



STRENGTH OF THE STATE

**WASHINGTON COUNTY**  
**JOB EVALUATION COMMITTEE**

**To:** Beck Lewallen, Angela Wood, Patrick Deakins, Jay Cantrell, Russell Hill, Bobby Hill, Kyle Sylvester, Roger Morris, Matt Durrett  
**From:** Patty Burchett, HR Director  
**Subject:** Job Evaluation Committee Agenda

There will be an in person meeting held on Monday, January 22, 2024 at 3:30 pm in the 5<sup>th</sup> Floor Conference Room; below is the agenda for this meeting.

**AGENDA**

February 26, 2024

LOCATION: 5<sup>th</sup> Floor Courthouse Conference Room

- I. Public Comments
- II. New Business:
  1. Request from Comptroller office to create a new position Financial Technician 1 classified in a grade 7.
  2. Request from Juvenile Detention Center to re-grade the Youth Development Supervisor to a grade 12 at the minimum for the following PCN#0444020, 0444021.
  3. Request from the County Judge's office for a merit pay increase for the Juvenile Detention Director to the 1<sup>st</sup> quartile.
  4. Request from the County Judge's office for a merit pay increase for the Planning Director to the 1<sup>st</sup> quartile.
  5. Request from the Information Technology department to create another position of Network Administrator classified in a grade 23 this request includes budgeting the position at the midpoint of the grade at \$90,332.87.
  6. Request from the County Judge's office for a re-grade and title change for the current Purchasing Manager (PCN#0118001) classified in a grade 15 to Purchasing Director(PCN#0118003) classified in a grade 17 employee's pay will go to the minimum of the new grade.
  7. Request from the Sheriff's office to create a new position of Help Desk Manger at a grade 15, this will replace the current titled position in PCN#0418398 which has never been filled.



**Date of Meeting:** January 22, 2024

**Location of Meeting:** 5<sup>th</sup> Floor Conference Room Washington County Courthouse @3:30pm

**Members:** *HR Director* Patty Burchett, *County Judge* Patrick Deakins, *Sheriff* Jay Cantrell, *Treasurer* Bobby Hill, *Prosecuting Attorney* Matt Durrett, *Circuit Clerk* Kyle Sylvester, *County Collector* Angela Wood, *County Clerk* Becky Lewallen

**Members that did not attend:** *Coroner* Roger Morris, *Assessor* Russell Hill

**Summary of Meeting** – There was a quorum present.

- 1) Public Comments – There were no public comments.
- 2) Approval of Meeting Minutes from November 27, 2023 JESAP Meeting.

**Vote** – Unanimous Vote

- 3) Discussion on the onboarding process through HR.
- 4) Request from Buildings & Grounds to start the new Assistant Facilities Director at the 1<sup>st</sup> quartile.

**Motion** – Bobby Hill                      2<sup>nd</sup> – Angela Wood

- 5) Request from Circuit Court III to start a new Juvenile Probation officer at the 1<sup>st</sup> quartile.

**Motion** – Kyle Sylvester                      2<sup>nd</sup> – Matt Durrett

- 6) **Motion to Adjourn** –

Unanimous voice vote. **(Unanimous)**

**Patrick Deakins**  
COUNTY JUDGE



**Paul Sherman**  
COMPTROLLER

**WASHINGTON COUNTY, ARKANSAS  
COMPTROLLER'S OFFICE**

02/14/2024

MEMORANDUM FOR JESAP COMMITTEE

FROM: Washington County Comptroller

SUBJECT: Position Request – Financial Technician 1 (PCN0113007)

1. During the 2024 budgeting process, the Quorum Court approved the funding of an additional position within the Comptroller Department. The approved funding is for a position up to the grade of eighteen (18). After evaluation of the current staffing levels and work-flow processes, the Comptroller Department request the following position be considered:

Financial Technician 1 (PCN0113007) – Grade 7 – Salary: \$38,042.90

2. The requested position is a newly created title and job description, which outlines a broader scope of duties and responsibilities across the Comptroller Department. The current titles and job descriptions within the department are primarily focused on one specific process, which creates a situation of limited coverage in the absence on of current staff. By adding a position with more general responsibilities, the Comptroller Department will be able to more efficiently complete the fiscal processes and requirements of the county.
3. The current staffing level within the department is five full-time equivalents (FTEs). The current workload combined with the accounting and auditing requirements of being a governmental agency more than justify an additional full-time equivalent.
4. Thank you in advance for your consideration. If you have questions or concerns regarding this request, please contact me 479-444-1708 or [paul.sherman@washingtoncountyar.gov](mailto:paul.sherman@washingtoncountyar.gov).

A handwritten signature in black ink, appearing to read "Paul T. Sherman", with a long horizontal line extending to the right.

PAUL T. SHERMAN  
Comptroller, Washington County

# JOB

Job title	Financial Technician 1
Job code	0113007
Comments	
Organizational unit	Washington County   Comptroller
Global job family	Finance

## Summary

The *Finance* job family manages the financial activities of an organization or business via financial planning, accounting, collections/credits, financial analyses, audits, and tax information.

Job holders maintain all finance-related policies and ensure they are compliant with applicable regulations. They also prepare financial reports and keep up necessary records.

## Typical Activities

- Is involved with the financial functions of a business or organization.
- Maintains records and prepares financial reports.
- Ensures all financial policies and procedures comply with regulations.
- Researches economic trends to discover vital information for planning.

## Synonyms or related job titles

*Finance Manager, Financial Analyst, Finance Specialist*

Legacy Grade	Not assigned
--------------	--------------

# GRADING RESULT

Career	Individual Contribution
Grade	7

# FACTORS

## Professional Knowledge

By professional knowledge, we assess the demands on the type of training required to enable the position holder to cope with job-specific tasks and situations. The required skills and knowledge consist mainly of formal qualifications and relevant work experience. Basis for this classification are acquired skills and the associated knowledge in theory and practice. The model is compatible to the levels of the European Qualification Framework EQF. The different skills at a level are comparable, but not the same. The individual specifications are based on formal degrees, but qualifications may also be obtained in other ways. Technical core competencies for the job.

**3 - The position requires professional knowledge that can be obtained by specific courses or structured on-the-job training**

Courses or structured trainings typically take up to 2 years, and are usually completed with standardized tests. This is an institutionalized, practical and theoretical training that provides precisely defined knowledge on processes and operating materials for semi-skilled employees.

## Experience

This factor assesses the technical or function-specific work experience beyond the formal qualifications necessary for the position. This is based on the assumption that both professional requirements of the position and the position holder's competencies develop constantly. Relevant practical experience beyond formal qualification is thus necessary to meet the requirements of the position in its entirety. Time spent in a position after formal qualification is usually considered work experience. Work as a research fellow can also be considered to be work experience. Relevant work experience as a freelancer or internships can be regarded as adequate work experience, too. Business and organization-specific knowledge is not assessed in this factor; it is assessed separately in organizational knowledge.

### 3 - 1-3 years

In addition to the knowledge acquired in the qualification time, the position requires first or advanced practical experience of 1-3 years. Depending on the position's focus and if it is necessary for the fulfilment of the task, basic industry or market knowledge is acquired during this period.

## Cognitive Abilities / Problem Solving

This factor covers the requirements on the position holders' problem-solving skills. The demands on mental performance, recognizing interrelations and solution development increases with both the complexity of the tasks and the sources that need to be considered. It describes the requirements needed to adapt to new situations and at higher levels to develop or evaluate solutions in terms of risks, inter-dependencies and potentials.

### 2 - Performing routine tasks

The demands on the cognitive abilities are of procedural nature within a homogeneous and stable context. The position requires the fulfilment of tasks that are largely predetermined. The processes are well-known and proven. If problems arise, position holders of higher functions are called to solve the problems.

## People Responsibility

This factor describes the position's influence on other people's actions. As a specialist, the focus lies on professional responsibility for training, development and mentoring of colleagues. Thus both technical and social aspects of cooperation and responsibility for others are to be assessed. The status / role within the organizational structure or the status of the position in the network of relationships within the organization can be of high relevance. Both technical and social aspects of responsibility for others and the degree of interconnectedness in the organization are considered in this factor.

### 1 - Responsibility is limited to the own position

The position holder's responsibility is limited to the own position and actions.

## Organizational Knowledge

With this factor, the requirements on knowledge of the organization are assessed in terms of the interaction of individual units and business processes. At higher levels the knowledge extends further than the own organization and additionally covers relevant external relationships and their effects on the organization.

## **2 - Organizational knowledge at group level**

The position requires knowledge of the processes within the team.

## Processes

This factor measures the impact of the position in running, monitoring, optimizing and developing processes. Business processes consist of a set of logically linked individual actions (tasks, activities) that are executed to achieve a business or operational goal. A process is repeatable, connected to added value, and uses resources of the organization. In case of externally operating roles the corresponding factor levels may be used accordingly.

### **1 - Running and / or maintaining processes**

Courses of action are clearly defined and specified within a tight frame. The activities serve to maintain a process that is typically completely and conclusively handled by the position holder. E.g. pre-structured data entry, compliance with defined instructions or the production of documents by using templates. An assessment of the complexity of these processes will be provided by the next factor.

## Complexity

Processes can be very diverse. To capture the complexity of the processes, and to serve as a modifier for the process ownership, this factor provides three different levels of complexity of processes within an organization.

### **1 - Simple processes**

The processes are clearly arranged and subject to little variation. The tasks are largely isolatable and can typically be handled conclusively by the position holder.

## Functional Responsibility

By functional responsibility we assess the decision scope and freedom of action of the position. Independence in the performance of tasks and the direct or indirect responsibility for a task field are indicators to assess the importance of the position in relation to the achievement of goals. The area of influence of the position within the organizational unit and in relation to other units is considered. Ability to influence final results.

### **2 - The scope of action is limited to the own workplace**

Making decisions that affect the own workplace, tasks and decision criteria are largely specified. Self-management according to predefined priorities.

## Scope of Decisions

This factor assesses the significance of the decisions the position holder is directly responsible for in terms of geographic coverage levels. At the lowest level the decisions are of local or regional importance, at the highest

level the decisions have an impact on key areas of an organization with global significance. Normal operative execution of decisions should not be evaluated here.

### **1 - Scope of the decisions is at national or regional level**

The decisions have an impact on the particular region in which the position holder is located. The homeland and directly adjacent countries, where the organization operates to a limited extent, are understood as region.

## Communication

By the requirements on communication abilities, we assess the nature and influence of the interaction with internal and external communication partners. The aim of the interaction is the exchange of technical information, influence or negotiations. The ability to interact with individuals and groups successfully is based on intercultural competence and social skills. This category covers the interpersonal skills considered relevant to the job evaluation requirements.

### **2 - The position requires good communication skills in a team or with clients and a certain degree of empathy**

Focus is on the exchange of technical information within a homogeneous group, simple communication with customers within a limited scope of content. This level can be selected for the requirements of a 1st level call center concerned with subjects of limited complexity.



**Date Revised: February 2024**

## **FINANCE TECHNICIAN I**

**Job Code:** 7  
**Exempt:** No  
**Department:** Comptroller  
**Reports to:** Comptroller  
**Location:** Washington County Courthouse

### **SUMMARY:**

Under the direction of the Comptroller and the Assistant Comptroller, the incumbent is responsible for performing accounting functions in the area of payroll and accounts payable functions ensuring county accounting processes are completed in a timely and accurate manner. This position requires an individual that is accurate with numbers and is able to meet deadlines in a timely manner. The incumbent is responsible for assisting the processing of payroll for approximately 700 county employees and processing the payment of outstanding invoices involving 25 funds and 89 departmental budgets. The incumbent must ensure that accounting transactions are processed in a timely and accurate manner. The incumbent must work closely with the Comptroller, Treasurer, County Clerk, Human Resources and Department Resource Managers to ensure accurate accounting transactions. The incumbent must ensure that each situation is handled according to County Policies, State Laws, and Federal Laws. In addition, the incumbent must work in a manner that maintains optimum efficiency in the department.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assist Payroll Administrator in the biweekly payroll process to ensure the timely and accurate completion of the Washington County payroll.
- Assist in the data import from Human Resources department to ensure employee's time and pay information is transferred to the financial/accounting system to allow for accurate payroll calculation.
- Consult with the elected officials, department heads, or Human Resources on all problems with regard to time records and leave eligibility status.
- Assist in the data export from the financial/accounting system to the Treasurer's office to allow for timely payment of employees' earned pay amounts.
- Assist Accounts Payable section with outstanding invoices in regard to accuracy, compliance and timely payment.





- Assist in filing and maintaining required documentation related to payroll and accounts payable in accordance with county policies.
- Conduct all activities in a professional manner to ensure maximum cooperation between and among the County, the public and other agencies.
- Assist the County Judge Administrative Assistant by filling in for telephone duties when the assistant is unavailable.
- Sort all mail delivered by the USPS to the 5th floor and place in departmental mailboxes.
- Perform any other related duties as required or assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **EDUCATION AND EXPERIENCE**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 2 years related experience and/or training, or equivalent combination of education and experience.

### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

### **CRITICAL THINKING SKILLS**

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

### **SOFTWARE SKILLS REQUIRED**

Basic: Spreadsheet

Basic: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Word Processing/Typing



**INITIATIVE AND INGENUITY SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

**DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

**MENTAL DEMAND**

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

**RESPONSIBILITY FOR WORK OF OTHERS**

Responsibility for work of others: Not indicated.

**RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

**ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

**ACCOUNTABILITY/FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.



### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower. None. Job does not create any dollar monetary impact for the organization.

### **IMPACT ON END RESULTS**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

### **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

### **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

### **WORKING CONDITIONS**

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

### **ENVIRONMENTAL CONDITIONS**

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations. Highly repetitive, low physical. Highly repetitive type of work which requires concentration in the performance of tasks for consistent time cycles as prescribed by the tasks. While performing the functions of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk, reach with hands and



arms, climb or balance. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

**ADDITIONAL INFORMATION**

**EDUCATION and/or EXPERIENCE:**

This position requires a minimum of high school diploma or general education degree (GED); two years previous experience in accounting/accounts payable and bookkeeping. Also, successful completion of accounting courses is necessary to perform this position's functions, preferable government accounting.

**OTHER SKILLS and ABILITIES:**

The incumbent should possess knowledge of accounting principles, good verbal and written communications skills, computer skills, and good ten key and typing as well as good math skills; must possess the ability to resolve accounting, accounts payable, and payroll problems independently. The incumbent should have knowledge of modern office practices, procedures, and equipment. Knowledge of computerized accounting and the ability to perform duties with speed and accuracy is also required.

**SIGNATURE SECTION:**

This job description has been approved by all levels of management:

HR Director: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

# JOB

Job title	Youth Development Supervisor
Job code	444020 021
Comments	
Organizational unit	Washington County   Juvenile Detention Center - 444
Global job family	Municipal / Public Services   Public Administration   Social Services

## Summary

The *Social Services* job family is responsible for providing direct services to individuals, families, and communities in order to promote social and economic well-being. This includes providing case management, counseling, and support services to those in need. Social Job holders may also advocate on behalf of their clients, connect them with resources, and provide crisis intervention services.

## Typical activities

- Provides direct service to clients in need.
- Conducts assessments to identify client needs.
- Develops and implements service plans.
- Provides crisis intervention.
- Links clients to appropriate resources and services

## Synonyms or related job titles

*Community Development Worker, Community Services Worker, Social Worker, Crisis Intervention Worker, Parole Officer, Probation Officer*

Legacy Grade	09
--------------	----

# GRADING RESULT

Career	Individual Contribution
Grade	12

# FACTORS

## Professional Knowledge

By professional knowledge, we assess the demands on the type of training required to enable the position holder to cope with job-specific tasks and situations. The required skills and knowledge consist mainly of formal qualifications and relevant work experience. Basis for this classification are acquired skills and the associated knowledge in theory and practice. The model is compatible to the levels of the European Qualification Framework EQF. The different skills at a level are comparable, but not the same. The individual specifications are based on formal degrees, but qualifications may also be obtained in other ways. Technical core competencies for the job.

## **5 - The position requires professional knowledge typically based on an Associate degree or vocational training with additional qualifications.**

The position requires college education or formal vocational training as well as additional qualifications or professional knowledge at equivalent level acquired by work experience.

## Experience

This factor assesses the technical or function-specific work experience beyond the formal qualifications necessary for the position. This is based on the assumption that both professional requirements of the position and the position holder's competencies develop constantly. Relevant practical experience beyond formal qualification is thus necessary to meet the requirements of the position in its entirety. Time spent in a position after formal qualification is usually considered work experience. Work as a research fellow can also be considered to be work experience. Relevant work experience as a freelancer or internships can be regarded as adequate work experience, too. Business and organization-specific knowledge is not assessed in this factor; it is assessed separately in organizational knowledge.

### **3 - 1-3 years**

In addition to the knowledge acquired in the qualification time, the position requires first or advanced practical experience of 1-3 years. Depending on the position's focus and if it is necessary for the fulfilment of the task, basic industry or market knowledge is acquired during this period.

## Cognitive Abilities / Problem Solving

This factor covers the requirements on the position holders' problem-solving skills. The demands on mental performance, recognizing interrelations and solution development increases with both the complexity of the tasks and the sources that need to be considered. It describes the requirements needed to adapt to new situations and at higher levels to develop or evaluate solutions in terms of risks, inter-dependencies and potentials.

### **4 - Known solutions and technical expertise are applied to recurring problems**

The demands on the cognitive abilities are largely procedural, partly analytical, and require flexibility in the choice of solutions in a homogeneous context. The frame of the potential problems is known and there are sample solutions, procedures or algorithms for problem solving. This action orientation requires various methods that are to be used sensibly and purposefully depending on the situation. For example, following a decision tree for fault finding in electronic devices or simple repairs on machines.

## People Responsibility

This factor describes the position's influence on other people's actions. As a specialist, the focus lies on professional responsibility for training, development and mentoring of colleagues. Thus both technical and social aspects of cooperation and responsibility for others are to be assessed. The status / role within the organizational structure or the status of the position in the network of relationships within the organization can be of high relevance. Both technical and social aspects of responsibility for others and the degree of interconnectedness in the organization are considered in this factor.

### **3 - Coordination of a team**

The position holder typically takes over coordination task within a group, but without disciplinary authority and spends most of the working time as an individual contributor with comparable or similar operative tasks as the other group members.

## Organizational Knowledge

With this factor, the requirements on knowledge of the organization are assessed in terms of the interaction of individual units and business processes. At higher levels the knowledge extends further than the own organization and additionally covers relevant external relationships and their effects on the organization.

### 3 - Operative organizational knowledge within a department

The position requires operational knowledge on how individual groups or contributors cooperate within a department as well as knowledge on the coordination of resources. Furthermore, operational knowledge for interacting with teams from other areas is required. Organizational skills at this level are generally required to perform a clearly defined, operational, functional or disciplinary management task.

## Processes

This factor measures the impact of the position in running, monitoring, optimizing and developing processes. Business processes consist of a set of logically linked individual actions (tasks, activities) that are executed to achieve a business or operational goal. A process is repeatable, connected to added value, and uses resources of the organization. In case of externally operating roles the corresponding factor levels may be used accordingly.

### 2 - Monitoring Processes

Operational management of end-to-end processes or sub-processes. Monitoring and communicating process performance, responsibility for the achievement of specific process objectives. Instigation of process improvements. With this factor we assess positions that monitor implementation, that are accountable and communicate the results. Adjustment needs are passed on by the position holder. Adjustments are not implemented, but possibly tested. An assessment of the complexity of these processes will be provided by the next factor.

## Complexity

Processes can be very diverse. To capture the complexity of the processes, and to serve as a modifier for the process ownership, this factor provides three different levels of complexity of processes within an organization.

### 2 - Complex processes

(Sub-) processes can build on each other or can be interlaced. Changes in one sub-process can typically have a minor impact on the whole process or other interconnected sub-processes without major changes of the final outcome.

## Functional Responsibility

By functional responsibility we assess the decision scope and freedom of action of the position. Independence in the performance of tasks and the direct or indirect responsibility for a task field are indicators to assess the

importance of the position in relation to the achievement of goals. The area of influence of the position within the organizational unit and in relation to other units is considered. Ability to influence final results.

#### **4 - Making operational-technical decisions affecting the work of other groups**

Making decisions which are also basis for the work of other groups / teams. Freedom to act within a framework of general guidelines.

## Scope of Decisions

This factor assesses the significance of the decisions the position holder is directly responsible for in terms of geographic coverage levels. At the lowest level the decisions are of local or regional importance, at the highest level the decisions have an impact on key areas of an organization with global significance. Normal operative execution of decisions should not be evaluated here.

#### **1 - Scope of the decisions is at national or regional level**

The decisions have an impact on the particular region in which the position holder is located. The homeland and directly adjacent countries, where the organization operates to a limited extent, are understood as region.

## Communication

By the requirements on communication abilities, we assess the nature and influence of the interaction with internal and external communication partners. The aim of the interaction is the exchange of technical information, influence or negotiations. The ability to interact with individuals and groups successfully is based on intercultural competence and social skills. This category covers the interpersonal skills considered relevant to the job evaluation requirements.

#### **5 - Convincing demeanor and diplomatic skills in negotiations**

The core responsibilities of the position include leading negotiations with internal parties such as labor representatives and / or customers as well as external suppliers and other service providers. If necessary, conflicts of interest have to be solved with an appropriate degree of diplomacy and skill in delicate negotiations. This level implies a high degree of social and intercultural competence and experience.



<b>JDC - 2024 Position Increase Request</b>																
2/16/2024																
FUND 1000																
*as of PP2401060																
*beginning PP 2401070																
PCN	NAME	2024 FINAL BUDGET SALARY	CURRENT HOURLY RATE	CURRENT GRADE	EXPECTED HOURS PAID YTD	EXPECTED SALARY PAID YTD	PROPOSED ANNUAL SALARY	PROPOSED HOURLY RATE	NEW GRADE	REMAINING PAY PERIOD HOURS	SALARY FOR REMAINDER OF YEAR	BUDGET INCREASE SALARY LINE 1001	BUDGET INCREASE FICA/MEDI	BUDGET INCREASE APERS	BUDGET INCREASE W.COMP	OVERALL TOTAL BUDGET INCREASE
0444001	JDC DIRECTOR	\$73,962.72	\$35.56	22	480	\$17,068.20	\$77,548.40	\$37.28	22	1600	\$59,652.62	\$2,758.09	\$210.99	\$422.54	\$2.16	\$3,393.79
												\$2,758.09	\$210.99	\$422.54	\$2.16	\$3,393.79
<b>Ordinance Prep Lines</b>																
		10000444.1001	SALARIES FULL TIME				\$2,758.09									
		10000444.1006	SOCIAL SECURITY MATCHING				\$210.99									
		10000444.1008	EMPLOYER RETIREMENT CONTRIBUTION				\$422.54									
		10000444.1010	WORKERS COMP				\$2.16									
							<b>\$3,393.78</b>	<b>OVERALL TOTAL FOR ORDINANCE</b>								



**Date Revised: February 2024**

## **YOUTH DEVELOPMENT SUPERVISOR**

**Job Code:** 12  
**Exempt:** No  
**Department:** Juvenile Detention Center  
**Reports To:** Staff Development Supervisor  
**Location:** Juvenile Detention Center

### **SUMMARY:**

The Youth Development Supervisor, is an officer position under the guidance and direction of the Staff Development Supervisor, and is under the general supervision of the Deputy Director and Director. The Youth Development Supervisor may also be considered a “Supervisor in charge” in the absence of the incumbent supervisor (Youth Development Specialist). The Youth Development supervisor serves the County by efficiently supervising and maintaining discipline, and meeting the needs of the residents in accordance with federal and state law. In addition to supervising other juvenile workers, the incumbent will supervise volunteers and be responsible for the safety of visitors, professional staff, and persons making repairs to the facility. This individual is responsible for assuring that the facility is clean and well maintained; and assisting the general public. The Youth Development Supervisor will work effectively with all divisions and departments within the Juvenile Detention Center, Juvenile Courts, Public Defenders, Prosecuting Attorneys, law enforcement agencies, other counties and the public. The incumbent in this position must meet all training requirements including but not limited to Juvenile Standards and the requirements for the position of Youth Development Supervisor.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Assure a safe and secure environment for residents and staff by providing continuous supervision of residents and directing staff in a way that is consistent with the Center’s policies and procedures.
2. Complete intakes by documenting and securing personal property, pat down and strip search, searching for contraband, providing a cursory examination of the juvenile to determine health and mental health status, collection information, and provide the juvenile with information about the center’s operation and regulations. Review, for accuracy, the intake process and paperwork completed by employees under their supervision.



## WASHINGTON COUNTY

### *Job Description – Youth Development Supervisor*

3. Assure that the County's 3.1 million facility is maintained in a clean manner and that all equipment is operating properly through systematic inspections and reports. Almost continuous care and attention required by the incumbent in order to prevent damage or loss to the County.
4. Assess residents' immediate need for medical care or mental health assistance and document the actions taken to secure such service. Respond to emergencies and stabilize ill or injured persons. Provide reports or notifications to the Staff Development Supervisor, Assistant Director, and Director as required by policy or procedure.
5. Document behavior of individual residents as it related to peers, property, school, visitors, activities, the probability of harming others or themselves, and escape potential. Keep the Staff Development Supervisor, Assistant Director, and Director informed of any incidents related to above. Manage "special needs" juveniles and mentally ill or self-mutilating/suicidal juveniles.
6. Establish, maintain and foster positives and harmonious working relationships with those contacted in the course of work in keeping with the Regional Juvenile Detention Center's objectives. Establish and maintain professional working relations with applicants, visitors, callers and business professionals.
7. Assure all staff on duty are appropriately attired as per the Regional Juvenile Detention Center's uniform policy.
8. Assist in maintaining and examining employee files to answer inquires and provide information to authorized personnel.
9. Make certain that the residents are supervised during structured activities, free-time activities, and outside recreation. Manage violent detainees charged with adolescent and adult crimes.
10. Manage detainees under the influence of intoxicants, illegal and legal drugs.
11. Assure the safety of residents and visitors monitoring visits and verifying the name of the visitor and the purpose of the visit.
12. Assure the legal process by directing contacts with or initiating contact with court officials, law enforcement officers, and parents/guardians to determine resident's trial status, court dates, relationships, etc. and complete necessary documentation or reports for prosecutor, public defender, private attorneys, human service caseworker, mental health agencies, court staff and other counties.
13. Complete resident discharges by returning personal property, obtaining proper signatures, and providing copies of various court related documents. Review discharges completed by subordinates for accuracy.
14. Assist in overseeing transports to, and supervise during, appointments to court or for medical or dental treatment, mental health counseling or assessment, or transfer to another facility.
15. Attend monthly staff/supervisor meetings.
16. Complete training assignments and provide training in policy and procedures to subordinates.
17. Assist the school teacher, nurse, and/or social workers with maintaining order and providing educational, medical, or mental health services to the residents. Dispense medication.



## WASHINGTON COUNTY

### *Job Description – Youth Development Supervisor*

18. Coordinate and participate in structured activities for the residents when school is not in session.
19. Assure that the facility is operated according to policy and procedures as well as state standards, state law, and federal law.
20. Maintain jail equipment and premises, and make arrangements for necessary repairs. Procured and use supplies efficiently.
21. Prepare special reports, conduct jail inspections, and testify in court on jail matters.
22. Ensure that all contacts with the Regional Juvenile Detention Center are treated courteously and fairly in accordance with federal and state laws and that accurate information is provided to any office contact.
23. Ensure that the rights and safety of residents are not violated and that they receive the basic requirements as required by law.
24. Represent the department in a professional manner to enhance the County's image and minimize loss of goodwill.
25. Maintain driving licenses, vehicle license, and identification on motor equipment and determine status of equipment.
26. Receive self-defense and physical restraint training, CPR and First Aid.
27. Provide a way to communicate with other staff at the facility in the event of emergency or transport – valid phone number.

#### **SUPERVISORY RESPONSIBILITIES:**

The incumbent supervises three to five persons on his or her shift in the absence of the Youth Development Specialist. Provides verbal and written reports to the JDC Director or Assistant Director or Staff Development Supervisor and Youth Development Specialist as required by policy and procedure. Completes quarterly evaluations on subordinates and provides rewards, counseling, and discipline to subordinates when indicated.

#### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE:**

The position requires professional knowledge typically based on an Associate degree or vocational training with additional qualifications. A combination of education and work experience may be substituted for a two years of college, the minimum being a high school diploma plus one year working in a residential shelter, detention center, or treatment facility. The incumbent should have knowledge regarding adolescent physical and emotional development as well as good observation, report writing and verbal skills. Additionally, the incumbent must complete, at a minimum, 140 hours of training during his/her first year and training each year after the first 90 days. In addition to the knowledge acquired in the qualification time, the position requires first or advanced practical experience of 1-3 years. Depending on the positions focus and if it is necessary for the fulfillment



## WASHINGTON COUNTY

### *Job Description – Youth Development Supervisor*

of the task, basic industry or market knowledge is acquired during this period. .  
CPR and First Aid required.

#### **OTHER SKILLS and ABILITIES:**

The incumbent must possess good oral/written communication skills and interpersonal relations. The person in this position must be adept at interacting with the general public, county personnel, and other agencies. The incumbent will be a self-starter who will have somewhat diversified activities, covered by established procedures general supervision. The incumbent must have sufficient self-confidence and judgment to be able to direct or restrict the actions of juveniles who are under the influence of drugs or alcohol, emotionally disturbed, hyperactive, hostile or acting out. The incumbent must be able to work as a team leader and have the ability to provide and receive constructive criticism. The incumbent must be able to regularly use complex machines such as a desktop computer, printer, fax machine, copy machine, multi-line telephone, electronic controls, two-way radio, and safety/security devices. Additionally, the incumbent must have successfully completed a physical examination, a psychological evaluation, a drug screen, a child abuse record check, and be free of tuberculosis as part of the employment requirements before the job offer is made. Must possess a valid Arkansas Driver's License. Must not have a criminal record of any kind.

#### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; drive vehicle; use hands to finger, handle, or feel objects/controls; reach with hands and arms; talk or hear; taste or smell. The employee occasionally required to climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move more than 100 pounds. Must have visual and hearing acuity to fully observe the behaviors and interaction of residents and other persons within the facility or during official travel and activities, and to effectively receive and transmit communications by two-way radios and telephones. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, risk of radiation and vibration. The noise level in the work environment is usually moderate to loud.

The noise level will range from moderate to high.



WASHINGTON COUNTY

*Job Description – Youth Development Supervisor*

**SIGNATURE SECTION:**

This job description has been approved by all levels of management:

HR Director: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

**Patrick Deakins**  
County Judge



**Patty A. Burchett**  
HR Director

**STRENGTH OF THE STATE**

Date: February 14, 2024

To: JESAP Committee Members

From: Lance Johnson

I would like to request the approval of a merit increase for our current Juvenile Detention Center Director Christopher Tinsley. Chris has been serving in the capacity of JDC Director since January of 2022 and brings vast knowledge to the position from his previous employment and education.

The request is to increase Mr. Tinsley's pay to the 1<sup>st</sup> quartile of his pay range to the amount of \$77,548.40.

Thank you for your consideration.

Sincerely,

Lance Johnson,  
Chief of Staff  
Washington County, Arkansas





Patrick Deakins  
County Judge



Patty A. Burchett  
HR Director

STRENGTH OF THE STATE

January 25, 2024

**To: JESAP committee Members**

**From: Lance Johnson**

**Subject: Planning Director Position Salary Adjustment for 2024**

Dear JESAP and Personnel Committees,

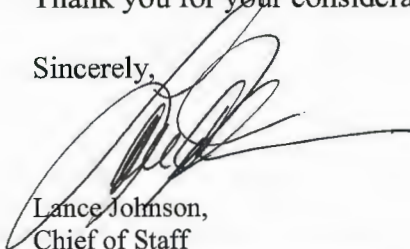
I would like to request that the Position of Planning Director (position number 0110001) in the Planning Budget be started at the 1<sup>st</sup> quartile. The requested amount is \$72,523.06, which is presently not budgeted in the 2024 Planning Budget. However, with the Planner position being vacant these change will not impact the overall budget since funds are available, thus, the increase will not require additional funding from unappropriated reserves.

The Planning Director position currently pays \$66,109.05, the new requested salary will be a 9.7% increase.

The incumbent director's prior knowledge, years of planning experience, relevant education and qualifications, numerous certifications in GIS/digital mapping, floodplain administration, and supervisory roles is the reason for this merit-based salary increase request.

Thank you for your consideration.

Sincerely,



Lance Johnson,  
Chief of Staff  
Washington County, Arkansas



Patrick Deakins  
County Judge



Steven Baird  
IT Director

WASHINGTON COUNTY, ARKANSAS  
INFORMATION TECHNOLOGY DEPARTMENT

Date: February 13, 2024

To: JESAP Committee Members

From: Steven Baird, IT Director

In the last 12 months, the IT Department has been focusing on cybersecurity and hardening access to our network and internal resources. With the volume of work projected in the next three to five years, the IT Department does not have the resources to effectively complete necessary security and networking functions without the addition of a Network Administrator. The compensation of this position would be set at mid for grade 23 at time of hiring. The annual rate for mid placement grade 23 is \$90,332.87.

Because of the way the prior Comptroller established the IT personnel budget for 2024, the addition of this Network Administrator position will not require supplementary funds in the IT budget for 2024. The costs associated with this new position for the **remainder** of 2024 are as follows:

Salary Full-Time	10000115.1001	\$ 67,749.65
Social Security Matching	10000115.1006	5,182.56
Employer Retirement Contribution	10000115.1008	10,379.24
Workmen's Compensation	10000115.1010	55.48

Thank you for your consideration.

Sincerely,

Steven Baird  
Washington County, Arkansas

<b>IT Dept - 2024 Position Increase Request</b>																
2/16/2024																
FUND 1000																
*as of PP2401060																
*beginning PP 2401070																
PCN	NAME	2024 FINAL BUDGET SALARY	CURRENT HOURLY RATE	CURRENT GRADE	EXPECTED HOURS PAID YTD	EXPECTED SALARY PAID YTD	PROPOSED ANNUAL SALARY	PROPOSED HOURLY RATE	NEW GRADE	REMAINING PAY PERIOD HOURS	SALARY FOR REMAINDER OF YEAR	BUDGET INCREASE SALARY LINE 1001	BUDGET INCREASE FICA/MEDI	BUDGET INCREASE APERS	BUDGET INCREASE W.COMP	OVERALL TOTAL BUDGET INCREASE
0115114	NETWORK ADMINISTRATOR	\$0.00	\$0.00	0	0	\$0.00	\$90,332.87	\$43.42926	23	1600	\$69,486.82	\$69,486.82	\$5,315.74	\$10,645.38	\$54.48	\$85,502.42
<b>Ordinance Prep Lines</b>																
		10000115.1001	SALARIES FULL TIME				\$69,486.82									
		10000115.1006	SOCIAL SECURITY MATCHING				\$5,315.74									
		10000115.1008	EMPLOYER RETIREMENT CONTRIBUTION				\$10,645.38									
		10000115.1010	WORKERS COMP				\$54.48									
							<b>\$85,502.42</b>	<b>OVERALL TOTAL FOR ORDINANCE</b>								

# JOB

Job title	Purchasing Manager ( <b>Title Change: Purchasing Director</b> )
Job code	0118001
Comments	
Organizational unit	Washington County   County Attorney - 122   Purchasing - 118
Global job family	Supply Chain Management   Purchasing / Procurement

## Summary

The *Purchasing / Procurement* job family is responsible for the procurement of materials, goods, and services on behalf of their organization. This includes the development and execution of purchasing strategies, the management of supplier relationships, the negotiation of contracts, and the oversight of purchasing operations.

Job holders develop and manage relationships with suppliers, negotiate contracts, and ensure the timely and cost-effective delivery of goods and services. In addition, they monitor and report on the performance of suppliers and contracts, and work to continuously improve the purchasing / procurement process. They work closely with other departments within the organization to understand their needs and requirements, and they develop and implement sourcing tactics that meets those needs in a cost-effective manner.

## Typical activities

- Procures any volume and variety of materials, equipment, supplies and services.
- Reviews and analyzes all purchase requisitions and identify potential suppliers.
- Develops and maintains positive relationships with all suppliers, conduct and rate supplier visits.
- Negotiates prices and terms of purchase contracts with suppliers.
- Monitors supplier performance and resolves any issues in a timely manner, by negotiating and settling any damage claims, rejections and losses.
- Ensures that all purchased products and services meet quality standards.
- Coordinates delivery of purchased products and services with other departments.
- Monitors inventory levels and reorder materials and supplies as needed.
- Prepares and submits reports on all purchasing and procurement activities

## Synonyms or related job titles

*Buyer, Source, Commodity Manager, Commodity Specialist, Buying, Purchasing, Procurement, Category Management, Sourcing*

Legacy Grade	15
--------------	----

# GRADING RESULT

Career	Management
Grade	17

# FACTORS

## Professional Knowledge

By professional knowledge, we assess the demands on the type of training required to enable the position holder to cope with job-specific tasks and situations. The required skills and knowledge consist mainly of formal qualifications and relevant work experience. Basis for this classification are acquired skills and the associated knowledge in theory and practice. The model is compatible to the levels of the European Qualification Framework EQF. The different skills at a level are comparable, but not the same. The individual specifications are based on formal degrees, but qualifications may also be obtained in other ways. Technical core competencies for the job.

### **5 - The position requires professional knowledge typically based on an Associate degree or vocational training with additional qualifications.**

The position requires college education or formal vocational training as well as additional qualifications or professional knowledge at equivalent level acquired by work experience.

## Experience

This factor assesses the technical or function-specific work experience beyond the formal qualifications necessary for the position. This is based on the assumption that both professional requirements of the position and the position holder's competencies develop constantly. Relevant practical experience beyond formal qualification is thus necessary to meet the requirements of the position in its entirety. Time spent in a position after formal qualification is usually considered work experience. Work as a research fellow can also be considered to be work experience. Relevant work experience as a freelancer or internships can be regarded as adequate work experience, too. Business and organization-specific knowledge is not assessed in this factor, it is assessed separately in organizational knowledge.

### **5 - 5-8 years**

The position requires relevant practical experience of 5 to 8 years. This level of professional experience corresponds to a performance level on which a career can stabilize for several years until retirement. Positions for senior professionals or senior administrative or technical staff are often found at this level. Depending on the content of the position the position holder has acquired good knowledge of the industry and the relevant markets over this period of time.

## Cognitive Abilities / Problem Solving

This factor covers the requirements on the position holders' problem-solving skills. The demands on mental performance, recognizing interrelations and solution development increases with both the complexity of the tasks and the sources that need to be considered. It describes the requirements needed to adapt to new situations and at higher levels to develop or evaluate solutions in terms of risks, inter-dependencies and potentials.

### **7 - Analysis of new problems, assessment of technical information and other sources, development of new solutions**

The demands on the cognitive abilities are mainly analytical and conceptual in a heterogeneous environment and require a high degree of flexibility and capacity to process information. Processing complex issues that require analyzing various sources as well as analytical and conceptual thinking to develop new solutions. Development of problem-solving methods or processes within a discipline or sub-discipline. The complexity is defined by a system or work environment with a large number of variable dimensions. Typically, full information on the individual components and their interaction is not available.

## Span of Control

This factor assesses the span of control. With increasing levels, the leadership task becomes more complex and versatile the size and diversity of controlled entities and other subordinate levels serve as an indicator. Deployment of staff and resources to achieve objectives. Evaluation of performance, evaluation of options for personnel development, motivation, possibly training. Recruitment, conflict resolution, weighing up of divergent objectives.

### **1 - Leading a small team (1 to 5 employees)**

As a line manager the position holder has disciplinary responsibility for the operational leadership of teams of 1 to 5 employees.

## Occupation group managed

This factor serves as a modifier for the span of control and takes into account the level of the managed employees. The level of the core of the managed entity provides the basis for the classification.

### **2 - Qualified staff, particularly fully trained or certified employees**

The directly or indirectly led occupation group consists primarily of skilled employees and possibly junior professionals.

## Organizational Knowledge

With this factor, the requirements on knowledge of the organization are assessed in terms of the interaction of individual units and business processes. At higher levels the knowledge extends further than the own organization and additionally covers relevant external relationships and their effects on the organization.

### **6 - Knowledge of area/division and its operational interdependencies within the organization**

The position requires deep and broad knowledge on the content and structure of the own area/division and the operational interaction with other divisions and organizational units to achieve the business objectives. Organizational knowledge at this level is usually required to perform a tactical, functional or disciplinary management task.

## Processes

This factor measures the impact of the position in running, monitoring, optimizing and developing processes. Business processes consist of a set of logically linked individual actions (tasks, activities) that are executed to achieve a business or operational goal. A process is repeatable, connected to added value, and uses resources of the organization. In case of externally operating roles the corresponding factor levels may be used accordingly.

### **6 - Develop new processes with company-wide significance**

Strategic process leadership. Target-oriented design, implementation and control of processes of company-wide significance. At this level, multidimensional processes with corporate strategic importance are aligned with the business goals.

# Complexity

Processes can be very diverse. To capture the complexity of the processes, and to serve as a modifier for the process ownership, this factor provides three different levels of complexity of processes within an organization.

## 2 - Complex processes

(Sub-) processes can build on each other or can be interlaced. Changes in one sub-process can typically have a minor impact on the whole process or other interconnected sub-processes without major changes of the final outcome.

# Organizational Responsibility

The factor assesses the responsibilities of leaders from an organizational perspective. Freedom to act, position of the function within the hierarchy levels, range of disciplinary authority

## Definition of terms:

### Division

- consists of multiple departments, possibly international or within a matrix organization
- may possibly have staff functions with considerable functional responsibility outside of teams

### Department

- consists of multiple teams, possibly international or within a matrix organization
- may possibly have specialist functions outside of teams

### Team

- group of multiple employees, irrespective of their qualification

## 1 - Responsibility for operational/technical and disciplinary decisions for the own team. (1st management-level)

Technical and operational decisions related to the work and performance of own team. Freedom of action within a framework defined by higher-level goals. Typically corresponds to the lowest level of leadership / team leader level. Leading staff functions with significant professional responsibilities is typically regarded as an independent department and evaluated with the second factor level, even if only a few specialists are led.

# Scope of Decisions

This factor assesses the significance of the decisions the position holder is directly responsible for in terms of geographic coverage levels. At the lowest level the decisions are of local or regional importance, at the highest level the decisions have an impact on key areas of an organization with global significance. Normal operative execution of decisions should not be evaluated here.

## 1 - Scope of the decisions is at national or regional level

The decisions have an impact on the particular region in which the position holder is located. The homeland and directly adjacent countries, where the organization operates to a limited extent, are understood as region.



# Communication

By the requirements on communication abilities, we assess the nature and influence of the interaction with internal and external communication partners. The aim of the interaction is the exchange of technical information, influence or negotiations. The ability to interact with individuals and groups successfully is based on intercultural competence and social skills. This category covers the interpersonal skills considered relevant to the job evaluation requirements.

## **5 - Convincing demeanor and diplomatic skills in negotiations**

The core responsibilities of the position include leading negotiations with internal parties such as labor representatives and / or customers as well as external suppliers and other service providers. If necessary, conflicts of interest have to be solved with an appropriate degree of diplomacy and skill in delicate negotiations. This level implies a high degree of social and intercultural competence and experience.

Patrick Deakins  
County Judge



Patty A. Burchett  
HR Director

STRENGTH OF THE STATE

Date: February 1, 2024

To: JESAP Committee Members

From: Lance Johnson

I would like to request the approval of the title change and grade change to the current Purchasing Manager position. The new title requested is Purchasing Director and the position was regraded to two grades higher than the previous position; therefore, I would like to request that the employee's pay start at the minimum of the new pay range in the amount of \$59,293.48.

Thank you for your consideration.

Sincerely,

Lance Johnson,  
Chief of Staff  
Washington County, Arkansas

<b>Purchasing - 2024 Position Increase Request</b>																
2/16/2024																
<b>FUND 1000</b>																
*as of PP2401060																
*beginning PP 2401070																
PCN	NAME	2024 FINAL BUDGET SALARY	CURRENT HOURLY RATE	CURRENT GRADE	EXPECTED HOURS PAID YTD	EXPECTED SALARY PAID YTD	PROPOSED ANNUAL SALARY	PROPOSED HOURLY RATE	NEW GRADE	REMAINING PAY PERIOD HOURS	SALARY FOR REMAINDER OF YEAR	BUDGET INCREASE SALARY LINE 1001	BUDGET INCREASE FICA/MEDI	BUDGET INCREASE APERS	BUDGET INCREASE W.COMP	OVERALL TOTAL BUDGET INCREASE
0118001	PURCHASING DIRECTOR	\$51,571.00	\$25.78524	15	480	\$12,376.92	\$59,293.48	\$28.50648	17	1600	\$45,610.37	\$6,416.28	\$490.85	\$982.97	\$5.03	\$7,895.14
												\$6,416.28	\$490.85	\$982.97	\$5.03	\$7,895.14
<b>Ordinance Prep Lines</b>																
		10000118.1001	SALARIES FULL TIME				\$6,416.28									
		10000118.1006	SOCIAL SECURITY MATCHING				\$490.85									
		10000118.1008	EMPLOYER RETIREMENT CONTRIBUTION				\$982.97									
		10000118.1010	WORKERS COMP				\$5.03									
							<b>\$7,895.13</b>	<b>OVERALL TOTAL FOR ORDINANCE</b>								



# OFFICE OF THE SHERIFF

## WASHINGTON COUNTY, ARKANSAS



A TRADITION OF SERVICE SINCE 1828

JAY CANTRELL, SHERIFF

February 13, 2024

**RE: Request for New Position (Help Desk Manager)**

To Whom It May Concern;

We are requesting an ADO/DFC/Corporal Flex (0418398) position title change to Help Desk Manager and changed to grade 15. This position will not increase our personnel count and will result in little to no budget impact if approved.

For the last several years we have faced challenges maintaining sufficient end user support due to increase of work load. This position will allow our IT staff to better support over 300 employees as well as supporting over 200 other users who working 24 hours per day, seven days per week.

We are requesting the annual starting salary of \$51,967.64, however due to level of experience, we may request the pay to be top of the first quartile of a grade 15. The position (0418398) is currently unfilled and budgeted at \$54,872.00 as a Corporal.

We appreciate your consideration for this request.

Respectfully,

A handwritten signature in blue ink that reads "Jay Cantrell".

Jay Cantrell  
Sheriff

# JOB

Job title	Help Desk Manager
Job code	
Comments	
Organizational unit	Washington County   Sheriff
Global job family	Information Technology   IT Helpdesk

## Summary

The *IT Helpdesk* job family is responsible for providing technical support and assistance to users of computer hardware and software. They are the first point of contact for users seeking help with IT-related issues, and they are responsible for troubleshooting and resolving problems. They may also provide training and guidance to users on how to use specific software or hardware.

## Typical Activities

- Sets up equipment such as computers, tablets, and mobile phones for employee use.
- Installs and performs minor repairs to hardware, fixes for software, or peripheral equipment.
- Keeps records of help desk activities.
- Escalates inquiries to other specialized staff if necessary.

## Synonyms and related job titles

*IT Support, Technical Support, Help Desk, Desktop Support*

Legacy Grade	Not assigned
--------------	--------------

# GRADING RESULT

Career	Management
Grade	15

# FACTORS

## Professional Knowledge

By professional knowledge, we assess the demands on the type of training required to enable the position holder to cope with job-specific tasks and situations. The required skills and knowledge consist mainly of formal qualifications and relevant work experience. Basis for this classification are acquired skills and the associated knowledge in theory and practice. The model is compatible to the levels of the European Qualification Framework EQF. The different skills at a level are comparable, but not the same. The individual specifications are based on formal degrees, but qualifications may also be obtained in other ways. Technical core competencies for the job.

**6 - The position requires professional knowledge that can be obtained through an undergraduate degree or an associate degree and additional certificates**

E.g. Bachelor's degrees, master craftsmen, technicians, or other comparable qualifications. For qualifications on this level the focus is on acquiring application-oriented technical or process knowledge. Technically oriented and application-oriented preliminary work on the development of new methods, mostly within a certain subject area.

## Experience

This factor assesses the technical or function-specific work experience beyond the formal qualifications necessary for the position. This is based on the assumption that both professional requirements of the position and the position holder's competencies develop constantly. Relevant practical experience beyond formal qualification is thus necessary to meet the requirements of the position in its entirety. Time spent in a position after formal qualification is usually considered work experience. Work as a research fellow can also be considered to be work experience. Relevant work experience as a freelancer or internships can be regarded as adequate work experience, too. Business and organization-specific knowledge is not assessed in this factor; it is assessed separately in organizational knowledge.

### **4 - 3-5 years**

3-5 years of professional experience commonly mean solid professional experience. In addition to professional qualifications, solid professional experience is needed to fulfil the requirements of the position. The additional knowledge and skills acquired through solid experience provide a significant increase of knowledge in scope, depth and content. Thus the position holder can process more complex tasks compared to less experienced staff at the same level of formal qualification. Alternatively, the additional skills could be acquired by a 2-year supplementary technical training. This should be considered when assessing the factors professional knowledge and experience. The basis is usually at least a 3-year, specialized vocational training or higher education. Depending on the focus of the position, well-founded knowledge of the industry or of relevant markets is developed.

## Cognitive Abilities / Problem Solving

This factor covers the requirements on the position holders' problem-solving skills. The demands on mental performance, recognizing interrelations and solution development increases with both the complexity of the tasks and the sources that need to be considered. It describes the requirements needed to adapt to new situations and at higher levels to develop or evaluate solutions in terms of risks, inter-dependencies and potentials.

### **6 - Assessment of new problems, analysis and modification of known solutions**

The demands on the cognitive abilities are analytical, partly conceptual in a heterogeneous but usually known context with appropriate requirements on flexibility and basic abstract thinking. Application-oriented diagnosis of various problems of moderate complexity. Participating / assisting in the development of new problem-solving procedures within the framework of a specific discipline.

## Span of Control

This factor assesses the span of control. With increasing levels, the leadership task becomes more complex and versatile. The size and diversity of controlled entities and other subordinate levels serve as an indicator. Deployment of staff and resources to achieve objectives. Evaluation of performance, evaluation of options for personnel development, motivation, possibly training. Recruitment, conflict resolution, weighing up of divergent objectives.

### **1 - Leading a small team (1 to 5 employees)**

As a line manager the position holder has disciplinary responsibility for the operational leadership of teams of 1 to 5 employees.

## Occupation group managed

This factor serves as a modifier for the span of control and takes into account the level of the managed employees. The level of the core of the managed entity provides the basis for the classification.

### **2 - Qualified staff, particularly fully trained or certified employees**

The directly or indirectly led occupation group consists primarily of skilled employees and possibly junior professionals.

## Organizational Knowledge

With this factor, the requirements on knowledge of the organization are assessed in terms of the interaction of individual units and business processes. At higher levels the knowledge extends further than the own organization and additionally covers relevant external relationships and their effects on the organization.

### **4 - Organizational knowledge of own field/department and interconnected units**

The position requires knowledge on the structures of the own department and on operational interactions of organizational units within the own area, as well as groups of interdependent areas. Organizational skills at this level are generally required in order to perform an operational, functional or disciplinary management task.

## Processes

This factor measures the impact of the position in running, monitoring, optimizing and developing processes. Business processes consist of a set of logically linked individual actions (tasks, activities) that are executed to achieve a business or operational goal. A process is repeatable, connected to added value, and uses resources of the organization. In case of externally operating roles the corresponding factor levels may be used accordingly.

### **3 - Optimizing existing processes, participation in the development of new processes**

Adaptation of existing processes to other situations. The extended objective is to suggest improvements and analyze process times, process costs and process quality, and to identify requirements for new processes. Process optimization is a regular and important part of the position. Regularly means that attached (sub-) processes are analyzed at least once a year and adjusted if necessary. This is typically the first level of process ownership. An assessment of the complexity of these processes will be provided by the next factor.

## Complexity

Processes can be very diverse. To capture the complexity of the processes, and to serve as a modifier for the process ownership, this factor provides three different levels of complexity of processes within an organization.

### **2 - Complex processes**

(Sub-) processes can build on each other or can be interlaced. Changes in one sub-process can typically have a minor impact on the whole process or other interconnected sub-processes without major changes of the final outcome.

## Organizational Responsibility

The factor assesses the responsibilities of leaders from an organizational perspective. Freedom to act, position of the function within the hierarchy levels, range of disciplinary authority

### Definition of terms:

#### Division

- consists of multiple departments, possibly international or within a matrix organization
- may possibly have staff functions with considerable functional responsibility outside of teams

#### Department

- consists of multiple teams, possibly international or within a matrix organization
- may possibly have specialist functions outside of teams

#### Team

- group of multiple employees, irrespective of their qualification

### 1 - Responsibility for operational/technical and disciplinary decisions for the own team. (1st management-level)

Technical and operational decisions related to the work and performance of own team. Freedom of action within a framework defined by higher-level goals. Typically corresponds to the lowest level of leadership / team leader level. Leading staff functions with significant professional responsibilities is typically regarded as an independent department and evaluated with the second factor level, even if only a few specialists are led.

## Scope of Decisions

This factor assesses the significance of the decisions the position holder is directly responsible for in terms of geographic coverage levels. At the lowest level the decisions are of local or regional importance, at the highest level the decisions have an impact on key areas of an organization with global significance. Normal operative execution of decisions should not be evaluated here.

### 2 - Multinational scope of the decisions

The scope of the decision extends over several countries typically on one continent or in one cultural area.

## Communication

By the requirements on communication abilities, we assess the nature and influence of the interaction with internal and external communication partners. The aim of the interaction is the exchange of technical information, influence or negotiations. The ability to interact with individuals and groups successfully is based on intercultural competence and social skills. This category covers the interpersonal skills considered relevant to the job evaluation requirements.



#### **4 - Strong communication skills and empathy to communicate complex issues**

Adequate social and intercultural competences are required. The position holder is able to motivate and positively influence others in his/her interactions. Complex issues processed in a target-group-oriented manner. Constant exchange and intensive networking within the organization and/or with customers and/or with partners. The complexity arises from the different hierarchical and / or professional levels and cultural backgrounds of the recipients. For example, attendance at professional conferences and meetings as well as the publication of scientific articles. Participation in and holding negotiations can be part of the position.



Created: February 16, 2024

## Help Desk Manager

**Job Code:**  
**Exempt:** Yes  
**Classification:** Safety  
**Department:** Sheriff  
**Reports to:** Sheriff's Technology Director  
**Location:** Sheriff's Office

### SUMMARY:

The IT Help Desk is the central point of contact for all IT related incidents and service requests. The role of the Help Desk Manager is to provide support for all Sheriff's Office staff and others accessing Sheriff's Office systems. The Help Desk Manager is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands. IT Support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, in person (for walk-in customers) and self-service.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Level 2 support for approximately 350 Sheriff employees and 200 contractor/other agency employees that operate 24/7.
- Installation, configuration and ongoing usability of desktop computers, laptops, tablets, peripheral equipment and software with established standards and guidelines.
- Support includes testing of computer systems and peripherals within established standards and guidelines.
- The position utilizes one-on-one consultancy to end users and Network staff. Alerts management to recurring problems and patterns of problems.
- Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems.
- Work with end users to evaluate additional and replacement hardware and software needs, and consult with vendors as needed.
- Works with Help Desk and other IT staff as appropriate to determine and resolve problems received from users.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers and administrative systems.
- To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.



- Escalates unresolved problems to the appropriate personnel to ensure the overall quality of information service delivery is being maintained at all times.
- Follows up to ensure that the service was performed successfully.
- Recommends and / or performs upgrades on systems to ensure longevity.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Perform any other related duties as required or assigned.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. Must be able to pass a comprehensive background check. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and/or EXPERIENCE:**

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 4 years related experience and/or training, and 12 to 18 months related management experience, or equivalent combination of education and experience, 3+ years of technical experience in an enterprise helpdesk or desktop support role. Preferred: Associate Degree or Higher in Computer Support Related area of study.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS:**

CompTIA Network+, A+, or Microsoft Technology Associate (MTA)

**PLANNING:**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

**DECISION MAKING:**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

**OTHER SKILLS and ABILITIES:**

Must have the ability to understand and carry out oral and written directions. Must maintain a professional demeanor and attitude. Must be knowledgeable with the concepts and policy controls of Active Directory. Must have knowledge of and experience with printer mapping, LAN/WAN network configuration, build, manage and update desktop images, and troubleshooting, as well as VPN client connectivity.

**SUPERVISION RECEIVED:**

Under general direction where a definite objective is set up and employee plans and arranges own work, referring only unusual calls to supervisor.



**ANALYTICAL ABILITY / PROBLEM SOLVING:**

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

**ACCURACY:**

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

**FREEDOM TO ACT:**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

**ANNUAL MONETARY IMPACT:**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, and savings from new techniques or reduction in manpower. None. Job does not create any dollar monetary impact for the organization.

**IMPACT ON END RESULTS:**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in acting for a department and/or total organization.

**PUBLIC CONTACT:**

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

**EMPLOYEE CONTACT:**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

**USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS:**

Regular personal computer support, technical help, and/or basic software support, database analysis, level I technician, project coordination, installation and help desk.



**PHYSICAL DEMANDS:**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

**MENTAL DEMAND:**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also, to determine or select material and equipment where highly variable sequences are involved.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable. Occasional climbing of ladders, bending or squatting to install and/or troubleshoot equipment problems may be required.

The noise level in the work environment varies.

**WORK HOURS:**

Regular and reliable attendance during normal work hours of Monday through Friday 8 am to 4:30 pm will be required. Occasional after hours and weekend work may need to be performed to minimize user impact. On-call rotation with other IT staff will require on-call duties of one week on-call and one week off-call.

**SIGNATURE SECTION:**

This job description has been approved by all levels of management:

HR Director: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

<b>Jail - Postion Title, Grade, and Salary change</b>																
2/15/2024																
FUND 3017																
*as of PP2401060																
*beginning PP 2401070																
PCN	NAME	2024 FINAL BUDGET SALARY	CURRENT HOURLY RATE	CURRENT GRADE	EXPECTED HOURS PAID YTD	EXPECTED SALARY PAID YTD	PROPOSED ANNUAL SALARY	PROPOSED HOURLY RATE	NEW GRADE	REMAINING PAY PERIOD HOURS	SALARY FOR REMAINDER OF YEAR	BUDGET INCREASE SALARY LINE 1001	BUDGET INCREASE FICA/MEDI	BUDGET INCREASE APERS	BUDGET INCREASE W.COMP	OVERALL TOTAL BUDGET INCREASE
0418398	HELP DESK MANAGER	\$54,872.00	\$25.83	DCPL1	480	\$12,398.40	\$58,463.59	\$28.11	15	1600	\$44,971.99	\$2,498.39	\$191.13	\$382.75	\$1.96	\$3,074.23
	*Prior ADO/DFC/CORP FLEX											\$2,498.39	\$191.13	\$382.75	\$1.96	\$3,074.23
<b>Ordinance Prep Lines</b>																
		30170418.1001	SALARIES FULL TIME				\$2,498.39									
		30170418.1006	SOCIAL SECURITY MATCHING				\$191.13									
		30170418.1008	EMPLOYER RETIREMENT CONTRIBUTION				\$382.75									
		30170418.1010	WORKERS COMP				\$1.96									
							<b>\$3,074.23</b>	<b>OVERALL TOTAL FOR ORDINANCE</b>								