sociology, social work or a related field, plus at least one year of progressively responsible experience in the field of aging, nursing, social work or other human services;  
or any equivalent combination of experience and training which provides the required knowledge, skills and abilities;  
Bilingual preferred.

**CERTIFICATES AND LICENSES REQUIRED**

Certification as an Ombudsman by the Texas Department of Aging and Disability Services within 6 months of employment;  
Certification as a Level I Benefits Counselor within 3 months of employment;  
Certification in preparing Medical Advanced Directives within 1 year of employment; and  
Appropriate Texas driver's license or available alternate means of transportation.

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## **Job Description: AREA AGENCY ON AGING PROGRAM SPECIALIST (BENEFITS COUNSELOR)**

**CLASS NO.** 615

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs complex case management services and mediation work. Work involves serving as a liaison between older individuals and the resources, services and opportunities that assist them in maintaining their independence and enhance their quality of life. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** May supervise support personnel.
3. **Other:** Has regular contact with older individuals and their families, organizations serving older individuals, representatives of state agencies, private contractors, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Assists older individuals in finding solutions to problems concerning Medicare, Social Security, Medicaid, Trusts, Guardianship, medical directives, Medicare Supplemental policies, long term care alternatives, prescription needs and housing issues;

Interviews clients or their authorized representatives to assess service needs;

Provides on-going services as a liaison between clients, clients' families and service providers;

Conducts monthly HICAP/MIPPA mail outs;

Conducts client satisfaction surveys, annually at a minimum;

Maintains client files and records in accordance with applicable rules, regulations, policies, and procedures including protecting the identity, confidentiality and privacy of clients and/or their representatives;

Verifies all AAA staff have entered and exported BCFs and GAMs monthly;

Records accurate client data utilizing statewide database;

Coordinates with Director to ensure HICAP performance measures are met;

Attends educational seminars concerning aging issues and maintains close contact with other involved agencies;

Coordinates, schedules and attends various meetings and makes presentations, as appropriate;

Assists with the preparation of required reports; and

Provides technical assistance to Health, Information, Counseling and Advocacy Program (HICAP) volunteers.

#### **Other Important Duties**

Performs such other related duties as may be assigned.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
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## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state and federal laws and regulations relevant to program area; basic understanding of the aging process and its impact on the older adult population, as well as a willingness to assist in the prevention and solution of problems and an awareness of aging services.

*Skill/Ability to:* a demonstrated ability to relate to older individuals and their families and an ability to establish and maintain effective working relationships with agencies and organizations to carry out the goals of the program; identify needs, analyze information and develop workable solutions; demonstrate high level of organization, demonstrate proficiency in both oral and written communication and operate computer using standard word processing, spreadsheet & database software packages.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, gerontology, sociology, social work, or a related field.

or bachelor's degree in public administration, gerontology, sociology, social work, or a related field, plus at least one year of experience in aging programs;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities;

Bilingual preferred.

## **CERTIFICATES AND LICENSES REQUIRED**

Certification as a Level II Benefits Counselor within 6 months of employment;

Certification for Advanced Directives within 12 months of employment; and

Appropriate Texas driver's license or available alternate means of transportation.

## **Job Description: AREA AGENCY ON AGING PROGRAM SPECIALIST (CARE COORDINATION)**

**CLASS NO.** 617

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION:**

Performs complex planning and research work along with informational, educational, and social services work directly to AAA eligible clients and community groups. Work involves developing and maintaining contact with clients, client families, and service providers for medical, social, educational and related service needs. Other work involves implementing area plans, collecting and analyzing data, preparing reports, and ensuring timely submission of departmental reports relating to the care coordination program in compliance with state and federal rules, regulations, policies and procedures. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Director of Area Agency on Aging.
2. **Directs:** May supervise support personnel.
3. **Other:** Interaction/contact with AAA staff, clients, clients' family members, representatives of local, state and federal government agencies, public and private organizations, service providers, other program personnel, volunteers, other agency clients, private non-contracting entities and general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Assists the Director, Operations Coordinator and Care Coordinator in the compilation, analysis and submission of fiscal and programmatic reports in compliance with applicable rules, regulations, policies and procedures in a manner that supports local, state and federal requirements;

Organizes and maintains complete and accurate documentation of all client data/contacts in accordance with applicable rules, regulations, policies and procedures in a manner that supports local, state and federal requirements;

Plans, organizes, and conducts care coordination services, and receives contractor billing, verifies for accuracy, submits billing to finance for payment;

Maintains knowledge of current information about available services in the region and provides information to clients about available services and provides assistance to clients in gaining access to available services;

Interviews/assesses clients to gather information regarding service needs, interviews/assessments may occur over the phone or at client's home;

Refers clients to other agencies for assistance as appropriate;

Develops and implements care plans as necessary to meet the client needs and conducts reassessments as necessary;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
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Authorizes care coordination services and/or supplemental services that coordinate with other service provider activities; and serves as a liaison between clients, client families, caregivers and service providers as needed;

Ensures accurate and complete data entry into statewide database, as applicable;

Maintains strict confidentiality of client information, whether such data is electronic or otherwise;

Conducts customer satisfaction surveys with clients and groups at a minimum annually, as appropriate;

Maintains/updates contractor applications and agreements annually;

Designs, initiates and develops special projects in relation to care coordination activities, as available through state and/or federal resources; and

Attends training, meetings and conferences related to program goals, as approved by Director and as funding allows.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* The process of aging and aging programs, planning techniques, interviewing techniques, local state and federal regulations relating to human and social service programs including long-term care, Medicare and Medicaid; public and private sector resources, general office policies and procedures and computer operations.

*Skill/Ability to:* Interpret and communicate to others rules, regulations and guidelines prepared by state and federal agencies relating to aging programs and caregiving; establish and maintain effective working relationships with clients, citizen groups, volunteers and the general public; interview clients skillfully, provide care/client planning skills, evaluate client needs, work independently and in a team setting, and demonstrate proficiency in both oral and written communication. Work as a leader in the community to educate individuals/groups regarding public/private benefits and resources;

Bilingual preferred.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in social work, sociology, gerontology, psychology, business or public administration or a related field;

or bachelor's degree in social work, sociology, gerontology, psychology, business or public administration, or a related field, plus one year of relevant experience;

or any equivalent combination of experience and training that provides required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Obtain Benefits Counseling Level 1 certification within the first 12 months of employment; and

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## **Job Description: AREA AGENCY ON AGING PROGRAM SPECIALIST (CAREGIVER SPECIALIST)**

**CLASS NO.** 619

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION:**

Performs complex planning and research work along with informational, educational, and social services work directly to AAA eligible clients and community groups. Work involves identification/ongoing evaluation of service priorities for caregivers in the Panhandle. Other work involves implementing area plans, collecting and analyzing data, preparing reports, and ensuring timely submission of departmental reports relating to the National Family Caregiver Support Program in compliance with state and federal rules, regulations, policies and procedures. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Director of Area Agency on Aging.
2. **Directs:** May supervise support personnel.
3. **Other:** Interaction/contact with AAA staff, caregivers, caregivers' family members, representatives of local, state and federal government agencies, public and private organizations, service providers, other program personnel, volunteers, other agency clients, private non-contracting entities and general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\*\***

Assists the Operations Coordinator in the compilation, analysis and submission of fiscal and programmatic reports in compliance with applicable rules, regulations, policies and procedures in a manner that supports local, state and federal requirements;

Organizes and maintains complete and accurate documentation of all client data/contacts in accordance with applicable rules, regulations, policies and procedures in a manner that supports local, state and federal requirements;

Plans, organizes, and conducts annual caregiver workshop, and assesses and evaluates training needs of caregivers;

Maintains knowledge of current information about available services in the region and provides information to caregivers about available services and assistance to caregivers in gaining access to available services;

Organizes monthly support groups in a manner that assists caregivers in making decisions and solving problems relating to their caregiving roles, as appropriate;

Provides educational programs or presentations to departments, agencies, civic groups, caregivers, and the general public;

Maintains caregiver libraries set up across the Panhandle;

Explains program benefits and requirements to caregivers and clients;

Interviews/assesses caregivers to gather information regarding service needs, interviews/assessments may occur over the phone or at client's home;

Conducts reassessments as necessary;

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Refers caregivers to other agencies for assistance as appropriate;

Develops and implements care plans to meet the caregivers/recipients' needs;

Authorize respite and/or supplemental services, to complement care provided by caregivers and to coordinate with other service provider activities;

Provides case management for the length of the care plan and serves as a liaison between clients, client families, caregivers and service providers;

Ensures accurate and complete data entry into statewide database, as applicable;

Implements, coordinates and conducts evidence-based programming for caregivers as defined by ACL as funding allows;

Maintains strict confidentiality of client information, whether such data is electronic or otherwise;

Conducts customer satisfaction surveys with clients and groups at a minimum annually, as appropriate;

Maintains/updates contractor applications and agreements annually;

Designs, initiates and develops special projects in relation to caregiver activities, as available through state and/or federal resources; and

Attends training, meetings and conferences related to program goals, as approved by Director and as funding allows.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* The process of aging and aging programs, planning techniques, interviewing techniques, local state and federal regulations relating to human and social service programs including long-term care, Medicare and Medicaid; public and private sector resources, general office policies and procedures and computer operations.

*Skill/Ability to:* Interpret and communicate to others rules, regulations and guidelines prepared by state and federal agencies relating to aging programs and caregiving; establish and maintain effective working relationships with clients, citizen groups, volunteers and the general public; interview clients skillfully, provide care/client planning skills, evaluate client needs, work independently and in a team setting, and demonstrate proficiency in both oral and written communication. Work as a leader in the community to educate individuals/groups regarding public/private benefits and resources;

Bilingual preferred.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in social work, sociology, gerontology, psychology, business or public administration or a related field;

or bachelor's degree in social work, sociology, gerontology, psychology, business or public administration, or a related field, plus one year of relevant experience;

or any equivalent combination of experience and training that provides required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Obtain Benefits Counseling Level 1 certification within the first 12 months of employment;

Obtain a minimum coach certification for any implemented caregiver evidence-based program (as funding allows); and

Appropriate Texas driver's license or available alternate means of transportation.

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## **Job Description: AREA AGENCY ON AGING INFORMATION, REFERRAL AND ASSISTANCE ADMINISTRATIVE ASSISTANT**

**CLASS NO.** 619

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Provides moderately complex information and referral services; may provide some case management services; may provide Benefits Counseling services including legal assistance and legal awareness. Work involves coordinating community resources with older individuals or those calling on their behalf to make effective referrals, providing intake and assessment of inquirers' needs and potential eligibility for available social services, and follow-up on referrals. Position involves placing, answering and transferring calls, and maintaining electronic and other forms of service documentation for reporting purposes. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has contact with program director and specialists housed within the Area Agency on Aging; Area Agency on Aging Advisory Council; local state and federal agencies; elected officials; regulatory and endorsement agencies; service providers; senior organizations; and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Initial screening of elderly callers or appropriate others to gather information to assess service needs, determine eligibility for services and make appropriate referrals;

Research community resources and maintains listing of services and providers relevant to the needs of older individuals to assist callers with referrals;

Follow up on client referrals;

Document contacts via required process;

Perform actual case management (care coordination) when needed;

Provide information for the Aging Program's website and related activities;

Maintain appropriate records and statistical data essential to program operations;

Receives care coordination vendor billing, verifies for accuracy, submits billing to finance for payment;

Prepare monthly, annual or other reports as required;

Make recommendations to management on policy and procedures changes; and

May train other staff members.

#### **Other Important Duties\***

Performs such other related duties as may be assigned.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations*

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* Computer systems including the Windows environment and operating software such as Microsoft Word and Excel; full range of resources and assistance available to older individuals; basic knowledge of the process of aging and aging programs; interviewing techniques and effective listening skills; local state and federal regulations relating to human and social service programs; public and private sector resources; general office practices, policies and procedures.

*Skill/Ability to:* Communicate, interview and interact effectively with older individuals or their representative, members of the public and others who interact with the agency; respond to public inquiries in a timely manner; evaluate basic needs of callers to determine appropriate assistance / referral using problem solving methods; interpret and communicate to others rules, regulations and guidelines related to public and private sector resources; establish and maintain effective working relationships with older individuals, citizen groups, volunteers and the general public; work independently and in a team setting; demonstrate proficiency in both oral and written communication; operate office equipment and standard or specialized software;

Bilingual preferred.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in social services or related field;

*or* high school graduation, or its equivalent, plus at least two years of office experience;

*or* any equivalent combination of experience and training that provides required knowledge, skills and abilities.

Experience working with older individuals and community resources available to the older population is preferred.

## **CERTIFICATES AND LICENSES REQUIRED**

Obtain Benefits Counseling Level 1 certification within the first 12 months of employment; and

Appropriate Texas driver's license or available alternate means of transportation.



## **Job Description: AREA AGENCY ON AGING BENEFITS COUNSELING/CAREGIVER ADMINISTRATIVE ASSISTANT**

**CLASS NO.** 621

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Provides moderately complex assistance to the Benefits Counseling program including services of legal assistance and outreach/education. Work involves serving as a liaison between elderly and the resources to assist them in maintaining their independence and enhance their quality of life and client information system data input and maintenance of spreadsheets for the agency. Other work will include assistance with caregiver program as needed. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has contact with program director and specialists housed within the Area Agency on Aging; Area Agency on Aging Advisory Council; local state and federal agencies; elected officials; regulatory and endorsement agencies; service providers; senior organizations; and the general public.

### **EXAMPLES OF WORK**

Interview clients or their authorized representatives to assess service needs;

Assist clients with finding solutions to problems concerning Medicare, Social Security, Medicaid, Trusts, Guardianship, medical advanced directives, Medicare Supplemental policies, long term care alternatives, prescription needs and housing issues;

Provide ongoing services as a liaison between clients, their families and service providers;

Maintain client files and records in accordance with applicable rules, regulations, policies and procedures including protecting the identity, confidentiality and privacy of all clients and/or their representatives.

Maintain appropriate records and statistical data essential to program operations;

Assist with education regarding Medicare, Social Security, Medicaid, Trusts, Guardianship, medical advanced directives, Medicare Supplemental policies, long term care alternatives, prescription needs and housing issues along with caregiver issues and needs;

Prepare monthly, annual or other reports as required;

Make recommendations to management on policy and procedures changes;

Maintain monthly follow-up with caregiver clients;

Assist Caregiver Specialist with clients;

Data entry of client units into statewide database;

Maintain caregiver libraries; and

Co-facilitate EBI.

### **Other Important Duties\***

Performs such other related duties as may be assigned.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations*

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* Computer systems including the Windows environment and operating software such as Microsoft Word and Excel; full range of resources and assistance available to older adults and their caregivers; basic knowledge of the process of aging and aging programs; interviewing techniques and effective listening skills; local state and federal regulations relating to human and social service programs; public and private sector resources; general office practices, policies and procedures.

*Skill/Ability to:* Communicate, interview and interact effectively with older adults or their representative caregivers, members of the public and others who interact with the agency; respond to public inquiries in a timely manner; evaluate basic needs of callers to determine appropriate assistance / referral using problem solving methods; interpret and communicate to others rules, regulations and guidelines related to public and private sector resources; establish and maintain effective working relationships with older people, caregivers, citizen groups, volunteers and the general public; work independently and in a team setting; demonstrate proficiency in both oral and written communication; operate office equipment and standard or specialized software.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in social services or related field;

or high school graduation, or its equivalent, plus at least two years of social services experience;

or any equivalent combination of experience and training that provides required knowledge, skills and abilities.

Experience working with older individuals and community resources available to the older population is preferred.

Bilingual is highly preferred.

## **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

Benefits Counselor certificate within three months of employment.

## **Job Description: AREA AGENCY ON AGING ADMINISTRATIVE ASSISTANT (NUTRITION)**

**CLASS NO.** 623

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Provides moderately complex data management services which include support to nutrition and transportation programs; may provide information and referral services. Work involves coordinating with nutrition and transportation contractors; maintain documentation of client eligibility and authorizations for services and providing community resources with older individuals or those calling on their behalf to make effective referrals. Position involves placing, answering and transferring calls, and maintaining electronic and other forms of service documentation for reporting purposes. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Area Agency on Aging Director.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has contact with program director and specialists housed within the Area Agency on Aging; Area Agency on Aging Advisory Council; local state and federal agencies; elected officials; regulatory and endorsement agencies; service providers; senior organizations; and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Explains program benefits and requirements to clients.

Interviews/assesses clients to gather information regarding service needs, interviews/assessments may occur over the phone or at client's home.

Authorize supplemental services to coordinate with other service provider activities.

Refers to other AAA staff for more complex service needs.

Ensures accurate and complete data entry into system of computerized client tracking, as applicable.

Maintains strict confidentiality of client information, whether such data is electronic or otherwise.

Maintain appropriate records and statistical data essential to program operations;

Prepare monthly, annual or other reports as required;

Make recommendations to management on policy and procedures changes; and

#### **Other Important Duties\***

Performs such other related duties as may be assigned.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations*

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* Computer systems including the Windows environment and operating software such as Microsoft Word and Excel; full range of resources and assistance available to older individuals; basic knowledge of the process of aging and aging programs; interviewing techniques and effective listening skills; local state and federal regulations relating to human and social service programs; public and private sector resources; general office practices, policies and procedures.

*Skill/Ability to:* Communicate, interview and interact effectively with older individuals or their representative, members of the public and others who interact with the agency; respond to public inquiries in a timely manner; evaluate basic needs of callers to determine appropriate assistance / referral using problem solving methods; interpret and communicate to others rules, regulations and guidelines related to public and private sector resources; establish and maintain effective working relationships with older individuals, citizen groups, volunteers and the general public; work independently and in a team setting; demonstrate proficiency in both oral and written communication; operate office equipment and standard or specialized software;

Bilingual preferred.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in social services or related field;

*or* high school graduation, or its equivalent, plus at least two years of office experience;

*or* any equivalent combination of experience and training that provides required knowledge, skills and abilities.

Experience working with older individuals and community resources available to the older population is preferred.

## **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

## **Job Description: AREA AGENCY ON AGING PROGRAM SUPPORT AIDE**

**CLASS NO.** 625

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 3/4

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs routine clerical work and routine administrative support and/or technical program assistance work. Work involves operational support to the AAA in the Information, Referral and Assistance, Legal Awareness and/or Family Caregiver programs. Other work involves client information system data input and maintenance of general service spreadsheets for the agency. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Area Agency on Aging Director.
2. Directs: This is a non-supervisory position.
3. Other: Has contact with clients, volunteers, staff, public/private organizations and the general public.

### **EXAMPLES OF WORK**

#### Essential Duties\*

Prepares and disseminates information for grant programming;

Attends special meetings and training activities;

Conducts educational events for evidence base program and special grant programs;

Provides administrative support, including preparing required reports, correspondence and other documents;

May develop special administrative analyses and summaries;

Assists with recruitment of volunteers;

May provide technical assistance to volunteers;

Attends seminars and workshops as needed and approved;

Maintains client files for evidence-based programs;

Enters program information in various databases; and

Provides information and referral to the region's elderly.

#### Other Important Duties

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* Standard office practices and procedures; spelling and punctuation; organizational policies and procedures; evidence base programs and other grant programs.

*Skill/Ability to:* Communicate and conduct education for evidence base and other grant programs; operate a computer using standard word processing and spreadsheet, power point and database software packages; prepare records, reports, and correspondence neatly and professionally;

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proofread material to ensure accuracy; maintain records and files with precision and accuracy; communicate effectively with the public; and establish and maintain effective working relationships with agency staff and other Planning Commission employees.

Bilingual preferred.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

High school graduation, or its equivalent, plus at least two years of clerical, secretarial and/or aging services experience;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Certification as Level 1 Benefits Counselor within six months to serve as Legal Awareness support;

Obtain certification necessary for special grants; and

Appropriate Texas driver's license or available alternate means of transportation.

# **WORKFORCE DEVELOPMENT**

## **Job Description: WORKFORCE DEVELOPMENT DIRECTOR**

**CLASS NO.** 701

**EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** 13/14

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs highly advanced planning, research, consultative, technical and program administration or direction work in the provision of workforce development services. Work involves establishing program goals and objectives; developing program guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; and coordinating program activities. Other work involves acting as a liaison with government officials and supervising the development of local and/or regional plans or programs. Work also involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Plans, assigns, and/or supervises the work of others. Works under minimal direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Executive Director.
2. Directs: Department personnel.
3. Other: Works closely with departmental staff; representatives of local, state, and federal agencies; contractors; local businesses; and the general public.

### **EXAMPLES OF WORK**

#### Essential Duties \*

Develops, oversees the implementation of, and evaluates various workforce training programs, ensuring that programs are in compliance with applicable laws and regulations;

Maintains up-to-date knowledge of state and federal laws and rules governing workforce development programs and informs staff and participants of necessary changes and/or updates;

Prepares and implements departmental budget, including monitoring and approving expenditures and preparing, negotiating, and administering grants and contracts for program compliance;

Coordinates program activities with other agency departments and serves as liaison to various policy and advisory committees, governmental agencies, local officials, and community and private sector organizations on matters relating to program activities;

Provides technical assistance to staff and service providers to assure delivery of a comprehensive service system;

Directs departmental staff in a variety of programmatic areas, including assigning and planning work, ensuring training, evaluating performance, and making recommendations on hiring, terminating and disciplining;

Establishes program goals and objectives; develops and/or approves schedules, priorities and standards for achieving goals;

Collects, organizes, analyzes and prepares material in answer to requests for information and for reports;

Advises local officials on planning problems and various technical phases of workforce development projects;

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Interviews job applicants and performs other administrative duties;  
Conducts meetings with local state and federal officials;  
Prepares and delivers presentations; participates in planning conferences; and provides advisory service to local, regional and state agencies;  
Testifies at hearings and legislative meetings, as appropriate;  
Develops and implements effective techniques for evaluating programs;  
Promotes effective development and use of resources for programs;  
Provides consultative services to plan, implement and monitor effective programs;  
Assists in identifying the need for new programs;  
Analyzes the application of programs, develops action plans to improve or initiate programs;  
Schedules, coordinates, and attends various meetings, briefings, seminars, and training sessions as appropriate;  
Coordinates the preparation and submission of program documents, including grant applications, plans, contracts, requests for proposals, financial reports and various other program reports;  
Ensures program records and files are properly maintained and updated;  
Serves as contact person in negotiations with funding agencies at the state and federal level and with elected officials, private organizations, and businesses;  
Oversees the development of the department's work plan, assigns work activities and projects, monitors work flow, and evaluates products, methods, and procedures for compliance requirements; and  
Manages primary service provider contracts and associated procurement activities.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* supervisory techniques; budgetary processes and procedures; and laws and regulations governing the development and implementation of employment and training programs.

*Skill/Ability to:* supervise and motivate employees; establish and maintain effective working relationships with representatives of local, state, and federal agencies, contractors, local businesses, and the general public; demonstrate proficiency in both oral and written communication; understand, apply, and communicate to others rules, regulations, and guidelines prepared by state and federal agencies relating to employment and training programs; prepare proposals and administer grants and contracts; operate a computer using standard word processing and spreadsheet software packages; and develop and administer program budget.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, business, social science, education, or a related field, plus at least three years of progressively responsible experience in workforce development;  
or bachelor's degree in public administration, business, social science, education, or a related field, plus at least five years of progressively responsible experience in workforce development;  
or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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## **Job Description: WORKFORCE DEVELOPMENT CONTRACT/ACCOUNTING MANAGER**

**CLASS NO.** 703

**EEOC CATEGORY:** Professional

**PAY GROUP:** 10/11

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs advanced planning, research, consultative, technical and program administration or direction work in the provision of workforce development services. Work involves workforce contract management, monitoring and analyzing budgets, developing and evaluating budget requests, and coordinating program activities. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards; and evaluating activities. Works under limited direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Workforce Development Director.
2. **Directs:** Workforce Development Fiscal Administrative Assistants & may direct other Workforce Staff.
3. **Other:** Works with departmental staff, training institutions, contractors, employers, representatives of governmental agencies, program participants, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Validates invoices associated with contractor-authorized services delivered to program participants, employers, and other customers, including those from training institutions, child care providers and vendors of supportive services;

Validates all participant timesheets and their data entry into payroll system, processes payroll card applications, and coordinates any necessary changes or corrections with the financial institution;

Prepares the processing of contractor-authorized payments to program participants, employers, training institutions, child care providers and vendors of supportive services;

Receives, reports and tracks participant job injuries;

Coordinates program activities with other agency departments and serves as liaison to various policy and advisory committees, governmental agencies, local officials, and community and private sector organizations on matters relating to program activities;

Inventories fuel cards, bus tickets, incentive cards and other service cards used for workforce development program purposes;

Conducts departmental financial monitoring activities as needed to supplement the work of professional monitors;

Assists the Director with the Workforce Division's fiscal operations to facilitate the delivery of workforce development programs;

Assist with budgets and manages the utilization of workforce development grant and contract funds;

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Budgets and manages workforce development contracts;  
Monitors fiscal requirements in workforce contracts and identifies changes needed for compliance;  
Prepares financial information required for program management and Board reporting;  
Assists in the preparation of financial information required for program management and reporting;  
Procures, prepares, and negotiates contracts and administration of grants, renewals and amendments with service deliverers and other vendors;  
Assists the Workforce Development Director in developing, oversight of the implementation, and evaluation of various workforce training programs, ensuring that programs are in compliance with applicable laws and regulations;  
Facilitates the departmental budget preparation and implementation, including monitoring and approval of expenditures;  
Monitors fiscal requirements in grants and contracts and identifies changes necessary for compliance;  
Assists with the preparation and submission of program documents, including grant applications, plans, contracts, requests for proposals, and various program reports;  
Negotiates and prepares memoranda of understanding and cost sharing agreements with other agencies and organizations;  
Develops, procurement, and distribution of program-related software, tools, and customer products and services needed for service delivery;  
Secures facilities and provides the associated management services that include, but are not limited to, the procurement, negotiation and preparation of leases and contracts, and purchases of related equipment, furnishings and services;  
Evaluates contractor and facility needs, prepares associated budgets, and maintains inventory of departmental property;  
Maintains up-to-date knowledge of local, state, and federal guidelines and policies governing workforce development programs;  
Supports the Workforce Development Director in negotiations with funding agencies at the state and federal level and with elected officials, private organizations, and businesses;  
Assists the Director with Workforce Development liaison activities with the Finance staff;  
Provides support to policy and advisory groups as assigned; and  
Coordinates, schedules, and attends various meetings and seminars and makes presentations.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state, and federal guidelines and policies governing workforce training programs; education, and human service; methods involved in information gathering and statistical analysis.

*Skill/Ability to:* understand, apply, and communicate to others rules, regulations and guidelines prepared by state and federal agencies for workforce development programs; work independently and creatively; mentor and motivate employees; establish and maintain effective working relationships with governmental agencies, local employers, training institutions, program participants and the general public; demonstrate proficiency in both oral and written communication; and analyze

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and interpret data. Ability to use Microsoft and other financial software (Excel, Access, etc.) as needed.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in accounting, finance, business, public administration, business/contract management, social science, education, or a related field, plus at least two years of progressively responsible experience in workforce development;

or bachelor's degree in accounting, finance, business, public administration, business/contract management, social science, education, or a related field, plus at least four years of progressively responsible experience in workforce development;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

## Job Description: WORKFORCE DEVELOPMENT PROGRAM MANAGER

**CLASS NO.** 705

**EEOC CATEGORY:** Professional

**PAY GROUP:** 9/10

**FLSA:** Exempt

### SUMMARY OF POSITION

Performs advanced planning, research, consultative, technical and program administration work. Work involves developing and implementing strategic plans and procedures for regional workforce development programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under limited direction with extensive latitude for the use of initiative and independent judgment.

### ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Workforce Development Director.
2. Directs: May supervise technical staff performing workforce development program activities.
3. Other: Works with departmental staff, program participants, training institutions; contractors, employers, representatives of governmental agencies, and the general public.

### EXAMPLES OF WORK

#### Essential Duties\*

May supervise the work of others, under the direction of Workforce Development Director;

Procures, negotiates, and prepares contracts, renewals and amendments with service deliverers and other vendors;

Negotiates and prepares memoranda of understanding and cost sharing agreements with other agencies and organizations;

Collects, organizes and analyzes labor market and demographic data required in the development of various planning, contractual, and informational documents;

Manage online training program certifications for the region, including the training of users, approving applications, and evaluating training program effectiveness;

Prepares and distributes program policies and procedures, and provides associated clarification, guidance and instructions to contractors;

Develops, oversees the implementation of, and evaluates various workforce training programs, ensuring that programs are in compliance with applicable laws and regulations;

Develops and implements effective techniques for evaluating programs, analyzes the implementation of programs and develops action plans to improve or initiate programs;

Collects, organizes and analyzes contracted performance measures and data, provides various plans to improve performances, prepares reports and development of various planning, contractual, and informational documents;

Manage the development, procurement, and distribution of program-related software, tools, and customer products and services needed for service delivery;

Prepares plans and grant applications in order to obtain funding for various workforce development

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programs;

Evaluates contractor and facility needs, prepares associated budgets;

Recommends program policies and procedures and assists with the provision of associated clarification, guidance, and instructions to contractors;

Coordinates, schedules, and attends various meetings and seminars and makes presentations.

Prepares and facilitation of Workforce Development Board and Consortiums' Governing Body meetings and activities under the direction of Workforce Development Director;

Prepare, review, and submission of required reports, papers, correspondence, and other documents, ensuring clarity, completeness, accuracy, and conformance with applicable policies;

Maintains up-to-date knowledge of local, state, and federal guidelines and policies governing workforce development programs;

Oversees program activities with other agency departments and serves as liaison to various policy and advisory committees, governmental agencies, local officials, and community and private sector organizations on matters relating to program activities; and

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state, and federal guidelines and policies governing workforce programs; budgetary processes and procedures; and contract development and administration.

*Skill/Ability to:* understand, apply, and communicate to others rules, regulations and guidelines prepared by state and federal agencies for workforce development programs; mentor and motivate employees; establish and maintain effective working relationships with governmental agencies, local employers, training institutions, coworkers, program participants and the general public; demonstrate proficiency in both oral and written communication; and analyze and interpret data.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, social science, or a related field, plus at least two years of progressively responsible experience in workforce development information systems management;

or bachelor's degree in public administration, social science, or a related field, plus at least four years of progressively responsible experience in workforce development information systems management;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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## **Job Description: WORKFORCE DEVELOPMENT PROGRAM SPECIALIST**

**CLASS NO.** 707

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs complex planning, research, consultative, technical and program administration work. Work involves developing local and regional plans or programs and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Workforce Development Director.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Works with departmental staff, program participants, training institutions, employers, contractors, representatives of governmental agencies, employers, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Plans and develops workforce programs, ensuring compliance with applicable local, state, and federal policies and statutes;

Prepares grant applications and plans in order to receive funding for various workforce training programs;

Assists in the preparation of program policies and procedures used by Workforce Development;

Evaluates program performance and provides technical assistance with recommendations for program improvement and corrective actions;

Collects, organizes and analyzes data required in the development of various planning, contractual and informational documents;

Conducts periodic reviews of contractor programs ensuring compliance with applicable local, state, and federal policies and statutes;

Prepares written reports on review results, including any findings and related recommendations;

Prepares annual risk assessment to direct monitoring activities;

Assists in the preparation, review, and submission of required reports, papers, correspondence, and other documents, ensuring clarity, completeness, accuracy, and conformance with applicable policies;

Assists in the coordination of program activities with other agency departments and liaison activities to various policy and advisory committees, governmental agencies, local officials, and community

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and private sector organizations on matters relating to program activities; and

Coordinates, schedules, and attends various meetings and seminars and makes presentations, as appropriate.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state, and federal guidelines and policies governing workforce programs; budgetary processes and procedures; and contract development and administration.

*Skill/Ability to:* understand, apply, and communicate to others rules, regulations and guidelines prepared by state and federal agencies for workforce development programs; mentor and motivate employees; establish and maintain effective working relationships with governmental agencies, local employers, training institutions, coworkers, program participants and the general public; demonstrate proficiency in both oral and written communication; and analyze and interpret data.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, social science, education, or a related field;

*or* bachelor's degree in public administration, social science, business, education, or a related field, plus at least one year of experience in workforce development;

*or* any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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## **Job Description: WORKFORCE DEVELOPMENT PROGRAM SPECIALIST**

**CLASS NO.** 709

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs complex planning, research, consultative, technical and program administration work. Work involves developing local and regional program plans and developing procedures for implementation and evaluation of plans or programs. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Workforce Development Director.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Works with departmental staff, program participants, training institutions, employers, contractors, representatives of governmental agencies, employers, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Plans and develops workforce programs, ensuring compliance with applicable local, state, and federal policies and statutes;

Prepares grant applications and plans in order to receive funding for various workforce training programs;

Assists in the preparation of program policies and procedures used by Workforce Development;

Evaluates program performance and provides technical assistance with recommendations for program improvement and corrective actions;

Collects, organizes and analyzes data required in the development of various planning, contractual and informational documents;

Conducts periodic reviews of contractor programs ensuring compliance with applicable local, state, and federal policies and statutes;

Prepares, reviews, and submits required reports, papers, correspondence, and other documents, ensuring clarity, completeness, accuracy, and conformance with applicable policies;

Assists in the coordination of program activities with other agency departments and liaison activities to various policy and advisory committees, governmental agencies, local officials, and community and private sector organizations on matters relating to program activities; and

Coordinates, schedules, and attends various meetings and seminars and makes presentations, as appropriate.

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#### Other Important Duties\*

Performs such other related duties as may be assigned.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state, and federal guidelines and policies governing workforce programs; budgetary processes and procedures; and contract development and administration.

*Skill/Ability to:* understand, apply, and communicate to others rules, regulations and guidelines prepared by state and federal agencies for workforce development programs; mentor and motivate employees; establish and maintain effective working relationships with governmental agencies, local employers, training institutions, coworkers, program participants and the general public; demonstrate proficiency in both oral and written communication; and analyze and interpret data.

#### **ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in public administration, social science, education, or a related field;

or bachelor's degree in public administration, social science, business, education, English, or a related field, plus at least one year of experience in workforce development;

or associates degree in business administration, management, marketing, professional communication, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

#### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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## **Job Description: WORKFORCE DEVELOPMENT STUDENT HIREABILITY NAVIGATOR PROGRAM SPECIALIST**

**CLASS NO.** 711

**EEOC CATEGORY:** Professional

**PAY GROUP:** 6/7

**FLSA:** Non-Exempt

### **SUMMARY OF POSITION**

Performs complex planning, research, consultative, technical and program development work. Work involves assisting in implementing plans, goals, strategies, deliverables, and timelines to meet objectives. Other work involves reporting, and providing consultative and technical services to Workforce Solutions Offices, local Vocational Rehabilitation Offices, school districts, Education Service Centers, community partners, employers other governmental agencies, community organizations and the general public. Works under general supervision with considerable latitude for the use of independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Workforce Development Director.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Works with departmental staff, program participants, training institutions, educators, contractors, community organizations, representatives of governmental agencies, employers, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Assist to develop and Implements capacity building and systems development, partnering and collaboration, Informing and engaging employers;

In consultation with the local VR offices, identify the pre-employment transition services available to students with disabilities;

Develops a three-year Student HireAbility Navigator Action Plan, establishes program goals, effective and innovative strategies, deliverables, accountable parties and timelines for achieving goals;

Convene partners, including school districts and Education Service Centers, to discuss successful strategies and services, gaps, and opportunities for collaboration to improve the quality and/or availability of pre-employment transition services to students with disabilities entering employment or post-secondary education;

Increase community and system awareness of the resources and activities available to students with disabilities;

Promote the use of career exploration, postsecondary education planning, and work readiness tools;

Monitor implementation of the program strategies;

Develop and/or disseminate information and resources to Workforce Solutions Offices, local VR offices, local education agencies, employers, community partners, parents, and students;

Convene and/or attend workgroups, committees, coalitions, and cross-agency teams to foster system and community coordination of pre-employment transition services and activities for students with disabilities;

Provide information, training, and technical assistance to Workforce Solutions Offices, local VR

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offices, school districts, Education Service Centers, community partners, and employers;  
Develop and coordinate events, campaigns, and other activities under Director guidance;  
Provide training and/or resources to increase disability awareness;  
Collaborate with partner agencies to develop work- based learning opportunities, including internships, apprenticeships, summer employment, other employment opportunities;  
Develops and ensures resources and materials are available in accessible formats for students who use screen reader software, screen magnification software, large print, and braille;  
Maintains up-to-date knowledge of local, state, and federal guidelines and policies governing workforce development programs;  
Participate in program activities with other agency departments and serves as liaison to various policy and advisory committees, governmental agencies, local officials, and community and private sector organizations on matters relating to program activities;  
Provides support to policy and advisory groups as assigned; and  
Schedules and attends various meetings and seminars and makes presentations.

#### Other Important Duties\*

Performs such other related duties as may be assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: local, state, and federal pre-employment transition services, other employment support programs, services to improve access to employment and training services and increase employment opportunities for students with disabilities in the early phases of preparing for transition to postsecondary education and employment.

Skill/Ability to: understand, apply, and communicate to others rules, regulations and guidelines prepared by state and federal agencies for capacity building and systems development; partnering and collaboration; Informing and engaging employers; establish and maintain effective working relationships with vocational rehabilitation offices, school districts, education service centers, workforce solutions, local employers, training institutions, governmental agencies, coworkers, program participants, and the general public; demonstrate proficiency in both oral and written communication. Ability to use Microsoft and other software (PowerPoint, Word, etc.) as needed.

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree from an accredited four-year college or university.

One additional year of full-time qualifying experience may be substituted for each year (30 semester hours) of the required education.

Four years of full-time work experience; preferred in the fields of education, vocational rehabilitation, workforce development programs, human services programs, or non-profit organizations serving students or persons with disabilities.

A master's degree in from an accredited college or university is desirable and may be substituted for two years of the required qualifying experience.

### **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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**Job Description: WORKFORCE DEVELOPMENT**  
**FISCAL ADMINISTRATIVE ASSISTANT – CONTRACT SERVICES**

**CLASS NO.** 713

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

**SUMMARY OF POSITION**

Performs moderately complex administrative support and/or technical program assistance work. Work involves collecting and processing client and fiscal information and records associated with Workforce Development programs. Works under general supervision with moderate latitude for use of initiative and independent judgment.

**ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Workforce Development Contract/Accounting Manager.
2. Directs: This is a non-supervisory position.
3. Other: Works with departmental staff, program participants and their families, contractors, training institutions, employers, representatives of governmental agencies, and the general public.

**EXAMPLES OF WORK**

Essential Duties\*

Receives billing claims from Child Care service providers and reviews for appropriate authorization and accuracy;

Coordinates necessary changes or corrections with Child Care service providers or Child Care contractor staff;

Submits approved Child Care claims for processing through States' data collection system (TWIST);

Assists with Child Care payment processing, disbursements, and reports;

Collects Child Care service provider payment information and updates records as necessary;

Helps receive, review, and verify participant timesheets and enters data into payroll system, provides wage verification upon request;

Maintains filing systems for participant payroll documentation;

Helps receive, report, and track participant job injuries;

Maintains a contract and worksite numbering system for non-financial and on-the-job training agreements;

Helps coordinate and maintain security management for local access to all State agency applications supported by or through TWC;

Assists in the coordination of activities for Workforce Development Board and Governing Body meetings, including the agenda mail out and other necessary preparations;

Assists with the management and ordering of inventory of fuel cards, bus tickets, and incentive cards used for workforce development program purposes;

Is cross-trained and capable of performing the duties of Fiscal Administrative Assistant – Program Services when necessary in a back-up capacity;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Maintains E-verify for participant in year-round work experience;

Maintains up to date knowledge of local, state, and federal guidelines and policies governing workforce training programs; and

Attends workshops and meetings as required.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state, and federal laws and regulations relevant to program area; workforce training program intake procedures.

*Skill/Ability to:* establish effective working relationships with coworkers, program participants, contractors, training institutions, employers, and the general public; demonstrate proficiency in both oral and written communication; operate a computer using standard word processing and spreadsheet software packages; maintain clerical records and files; organize data; type accurately at a speed of at least 50 words per minute.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in accounting, or a related field;

High school graduation, or its equivalent, plus at least two years of clerical, secretarial and/or workforce development program experience;

*or* any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

**Job Description: WORKFORCE DEVELOPMENT**  
**FISCAL ADMINISTRATIVE ASSISTANT – PROGRAM SERVICES**

**CLASS NO.** 715

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 5/6

**FLSA:** Non-Exempt

**SUMMARY OF POSITION**

Performs moderately complex administrative support and/or technical program assistance work. Work involves collecting and processing client and fiscal information and records associated with Workforce Development programs. Works under general supervision with moderate latitude for use of initiative and independent judgment.

**ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Workforce Development Contract/Accounting Manager.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Works with departmental staff, program participants and their families, contractors, training institutions, employers, representatives of governmental agencies, and the general public.

**EXAMPLES OF WORK**

**Essential Duties\***

Receives billing claims from Child Care service providers and reviews for appropriate authorization and accuracy;

Coordinates necessary changes or corrections with Child Care service providers or Child Care contractor staff;

Submits approved Child Care claims for processing through States' data collection system (TWIST);

Assists with Child Care payment processing, disbursements, and reports;

Collects Child Care service provider payment information and updates records as necessary;

Assists with processing of contractor-authorized payments to program participants, employers, training institutions, child care providers, and vendors of supportive services;

Assists with receipt of invoices and statements from vendors based on payment authorizations and processing related accounts payable vouchers;

Helps coordinate any related changes or corrections with contractor staff and vendors;

Helps enter authorization and payment data into client payables system and produce reports as requested;

Ensures the timely submission of payables to the finance department on a weekly basis;

Helps track and report contractor authorized and obligated expenditures for management purposes;

Serves as liaison between the PRPC Finance department and the contractor staff in order to maintain an accurate and current vendor list;

Helps maintain filing systems for payables documentation;

Responsible for the collection and distribution of all incoming departmental mail;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Is cross-trained and capable of performing the duties of Fiscal Administrative Assistant – Contract Services when necessary in a back-up capacity;

Maintains up to date knowledge of local, state and federal guidelines and policies governing workforce training programs; and

Attends workshops and meetings as required.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* local, state, and federal laws and regulations relevant to program area; workforce training program intake procedures.

*Skill/Ability to:* establish effective working relationships with coworkers, program participants, contractors, training institutions, employers, and the general public; demonstrate proficiency in both oral and written communication; operate a computer using standard word processing and spreadsheet software packages; maintain clerical records and files; organize data; type accurately at a speed of at least 50 words per minute.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Bachelor's degree in accounting, or a related field;

High school graduation, or its equivalent, plus at least two years of clerical, secretarial and/or workforce development program experience;

*or* any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*



# **DISPUTE RESOLUTION CENTER**

## **Job Description: DISPUTE RESOLUTION CENTER DIRECTOR**

**CLASS NO.** 801

**EEOC CATEGORY:** Official and Administrator

**PAY GROUP:** 13/14

**FLSA:** Exempt

### **SUMMARY OF POSITION**

Performs highly advanced planning, research, consultative, technical and program administration or direction work for the Dispute Resolution Center. Work involves establishing program goals and objectives; developing program guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing and evaluating budget requests; and coordinating program activities. Work also involves providing consultative and technical services to schools, agencies, community organizations and the general public. Plans, assigns, and/or supervises the work of others. Works under minimal direction with extensive latitude for the use of initiative and independent judgment.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Executive Director.
2. **Directs:** Dispute Resolution Center Volunteers and may supervise support staff.
3. **Other:** Has contact with judges and attorneys; juvenile probation officers; legal, community, and social service groups and organizations; Dispute Resolution Center volunteers; and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Develops program guidelines, procedures and policies;

Establishes program goals and objectives; develops and/or approves schedules, priorities and standards for achieving goals;

Collects, organizes, analyzes and prepares material in answer to requests for information and for reports;

Prepares budgets and performs other administrative duties;

Develops and implements effective techniques for evaluating programs;

Promotes effective development and use of resources for programs;

Provides consultative services to plan, implement and monitor effective programs,

Assists in identifying the need for new programs, and

Analyzes the application of programs, develops action plans to improve or initiate programs.

Oversees Dispute Resolution Center client in-take and monitoring of DRC cases;

Prepares monthly DRC reports for the Office of Court Administration and County Commissioners;

Makes presentations regarding DRC to legal community, and civic and social service groups and organizations;

Coordinates training activities, including conducting basic and advanced mediation training and providing mediators with opportunities for continuing education;

Researches and implements DRC program expansion to provide service as appropriate to all 26 counties in the Texas Panhandle;

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

Maintains up-to-date knowledge of legislation which affects alternative dispute resolution;

Recruits and selects volunteer mediators and provides them with training, continuing education, and mediation opportunities;

Establishes and maintains contact with case referral sources (courts, county attorney, social service agencies, apartment association, Legal Aid of West Texas, attorneys, governmental entities, etc.);

Attends various meetings, including State Bar and Texas DRC Directors Council meetings, as required;

Plans, organizes and conducts meetings of the Dispute Resolution Center Advisory Board;

Coordinates Conflict Resolution Seminars and Workshops for interested agencies and organizations and recruits volunteer mediators to assist in presentations;

Keeps media and public informed of DRC activities;

Manages Pre-Trial Diversion Program for minors;

Completes and maintains spreadsheet for tracking of payment; and

Coordinates and mediates remote mediations vis Zoom.

Other Important Duties\*

Performs such other related duties as may be assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* the field of Alternative Dispute Resolution; and the current legislation which affects the DRC including funding, operations, and qualifications.

*Skill/Ability to:* establish and maintain effective working relationships with volunteer mediators, case referral services, attorneys, school representatives, and the general public; demonstrate proficiency in both oral and written communications; analyze, evaluate and prepare Dispute Resolution programs, and prepare reports on services; and develop the program budget.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Master's degree in communications, political science, sociology, social work, public relations, public administration, or a related field, plus at least three years of progressively responsible experience in mediation and/or dispute resolution;

or bachelor's degree in communications, political science, sociology, social work, public relations, public administration, or a related field, plus at least five years of progressively responsible experience in mediation and/or dispute resolution;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license or available alternate means of transportation.

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\* for the purpose of compliance with the Americans with Disabilities Act (ADA)  
*This job description does not take into account potential reasonable accommodations.*

## Appendix A

### EEOC DESCRIPTIONS OF JOB CATEGORIES

Excerpted from EEOC Form 164, State and Local Government Information (EEO-4)

1. **Officials and Administrators.** Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district, or area basis. Includes: department heads, bureau chiefs, division chiefs, directors, deputy directors, controllers, examiners, wardens, superintendents, sheriffs, police and fire chiefs and inspectors, and kindred workers.
2. **Professionals.** Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge. Includes: personnel and labor relations workers, social workers, doctors, psychologists, registered nurses, economists, dieticians, lawyers, systems analysts, accountants, engineers, employment and vocational rehabilitation counselors, teachers or instructors, police and fire captains and lieutenants, and kindred workers.
3. **Technicians.** Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. Includes: computer programmers and operators, drafters, surveyors, licensed practical nurses, photographers, radio operators, technical illustrators, highway technicians, technicians (medical, dental, electronic, physical sciences), assessors, inspectors, police and fire sergeants, and kindred workers.
4. **Protective Service Workers.** Occupations in which workers are entrusted with public safety, security, and protection from destructive forces. Includes: police patrol officers, firefighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, marshals, harbor patrol officers, and kindred workers.
5. **Paraprofessionals.** Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status. Such positions may fall within an identified pattern of staff development and promotion under a "New Careers" concept. Includes: library assistants, research assistants, medical aides, child support workers, police auxiliary welfare service aides, recreation assistants, homemakers' aides, and kindred workers.
6. **Office and Clerical.** Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office. Includes: bookkeepers, messengers, office machine operators, clerk-typists, stenographers, court transcribers, hearing reporters, statistical clerks, dispatchers, license distributors, payroll clerks, and kindred workers.
7. **Skilled Craft Workers.** Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the processes involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Includes: mechanics and repairers, electricians, heavy equipment operators, stationary engineers, skilled machining occupations, carpenters, compositors and typesetters, and kindred workers.
8. **Service-Maintenance.** Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities, or grounds of public property. Workers in this group may operate machinery. Includes: chauffeurs, laundry and dry cleaning operatives, truck drivers, bus drivers, garage laborers, custodial employees, gardeners and groundskeepers, refuse collectors, construction laborers, and kindred workers.

**Appendix B**  
**Panhandle Regional Planning Commission Position/Salary Comparisons**  
**To Similar State of Texas Positions/Salaries**  
**(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Executive Director	\$106,500 – 171,688	\$136,580	Executive Director Director V Director VI	\$106,500 – 171,688 101,630 – 171,881 111,793 – 189,069	Exempt 4 B30 B31
Deputy Executive Director/ Regional 9-1-1 Network Director	\$84,412 – 121,829	\$ <sup>3</sup>	Manager VI Director III Director IV	\$83,991 – 142,052 83,991 – 142,052 92,390 – 156,256	B28 B28 B29
Executive Assistant	\$50,067 – 68,768	\$59,299	Executive Assistant III Manager I	\$48,278 – 78,953 51,614 – 84,479	B21 B22
Administrative Program Specialist	\$39,381 – 56,836	\$44,556	Executive Assistant II	\$42,244 – 68,960	B19
Customer Service Support Aide	\$29,586 – 42,702	\$35,047 <sup>2</sup>	Administrative Assistant III Customer Service Representative III	\$29,439 – 46,388 29,439 – 46,388	A13 A13

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Finance Director	\$76,740 – 110,754	\$102,847	Manager V Director III Director IV	\$69,415 – 117,397 83,991 – 142,052 92,390 – 156,256	B26 B28 B29
Accounting Manager	\$57,654 – 83,212	\$79,202	Accountant VI	\$55,184 – 90,393	B23
Accounting Manager	\$57,654 – 83,212	\$79,202	Accountant VI	\$55,184 – 90,393	B23
Accounting Systems Program Specialist (Accounts Payable Specialist)	\$39,381 – 56,836	\$50,412	Administrative Assistant V Accountant IV	\$36,976 – 58,399 42,244 – 68,960	A17 B19
Accounting Systems Program Specialist (HR/Payroll Specialist)	\$39,381 – 56,836	\$47,982	Administrative Assistant V Human Resources Specialist IV	\$36,976 – 58,399 45,158 – 73,788	A17 B20

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Regional Services Director/Assistant to the Executive Director	\$76,740 – 110,754	\$108,053	Manager V Director III Director IV	\$69,415 – 117,397 83,991 – 142,052 92,390 – 156,256	B26 B28 B29
Regional Emergency Communications and Preparedness Program Manager	\$57,654 – 83,212	\$72,001	Program Specialist VI Planner IV Contract Specialist V Project Manager III	\$55,184 – 90,393 55,184 – 90,393 55,184 – 90,393 59,004 – 96,720	B23 B23 B23 B24
Regional Emergency Management Planning Program Coordinator	\$50,067 – 68,768	\$48,846	Planner II Program Specialist III	\$42,244 – 68,980 42,244 – 68,980	B19 B19
Regional Services Program Coordinator (Solid Waste & Criminal Justice Programs)	\$50,067 – 68,768	\$55,265	Planner II Program Specialist III	\$42,244 – 68,980 42,244 – 68,980	B19 B19

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Local Government Services Director	\$76,740 – 110,754	\$100,339	Manager V Director III Director IV	\$69,415 – 117,397 83,991 – 142,052 92,390 – 156,256	B26 B28 B29
Local Government Services Coordinator	\$50,067 – 68,768	\$58,063	Planner II Program Specialist III	\$42,244 – 68,960 42,244 – 68,960	B19 B19
Local Government Services Coordinator (Transportation Planning City Management Services)	\$50,067 – 68,768	\$58,063	Planner II Program Specialist III	\$42,244 – 68,960 42,244 – 68,960	B19 B19
Local Government Services Program Specialist	\$39,381 – 56,836	\$ <sup>3</sup>	Planner I Program Specialist II	\$36,976 – 58,399 39,521 – 64,449	B17 B18



**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Community and Economic Development Program Specialist	\$39,381 – 56,836	\$47,982	Planner I Program Specialist II	\$36,976 – 58,399 39,521 – 64,449	B17 B18
Economic Development Disaster Recovery Program Specialist	\$39,381 – 56,836	\$38,420	Planner I Program Specialist II	\$36,976 – 58,399 39,521 – 64,449	B17 B18

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Regional 9-1-1 Network Director/Assistant to the Executive Director	\$76,740 – 110,754	\$100,339	Manager V Director III Director IV	\$69,415 – 117,397 83,991 – 142,052 92,390 – 156,256	B26 B28 B29
Regional 9-1-1 Network Geographic Information Systems Program Manager	\$57,654 – 83,212	\$68,532	Geographic Information Specialist III Planner IV Program Specialist VI	\$51,614 – 84,479 55,184 – 90,393 55,184 – 90,393	B22 B23 B23
Regional 9-1-1 Network /Information Technology Program Coordinator	50,067 – 68,768	\$59,515	Program Specialist III Network Specialist IV	\$42,244 – 68,960 51,614 – 84,479	B19 B22
Regional 9-1-1 Network Program Administrative Assistant	\$35,799 – 51,672	\$38,551	Administrative Assistant IV Program Specialist I	\$32,976 – 52,045 36,976 – 58,399	A15 B17
Regional 9-1-1 Network Geographic Information Systems Administrative Assistant	\$35,799 – 51,672	\$39,515	Administrative Assistant IV Geographic Specialist I	\$32,976 – 52,045 39,521 – 64,449	A15 B18

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Regional 9-1-1 Network Program PSAP Administrative Assistant	\$35,799 – 51,672	\$39,515	Administrative Assistant IV Program Specialist I	\$32,976 – 52,045 36,976 – 58,399	A15 B17

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Area Agency on Aging Director	\$76,740 – 110,754	\$95,840	Manager V Director III Director IV	\$69,415 – 117,397 83,991 – 142,052 92,390 – 156,256	B26 B28 B29
Area Agency on Aging Care Coordinator	\$50,067 – 68,768	\$63,859	Planner II Program Specialist III Social Worker IV	\$42,244 – 68,960 42,244 – 68,960 48,278 – 78,953	B19 B19 B21
Area Agency on Aging Operations Coordinator	\$50,067 – 68,768	\$51,134	Planner II Program Specialist III	\$42,244 – 68,960 42,244 – 68,960	B19 B19
Area Agency on Aging Managing Local Ombudsman	\$50,067 – 68,768	\$50,067	Volunteer Services Coordinator IV Planner II Social Worker III Program Specialist III	\$42,244 – 68,960 42,244 – 68,960 42,244 – 68,960 42,244 – 68,960	B19 B19 B19 B19
Area Agency on Aging Ombudsman Program Specialist	\$39,381 – 56,836	\$42,262	Case Manager IV Social Worker II Program Specialist II	\$36,976 – 58,399 36,976 – 58,399 39,521 – 64,449	B17 B17 B18

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Area Agency on Aging Volunteer and Public Education Program Specialist	\$39,381 – 56,836	\$45,512	Volunteer Services Coordinator III Planner I Social Worker II Program Specialist II	\$36,976 – 58,399 36,976 – 58,399 36,976 – 58,399 39,521 – 64,449	B17 B17 B17 B18
Area Agency on Aging Program Specialist (Benefits Counselor)	\$39,381 – 56,836	\$50,236	Case Manager IV Planner I Social Worker II Program Specialist II	\$36,976 – 58,399 36,976 – 58,399 36,976 – 58,399 39,521 – 64,449	B17 B17 B17 B18
Area Agency on Aging Program Specialist (Caregiver Coordinator)	\$39,381 – 56,836	\$42,262 <sup>2</sup>	Case Manager IV Planner I Social Worker II Program Specialist II	\$36,976 – 58,399 36,976 – 58,399 36,976 – 58,399 39,521 – 64,449	B17 B17 B17 B18
Area Agency on Aging Program Specialist (Caregiver Specialist)	\$39,381 – 56,836	\$42,409	Case Manager IV Planner I Social Worker II Program Specialist II	\$36,976 – 58,399 36,976 – 58,399 36,976 – 58,399 39,521 – 64,449	B17 B17 B17 B18
Area Agency on Aging Benefits Counseling/Caregiver Administrative Assistant	\$35,799 – 51,672	\$34,926	Case Manager III Social Worker I Administrative Assistant IV Program Specialist I	\$32,976 – 52,045 32,976 – 52,045 32,976 – 52,045 36,976 – 58,399	B15 B15 A15 B17

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Area Agency on Aging Administrative Assistant (Nutrition)	\$35,799 – 51,672	\$34,926	Case Manager III Social Worker I Administrative Assistant IV Program Specialist I	\$32,976 – 52,045 32,976 – 52,045 32,976 – 52,045 36,976 – 58,399	B15 B15 A15 B17
Area Agency on Aging Program Support Aide	\$29,586 – 42,702	\$28,864*2	Administrative Assistant III	\$29,439 – 46,388	A13

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Workforce Development Director	\$76,740 – 110,754	\$100,339	Manager V Director III Director IV	\$69,415 – 117,397 83,991 – 142,052 92,390 – 156,256	B26 B28 B29
Workforce Development Contract/Accounting Manager	\$57,654 – 83,212	\$77,270	Accountant VI Planner IV Contract Specialist V Project Manager III	\$55,184 – 90,393 \$55,184 – 90,393 \$55,184 – 90,393 \$59,004 – 96,720	B23 B23 B23 B24
Workforce Development Program Manager	\$52,412 – 75,646	\$68,532	Planner IV Contract Specialist V Project Manager III	\$55,184 – 90,393 55,184 – 90,393 59,004 – 96,720	B23 B23 B24
Workforce Development Program Specialist	\$39,381 – 56,836	\$45,670	Planner I Program Specialist II	\$36,976 – 58,399 39,521 – 64,449	B17 B18
Workforce Development Program Specialist	\$39,381 – 56,836	\$40,366	Planner I Program Specialist II	\$36,976 – 58,399 39,521 – 64,449	B17 B18
Workforce Development Student HireAbility Navigator Program Specialist	\$38,420 – 56,836	\$52,779	Planner I Program Specialist II	\$36,976 – 58,399 39,521 – 64,449	B17 B18

**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

<b>PRPC POSITION TITLE</b>	<b>FY22 AUTHORIZED PRPC SALARY RANGE</b>	<b>CURRENT PRPC SALARY</b>	<b>SIMILAR STATE CLASS TITLE(S)</b>	<b>AUTHORIZED*1 STATE SALARY RANGE(S)</b>	<b>STATE SALARY GROUP</b>
Workforce Development Fiscal Administrative Assistant – Contract Services	\$35,799 – 51,672	\$37,611	Contract Specialist I Administrative Assistant IV	\$32,976 – 52,045 32,976 – 52,045	B15 A15
Workforce Development Fiscal Administrative Assistant – Program Services	\$35,799 – 51,672	\$37,611	Contract Specialist I Administrative Assistant IV	\$32,976 – 52,045 32,976 – 52,045	B15 A15



**Panhandle Regional Planning Commission Position/Salary Comparisons  
To Similar State of Texas Positions/Salaries  
(JULY, 2021)**

PRPC POSITION TITLE	FY22 AUTHORIZED PRPC SALARY RANGE	CURRENT PRPC SALARY	SIMILAR STATE CLASS TITLE(S)	AUTHORIZED*1 STATE SALARY RANGE(S)	STATE SALARY GROUP
Dispute Resolution Center Director	\$76,740 – 110,754	\$76,740	Ombudsman VI Director III Director IV	\$76,356 – 129,137 83,991 – 142,052 92,390 – 156,256	B27 B28 B29

\*1 – As provided for in the 2020 General Appropriations Act for the 2022-2023 Biennium

- 86th Legislative Session indicated no change to previous biennium

\*2 – Currently a part-time position. Salary indicated reflects a full-time salary equivalent amount at current rate of pay

\*3 – Position currently vacant