AGENCY POLICY SPECIALIST

KIND OF WORK

Advanced Professional Policy or Service Model Development Work

NATURE AND PURPOSE

Under administrative direction, demonstrates technical expertise to develop policies or agency service models. An employee in this class is responsible for providing leadership and technical expertise in keeping with the mission of the agency. Responsibility includes management and coordination of policy development and representing agency views and policies with external clients or colleagues. Leads team development projects of statewide, multi-disciplinary, cross-agency impact, involving great complexity, little or no precedent, significant media and legislative interest, large project teams, and/or broad impact; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Provide technical expertise on complex state and federal policies to assist government entities in complying with requirements of applicable laws, to assist citizens in understanding and exercising rights provided to them, and to assist agencies to implement strategies for effective service delivery.

Draft technical and policy-oriented educational materials, manuals and guidelines to provide the means to educate and inform citizens and service providers.

Facilitate or direct groups in resource identification, in problem identification, strategic and operational system requirements, problem solving, project or product evaluation and methodological analysis.

Design and prepare qualitative and quantitative studies and reports by developing survey methodologies; designing databases; developing questionnaires; determining sample sizes and populations; by collecting and analyzing statistical data; and drawing conclusions and summarizing results in report form.

Advise management concerning recommended policy changes and situations requiring immediate attention, as required.

Articulate technical language and concepts for management and policy staff; communicate policies to management and constituent groups.

Participate in other projects as a team member responsible for major, broad scope components.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Advanced knowledge of the legislative process, state government policies, procedures, processes, laws and rules.

Advanced communication skills in oral presentations and formal writing for contributing to presentations, informational literature, reports and editing the work of other professional staff.

Advanced knowledge in government policy development and implementation.

Skill in:

Exceptional human relations necessary to adapt to the changing role of the position as technical resource/project contributor.

Listening necessary to elicit opinions, ideas and identify issues.

Determining the scope of research, including the methodology, use of statistics, data collection, data analysis, forecasting and creation of related reports.

Use of technology tools to conduct research, analyze data, communicate and educate.

Leadership sufficient to establish project goals and expectations, anticipate problems, plan contingencies, evaluate results, provide focused feedback, direct work, coach, advise and teach.

Ability to:

Ability to recognize the public implications of a wide variety of issues and trends and determine the stakeholders and participants for policy issues.

Ability to organize and develop detailed individual project work plans and prioritize work.

Ability to manage projects and facilitate a consensus among the variety of agencies, interest groups and constituents represented.

Ability to facilitate an environment of acceptance for creativity, risk taking and innovative ideas.

Ability to learn and/or work within a broad range of inter-disciplinary areas.

Est.: 6/26/91   T.C.: 6/23/08
Rev.: 6/23/08   Former Title(s): Strategic Planning
                                           Specialist