

**Department of Transformation and Shared Services**

Governor Sarah Huckabee Sanders

Secretary Leslie Fisk

Director Kay Barnhill

October 18, 2023

The Honorable Breanne Davis, Co-Chairperson
 The Honorable Mark Berry, Co-Chairperson
 Uniform Personnel Classification and
 Compensation Plan Subcommittee
 Arkansas Legislative Council
 State Capitol Building, Room 315
 Little Rock, Arkansas 72201

Dear Senator Davis and Representative Berry:

The Office of Personnel Management (OPM) submits a request from the Arkansas Department of Health (ADH) for your review.

ADH is requesting ten (10) positions from the OPM surrender pool established by Arkansas Code Annotated § 21-5-225(a)(1) along with the establishment of two (2) new classifications. The classifications requested and positions being surrendered are listed below:

CLASSIFICATIONS REQUESTED

<u>CLASS CODE</u>	<u>TITLE</u>	<u>GRADE</u>	<u># REQUESTED</u>	<u>SALARY RANGE</u>
NEW	ADH Suicide Prevention Supervisor	GS09	2	\$50,222 - \$72,821
NEW	ADH Suicide Prevention Call Center Specialist	GS08	8	\$45,010 - \$65,264

POSITIONS SURRENDERED

<u>POSITION NUMBER</u>	<u>TITLE</u>	<u>CLASS CODE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>	<u>LAST DATE VACATED</u>
22161597	Health Program Specialist II	L048C	GS07	\$40,340 - \$58,493	04/15/2023
22104847	Health Program Specialist III	L043C	GS08	\$45,010 - \$65,264	08/04/2023
22104759	Licensed Practical Nurse	L069C	GS06	\$36,155 - \$52,424	Occupied
22104543	Licensed Practical Nurse	L069C	GS06	\$36,155 - \$52,424	Occupied

Office of Personnel Management

501 Woodlane Street, Suite 205 * Little Rock, AR 72201 * 501.682.1753

The Honorable Breanne Davis, Co-Chairperson
The Honorable Mark Berry, Co-Chairperson
October 18, 2023
Page 2.

22105069	Licensed Practical Nurse	L069C	GS06	\$36,155 - \$52,424	09/18/2023
22107021	Licensed Practical Nurse	L069C	GS06	\$36,155 - \$52,424	Occupied
22105828	Health Program Specialist I	L053C	GS06	\$36,155 - \$52,424	08/11/2023
22106290	Licensed Practical Nurse	L069C	GS06	\$36,155 - \$52,424	09/02/2023
22106195	Health Program Specialist II	L048C	GS07	\$40,340 - \$58,493	03/09/2023
22150779	Health Program Specialist I	L053C	GS06	\$36,155 - \$52,424	Occupied

JUSTIFICATION

ADH is requesting the above positions in order to meet the needs of the department. The requested positions will be designated to the Arkansas Lifeline Call Center (ALCC), a suicide prevention phone line which operates around the clock providing support to individuals in need. There are ten (10) positions assigned to this program and only four (4) are currently filled. The work performed by the call center operators is demanding and can be emotionally draining leading to high turnover and difficulty filling positions. Since there are no classifications specific to the duties of these ALCC employees, ADH has been utilizing the Health Program Specialist I, L053C, GS06, and Health Program Specialist II, L048C, GS07, classifications. The requested new classifications more accurately depict the duties performed by employees within the ALCC as well as increase the grades to assist in resolving recruitment and retention issues. Approval of this request will result in an anticipated cost of approximately \$367,294, including matching.

RECOMMENDATION

The Office of Personnel Management has reviewed the request and **recommends** the approval of ten (10) surrender pool positions.

Your consideration of this request is greatly appreciated.


STATE PERSONNEL DIRECTOR

10/3/23
DATE

KB/ca:1-2



Arkansas Department of Health

SEP 27 2023

4815 West Markham Street • Little Rock, Arkansas 72205-3867 • Telephone (501) 661-2000

Governor Sarah Huckabee Sanders

Renee Mallory, RN, BSN, Secretary of Health

Jennifer Dillaha, MD, Director

Date: September 18, 2023

To: Kay Barnhill, State Personnel Director
Department of Transformation and Shared Services

From: Renee Mallory, Secretary of the Department of Health *BM*

Subject: New Classifications and Surrender Pool Request

The Arkansas Department of Health (ADH) operates an in-house Suicide Prevention Call Center (ALCC), which operates 24 hours a day, seven days a week. The department has experienced severe difficulties in the last three years with retaining staff to operate and manage the call center. There are ten positions dedicated to the call center, and currently, only four of these positions are filled. The call center has experienced six resignations since March of this year. The title and class codes used for the ALCC are as follows:

OPM Job Title	Position #	Class Code	Grade
Health Program Specialist I	22104759	L053C	GS06
Health Program Specialist II	22151597	L048C	GS07

Arkansas historically has ranked at the bottom regarding answering incoming calls at in-state suicide call centers. In July of this year, our state ranked last nationwide for answering Arkansas calls in-state. Particularly in a rural state, it is more effective for Arkansan's calls to a suicide lifeline to be answered by in-state call centers. In-state call centers are more familiar with local resources/communities and can provide better follow-up services to callers. Calls not answered by in-state call centers are automatically routed to out-of-state centers. Because of the current ranking, Arkansas has made recent state and national news over this issue. Like most of the nation over the last few years, Arkansas has seen an increase in mental health issues such as depression and anxiety, increasing call volumes to suicide call centers.

Because of the nature of the work, call takers frequently experience burnout and compassion fatigue. The level of difficulty and skill needed to effectively function as a suicide call center operator is higher than many other call center operators. Because of these factors, ADH is requesting the creation of new classifications specific to the Arkansas Suicide Lifeline. These new classifications better reflect the skills needed to successfully function within the call center and increase the grade to appropriately reflect the level of difficulty and skills needed. The new title and grade of the requested classifications are as follows:

- ADH Suicide Prevention Call Center Specialist, GS08
- ADH Suicide Prevention Supervisor, GS09

Additionally, ADH makes a surrender pool request to surrender the following positions for the newly created classifications.

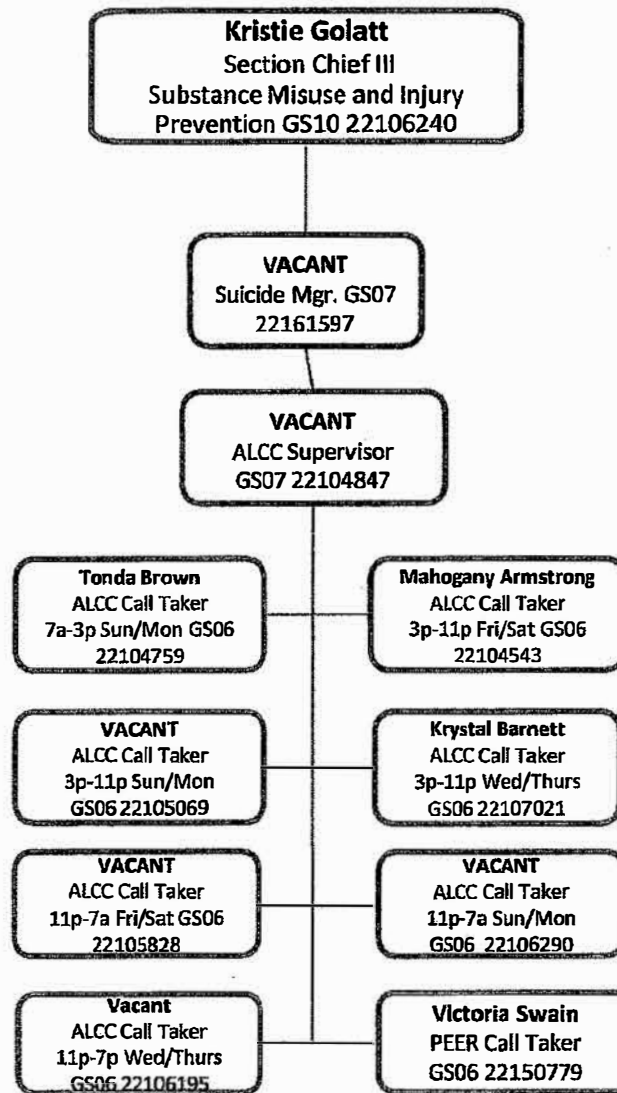
Current OPM Job Title-Grade	Position #	Class	Surrender Pool Request
Health Program Specialist II-GS07	22161597	L048C	ADH Suicide Prevention Supervisor
Health Program Specialist II-GS07	22104847	L048C	ADH Suicide Prevention Supervisor
Health Program Specialist I-GS06	22104759	L053C	ADH Suicide Prevention Call Center Specialist
Health Program Specialist I-GS06	22104543	L053C	ADH Suicide Prevention Call Center Specialist
Health Program Specialist I-GS06	22105069	L053C	ADH Suicide Prevention Call Center Specialist
Health Program Specialist I-GS06	22107021	L053C	ADH Suicide Prevention Call Center Specialist
Health Program Specialist I-GS06	22105828	L053C	ADH Suicide Prevention Call Center Specialist
Health Program Specialist I-GS06	22106290	L053C	ADH Suicide Prevention Call Center Specialist
Health Program Specialist I-GS06	22106195	L053C	ADH Suicide Prevention Call Center Specialist
Health Program Specialist I-GS06	22150779	L053C	ADH Suicide Prevention Call Center Specialist

ADH has sufficient funds and appropriations to cover the additional expense of these requests.



Substance Misuse & Injury Prevention Branch

Injury and Violence Prevention SEcti





Department of Transformation and Shared Services
Office of Personnel Management
Request for Pool Position

Business Area Department Name / Agency Name
0645 Arkansas Department of Health

Date
9/18/2023

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22161597	Health Program Specialist II	GS07	L048C
22104847	Health Program Specialist II	GS07	L048C

Classification(s) Requested

Classification Title	Pay Grade	Class Code
ADH Suicide Prevention Supervisor	GS09	TBD
ADH Suicide Prevention Supervisor	GS09	TBD

I hereby certify that:

- A. The position requested is critical to the operation of this Agency and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full-time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency.
- E. No current employee will be displaced by this action.

HR Administrator's Signature

Date

9/20/23

Department Secretary's Signature

Date

9/26/23



Department of Transformation and Shared Services
Office of Personnel Management
Request for Pool Position

Business Area

0645

Department Name / Agency Name

Arkansas Department of Health

Date

9/18/2023

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22105828	Health Program Specialist I	GS06	L053C
22106290	Health Program Specialist I	GS06	L053C
22106195	Health Program Specialist I	GS06	L053C
22150779	Health Program Specialist I	GS06	L053C

Classification(s) Requested

Classification Title	Pay Grade	Class Code
ADH Suicide Prevention Call Center Specialist	GS08	TBD
ADH Suicide Prevention Call Center Specialist	GS08	TBD
ADH Suicide Prevention Call Center Specialist	GS08	TBD
ADH Suicide Prevention Call Center Specialist	GS08	TBD

I hereby certify that:

- A. The position requested is critical to the operation of this Agency and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full-time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency.
- E. No current employee will be displaced by this action.

HR Administrator's Signature

Date 9/20/23

Department Secretary's Signature

Date 9/20/23



Department of Transformation and Shared Services
Office of Personnel Management
Request for Pool Position

Business Area

0645

Department Name / Agency Name

Arkansas Department of Health

Date

9/18/2023

Position(s) to be Surrendered

Position/Item Number	Classification Title	Pay Grade	Class Code
22104759	Health Program Specialist I	GS06	L053C
22104543	Health Program Specialist I	GS06	L053C
22105069	Health Program Specialist I	GS06	L053C
22107021	Health Program Specialist I	GS06	L053C

Classification(s) Requested

Classification Title	Pay Grade	Class Code
ADH Suicide Prevention Call Center Specialist	GS08	TBD
ADH Suicide Prevention Call Center Specialist	GS08	TBD
ADH Suicide Prevention Call Center Specialist	GS08	TBD
ADH Suicide Prevention Call Center Specialist	GS08	TBD

I hereby certify that:

- A. The position requested is critical to the operation of this Agency and a detailed justification for this request is attached. (Justification should be detailed and not less than one typed page in length.)
- B. Sufficient funds are available to fund this position at the requested grade.
- C. This is a full-time position that will not be used for any other purpose than that which is outlined in the attached narrative.
- D. The position to be surrendered is the highest grade position available and the loss of this position will not adversely affect the operation of this Agency.
- E. No current employee will be displaced by this action.

HR Administrator's Signature

Date

9/20/23

Department Secretary's Signature

Date

9/26/23



ADH SUICIDE PREVENTION SUPERVISOR

Class Code: TBD Grade: GS09
FLSA Status: Exempt
Date: 09/18/2023

STATE OF ARKANSAS JOB DESCRIPTION

SUMMARY:

The ADH Suicide Prevention Supervisor is responsible for accepting inbound calls and making outbound calls to resolve issues and/or rectify problems by effectively responding to callers that are in crisis, deescalating callers, providing appropriate resources and supervising the ADH Suicide Prevention Call Center Staff. This position is governed by state and federal laws and agency/institution policy.

TYPICAL FUNCTIONS:

Facilitates resolution of inbound caller inquiries for those in crisis. Identifies needs and makes sound referrals to resources. Displays active listening and demonstrates compassion and empathy. Escalates high priority situations to appropriate entities. Maintains accurate record keeping utilizing assigned database. Utilizes communication scripts to accomplish job-related tasks. Participates in educational seminars to improve performance. Follows required policies and guidelines and remains apprised of applicable changes. Responds expeditiously to queries. Runs reports as requested. Serves as primary trainer for all new call center staff members. Reviews all call reports for accuracy. Reviews calls for quality assurance. Performs other duties as assigned.

SPECIAL JOB DIMENSIONS:

Shift work required. Call Center operations: 24/7, which includes holidays.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of supervisory practices and procedures. Knowledge of effective forms of communication and customer service techniques. Ability to prepare and maintain accurate reports. Ability to plan, organize, and oversee the work of subordinates. Ability to provide training and instructions. Knowledge of accepted record keeping practices. Knowledge of accurate reporting techniques. Knowledge of call center databases and appropriate use. Ability to exercise good judgment in evaluating situations and making decisions. Ability to communicate effectively in oral and written formats.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in public administration, business, psychology, or related field, plus two years of work-related experience and one year supervision experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB-RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

**Arkansas Department of Health
Functional Job Description**

Work Unit CHP/Injury & Violence Prevention **County** Markham/Pulaski

Position Number _____ **Class Code** _____ **Grade** GS09

OPM Job Title ADH Suicide Prevention Supervisor

Functional Job Title Suicide Prevention Supervisor

Agency Number (4 digits)	<u>0645</u>	Cost Center (6 digits)	<u>610070</u>	Internal Order Number (9 digits)	<u>AATRINX 100 %</u>	<u>%</u>
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Minimum Qualifications (from OPM Job Specifications):

The formal education equivalent of a bachelor's degree in public administration, business, psychology, or related field, plus two years of work-related experience and one year of supervision experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

Job Summary

The Suicide Prevention Supervisor is responsible for accepting inbound calls and making outbound calls to resolve issues and/or rectify problems by effectively responding to questions and concerns about products and/or services and supervising the ADH Suicide Prevention Call Center. This position is governed by state and federal laws and agency/institution policy.

Job Duties & Responsibilities

1. National Suicide Prevention Lifeline (NSPL) Communications - 50%

- Demonstrate sensitivity, empathy regarding human service issues. Project a nonjudgmental attitude towards those requiring assistance.
- Answer and provide appropriate assistance for information/referral calls following policies and procedure.
- Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures.
- Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures.
- Prevent suicide by intervening with emergency personnel as needed.
- Identify active callers and follow appropriate directives as stated in the Columbia Suicide Severity Risk Assessment Scale.
- Contact Suicide Prevention Supervisor, Injury & Violence Prevention Section Chief, on call staff, or back-up staff as necessary.
- Complete the following trainings:

- Applied Suicide Intervention Skills Training Course - 16 hours (classroom)
- NSPL Simulation Training Course – 8 hour (online)
- Injury Prevention 101 – 8 hours (Classroom)
- iCarol Online Case Management System – 4 hours (online)
- Question, Persuade, Refer (QPR): 1 hour
- Role-play in iCarol: 10 hours
- Caller Observations (ALCC): 24 hours
- safeTALK Training Course – 4 hours (classroom)
- Cardio Pulmonary Resuscitation Training - 8 hours (classroom)
- Listening with Empathy Training – 2 hrs
- Compassion Fatigue: A Guide to Self-care Training – 1 hr
- Follow-Up Matters Training – 1 hr.

2. Supervisory Duties - 30%

- Provides daily over-site of ALCC staff
- Trains, supervises, and coordinates work schedules of public health program staff.
- Submits job vacancy paperwork, conducts interviews for new hires.
- Monitors data entry of every call and provides feedback to ALCC staff via iCarol software.
- Monitors staff training requirements.
- Be available after hours via state issued cell phone for ALCC staff to contact.

3. NSPL Data Entry - 15%

- Document calls correctly into computer tracking system according to procedure.
- Complete suicide follow-ups and Quality Surveys according to procedure.
- Complete call monitoring according to procedure.

4. Other duties as assigned - 5%

Knowledge, Abilities and Skills (KAS)

- Knowledge of supervisory practices and procedures.
- Knowledge of effective forms of communication and customer service techniques.
- Ability to plan, organize, and oversee the work of subordinates.
- Ability to provide training and instructions.
- Knowledge of accepted record keeping practices.
- Knowledge of accurate reporting techniques.
- Knowledge of call center databases and appropriate use.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to communicate effectively in oral and written formats.
- Ability to prepare and maintain accurate reports.

Special Requirement (Preferred Skills/License/Experience/Travel, Shift Work, etc.)

1. This position is in a 24-hour communications center. Shift work is required at all times, with holidays and weekends included.
2. Supervisor has the right to change any or all shifts as needed to maintain coverage for the ECC.

Supervisor's Signature & Date

Employee's Signature & Date

This is a Functional Job Description, in no way is it intended to take the place of the OPM Job Specification.

1. **Work Unit** – indicate the ADH work unit.
2. **County** – indicate the county the position is assigned.
3. **Position Number ***
4. **Class Code ***
5. **Grade ***
6. **OPM Job Title ***
7. **Functional Title** – working job title
8. **MQs (from State Job Specification)** – OPM established & approved MQs as stated on the OPM job Specification for a particular class code.
9. **Job Summary** – short paragraph of overall job duties
10. **Job Duties & Responsibilities** – specific functions performed
11. **KAS** – should be determined using the OPM Job Specification as a foundation and adding new KASs that are applicable to the job and deleting those which are not applicable to the job. The order of the KASs may be mixed according to the weights of the position specific tasks to which they relate, i.e. questions relating to abilities and skills may be asked before questions relating to knowledge. The Job Applicant Assessment Worksheet, (HR-1154) will be used to record KASs and must be used in the order submitted on the functional job description.
12. **Special requirements** – list any preferred skills/license/experiences for this job.
13. **Rating Supervisor and Employee Signatures** – signed and submitted to Central Personnel Office within 30 days hire date. Original retained in the PPES file.

* Can be found in OPM position Control Listing.



ADH SUICIDE PREVENTION CALL CENTER SPECIALIST

Class Code: TBD Grade: GS08
FLSA Status: Exempt
Date: 09/18/2023

STATE OF ARKANSAS JOB DESCRIPTION

SUMMARY:

The ADH Suicide Prevention Call Center Specialist is responsible for accepting inbound calls from those that are in crisis and placing outbound follow up calls. This position responds to questions and concerns about resources available for each caller. This position is governed by state and federal laws and agency/institution policy.

TYPICAL FUNCTIONS:

Facilitates resolution of inbound caller inquiries for those in crisis. Makes outbound calls as necessitated to aid in effective follow up. Identifies needs and makes sound referrals to resources. Displays active listening and demonstrates compassion and empathy. Escalates high priority situations to appropriate staff members and/or entities. Maintains accurate record keeping utilizing assigned database. Utilizes communication scripts to accomplish job-related tasks. Participates in educational seminars to improve performance. Follows required policies and guidelines and remains apprised of applicable changes. Responds expeditiously to queries. Performs other duties as assigned.

SPECIAL JOB DIMENSIONS:

Shift work required. Call Center operations: 24/7, which includes holidays.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of effective forms of communication and customer service techniques. Ability to plan, organize, and oversee the work of subordinates. Ability to provide training and instructions. Knowledge of accepted record keeping practices. Knowledge of accurate reporting techniques. Knowledge of call center databases and appropriate use. Ability to exercise good judgment in evaluating situations and making decisions. Ability to communicate effectively in oral and written formats.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in public administration, business, psychology, or related field, plus one year of work-related experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB-RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

**Arkansas Department of Health
Functional Job Description**

Work Unit CHP/Injury & Violence Prevention **County** Markham/Pulaski

Position Number _____ **Class Code** _____ **Grade** GS08

OPM Job Title ADH Suicide Prevention Call Center Specialist

Functional Job Title ALCC Call Taker

Agency Number (4 digits) 0645 **Cost Center (6 digits)** 610070 **Internal Order Number (9 digits)** AATRINX 100 % %

Minimum Qualifications (from OPM Job Specifications):

The formal education equivalent of a bachelor's degree in public administration, business, psychology, or related field, plus one year of work-related experience. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

Job Summary

The Suicide Prevention Call Center Specialist is responsible for accepting inbound calls and making outbound calls to resolve issues and/or rectify problems by effectively responding to individuals in crisis and providing resources for callers. This position is governed by state and federal laws and agency/institution policy.

Job Duties & Responsibilities

1. National Suicide Prevention Lifeline (NSPL) Communications - 65%

- Demonstrate sensitivity, empathy regarding human service issues. Project a nonjudgmental attitude towards those requiring assistance.
- Answer and provide appropriate assistance for information/referral calls following policies and procedure.
- Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures.
- Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures.
- Prevent suicide by intervening with emergency personnel as needed.
- Identify active callers and follow appropriate directives as stated in the Columbia Suicide Severity Risk Assessment Scale.
- Contact Suicide Prevention Supervisor, Injury & Violence Prevention Section Chief, on call staff, or back-up staff as necessary.
- Complete the following trainings:

- Applied Suicide Intervention Skills Training Course - 16 hours (classroom)
- NSPL Simulation Training Course – 8 hour (online)
- Injury Prevention 101 – 8 hours (Classroom)
- iCarol Online Case Management System – 4 hours (online)
- Question. Persuade. Refer (QPR): 1 hour
- Role-play in iCarol: 10 hours
- Caller Observations (ALCC): 24 hours
- safeTALK Training Course – 4 hours (classroom)
- Cardio Pulmonary Resuscitation Training - 8 hours (classroom)
- Listening with Empathy Training – 2 hrs
- Compassion Fatigue: A Guide to Self-care Training – 1 hr
- Follow-Up Matters Training – 1 hr.

2. NSPL Data Entry - 30%

- Document calls correctly into computer tracking system according to procedure.
- Complete suicide follow-up calls according to procedure.

3. Other duties as assigned - 5%

Knowledge, Abilities and Skills (KAS)

Knowledge of effective forms of communication and customer service techniques.

Ability to plan, organize, and oversee the work of subordinates.

Knowledge of accepted record keeping practices.

Knowledge of accurate reporting techniques.

Knowledge of call center databases and appropriate use.

Ability to exercise good judgment in evaluating situations and making decisions.

Ability to communicate effectively in oral and written formats.

Special Requirement (Preferred Skills/License/Experience/Travel, Shift Work, etc.)

1. This position is in a 24-hour communications center, Shift work is required at all times, with holidays and weekends included.
2. Supervisor has the right to change any or all shifts as needed to maintain coverage for the ECC.

Supervisor's Signature & Date

Employee's Signature & Date

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5. **Grade ***
6. **OPM Job Title ***
7. **Functional Title** – working job title
8. **MQs (from State Job Specification)** – OPM established & approved MQs as stated on the OPM job Specification for a particular class code.
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12. **Special requirements** – list any preferred skills/license/experiences for this job.
13. **Rating Supervisor and Employee Signatures** – signed and submitted to Central Personnel Office within 30 days hire date. Original retained in the PPES file.

* Can be found in OPM position Control Listing.

HR-1158 (R 10/10)