Department of Enterprise Services

Risk Code Classification

<table>
<tr><td colspan="2">Position Number:</td><td colspan="3">Position Classification:</td><td>Risk Code:</td></tr>
<tr><td colspan="6">Review the assigned duties and tasks of the position and assess the Risk Code.</td></tr>
<tr><td>Column 1 – 5307</td><td></td><td>Column 2 – 5300</td><td></td><td colspan="2">Column 3 – 4902</td></tr>
<tr><td>Does the employee:</td><td></td><td>Does the employee:</td><td></td><td colspan="2">Does the employee:</td></tr>
<tr><td>☐ Perform hands on work while exposed to hazardous conditions or products, (includes construction, building & grounds maintenance & repair, roadway work)?

☐ Perform manual labor (includes custodial, print operations, material handling, deliveries)

☐ Work at a field worksite and supervise employees in the field who perform manual labor?

☐ Operate machinery or equipment (not including typical office equipment)

☐ Perform manual work at a warehouse or production operation?

☐ Regularly assigned to perform work duties at a field worksite or where there are hazardous conditions?</td><td></td><td>☐ Perform field work that is primarily administrative, not physical?

☐ Travel off campus >50% of the time?

☐ Go to field sites to plan, coordinate, observe, gather information or check on work? Field site includes construction sites, warehouses, production areas and roadways.

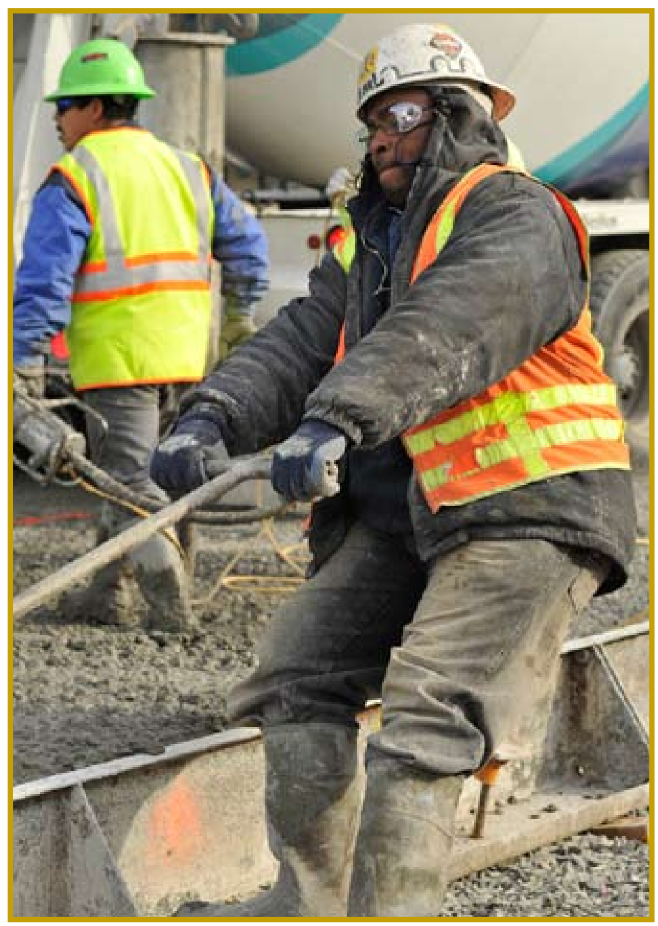
☐ Perform occasional light physical work?</td><td></td><td colspan="2">☐ Perform administrative or office work?

☐ Travel off campus <50% of the time?</td></tr>
<tr><td>☐ If ANY boxes are checked, this position is 5307, State Government NOC.
If NO boxes are checked, go to Column 2.</td><td></td><td>☐ If ANY boxes are checked, this position is 5300, State Government, Administrative Field Personnel.
If NO boxes are checked, go to Column 3.</td><td></td><td colspan="2">☐ This position is 4902 State Government, Clerical and Administrative</td></tr>
<tr><td colspan="6">Comments:</td></tr>
<tr><td colspan="3">Reviewed by:</td><td colspan="3">Date</td></tr>
</table>

Washington State Department of
Labor & Industries
Workers' Compensation Services

The ABCs of Risk Classification in Washington State

Determining Risk Classifications for Workers' Compensation Coverage



Preface

The Insurance Services Division of the Washington Department of Labor & Industries has produced *The ABCs of Classifications in Washington:*

- **For employers, service providers and other interested persons.**
- **As a logical explanation of government rules about Washington's workers' compensation classification system.**

The ABCs of Classifications in Washington does not represent or replace official administrative rules (WACs) that govern the administration of the workers' compensation classification system in Washington State. This publication is intended to aid in the understanding of the classification system and how it affects your business.

This publication will be helpful if you have or are considering a business in Washington. It should also be helpful to service providers and others who want to expand their understanding of Washington's workers' compensation classification system.

Discussion Questions

Why do we need a workers' compensation classification system?

Washington law (RCW 51.16.035) requires the Department of Labor and Industries (L&I) to have a classification system and rating plan. Since we have to charge employers something to cover their workers' compensation obligations, we need a classification system in order to provide fairness and to charge employers *based on their potential for loss*. As a non-profit insurance carrier, we need to collect only enough money (premium) to pay losses (claims costs).

How does the classification system work?

The workers' compensation classification system is a tool that we use to collect loss information for each industry we insure. We use this loss information to establish premium rates that employers in each industry will pay for their workers' compensation insurance. Our goal is to produce fair insurance rates that reflect the hazardous nature of each industry. Employers engaged in more hazardous industries such as logging will tend to pay higher insurance rates than employers engaged in retail store operations.

How does our classification plan compare to plans used by private insurance companies?

Although our classification approach is similar to the approach used by private insurance companies, our classification plan differs. We believe the classification plan used in our state should be tailored to reflect the type of industries found in our state. Classification plans used by private companies are generally based on businesses and industries common to the United States and not any specific state. We believe our classification plan is more responsive to the employers we insure because it mirrors the industries in our state.

How many classifications should we have?

Without a method of distinguishing the different potential for loss that diverse businesses have, all employers would be in the same classification. The total cost of claims would be divided equally among those businesses. This method would produce a *single average rate* that all businesses would be required to pay. The effect of a *single average rate* approach is that the low hazard businesses would subsidize high hazard businesses. Such an approach would produce a premium rate unfair to most businesses we insure.

The opposite of a *single average rate* approach would be to assign a separate classification to each business we insure. This approach would recognize the uniqueness of each of those businesses because each classification would precisely match a particular business. Disagreements over proper classifications would be eliminated. While each *"classification"* would be homogeneous, few would produce stable or affordable premium rates for employers and they would not produce statistically reliable data for rate making purposes.

How is our classification system designed?

We use a system of classifications, which are keyed to the businesses or industries of the employers we insure. Our system has over 300 classifications that price workers' compensation insurance at a reasonable charge so businesses pay premiums based on the degree of hazard their workers are exposed to. As required by RCW 51.16.035, our classification and rating system is based on recognized principles of workers' compensation insurance used by private insurance companies.

Do we assign classifications based on the nature of your business or on the occupations of workers in your business?

With few exceptions, we assign your business a *basic classification*, which is based on the nature of your business, rather than by the occupations, or operations of your individual workers. The premium rate for your basic classification reflects the duties and operations of all your workers. Having one basic classification assigned to cover all the operations makes record keeping and reporting simpler for you. (The exceptions to this approach are discussed later in this publication.)

If our classification system were based upon individual occupations, you would pay a lower rate for all your workers whose duties are considered low hazard, but you would pay a higher rate for all your workers who have duties that expose them to a greater hazard. The total premium you pay would not be decreased; it would only be redistributed and would require more record keeping on your part.

One of the major drawbacks to a classification plan based on occupation is that there is no common agreement or definition for each occupational title used by a business. Consider the occupational title "customer service representative". Many "customer service representatives" work in an office environment assisting customers by phone; some work on the sales floors of retail establishments; some load customers' vehicles in the yards of building material dealers; others service household appliances. Each of these types of workers is exposed to different work hazards; the only common thread is their occupational title and the fact that they work with customers. If we administered a classification system of this nature employers would be required to keep more detailed records. Our administrative costs would increase, as audits would become more complex and time consuming to perform.

We also believe that there would be an increase of disputes related to record keeping. The added dispute resolution, extra burden of more detailed record keeping, and the added costs associated with our audits would result in higher premium rates.

How do we decide what classifications to assign to your business?

We need *enough* information about your business operations to give us a clear understanding so we can determine the *precise* nature of your business. Take, for example, a company that sells baked goods to retail customers. It is important to determine whether the business bakes the goods they are selling or if they are simply selling goods another business has baked. Once we have determined the precise nature of the business, we will review all the available classifications to find the one that best describes the entire business. If the business has baked the products they are selling, we would consider a bakery classification or maybe a restaurant classification. If the business simply sold baked goods that another business made, we might look at a retail store classification. In most cases, we will find a classification that specifically describes the business we are classifying.

To summarize, we will assign a single classification or several classifications, as applicable, which best describe your overall business operations. To determine which classification or classifications apply to your business, we will consider the wording of the basic classification as well as our list of general inclusions and the exception classifications.

To illustrate how we decide the classifications to assign to your business, picture the variety of delivery vans and trucks you encounter when driving on interstate highways. In this example, there is a company-owned truck delivering grocery items, a van that delivers parcels and packages, a moving van transporting household goods for a customer, and a common carrier company hauling goods from one state to another. Even though the drivers of these vehicles are performing similar duties at the time (hauling goods/driving on a freeway), we would not assign them the same classification. We would consider the overall operations of the businesses they work for and assign classifications based on the types of businesses. We learn that the truck delivering grocery items is owned by a retail grocery store and they were transporting goods from a central warehouse to one of their stores. We would look at classification 6402, which covers retail grocery stores. The wording of that classification does not require drivers to be reported in another classification so the grocery store classification would include the driver.

Let's assume that the driver of the van delivering parcels and packages is an employee of a drug store. Drug stores are covered under classification 6406. The wording of classification 6406 requires that drivers be reported in classification 1101. Therefore, we would assign classification 1101 for the driver. Moving and storage companies are covered under classification 6907. Since classification 6907 does not exclude drivers, the driver would be reported in that classification.

And, finally, we would assign the interstate/intrastate trucking classification 1102 to the common carrier trucking operation.

Does this same classification approach apply to building and construction contractors?

Yes. We use the same classification approach, but we modify it somewhat for contractors in the building and construction industry. We classify contractors by phase and type of construction since contractors do not always perform the same level of work on each job they contract to perform. For example, a contractor who builds and remodels private residences may frame the structure and work on no other phases of the project. On another job the same contractor may do only the interior finish carpentry. On still another job the contractor may install a wood deck or build a garden arbor. Each of these carpentry activities is covered under a different classification code. To ensure that contractor businesses receive the same treatment as other businesses, contractors are assigned classifications according to the phases and types of construction they contract to perform. Since some contractors specialize in one area of construction, such as plumbing, roofing, insulation, or electrical services, this classification approach mirrors that of non-contractor businesses. The policy of assigning several classifications to contractors engaged in multiple phases of construction may seem to be in conflict with the classification approach used by non-construction businesses. A closer look reveals that we have simply used the *multiple enterprise* classification approach for contractors.

To assist in our classification assignment process, we have published a *Workers' Compensation Underwriting Guide*, which describes each of our classifications. You may obtain a copy of this guide from us by calling 360-902-4817 or you may access it online at **www.Lni.wa.gov**. Select "Find a Law (RCW) or rule (WAC). Then "Find a Rule," "by number", then select 17A.

How do we decide what classification to assign to your business if it is not specifically referenced in our classification plan?

Although we attempt to keep our classification plan updated, our current classification codes may not contain a specific reference to the type of business you operate. When this occurs, we follow much the same classification process as when a reference does exist. Assume you are the owner of a pen manufacturing business. We still need to determine the *precise* nature of your business so we would contact you for further information and learn that:

- you buy the ink stick or cartridges from another unrelated business
- some of your pens have plastic housings and others have metal housings
- you purchase all the plastic components from another unrelated business
- you manufacture all of the small metal components at your plant
- your metal manufacturing consists of metal stamping, using metal lighter than nine gauge, and extrusion processes

- you also manufacture small boxes to package your pens
- you operate a printing department for printing your company's logo and pen information on the boxes
- as a special service to customers, you will deliver their pens if they are within a sixty-mile radius of your plant.

To simplify our process we have grouped the approximately 300 classification codes into about thirty-eight smaller groupings. In the case of a pen manufacturer, we can eliminate the groups that deal with farming, gardening, logging, mining, food processing, textile goods, leather, wood products, stone products, chemicals, construction, stores, and services. We narrow our search to the group that covers metal goods manufacturing. Within the metal goods manufacturing group we have:

- classifications that deal with the fabrication of structural iron or steel beams used in construction;
- a classification that deals with the type of plate metal that is used in making storage tanks and wood stoves;
- light weight sheet metal works such as heating and ventilating duct work; and finally, a classification that covers light metal products such as fishing tackle, jewelry, and scientific instruments.

When we consider the weight of metal, the processes of manufacturing, and the end product, we conclude that classification 3602, which includes the manufacture of fishing tackle, scientific instruments, metal buttons, and jewelry, is the best classification applicable to a pen manufacturer.

Again, once we have determined your basic classification or classifications, we will review the classification description and assign exception classifications *if* appropriate. If your business performs operations that are excluded from your basic classification we will also assign classifications to cover those operations.

What types of classifications does our system have?

Our system has two types of classifications.

- Basic classifications
- Exception classifications

Most are *basic classifications* that generally describe a specific type of business operation or industry such as mechanical logging, sawmills, aircraft manufacturing, or restaurants.

Since a basic classification reflects *all the liability* (exposure to hazard) of a business or industry, it should be broad enough to cover all the operations and occupations that *normally* occur in a given business or industry. Some workers in a business are exposed to very little hazard, while others are exposed to greater hazard. A classification that covers the *nature of a business* can be described as having a *spectrum of hazard*. The classic example of a spectrum is a rainbow. Just as the various colors blend to form a rainbow, *all* the operations and occupations that are *common* to an industry are blended together and included in a basic classification. This, in turn, produces a rate for the industry that represents an *average* of the hazards *common* to that business or industry.

We have identified certain operations that, because they are common to most businesses or industries, are included within most basic classifications. We refer to these operations as *general inclusions*. They are *included* in basic classifications — unless the language of a classification specifically excludes them. These operations are:

- Aircraft travel by employees, other than members of the flying crew.
- Commissaries and restaurants for the employers' employees. However, such operations, when operated in connection with construction, erection, lumbering, or mining, will be assigned classification 3905 - restaurants.
- Manufacture of containers, such as bags, barrels, bottles, boxes, cans, cartons, wooden pallets, or packing cases by employees of the employers for use in the employer's operations.

- Hospitals, medical facilities, or dispensaries operated by employers for their employees.
- Printing, lithography, or similar operations of the employer when used exclusively for their own products.
- Maintenance or ordinary repair of the employer's building or equipment when performed by employees of the employer.
- Pick up and delivery when done by employees of the employer in connection with the business of the employer.
- Sales of all products being manufactured by the employer.
- Warehousing, handling, packing, and shipping when done by employees of the employer in connection with the business of the employer.
- Testing or analytical laboratories when operated by employees of the employer in connection with the business of the employer.

Our approach of assigning classifications based on the nature of your business is reasonable for the bulk of your operations. However, we recognize that certain occupations have exceptional circumstances, so we have created *exception classifications* to cover those instances. Exception classifications are *usually* excluded from basic classifications.

- Some exception classifications allow employers to take advantage of a lower rate for their employees who are *never* exposed to the general work place hazards that their other employees are exposed to. The more common low hazard occupations include clerical office employees, certain sales personnel, and corporate officers. Other lower hazard occupations that are unusual for *most* industries include security guards at logging or construction sites, certain janitorial operations, and logging truck drivers who have no duties that are subject to a logging classification. The conditions that must be met to qualify for exception classifications are outlined in our general rules (Washington Administrative Code). If you have employees who meet these conditions or if you have questions about them your Account Manager can assist you.
- Other *exception classifications* require a higher rate because they cover types of employment's that are *high hazard* and are *not* a common activity in most business operations. High hazard employments include aircraft, racing, diving operations, entertainers, and new construction or alterations of buildings or structures. Details of these classifications are also outlined in our general rules (Washington Administrative Code).

Can your business have more than one classification?

Yes. There are two approaches to assigning classifications to your business:

- Single business (enterprise)
- Multiple business (enterprise)

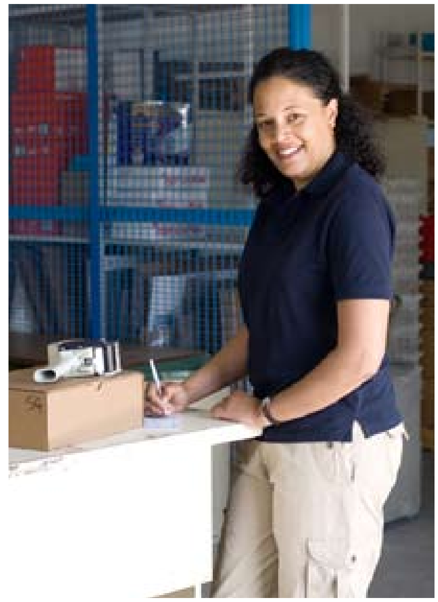
In the *single enterprise approach* we assign the one basic classification that best describes your business operations. We will assign additional classifications when conditions require or warrant them. We will use classification 6406 to illustrate this approach. Classification 6406 covers a variety of retail stores such as book, trading card, office supply, or fabric stores. All manufacturing, outside installation, delivery, and lunch counter operations are excluded from classification 6406. If you operated a bookstore that had a lunch counter, espresso stand, or juice bar, we would assign classification 6406 to cover the bookstore activities. If the necessary conditions exist, we would also assign a restaurant classification since restaurant or lunch counter operations are excluded from classification 6406.

We use the *multiple enterprise approach* when you operate two or more separate, unrelated businesses. To illustrate this we will assume that you have a logging operation and also operate a small retail grocery store. There are several tests that we will use to determine whether more than one classification should be assigned for your various businesses. Our first test is to determine if it is common for persons engaged in a logging business to also operate a grocery store. The next test is to determine whether one business operation could or would continue to operate if the owner discontinued the other business operation. Other questions include: whether each business is conducted at separate locations; whether there are separate employees for each business; and whether separate books and records are kept for each business. If the answers to these questions are yes, we will assign several basic classifications to your businesses.

How does our classification system mirror the practices used by private insurance carriers in other states?

While we have tailored our system to reflect Washington's industries, we follow the same recognized insurance principles used by private carriers. Those principles are:

- *Mutually exclusive.* Our classifications are clearly defined so that each business or industry fits in only one classification.
- *Administrative ease:* Our record keeping requirements are simple and easy to follow.
- *Statistically credible.* By monitoring our classification plan, we ensure that enough hours are reported in each classification to provide a meaningful statistical base. A large enough statistical base helps avoid sudden large increases or decreases in rates and keeps them at the lowest possible level.
- *Homogeneous. (Pooling of risks with similar characteristics.)* Although it is rare that any two businesses are identical, our classification plan recognizes that similar businesses have similar exposures to occupational injury and disease. Employers with similar operations and exposures are grouped together so each classification includes common exposures and carries a rate that reflects those exposures. This method of grouping ensures that the overall cost of the workers' compensation system is distributed fairly among the businesses we insure.
- *Responsive to change.* Our classification plan is in a constant state of evolution to meet the needs of the businesses we insure. In the early 1970s, we had approximately 45 classifications. Today we have over 900 classification codes to track losses. In some industries, the evolution is gradual, and no change to the classification itself is needed. We recognize that the wording used to describe a classification may not have kept up with the advancements. However, as the industry conditions evolve because of modern equipment, new processes or materials, or changes in employment laws and safety standards, so does the experience upon which the rate is based. In other words, the changes in the experience that is used to develop premium rates already *reflect* new developments in processes, equipment, and technology even though the wording in the classification is unchanged. We strive to keep our classification language current. Although it may seem we could just change the classification wording as we encounter changes in an industry, Washington law requires that we conduct public hearings before we make official changes to the rule. We do this as a public safeguard and to involve business in the change process.



It was only a few years ago that all logging in Washington State was done by chain saw. Today we see a large volume of our logging operations being performed by employees who operate processors, grapple skidders, harvesters, and loaders. Who would have imagined, a few years ago, a change of this magnitude?

The classification plan, through a series of main and sub-classifications, allowed us to track this information and create a new classification for this industry. These technological changes have resulted in premium reductions for employers engaged in mechanized logging operations by over 85% when compared to traditional logging methods. Another example of how classifications are ever evolving is in the area of manufacturing. The use of computer numeric controlled machinery has reduced the hazards of machine operators in many businesses, producing new classifications and reduced premium rates.

As new industries develop, we receive requests from industry representatives for new classifications or for determination of proper classification assignments for the new processes. We evaluate requests to determine if there is a large enough group of employers to justify a new classification. Any classification must produce enough premium to cover losses. In some cases, we will create a new classification to cover the new technology.

- *Encourages accident prevention and loss control*. By classifying employers by the nature of their business, each industry has the responsibility to control its own workers' compensation costs. Employers may belong to a trade association, which usually offers safety or risk management services. If such services result in fewer and less costly accidents, that improved experience will tend to lower the base rates for that industry. If our classification system were based upon the occupations or duties of employees, the success of a single industry's safety or risk management program would have little impact on its premium costs.

  For example, many retail grocery stores employ meat cutters. If grocery stores wanted to reduce the frequency of injury to their meat cutters, they might develop a safety plan that focused on proper meat handling, lifting, and cutting. Assuming the safety program was successful and reduced the cost associated with meat cutter claims, the rate for grocery stores would go down. If, on the other hand, all meat cutters, including those who work for restaurants, grocery stores, and slaughter houses, reported under a single meat cutter classification, it is doubtful that the grocery stores' safety program would have any impact on the premium rates since grocery stores' meat cutters would represent only a small portion of that classification.

How do we determine rates for each classification?

Because we use the business or industry classification approach, *base rates* for each classification are developed based on the loss experience of all the businesses assigned to the classification. The base rate is the *average* price for all employers in the classification.

Do all employers in a classification pay the base rate?

In practice, only a few employers pay the *base rate*. Most employers pay a modified rate, which we call your *experience rate*. An experience rate is the base rate adjusted by your *experience factor*. It produces a premium rate higher or lower than the base rate for the classification. So, employers with few claims will pay less than employers in the same classification who have many claims. Experience rating encourages strong safety and accident prevention programs. Details of how experience rating affects your premium are outlined in our general rules (Washington Administrative Code). Your account manager can also answer questions about your individual experience factor.

How do we administer the classification system?

Because the classification system is the foundation for the pricing of workers' compensation, we believe that administration of the system is one of the most important responsibilities for us here at Labor and Industries. We use the information we collect on each classification ("its overall experience") to predict future premiums. If our underwriters, auditors, or the court system that hears classification appeals applied the classification plan differently to businesses with similar operations, the data used in setting rates for two classifications would be incorrect. The wrong payroll hours and claim losses would be added to the experience of the incorrect classification and the correct classification would lack this exposure.

We approach our administration of the classification system in several ways.

- Our Employer Services Section receives a copy of each application for an industrial insurance account. Account managers, who underwrite the policies, review the information that you have provided and assign classifications, based on the type of business or businesses you described to us. The account managers will contact you if they need additional information. When your account manager opens your account, or when they change or assign additional classifications, they will send you a written notice explaining your classifications and how to report your workers.
- Every quarter we ask you if there have been any changes to your business operations. We provide space on the *Workers' Compensation Employer's Quarterly Report* for you to provide this information to us. We have designed our program in such a way that it relies on your voluntary participation and communications with us. We find that it is more cost effective to operate in this fashion, but it places a large responsibility on you, our insured, to help us manage the classification plan and ensure that the premium rates you pay are equitable.

How do we verify information you have supplied to us?

We have several ways of validating the information we use in our rate setting process. If your classifications are correct, if claims of your injured workers are assigned to the correct classification, and if you have correctly reported your worker hours, the data we use for setting rates is valid.

- ***Surveys:*** A representative of our Classification Services Section may conduct an on-site inspection of your business's work operations to:
  —observe your work processes, raw materials, and machinery or equipment to learn new developments in your industry,
  —verify that we have classified your business correctly,
  —answer any questions you may have about your classification assignments.
- **Audits:** A representative of our Field Audit Section may perform an in-depth analysis of your reporting to:
  —verify that you have correctly reported your worker hours,
  —test our reporting rules and help us keep current with changes in record keeping practices,
  —answer questions you may have about your reporting.

Before conducting an audit of your business, our field auditor will notify you what years and quarters will be covered. After the audit, the auditor will share the findings with you and provide any needed explanations of reporting requirements.

We usually find that we have assigned your classifications correctly and that you have reported correctly. However, sometimes we need to make changes in your account.

— If we have assigned an incorrect classification to your business, our general practice is to apply the new classification retroactively if the reclassification results in a lower rate, and delay to a future quarter the assignment of a new classification if it results in a higher rate. (This practice assumes that you provided us with accurate information about your business operations when we assigned classifications.)

— If you have reported hours incorrectly, we will either collect premium owed to us or give you a credit on your account.

- ***Review of claims:*** We review the accident reports of claims filed by your injured workers. If the description of the accident does not appear to fit within the classifications assigned to you, your Account Manager will contact you for further information to ensure that each industrial injury is assigned to the correct classification.

Where can you obtain more information?

By phone:
360-902-4817

By mail:
Employer Services – Classification Section
Insurance Services Division
Department of Labor & Industries
PO Box 44148
Olympia, WA 98504-4148

On the Web:
www.Lni.wa.gov/ClaimsIns/Insurance

PUBLICATION F213-022-000 [04-2009]

Risk Class Code
&
Overtime Eligibility Determinations

Guidance for our Small Agency Customers

Washington State Department of
Enterprise Services

Training Objectives

- Gain insight into risk class codes (what are they and why are they important) and overtime eligibility criteria (who is exempt and why)
- Information about the forms we use (when to submit them and where they are located)
- Understand your role and responsibility related to both topics

Workers' Compensation Classification System

Washington law requires the Department of Labor and Industries to have a classification system and rating plan. We need a classification system in order to provide fairness and charge employers based on their potential for loss. L&I can only collect enough money (premium) to pay losses (claims costs).

Workers' Compensation Classification System cont'd

L&I uses loss information to establish and adjust premium rates.

Employers engaged in more hazardous industries (construction) will tend to pay higher insurance rates than less hazardous industries (office work).

Risk Codes

We utilize three risk code classifications.

4902 – State government clerical and administrative office personnel

5300 – State government administrative field personnel

5307 – State government employees not otherwise classified

4902

Perform administrative or office work?

Travel off campus <50% of the time?

2018 Base Rate	
Employee's Payroll Deduction	$0.09865 per hour worked
Employer's Cost	$0.3460 per hour worked

5300

Perform field work that is primarily administrative, not physical?

Travel off campus >50% of the time?

Go to field sites to plan, coordinate, observe, gather information or check on work?

Perform occasional light physical work?

5300

2018 Base Rate	
Employee’s Payroll Deduction	$0.09630 per hour worked
Employer’s Cost	$0.3265 per hour worked

5307

Perform hands on work while exposed to hazardous conditions or products?

Perform manual labor?

Work at a field worksite and supervise employees in the field who perform manual labor?

Operate machinery or equipment?

Perform manual work at a warehouse or production operation?

Regularly assigned to perform work duties at a field worksite or where there are hazardous conditions?

5307

2018 Base Rate	
Employee's Payroll Deduction	$0.28810 per hour worked
Employer's Cost	$1.5677 per hour worked

Your Role

- **Establishing and Reallocating a Position**
- The hiring manager works with the Agency Director and the HR consultant to complete the Position Description Form (PDF):
- Exempt Position Description
- WGS - Position Description
- WMS – Position Description
- Information Technology - Position Description
- Once the allocation has been reviewed by HR, and budget has verified adequate funding, you can proceed with the Establishment or Reallocation.
- The PDF should be signed electronically by the supervisor and Agency Director.
- Review and determine position overtime eligibility.
- **Review and determine the position risk code.**
- The Position Action Form should be completed and signed.
- If there is an incumbent in the position, the Personnel/Payroll Data Sheet (PPDS) should be completed and signed.
- Email ALL forms to the Small Agency HR Mailbox for processing.
- HR will finalize the PDF and update Human Resource Management System (HRMS).
- HR will inform the manager of the position number (if new position).

Risk Code Classification Form

Let's review the form -

[Risk Code Form]

Exercise!

Review the position descriptions provided.

Using the Risk Code Classification Form, determine which code is appropriate.

Risk Code Determinations

Questions?

Fair Labor Standards Act

The federal overtime provisions are contained in the Fair Labor Standards Act (FLSA).

Section 13(a)(1) of the FLSA provides an exemption from overtime pay for employees with specific job duties.

FLSA OT Exemptions

Tests for Exemption:

- Salary Level
- Job Duties

FLSA OT Exemptions

Salary Level:

- Minimum Salary - $455 per week
- Salaried employee, not Hourly
  - Exception to this rule is for the Computer Duties exemption to be addressed later

FLSA OT Exemptions

Job Duties – Applicable Categories for Exemptions:

- Executive
- Administrative
- Professional
- Computer Duties

FLSA OT Exemptions

Executive:

- Primary duty is management of the enterprise in which the employee is employed or of a customarily recognized department of subdivision
- Regularly directs the work of two or more other employees

AND

- Has the authority to hire or fire other employees or whose suggestions and recommendations as to hiring, firing, etc. are given particular weight.

FLSA OT Exemptions

Administrative:

- Primary duty is performance of office or non-manual work directly related to the management or general business operations of the employer or the employer's customers

AND

- Primary duty includes the exercise of discretion and independent judgment with respect to matters of significance.

FLSA OT Exemptions

Professional:

- Primary duty is performance of work requiring knowledge of an advanced type in a field of science or learning customarily acquired by a prolonged course of specialized intellectual instruction

OR

- Primary duty is the performance of work requiring invention, imagination, originality, or talent in a recognized field of creative endeavor.

FLSA OT Exemptions

Computer Duties:

Computer systems analysts, computer programmers, software engineers, or other similarly skilled workers in the computer field if primary duty consists of:

- Application of systems analysis techniques and procedures
- Design, development, documentation, analysis, or modification of computer systems or programs

Your Role

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- The PDF should be signed electronically by the supervisor and Agency Director.
- **Review and determine position overtime eligibility.**
- Review and determine the position risk code.
- The Position Action Form should be completed and signed.
- If there is an incumbent in the position, the Personnel/Payroll Data Sheet (PPDS) should be completed and signed.
- Email ALL forms to the Small Agency HR Mailbox for processing.
- HR will finalize the PDF and update Human Resource Management System (HRMS).
- HR will inform the manager of the position number (if new position).

OT Eligibility Review and Recommendation Form

Let's review the form -

OT Eligibility Form

Exercise!

Review the position descriptions provided.

Using the OT Eligibility Review and Recommendation Form, determine whether the position is overtime eligible or overtime exempt.

Thank you

Questions?

Department of Enterprise Services
AUG 02 2017 COPY
Human Resources Office

Washington General Service (WGS) Position Description

For assistance completing this form, contact your Human Resource Office or see the WGS Position Description Guide and WGS Sample Position Description.

Position Information		
Action: Establish Date: 05/01/2017 Proposed Class Title: Human Resource COnsultant 2	HR Approved Class Title: HRC2	Effective Date: ~~7/19/17~~ 5/1/17 B
Current Class Title:	HR Approved Overtime Eligible: Yes ☐ No ☐	Seasonal/Cyclic: Yes ☐ No ☐
Work Schedule: Full Time ☒ Part Time ☐	Position Number/Object Abbreviation: 71054103 -9141	Salary Range: 50
Position Included in a Bargaining Unit: Yes ☐ No ☐ If **yes**, indicate union:	Assignment Pay: Dual Language ☐ Other ☐	
Incumbent's Name (If filled position):	Address Where Position Is Located: 1500 Jefferson, Olympia WA 98501	
Agency/Division/Unit: DES/WSD/HR	Supervisor's Name and Title:	
Supervisor's Position Number: 71025950	Supervisor's Phone: 360-407-8430	

Position Objective

Briefly explain the purpose of the position and how it supports the organization's mission **(attach an organizational chart)**.

The mission of the Workforce Support and Development division is to deliver innovative and expert business solutions and services to meet the needs of those we serve.

This position reports the HR Operations manager and contributes to our mission by providing consultation and services related to the Human Resource Management System (HRMS) and provide technical and paraprofessional support to the HR Office.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Assign a percentage of time to each duty. Task statements should describe the **action** performed; to **whom or what**; using what **tools, equipment, methods, and/or processes**; and the **final product or outcome**.

For more guidance, see the Essential Functions Guide and Examples of Work Statements.

% of time (Must total 100%)	List the assigned work in order of importance, with essential functions underlined.
80%	**Duty:** **Provides HRMS consulting and support to small agencies and DES customers** **Tasks include:** • <u>Provides accurate keying and maintenance of data in HRMS for small agency and DES customers.</u> • <u>Consults with the small agency liaison or DES designee to process actions such as new hires, promotions, completion of in-training, transfers, terminations, non-perm appointments etc. Provides interpretation of WAC's RCW, and bargaining agreements for these actions.</u> • Creates appointment letters and other correspondence as required and/or requested. • Maintain tracking sheets and databases to assist with keeping consistent data in HRMS and to assist in keeping accurate records for reference when not available in HRMS. • <u>Creating canned and customized reports and variants in HRMS or Business Intelligence to assist</u>

	custom_ in making data supported decision. • Assists in performing auditing and related data clean-up within HRMS to meet changing business needs and to ensure data consistency. • Assists in large scale data updates in HRMS resulting from changes in WAC, RCW, or bargaining agreements. Consults with customers and stakeholders to ensure actions taken are accurate and supported by required documentation. • In support of customer satisfaction expectations, works collaboratively with the HR team, payroll and budget to ensure satisfaction goals are met.
10%	**Duty: Processing new employee into DES** **Tasks include:** Present, explain and process new employee paperwork. Working with Payroll, provide information on the agency and other resources available to new employees.
5%	**Duty: Records Management** **Tasks include:** When needed, assists the HRCA2 with filing and processing records in the HR office according to the records retention schedule such as establishing employee and position files.
5%	**Duty: Other duties as assigned** **Tasks include:** Assist with special projects as needed. Form and template maintenance. Other duties as assigned.

Lead Work/Supervisory Responsibilities

Lead Position: Yes ☐ No ☒
Supervisory Position: Yes ☐ No ☒
If **yes**, list each direct report below.

☐ Assigns Work ☐ Instructs Work ☐ Checks Others' Work
☐ Plans work ☐ Evaluates Performance ☐ *Takes Corrective Action
☐ *Hires ☐ *Terminates
(*Has the authority to effectively recommend these actions.)

Class Title of Direct Report(s)	No. of Positions	Work Schedule

Add information that clarifies this position's lead or supervisory responsibilities:

Working Relationships

Level of Supervision received (check one): For more guidance see: Glossary of Classification Terms.

☐ Direct/Close Supervision: Most work is reviewed in progress and upon completion.
☐ General Supervision: Completed work is spot checked.
☒ General Direction: Completed work is reviewed for effectiveness and expected results.
☐ Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws, and program goals.

Add information that clarifies this position's interactions with others to accomplish work:

Continuity of Operations Plans (COOP) Designation – For Disaster or Emergency Recovery

For more information see: COOP and Critical Positions.

Is this position critical based on agency COOP? Yes ☒ No ☐

If **yes**, describe how the position supports the agency COOP Critical Functions:

Working Conditions

Work Setting, including hazards:	Position's assigned duty station is Department of Enterprise Services, 1500 Jefferson in Olympia, Washington. While in the office setting, incumbent does not come in contact with any hazardous materials other than standard surface cleaners and adhesives.
Schedule (i.e., hours and days):	Incumbent is expected to schedule their time within a typical 40 hour work week.
Travel Requirements:	Position may be required to travel to attend meetings and/or trainings within the Puget Sound area.
Tools and Equipment:	Office duties require use of standard office furniture and equipment (desks, files, cabinets, and computer, phone, fax and copy machines). Will also occasionally use projectors for presentations.
Customer Interactions:	Requires frequent (75%) contact with customers. Position does have occasional contact with angry or distraught customers and stakeholders (10%).
Other:	

Qualifications

List the education, experience, licenses, certifications, and competencies (knowledge, skills, abilities, and behaviors).

Required Qualifications:

Five years of Payroll and/or Human Resources experience including at least two years' experience in the Human Resource Management System (HRMS) keying employee and position actions, creating and interpreting reports, and creating and maintaining organizational management.

OR

An Associate's degree or higher and at least two years' experience in the Human Resource Management System (HRMS) keying employee and position actions, creating and interpreting reports, and creating and maintaining organizational management.

AND

- Demonstrated experience advising, consulting, and interpreting HR and/or payroll policies, RCW (Law) and Washington Administrative Code (Rules).

- Proficient in the use of Microsoft Office Suite, specifically Outlook, Excel, and Word.

The incumbent to this position must also possess and be willing to demonstrate the following competencies on a daily basis:

Customer Focus: Understanding w the external and internal customers are , what they value. Meeting and exceeding customer needs while cultivating relationships that secure commitment and trust. Ensuring that priority and focus is on meeting or exceeding customers' needs. Promoting and operationalizing best customer service practices as a value. Helping others deal effectively with difficult situations, minimizing damage to the relationship while promoting shared goals. Using appropriate methods to facilitate agreement.

Professional Behavior: Modeling agency values in support of vision and mission. Establishing and sustaining trusting relationships by accurately interpreting interpersonal interactions, managing one's own reactions, and appropriately responding to others' behavior.

Valuing Others: Developing and leveraging relationships within and across work groups to achieve results. Working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds. Seeking out and using unique abilities, insights, and ideas from diverse individuals.

Earning Trust: Gaining others' confidence by acting with integrity and following through on commitments, while sharing own perspective. Treating others and their ideas with respect, and supporting them in the face of challenges.

Communication: Effectively conveying information and ideas clearly to individuals or groups in an engaging manner that helps them understand and retain the message. Listening actively to others.

Work Standards: Managing one's time and resources effectively. Setting high standards of performance for self and others. Assuming responsibility and accountability for successful completion of assignments or tasks. Self-imposing standards of excellence rather than having standards imposed.

Preferred/Desired Qualifications:
Knowledge and/or experience with Business Intelligence (BI)

Special Requirements/Conditions of Employment

List special requirements or conditions of employment beyond the qualifications above.

In-Training Plan, If Applicable

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date: 04/01/2017	Supervisor's Signature (required):	
Date: 04/11/2017	Appointing Authority's Name and Title:	Signature (required):

As the incumbent in this position, I have received a copy of this position description.

Date: 7.19.17	Employee's Signature:

Department of Enterprise Services

OCT 26 2017 COPY

Human Resources Office

Washington General Service (WGS)
Position Description

For assistance completing this form, contact your Human Resource Office or see the WGS Position Description Guide and WGS Sample Position Description.

Position Information		
Action: Update Date: 10/23/17 Proposed Class Title: HRC3	HR Approved Class Title: HRC3	Effective Date: 10/23/17
Current Class Title: HRC3	HR Approved Overtime Eligible:	Seasonal/Cyclic: Yes ☐ No ☒
Work Schedule: Full Time ☒ Part Time ☐	Position Number/Object Abbreviation: 71025951 -0053	Salary Range: 54
Position Covered by a Bargaining Unit: Yes ☐ No ☒ If **yes**, select union:	Assignment Pay: Dual Language ☐ Other ☐	
Incumbent's Name (If filled position):	Address Where Position Is Located: 1500 Jefferson Street Olympia, WA 98504	
Agency/Division/Unit: DES/WSD/HR	Supervisor's Name and Title:	
Supervisor's Position Number: 71045862	Supervisor's Phone: 360-407-8268	

Position Objective

Briefly explain the purpose of the position and how it supports the organization's mission **(attach an organizational chart)**.

The mission of the Workforce Support and Development division is to deliver innovative and expert business solutions and services to meet the needs of those we serve.

This position reports to the Employee and Labor Relations Manager and contributes to our mission by providing senior level professional consultation to small agency customers and DES customers as assigned. Responsibilities of this position include consultation on clarification, interpretation and application of civil service rules, federal and state laws, collective bargaining agreements, agency policies and procedures, and HR best practices. This position independently resolves complex human resource issues, which entails navigating competing interests, conflicting or unclear rules or practices, and considering a wide range of possible solutions. This position provides risk-based advice with options for decision-makers to consider when facing complex issues.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Assign a percentage of time to each duty. Task statements should describe the **action** performed; to **whom or what**; using what **tools, equipment, methods, and/or processes**; and the **final product or outcome**.

For more guidance, see Essential Functions Guide and Examples of Work Statements.

% of time (Must total 100%)	**List the assigned work in order of importance, with essential functions underlined.**

50%	**Duty:** Independently perform senior level professional human resource support for Small Agency customers. **Tasks include:** • Provide senior level consultation, focusing on risk-based advice with options, to small agency customers within human resource rules, policies and procedures, RCWs and WACs, and applicable collective bargaining agreements. • Perform classification services; determine position allocations and provide employee notification letters for Appointing Authority. Assist with WMS and EMS evaluations and banding. Consult on salary recommendations. • Engage in strategic planning for agency leaders to ensure HR elements are considered and utilized in forming business plans. • Meet with leaders to assess human resource needs: plans, develops, and implements strategies to promote effective relationships and to resolve problems. • Provide guidance for development of policies and procedures. • Draft and/or review letters associated with corrective or disciplinary issues. Provide guidance on content and appropriate level of action. • Conduct administrative investigations, prepare documentation, and consult with Appointing Authorities on next steps. • Assist Employee and Labor Relations Manager with coordination of quarterly small agency HR Liaison meetings – help identify training opportunities or topics, present at the meetings, attend to answer questions.
30%	**Duty:** Independently perform senior level professional human resource support for DES customers **Tasks include:** • Provide senior level consultation, focusing on risk-based advice with options, within human resource rules, policies and procedures, RCWs and WACs, and applicable collective bargaining agreements. • Perform classification services; determine position allocations and provide employee notification letters for Appointing Authority. Assist with WMS and EMS evaluations and banding. Consult on salary recommendations. • Engage in strategic planning for leaders to ensure HR elements are considered and utilized in forming business plans. • Meet with leaders to assess human resource needs: plans, develops, and implements strategies to promote effective relationships and to resolve problems. • Draft and/or review letters associated with corrective or disciplinary issues. Provide guidance on content and appropriate level of action. • Conduct administrative investigations, prepare documentation, and consult with Appointing Authorities on next steps.
15%	**Duty:** Engage in problem solving initiatives related to team and customer satisfaction feedback. **Tasks include:** • Utilize team and customer satisfaction feedback to identify and develop priority problem solving initiatives. • Work with the Employee Relations team to address customer needs, and identify solutions to meet those needs.

5%	**Duty:** Other duties as assigned. **Tasks include:**

Lead Work/Supervisory Responsibilities	
Lead Position: Yes ☐ No ☒ Supervisory Position: Yes ☐ No ☒ If **yes**, list each direct report below.	☐ Assigns Work ☐ Instructs Work ☐ Checks Others' Work ☐ Plans work ☐ Evaluates Performance ☐*Takes Corrective Action ☐*Hires ☐*Terminates (*Has the authority to effectively recommend these actions.)

Class Title of Direct Report(s)	No. of Positions	Work Schedule

Add information that clarifies this position's lead or supervisory responsibilities:

Working Relationships

Level of Supervision received (check one): For more guidance see: Glossary of Classification Terms.

☐ Direct/Close Supervision: Most work is reviewed in progress and upon completion.
☐ General Supervision: Completed work is spot checked.
☒ General Direction: Completed work is reviewed for effectiveness and expected results.
☐ Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws, and program goals.

Add information that clarifies this position's interactions with others to accomplish work:

Continuity of Operations Plans (COOP) Designation – For Disaster or Emergency Recovery

For more information see: COOP and Critical Positions.

Is this position critical based on agency COOP? Yes ☐ No ☒
If **yes**, describe how the position supports the agency COOP Critical Functions:

Working Conditions	
Work Setting, including hazards:	Office setting – Work is performed exclusively in an office environment.

Schedule (i.e., hours and days):	...ice hours are 8 am to 5 pm, flex schedules ...ay be available.
Travel Requirements:	Minimal off-site travel for meetings
Tools and Equipment:	Includes office furniture and equipment, such as desks, files, cabinets, computers, telephones, and fax and copy machines. In the office, incumbent has a workstation with internet and intranet and mainframe access.
Customer Interactions:	Regular contact with internal and external stakeholders, customers, and clients by phone, email, fax, in-person. This may include uncooperative or angry individuals.
Other:	

Qualifications

List the education, experience, licenses, certifications, and competencies (knowledge, skills, abilities, and behaviors).

Required Qualifications:

Bachelor of Arts or Science from an accredited college or university by the U.S. Department of Education and the Council for Higher Education Accreditation (CHEA) in Human Resource Management, Business Administration, or related field

AND

Three years of human resource experience advising and consulting on human resource issues to include classification and compensation, performance management, corrective and disciplinary issues, Reasonable Accommodation, FMLA, and Shared Leave.

Qualifying education and/or experience can substitute for the degree on a year for year basis.

AND

- Proficient in the use of Microsoft Office Suite, specifically Outlook, PowerPoint, Excel and Word.

The incumbent to this position must also possess and be willing to demonstrate the following competencies on a daily basis:

Customer Focus: Understanding who the external and internal customers are and what they value and need. Meeting and exceeding customer needs while cultivating relationships that secure commitment and trust. Ensuring that priority and focus is on building and maintaining internal and external customer satisfaction. Promoting and operationalizing best customer service practices as a value. Helping others deal effectively with difficult situations, minimizing damage to the relationship while promoting shared goals. Using appropriate methods to facilitate agreement.

Professional Behavior: Modeling agency values in support of vision and mission. Establishing and sustaining trusting relationships by accurately interpreting interpersonal interactions, managing one's own reactions, and appropriately responding to others' behavior.

Valuing Other: Developing and leveraging relationships within and across work groups to achieve results. Working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds. Seeking out and using unique abilities, insights, and ideas from diverse individuals.

Earning Trust: Gaining others' confidence by acting with honesty, authenticity, transparency, and professionalism. Following through on commitments, while sharing own perspective. Treating others and their ideas with respect, and supporting them in the face of challenges.

Communication: Effectively conveying information and ideas clearly to individuals or groups in an engaging manner that helps them understand and retain the message, while understanding different points of view. Listening actively to others.

Work Standards: Managing one's time and resources effectively. Setting high standards of performance for self and others. Assuming responsibility and accountability for successful completion of assignments or tasks. Actively engages in continuous improvement.

Decision Making: Identifying and understanding problems and opportunities by gathering, analyzing, and interpreting quantitative and qualitative information. Choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions. Taking action that is consistent with available facts and constraints, and optimizes probable consequences.

Preferred/Desired Qualifications:

PHR/SPHR Certification or SHRM-CP/SHRM-SCP

Special Requirements/Conditions of Employment

List special requirements or conditions of employment beyond the qualifications above.

In-Training Plan, If Applicable

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date: 10-26-17	Supervisor's Signature (required):	
Date: 10-26-17	Appointing Authority's Name and Title:	Signature (required):
As the incumbent in this position, I have received a copy of this position description.		
Date: 10/26/2017	Employee's Signature:	

Position details and related action have been taken by Human Resources as reflected below.

For Human Resource/Payroll Office Use Only			
Approved Class Title:	Class Code:	Salary Range:	Effective Date:
Pay Scale Type:	Job Analysis On File? Yes ☐ No ☐	Position Type (Employee Group):	EEO Category:
Employee Sub-Group:	Position Retirement Eligible: Yes ☐ No ☐	Position is: Funded ☐ Non-Funded ☐	Workers Comp. Code:
County Code:	Business Area:	Personnel Area (FEIN):	

Cost Center Codes

COST CENTER	PCT. (%)	FUND	FUNCTIONAL AREA	COST OBJECT	AFRS PROJECT	AFRS ALLOCATION

Date: 10-31-17	HR Designee's Name: Mollie Clinton	HR Designee's Title: Mgr	HR Designee's Signature: Mollie Clinton
Date:	Budget Designee's Name:	Budget Designee's Title:	Budget Designee's Signature:

Overtime Determination Workshop

Overtime Eligibility
Review and Recommendation

Complete each section below to show that the analysis was done to make a proper determination, as more than one exemption may apply. If none apply, the position will be considered overtime eligible. Disclaimer*:* This worksheet does not replace the position's full analysis of duties on file.

For more information see Fair Labor Standards Act (FLSA) Sections 13(a) (1) and (17) at: http://www.dol.gov/whd/overtime_pay.htm and http://www.dol.gov/whd/regs/compliance/fairpay/fact_exemption.htm.

Position Information		
Date:	Class Title:	Position Number:
Incumbent's Name (If filled position):	Supervisor's Name:	

Salary Test	
Is the employee paid on a salary basis (not hourly) of at least $455 per week, regardless of the number of hours worked? (See Overtime Eligibility Guidance on page 2.) If the answer is No, the analysis is complete. Sign and date on page 2.	Yes ☐ No ☐
Administrative Exemption – *Answer to all questions must be yes to qualify for this exemption.*	
Do the employee's primary① duties consist of office or non-manual work directly related to the management or general business operations of the agency?	Yes ☐ No ☐
Is the employee's office or non-manual work directly related to management policies or general business operations② of the employer?	Yes ☐ No ☐
Does the position require the exercise of discretion and independent judgment③ with respect to matters of significance?	Yes ☐ No ☐
Professional Exemption – Is the primary① duty one or more of the following?	
Performance of work requiring advanced knowledge in a field of science or learning customarily acquired by a prolonged course of specialized intellectual instruction and study④. (Work which is predominantly intellectual and requires consistent exercise of discretion and judgment.)	Yes ☐ No ☐
Work requiring invention, imagination or talent in a recognized field of artistic endeavor.	Yes ☐ No ☐
Executive Exemption – *Answer to all questions must be yes to qualify for this exemption.*	
Does the employee regularly supervise at least two employees? (If the employee supervises part-time employees, they must aggregate to at least two full-time employees.)	Yes ☐ No ☐
Is the employee in charge of a department, division, or other permanent organizational unit?	Yes ☐ No ☐
Are the employee's primary① duties managerial or supervisory in nature?	Yes ☐ No ☐
Does the employee have the authority to hire or fire other employees; or, whose suggestions and recommendation as to the hiring, firing, advancement, promotion, or any other change of status of other employees are given particular weight?	Yes ☐ No ☐
Computer Worker Exemption – Is the primary① duty one or more of the following? (See FLSA section 13(a) (17))	
Application of systems analysis techniques and procedures, including consulting with users to determine hardware, software or system functional specifications.	Yes ☐ No ☐
Design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications.	Yes ☐ No ☐
Design, documentation, testing, creation or modification of computer programs related to machine operations systems.	Yes ☐ No ☐

Date:	HR Designee's Name & Title:	HR Designee's Signature
Include information used in the analyses along with an explanation of their relevance and/or applicability. Indicate if the employee, supervisor, manager or deputy assisted with the evaluation.		
Exemption Determination and Rationale:		
Exemption Status: ☐ OT Exempt If **yes**, select categories from the Primary Exemption and Secondary Exemption, if applicable. Primary Exemption Secondary Exemption ☐ OT Eligible		

Overtime Eligibility Guidance

Additional considerations for the salary test:

- The employee's salary must be free from reduction for absences caused by witness service, jury duty, or temporary military service.
- The employee's salary must be free from reduction based on quantity or quality of work performed.
- The employee's salary is free from deduction for disciplinary suspensions of less than a full workweek (except for infractions involving matters of major safety significance).

① **Primary** is defined as the principal, main, major, or most important duty that the employee performs.

② **Directly Related to Management or General Business Operations:** an employee must perform work directly related to assisting with the running or servicing of the business, This includes, but is not limited to, quality control; purchasing & procurement; computer network, internet and database administration; tax, finance, accounting, auditing, & budgeting; advertising, marketing, & research; safety & health; personnel management, human resources, employee benefits & labor relations; public relations & government relations; legal & regulatory compliance.

③ **Discretion and Independent Judgment:** The following ten factors were developed for guidance on whether an employee exercises "discretion and independent judgment with respect to matters of significance".

1. Does the employee have authority to formulate, effect, interpret or implement management policies or operating practices?
2. Does the employee carry out major assignments in conducting the operations of the business?
3. Does the employee perform work that affects business operations to a substantial degree, even if the employee's assignments are related to operations of a particular segment of the business?
4. Does the employee have authority to commit the employer in matters that have significant impact?
5. Does the employee have authority to waive or deviate from established policies or procedures without prior approval?
6. Does the employee have authority to negotiate and bind the company on significant matters?
7. Does the employee provide consultation or expert advice to management?
8. Is the employee involved in planning long- or short-term business objectives?
9. Does the employee investigate and resolve matters of significance on behalf of management?
10. Does the employee represent the company in handling complaints, arbitrating disputes or resolving grievances?

④ **Work requiring knowledge of an advanced type:** Department of Labor provides the following two factors for consideration

1. The standard prerequisite for trained entry into the job must be "specialized academic training", and
2. Employees who work in such a profession must either possess an advanced degree or have substantially the same knowledge level and perform substantially the same work as the degreed employees.

The learned professional exemption is *not* available for occupations that may be performed with:

- Only the general knowledge acquired by an academic degree.
- Knowledge acquired through an apprenticeship.
- Training in the performance of routine mental, manual, mechanical or physical processes.

The exemption also does not apply to occupations in which most employees acquire skill by experience.

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Washington Management Service (WMS)
Position Description

For assistance completing this form, contact your WMS Coordinator.

Position Information		
Position Title: Enterprise Procurement Policy Procurement Risk Assessment Administrator	Position Number/Object Abbreviation: 0017/71035315	
Incumbent's Name (If filled position):	Agency/Division/Unit: Department of Enterprise Services/Contracts, Procurement and Risk Management (CPRM)	
Address Where Position Is Located: 1500 Jefferson Street, Olympia, WA 98501	Work Schedule: Part Time ☐ Full Time ☒	Overtime Eligible: Yes ☐ No ☒
Supervisor's Name and Title: Enterprise Procurement Policy Manager	Supervisor's Phone: 360-407-8149	

Organizational Structure

Summarize the functions of the position's division/unit and how this position fits into the agency structure **(attach an organizational chart).**

This position is at the professional level of expertise within the DES Enterprise (Statewide) Procurement Policy (EPP) section of the Contracts, Procurement and Risk Management (CPRM) Division of DES. As part of the CPRM procurement and contracting function, the EPP subject to chapter 39.26 RCW, provides statutorily required policy, procurement risk assessment, and oversight and training on a statewide basis to state agencies and higher education in order to promote greater efficiency and effectiveness in procurement and contracting functions across the state enterprise.

This position is responsible for implementing and contributing to the "pod"/team concept, project matrix, and project management. This is a key position that is responsible for reducing the cost of government operations by applying Lean principles and is responsible for the delivery of exceptional services. Models a Lean organizational culture that promotes the practice of respect for people, openness, trust, safety, transparency, collaborative problem solving, managing with data, incremental continuous improvement; with an emphasis on coaching and mentoring to intentionally practice: teaching, questioning, listening, suspending assumptions, supporting and encouraging, observing, empowering, appreciating and inspiring staff.

Position Objective

Describe the position's main purpose, include what the position is required to accomplish and major outcomes produced. Summarize the scope of impact, responsibilities, and how the position supports/contributes to the mission of the organization.

This position has statewide impact. DES delegates procurement and contracting authority to all state agencies. DES is statutorily required to base such delegations on a risk assessment related to procurement and contracting activities within each agency. Through CPRM, DES administers a statewide regulatory role related to procurement and contracting for goods and services for all state agencies and higher education. Services provided by this position within the CPRM division will carry out the DES/ CPRM role in regulating agencies, as described above. This is done through, but not limited to: administering the procurement risk assessment process, promulgation and application of policy, sole source contract review and approval and subject matter expertise related to procurement and contracting for goods and services.

The incumbent provides leadership in analysis of agency responses to the DES Procurement Risk Assessment Tool and work with agencies to assess their procurement and contracting risks and risk mitigation strategies. The incumbent will document and, in collaboration with other subject matter experts, make recommendations for the DES Director's determinationof the agency's delegation of procurement authority.

The incumbent provides review, analysis and strategic guidance related to improvement of the DES Risk Assessment Tool used to assess agency risks related to procurement and contracting.

As requested by CPRM management, the incumbent conducts or facilitates strategic planning, procurement/contracting sessions related to business planning, division level Lean projects and/or implementations, and other subjects within the CPRM division. Supports the design, results, and logistics of such sessions.

The incumbent acts as a DES Hearings Examiner for Debarment proceedings under Chapter 200-305 WAC, DEBARMENT PROCEDURES.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Functions listed in this section are primary duties and are fundamental to why the position exists. For more guidance, see Essential Functions Guide.

Duty – PROCUREMENT RISK ASSESSMENT ADMINISTRATION/ANALYSIS

Using knowledge of risk management, the DES procurement risk assessment tool, procurement and contracting law, rule, policy, principles and practices, applies mature critical thinking skills and independent judgment to provide risk analysis in collaboration with individual state agencies for the purpose of recommending levels of delegated authority for procurement and contracting activities that are subject to chapter 39.26 RCW.

Tasks include:

Administer and implement the Procurement Risk Assessment Tool as required to ensure that all state agencies receive appropriate delegated authority to procure goods and services necessary to achieve the individual agency mission.

Analyze and administer periodic updates to individual agencies Procurement Risk Assessment Tool responses. Review and analyze agency response and recommend changes to agency delegated authority as needed.

Administer follow up consultations with agencies as needed to support risk mitigation activities identified during the assessment phase.

Consult with individual agencies as needed on strategic and tactical matters regarding possible risk mitigation plans related to procurement and contracting activities.

Collaborate with agencies to accurately understand and assess individual agency risk factors, document agreed-upon mitigation strategies and where needed, develop and document final recommendations for agency delegated authority levels.

Consults with and supports agencies in understanding and applying state procurement and contracting laws, rules, policies and best practices. Examples include, but are not limited to best practice, review and recommendations in:

- Risk assessment and mitigation strategies relating to procurement and contracting
- Requirements review
- Product and services evaluation and financial scoring models
- Negotiation strategies and dispute resolution
- Performance-based contracting analysis, and process or performance resolution
- Procurement strategies
- Training requirements

Provides collaboration, integration and coordination with stakeholders and DES teams to update and refine tools, policies and best practices related to DES procurement risk assessment responsibilities.

Serves as a point of contact for statewide procurement policy interpretation and implementation inquiries and provides sound guidance based on research, best practices and principles of sound stewardship.

Principle point of contact for agency requests for additional delegations of authority. Maintains statistical database for tracking such requests, and incorporates data into analysis of agency delegation of authority levels.

Uses available statistical information such as data from the sole source database, audit reports, spend analysis, etc. and incorporates that data into the analysis of agency delegation of authority levels.

Duty: SOLE SOURCE APPROVALS

Ensure other state agency and higher education compliance with state procurement and contract rules and regulations on sole source contracts for all types of goods and services for all state agencies and higher education.

Tasks include:

Provides analysis and review of other agency contract filings in the Sole Source Contracts Database (SSCD) in a prompt and thorough manner. Analyzes agency explanations and contract documents against policy and statutory requirements. Filing review and questions and/or comments to agencies are expected to occur on average within two working days from the filing date.

Assists agencies with questions regarding filing and reporting contracts in SSCD.

Assists agencies in using contract filing database(s) when necessary.

Provides consultation to other agencies on the interpretation of chapter 39.26 RCW Procurement of Goods and Services, related policies and best practices.

Duty:
DES Debarment Hearings Officer

Tasks include:
As requested, serves as a DES Hearings Officer for Debarment proceedings under Chapter 200-305 WAC, DEBARMENT PROCEDURES.

Duty: Statewide Procurement Policy update/contributions

In collaboration with the EPP lead for this function, ensures that state procurement and contract policies(chapter 39.26 RCW) are appropriately developed, updated and maintained (chapter 39.26 RCW).

Tasks include:
Advising agency management in procurement policy decision making including review, analysis, and recommendations of new procurement initiatives.

Researching and drafting statewide procurement policies, as requested.

Participating in procurement policy related advisory workgroups.

DUTY: STATEWIDE TRAINING Subject Matter Expert

Using knowledge of risk management, procurement and contracting law, rule, policy, principles and practices, in collaboration with DES Procurement Training Program, develops and provides educational presentations, training, mentorship and the like focusing on, but not limited to, procurement and contracting activities that are subject to chapter 39.26 RCW.

Tasks Include:
Serves as a procurement and contracts subject matter expert available for DES Training program

development, as requested.

Presents and provides training on a range of procurement and contracting related topics within incumbent area of expertise.

Duty:

EPP team participation and representation.

Tasks include:

As requested, leads and/or actively participates in strategic initiatives and/or tactical activities to streamline, clarify, further consolidate and generally improve the functionality and logistics of EPP program, CPRM division, and agency-level service provision, applying Lean principles and tools as needed.

Regularly and proactively complete work assigned and be willing to assist others as necessary to meet overall business needs and performance goals.

Regularly and proactively attend and participate in staff and other meetings.

Serve as a member of DES committees convened to assist DES and other agencies in the resolution of operational issues, and applies Lean principles and tools as needed.

Represent DES on external committees as requested.

Other related duties may be assigned, as appropriate and applicable to the responsibilities of this position.

Accountability – Scope of Control and Influence

Provide examples of the resources and/or policies that are controlled and influenced.

Influences the level of delegated contracting authority authorized to each agency by the DES director through assessment of risk related to their procurement/contracting activities.

Influences policy, practice and protocols related to statewide procurement and contracting.

Influences effectiveness of DES training program through subject matter expertise applied through development and participation in delivery of statewide training program.

Influences the outcome of Debarment proceedings. Outcomes of these proceedings impacts vendor(s) ability to sell goods and services covered by chapter 39.26 RCW, impacts state's ability to defend against business practices or activities that harm government entities or citizens it serves.

Describe the scope of accountability.

Statewide oversight: The incumbent is delegated the authority to act on behalf of DES in analyzing state agency self assessment of their internal risks and mitigation strategies related to procurement and contracting activities within their organization. The outcome of the analysis is a final recommendation of state agency individual delegated authority for procurement and contracting subject to chapter 39.26 RCW. Requires expert knowledge of procurement laws, rules, policies and best practices. The incumbent is accountable for objective, consistent, and proactive actions related to this oversight authority.

Describe the potential impact of error or consequence of error (impacts unit, division, agency, state

Impact of errors could result in overall higher risk to agencies related to their procurement and contracting activities. Either the agency is given authority that is too broad for the knowledge, skills or abilities of its staff, or the agency may be inappropriately constrained when they are actually capable of effectively procuring goods and services needed.

Errors or inconsistency in review/approval of contracts filed with DES may cause the reputation of DES as a trusted partner to be diminished, may delay completion of agency projects, could lead to loss of funding that may be date sensitive, may impact contractors who are awaiting DES' decision to start work, etc.

Errors or inconsistency in executing DES Hearings Examiner duties may negatively impact business' ability to contract with the state of Washington. Unclear or incorrect recommendations may cause harm to the reputation of DES and potential legal claims. Procedural errors may cause harm to vendors and/or the state.

Errors in training may cause trainees to misapply state laws and policy possibly leading to failed acquisition processes, unenforceable contracts, lawsuits, audit findings, etc.

Financial Dimensions

Describe the type and annual amount of all monies that the position directly controls. Identify other revenue sources managed by the position and what type of influence/impact it has over those sources.

Operating budget controlled.

- None

Other financial influences/impacts.

- None

Supervisory Responsibilities

Supervisory Position: Yes ☐ No ☒

If **yes**, list total full time equivalents (FTE's) managed and highest position title.

Decision Making and Policy Impact

Explain the position's policy impact (applying, developing or determining how the agency will implement).

Policy impact is statewide. On a daily basis applies statewide law and policy on procurement and contracts by providing analysis and review of state agency risks related to their activities and processes in this area. On a daily basis, provides consultation to state agencies on mitigation of identified risks in procurement and contracting in their agency. Interprets statutory and statewide policy on procurement and contracting requirements, procurement strategies, etc. Makes final recommendation on other agencies' overall risk levels and delegation of authority to procure goods and services.

Makes policy recommendations/input to the DES Manager responsible for development and maintenance of statewide policy related to procurement and contracts.

Is the position responsible for making significant recommendations due to expertise or knowledge? If yes, provide examples of the types of recommendations made and to whom.

Internal and external procurement and contracting – regularly makes recommendations to internal customers and to other agencies and higher education related to procurements and contracting (law, policies and best practices). Uses expertise and knowledge to provide strategic input to mitigate risk related to procurement and contracting functions.

Collects input, documents and makes recommendations to DES manager responsible for development and maintenance of statewide policy and/or practices for procurement and contracting.

Explain the major decision-making responsibilities this position has full authority to make.

This position is authorized and responsible for review and analysis of agency Procurement Risk Assessments, drafting and recommending levels of delegated purchasing/procurement authority for goods and services subject to chapter 39.26 RCW.

This position is responsible for follow up and guidance to agencies on procurement mitigation plans identified in the risk assessment process.

This position is responsible for ongoing improvements and maintenance of the statewide Procurement Risk Assessment Tool used to inform DES' delegation of purchase/procurement authority to all state agencies.

This position is responsible for timing and coordination of communication related to the statewide Procurement Risk Assessment tool including, but not limited to support to agencies related to use of the tool, updates to the tool, periodic agency review cycles, and record keeping of outcomes consistent with state record keeping requirements.

This position is authorized and responsible for analysis and outcome recommendations for assigned Debarment proceedings as set forth in Chapter 200-305 WAC, DEBARMENT PROCEDURES.

Describe whether decisions are of a tactical or strategic nature and how decisions are made. For example, is there known precedent, is it somewhat unfamiliar, or unknown and unexplored?

As a professional, incumbent is expected to be comfortable making decisions at both levels and to assist in overall work flow and issue resolution. For example:

Tactical:

Analysis of risk assessment for agency self assessments related to procurement of goods and services requires independent judgment and research as well as collaboration with internal and external customers to ensure that agencies receive an appropriate risk assessment and resultant delegated authority. The outcome of this work becomes strategic for each agency. Incumbent is expected to use experience, knowledge and professional judgment to ensure appropriate outcomes.

Strategic:

As a member of the EPP team, gives input and influences strategic plans and goals of the statewide program.

Provides advice and guidance to state agencies and higher education in methods used, compliance with laws, policy and best practice related to procurement and contracting and related risk management issues.

Manages individual workload and deadlines.

What are the risks or consequences of the recommendations or decisions?

Consequences of objective, consistent, and proactive actions related to risk assessment analysis for procurement and contracting ensures that agencies receive the level of delegated authority needed and appropriate for their mission and the supporting resources available within their organization. Excellence in oversight will help to minimize overall risk to the state of poorly conducted procurements and/or poorly structured contract documents which can lead to protests and/or costly lawsuits.

Qualifications – Knowledge, Skills, and Abilities

List the education, experience, licenses, certifications, and competencies.

Required Education, Experience, and Competencies.

Education

A graduate degree in law (JD) from an accredited College or University. This position is designated as a DES Hearings Officer and requires the incumbent to be a member in good standing of the Washington State Bar.

Experience

A minimum of five years of professional level experience and knowledge providing analysis and consultation related to procurement/contracting for goods and services, including technology goods and services, practicing enterprise risk management or similar work; at least three years to include government sector experience.

Competencies

The ability to conduct independent analysis of procurement and contracting risks for all state entities subject to chapter 39.26 RCW is required.

Effectively interact with external environment to include meeting, responding and working with people.

Negotiation and mediation techniques.

Timely and effective decision making.

Anticipation of problems and development of responsive, solution-oriented strategies.

Subject matter expertise in law applicable to matters where the incumbent serves as a hearing officer

Extensive knowledge of government systems.

Skills in facilitation, negotiation, problem resolution, investigative methods, management and technical command of long range planning.

Ability to communicate effectvely with state employees, government officials, and the public

Ability to effectively consult with stakeholders on a range of issues including enterprise risk management and risk mitigation strategies, root cause analysis, and strategic planning.

Ability to manage multiple complex projects and work both independently and in a team setting and to initiate and complete projects.

Advanced use of Microsoft Word, Excel, Project, email and internet skills/and experience.

Leadership
This position requires the ability to:

- link the agency's mission, vision, values, goals and strategies to everyday work;
- take calculated risks to improve performance, try a fresh approach, or reach a challenging goal;
- suggest and ask for others' ideas to improve quality, efficiency, and effectiveness; and
- participate in creating a positive work environment where all staff are motivated to do their best.

Strategic Vision
Within the incumbent's area of responsibility, requires the ability to:

- foresee opportunities;
- reliably forecast future needs and create plans to meet those needs;
- recommend strategies for the future that the program should strive for, and explain how current decisions have an impact on achieving the desired future state.

Preferred/Desired Education, Experience, and Competencies.

Experience providing training to state agency staff on procurement or contract related topics.
Experience in development of risk assessment tools.
Experience in development of risk mitigation strategies and tools.
Experience in management or administrative analysis, root cause analysis, planning and conducting intensive organization, administrative, operations, or systems review or studies, leading to program evaluation or improvement
Knowledge of enterprise risk management principles and risk mitigation principles and practice using the

principles to create effective risk mitigation strategies.

Special Requirements/Conditions of Employment List special requirements or conditions of employment beyond the qualifications above.
None

Working Conditions	
Work Setting, including hazards:	Position will provide full-time services within an office setting.
Schedule (i.e., hours and days):	Workload should be completed in a standard 8 or 9 hour day, depending on whether a flex schedule is authorized. However, at times of peak workload, the position is expected to work additional hours to complete projects as requested.
Travel Requirements:	Some limited in-state travel required.
Tools and Equipment:	Desktop Computer, Microsoft Office applications (Word, Excel, Outlook, etc.).
Customer Relations:	Customer relations is a highly important and critical component of this position. Interactions with other state agencies and higher education regarding analysis of agency risk and application of procurement and contracting laws, policies and best practices. Actively and appropriately communicates and interacts with staff at every level of the organization.
Other:	**Lean:** Employs Lean concepts in daily work habits and functions, improving efficiency and reducing waste, employing consistency, standardization and best practices to provide value-added service to agency and its customers. **Safety:** Understands and follow agency safety policies and other standards established to maintain a safe work environment. Carefully organizes personal workspace to minimize the likelihood of an accident or other unsafe incidents. Reports injuries, accidents or hazards to supervisor.

Acknowledgement of Position Description The signatures below indicate that the job duties as defined above are an accurate reflection of the work perfor/med by this position./	
Date: 8/19/2015	Supervisor's Signature (required):
Date: 08/20/2015	Appointing Authority's Name and Title: **Farrell Presnell, Assistant Director** Signature (required):
As the incumbent in this position, I have received a copy of this position description.	
Date: 8/19/15	Employee's Signature:

Department of Enterprise Services
COPY
Human Resources Office

Washington General Service (WGS)
Position Description

For assistance completing this form, contact your Human Resource Office or see the WGS Position Description Guide and WGS Sample Position Description.

Position Information		
Action: Update Date: 10/14/2017 Proposed Class Title: Surplus Inventory Control Specialist 2 - Lead	HR Approved Class Title:	Effective Date:
Current Class Title: Surplus Inventory Specialist 2	HR Approved Overtime Eligible: Yes ☐ No ☒	Seasonal/Cyclic: Yes ☐ No ☒
Work Schedule: Full Time ☒ Part Time ☐	Position Number/Object Abbreviation: 71031502 – 0122	Salary Range: 37
Position Covered by a Bargaining Unit: Yes ☐ No ☒ If **yes**, select union:	Assignment Pay: Dual Language ☐ Other ☐	
Incumbent's Name (If filled position):	Address Where Position Is Located: 7511 New Market Street, Tumwater WA 98501	
Agency/Division/Unit: DES Surplus Operations	Supervisor's Name and Title: Surplus Inventory Control Specialist 4	
Supervisor's Position Number: 71025360	Supervisor's Phone: (360) 407-1915	

Position Objective
Briefly explain the purpose of the position and how it supports the organization's mission **(attach an organizational chart)**.

Surplus Operations' primary responsibilities are to keep State and Federal surplus property out of landfills (reutilizing property wherever possible) and to maximize the dollars that are returned to agencies. This position contributes to the agency mission by promoting sustainability and savings while maximizing the useful life of state assets and dollars returned to agencies.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Assign a percentage of time to each duty. Task statements should describe the **action** performed; to **whom or what**; using what **tools, equipment, methods, and/or processes**; and the **final product or outcome**.

For more guidance, see Essential Functions Guide and Examples of Work Statements.

% of time (Must total 100%)	**List the assigned work in order of importance, with essential functions underlined.**
60%	**Duty:** Leads day to day retail store operations **Tasks include:** Responsible for the organization, cleanliness and daily set up of the surplus public store. Stock retail store, general customer assistance, pricing and pricing research, show vehicles to customers, work with Priority customers for property sales and transfer. Ensure that all prices are visibly marked on all items and that items are displayed favorably.

	Adhere to all gu. ines and policies to ensure appropriate tu. round time on movement of sold or unsold products. Work with SICS2's and CSS2's to keep Public Store area and racking organized, clean and prepped for incoming surplus items. Assist customers with load outs using the Komatsu 22,000lb rated heavy equipment forklift, propane sit-down forklift, reach truck, pallet jack, forklift or hand truck. Works in concert with supervisor and peers to maintain a positive, proactive working relationship with public and priority customers and co-workers. As the lead, serves as first escalation point to resolve disputes via phone, email or in person. Report and document any and all employee and customer safety occurrences – Near misses and incidents to the on call manager. Work with agencies to accommodate product needs Escalates to on call supervisor/management when needed.
20%	**Duty:** Online auctions / Load out of property **Tasks include:** Prepares online listings of surplus property (vehicles, equipment, warehouse items, etc.) for sale to priority and public customers (includes writing a description, taking pictures, entering the information onto the website and posting the listing). Answer customer's questions regarding listings. Assist as needed with previewing property. Evaluates property to decide the best sales venue. Forklifts and pallet jacks are used on a regular basis. Operate and maintain forklift and pallet jacks according to policy, regulations and recognized standards. Inspect lift equipment pre and post shift to ensure it is safe to use and to document potential maintenance issues. Document inspections. Immediately report unsafe equipment, unsafe operation and accidents to the supervisor or other appropriate entity. Maintain current forklift operators' certificate. Oversee the shipping and freight needs for sold Online auction items.
10%	**Duty:** Responsible for all aspects of cash handling, including online auction payments and monitoring of on time pay and pickup, cashiering for public store and priority agencies. Responsible for large sums of cash, checks, wire transfers and credit card transactions. **Tasks include:** Cashier for public store, online sales and priority sales. Balance daily cash receipts for public store and online sales. Prepare closing on-line sales invoices and bills of sale daily. "Report of Sale" notification to DOL daily for all titled vehicle/equipment sales. Troubleshoot any issues the Customer Service Staff may have with cashiering, using the Point of Sale system, customer service issues, auction pick up and all financial paperwork. Maintain a positive working relationship with public, priority customers and co-workers.
5%)	**Duty:** Perform financial duties. **Tasks include:** Maintain, create and assist in analyzing sales data reports Oversee and perform the updating of financial data with online vendor (GovDeals). Prepare daily financial transmittals and deposits. Prepare invoices using ABS system for priority sales. Track Online, Public Store and Priority Sales. Assist in special financial reporting for management team

5%	**Duty:** Other Duties as assigned

Lead Work/Supervisory Responsibilities		
Lead Position: Yes ☒ No ☐ Supervisory Position: Yes ☐ No ☐ If **yes**, list each direct report below.	☒ Assigns Work ☒ Instructs Work ☒ Checks Others' Work ☒ Plans work ☐ Evaluates Performance ☐*Takes Corrective Action ☐*Hires ☐*Terminates (*Has the authority to effectively recommend these actions.)	
Class Title of Direct Report(s)	**No. of Positions**	**Work Schedule**
Add information that clarifies this position's lead or supervisory responsibilities:		

Working Relationships

Level of Supervision received (check one): For more guidance see: Glossary of Classification Terms.

☐ Direct/Close Supervision: Most work is reviewed in progress and upon completion.
☐ General Supervision: Completed work is spot checked.
☒ General Direction: Completed work is reviewed for effectiveness and expected results.
☐ Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws, and program goals.

Add information that clarifies this position's interactions with others to accomplish work:

Continuity of Operations Plans (COOP) Designation – For Disaster or Emergency Recovery

For more information see: COOP and Critical Positions.

Is this position critical based on agency COOP? Yes ☐ No ☒
If **yes**, describe how the position supports the agency COOP Critical Functions:

Working Conditions

Work Setting, including hazards:	Warehouse setting, the warehouse it is not a climate controlled area and is subject to extreme temperature fluctuations. Warehouse area is also dirty and dusty; at times you may be subjected to breathing in aforementioned dirt and dust.
Schedule (i.e., hours and days):	Tuesday – Friday 8:30 am to 5:00 pm; Saturday 7:30 am – 4:00 pm
Travel Requirements:	Minimal
Tools and Equipment:	Pallet jack, standing and seated forklifts, hand truck, computer, printer, scanners, phones
Customer Interactions:	Constant interaction with public, state agency and political subdivision customers.
Other:	Must be able to lift and carry a minimum of 40 pounds on a consistent basis, occasionally lift up to 75 pounds

Qualifications

List the education, experience, licenses, certifications, and competencies (knowledge, skills, abilities, and behaviors).

Required Qualifications:

High school diploma/GED

Valid WA State Driver's License

Two years of experience providing assistance to customers regarding inquiries, complaints or challenging issues.

Two years of experience receiving and evaluating property with a large scale government or commercial warehouse.

Preferred/Desired Qualifications:

Proficient in Microsoft Office Suite

Ability to communicate both oral and written, in a clear, professional manner.

Experience in the retail sales market, including cashing, balancing, pricing, customer service

Excellent organizational skills; able to manage and prioritize multiple tasks

Excellent customer service skills and experience working and experience with people from various social and economic backgrounds.

Experience operating pallet jack, forklift (certification required within six months)

Positive attitude and willingness to learn.

Able to work well with co-workers.

Aware of surroundings and safety issues.

Familiar with online sales.

In-Training Plan, If Applicable

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date	Supervisor's Signature (required):
10/31/2017 ~~10/14/2017~~	

Date: 11/1/17	Appointing Authority's Name and Title: Marjane King, AD	Signature (required): Marjane King
As the incumbent in this position, I have received a copy of this position description.		
Date: 10/31/2017	Employee's Signature:	

Position details and related action have been taken by Human Resources as reflected below.

For Human Resource/Payroll Office Use Only			
Approved Class Title:	Class Code:	Salary Range:	Effective Date:
Pay Scale Type:	Job Analysis On File? Yes ☐ No ☐	Position Type (Employee Group):	EEO Category:
Employee Sub-Group:	Position Retirement Eligible: Yes ☐ No ☐	Position is: Funded ☐ Non-Funded ☐	Workers Comp. Code:
County Code:	Business Area:	Personnel Area (FEIN):	

Cost Center Codes

COST CENTER	PCT. (%)	FUND	FUNCTIONAL AREA	COST OBJECT	AFRS PROJECT	AFRS ALLOCATION

Date: 11/3/17	HR Designee's Name: RACHEL HOLDER	HR Designee's Title: HRC	HR Designee's Signature: Rachel Holder
Date:	Budget Designee's Name:	Budget Designee's Title:	Budget Designee's Signature:

Washington Management Service (WMS)
Position Description

COPY

For assistance completing this form, contact your WMS Coordinator.

Position Information		
Position Title: Tour and Information Services Manager	Position Number/Object Abbreviation: 0024	
Incumbent's Name (If filled position):	Agency/Division/Unit: Department of Enterprise Services, Executive Management	
Address Where Position Is Located: Legislative Building, 416 Sid Snyder Avenue, Room 111 Olympia, WA 98504-1034	Work Schedule: Part Time ☐ Full Time ☒	Overtime Eligible: Yes ☐ No ☒
Supervisor's Name and Title:	Supervisor's Phone: 360-407-9203	

Organizational Structure

Summarize the functions of the position's division/unit and how this position fits into the agency structure **(attach an organizational chart).**

The Department of Enterprise Services (DES) was created to provide centralized leadership in efficiently and cost-effectively managing resources necessary to support the delivery of state government services. The mission of DES is to implement a world-class, customer-focused organization that provides valued products and services to government and state residents.

Visitor Services provides direct oversight and management of highly complex activities where free speech/First Amendment and Second Amendment, policy, safety, and customer service considerations are paramount. The nature of the work in Visitor Services is highly visible and requires a thoughtful approach to remedy complex campus use problems and visitor objections. Visitor Services provides scheduled access and space management to campus users and manages the campus to ensure that the conduct of government business is minimally impacted. .

Position Objective

Describe the position's main purpose, include what the position is required to accomplish and major outcomes produced. Summarize the scope of impact, responsibilities, and how the position supports/contributes to the mission of the organization.

The position manages the Visitor Services program, reports to the Department of Enterprise Services (DES) Deputy Director and is a member of the department's extended management team. Planning and directing the tour and event program; managing program resources; designing tour content and civics curriculum; and overseeing administrative functions such as recruiting, hiring, and training; and evaluating staff are expected at the highest level. The position is self-directed in partnership with others, managing and coordinating activities and personnel to ensure the appropriate use of resources and the delivery of a positive visitor experience on the Capitol Campus.

This position functions as the DES representative for campus use including traditional public forums such as the Legislative building. This position interacts with a wide array of government officials often responding to complaints, concerns or use questions. In addition, this position interacts with the public and event requestors. Often on the frontline to manage expectations, enforce rules and protect campus assets, the manager must interact as DES's ambassador and diplomat to ensure the balance of First Amendment rights, the conduct of government business and the consistent application of user requests in a highly contentious political environment. This position is often the main communicator and liaison for the department on behalf of the Deputy in significant user activities (e.g Occupy Olympia, see; https://www.youtube.com/watch?v=eFhSbgASyl4).

This position is a key team member in assisting with the decision-making process regarding time, place and manner restrictions for campus activities. Assists with compliance of WAC 200-220 (was WAC 23717) and other agency WACs related to campus use.

The position determines business needs and business development for the program. Addressing and exploring options for user improvements to DES facilities. This position will provide leadership and hands-on guidance for generating new revenue for the program. Through implementing a new rate structure, partnering with marketing experts both internal and external, this position will actively solicit new users of Capitol facilities for additional public use. A growth in business of $90,000 per year is an expected accomplishment for this position in the 2017-2019 cycle. Attending and hosting trade shows for prospective customers and expanding the Capitol facilities' presence both online and in business circles will be necessary of this position to meet these goals.

The position acts as the liaison and critical link to other DES managers to ensure the smooth operation of service delivery to campus users which includes over 500,000 users a year, over 600 events per year, and 80,000 visitors on public tours.

The position also serves as the intake to all complaints, questions, and inquiries of campus users. Often this position resolves or refers complaints and ensures follow-up and resolutions are completed.
This position interacts with event sponsors, agency heads, visitors, touring school group leaders and faculty; visitor services staff and volunteers; the staff of other offices within DES; legislators and elected officials and their staff; WSP and other security personnel.

The manager oversees an annual operating budget of $700,000 and is responsible for program permitting and contract management. The manager oversees the processing of payments for services and fees of $100,000 per year.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Functions listed in this section are primary duties and are fundamental to why the position exists. For more guidance, see Essential Functions Guide.

Duty:

Provide leadership and direction to both the tour and event programs. Approve and reject use permits for the Capitol Campus.

Tasks Include:

Plan large events and work with campus tenants, legislators, House and Senate Administration, and event sponsors to coordinate their activity and ensure compliance with DES policies and/or procedures.

Provide on-site decision-making regarding events and activities; act as a resource for the Washington State Patrol and other DES staff as the decision-making authority for DES on behalf of the Deputy Director regarding campus use and free speech issues; communicate with event participants to resolve problems or issues; make decisions based on relevant policies and procedures while operating in a demanding political environment; and provide assistance/direction in mitigating free speech activity conflicts.

Oversee permit requests and approval/denial process with consideration to objectivity, consistency and time/place/manner.

Manage potential risks in decision making processes.

Collaborate to finalize contracts for major activities and assure compliance.

Plan and direct day-to-day tour and event program activities for scheduled school and group tours; conduct daily public tours; self-guided tour offerings; organize special group ours and VIP constituent tours.

Develop tour content and curriculum; design special tours and develop civic educational content in conjunction with the

Essential Academic Learning Requirements (EALRs) and other educational guidelines; and oversee scheduling of building spaces for tours.

Develop and implement a comprehensive ongoing plan to promote tour and visitor services as a tourist attraction and an educational experience; develop creative and innovative methods to expand and improve services.

Maintain a cooperative working relationship with local and statewide information centers and visitor and convention bureaus; local community service organizations, and other tourist resources. Interact daily with entities in order to maintain partnerships with other offices and agencies located in the Legislative Building and all of the Capitol Campus.

Duty:
Manage administrative functions for the tour and event program including recruiting, hiring, training, supervising; evaluate permanent, seasonal and volunteer tour program staff; and determine and propose staffing models.

Tasks Include:
Develop strategic action objectives and manage to completion.
Develop and meet performance objectives.
Coordinate tour operations and events ensuring compatibility between groups and activities;
Plan and direct tour activities including scheduling tour guides and scheduling building spaces for tours.
Establish volunteer register, and schedule volunteers.
Develop tour program content; monitor and update information as necessary; obtain and/or design and distribute literature and material to complement the tour content; develop and maintain an up to date resource library, and develop cooperative relations with legislative staff and tenant offices.
Develop and distribute promotional material; develop and implement special projects and programs including virtual offerings and living history presentations designed to complement historical, cultural, and educational heritage.
Conduct annual program staffing reviews.
Assure timely employee performance reviews and support of employee development plans.
Prepare reports; respond to data requests as needed; and make presentations to various audiences.

Duty:
Assist the tour program as necessary.

Tasks include:
Conduct tours, when needed, and fill in for absent school and group tours.
Assist the tour program by greeting buses; transporting lunches; setting up lunch areas; and coordinating schedules.

Duty:
Other duties as required including business planning and process improvement.

Accountability – Scope of Control and Influence

Provide examples of the resources and/or policies that are controlled and influenced.
Reporting to the DES Deputy Director, the Visitor Services Manager oversees a program with five full-time employees, nine seasonal employees and more than 40 volunteers. This position provides oversight and direction that impacts all campus users. This position has significant oversight responsibility and manages the campus, in partnership, with other DES areas including safety, risk management, parking, facilities, custodial, and asset management.

The program is highly visible and well regarded, serving more than 25,000 student visitors and providing more than 2,000 tours on an annual basis. Careful management of the $700,000 operating budget is expected in addition to overseeing a standardized fee structure for event or activity support (revenue of $100,000).

This position envisions and enacts new user experiences for visitors, such as new tour offerings and new tour venues. An example would be the recent expansion of the program to the Temple of Justice to provide staff coverage and tours during the Legislative session. Both visitors and other agency partners are impacted by the actions of this position and relationships and partnerships are a critical aspect of managing the visitor experience across the campus.

Other programs rely on Visitor Services' leadership to direct services and inform/develop staff plans to support the agency mission. Good judgement and consistency are critical in the day-to-day operations of the Capitol Campus. Complex requests that require evaluation and careful consideration of legal parameters are part of the ongoing business activities.

The following State Requirements are enforced by this position:

1. WAC 200-200 State capitol grounds traffic and parking regulations
2. WAC 200-210 Capitol Lake and adjoining lands and roadways
3. WAC 200-220 Use of the public areas of the capitol buildings and grounds
4. Liquor Control Board Banquet Permit

The following policies are directly managed by this position:

1. Alcohol use restricted on the capitol campus
2. Appeal of denial of use of the capitol buildings and grounds
3. Permitting use of the capitol buildings and grounds procedure
4. Commercial filming, videography and photography
5. Displays on the capitol grounds
6. Activity parking on the capitol grounds
7. Scheduling support services for activities
8. Managing spontaneous gatherings
9. Standards for bridge banners
10. Campus use rate schedule

Describe the scope of accountability.

Customers and programs rely on consistent and fair considerations of requests and scheduling of staff and facility resources. Decisions and actions are extremely meaningful as thousands of visitors and many elected officials and others expect equitable and respectful services. This position is highly accountable as each decision has a direct and evident impact on users of all varieties. Decisions are made on a daily basis and impact specific users as well as set precedent for future campus use decision making.

Describe the potential impact of error or consequence of error (impacts unit, division, agency, state).

Errors in judgment or neglect in considering requests can result in general criticism or inquiries from press or media and can lead to national media attention and discussion. Tenants, which include the Governor and top statewide elected officials, rely on consistent and intelligent contemplation of free speech and event requests, permits and activity direction.

Poor decision making can result in lawsuits and judgements against DES.

Highly contentious displays, rallies, protests, and special events are all within the pattern of ongoing requests.

Financial Dimensions

Describe the type and annual amount of all monies that the position directly controls. Identify other revenue sources managed by the position and what type of influence/impact it has over those sources.

Operating budget controlled.

- Overall responsibility of this position provides general oversight of program areas and the annual operating budget of $700,000.

Other financial influences/impacts.

- Carefully plan to ensure appropriate employee and program resources.
- Provide recommendations that positively impact the program, department, and state's financial position through ongoing management improvements and operational efficiencies.

Supervisory Responsibilities

Supervisory Position: Yes ☒ No ☐

If **yes**, list total full time equivalents (FTE's) managed and highest position title.

(1) Tour and Information Services Coordinator 4; (1) Program Specialist 3; (2) Tour and Information Services Coordinator 3; ((9) Tour and Information Services Coordinator 1 (seasonal); and (30) Volunteers (part time).

The position provides supervision within the tour and event programs by providing day-to-day operational guidance to the entire Visitor Services program. This position performs all supervisory duties including employee selection, training and performance appraisal; making work assignments, and providing oversight of the Visitor Services program.

This position determines tour content, develops training curriculum and materials, and performs tour guide training. This position assesses fees, approves or denies event applications and establishes policy..

Decision Making and Policy Impact

Explain the position's policy impact (applying, developing or determining how the agency will implement).

The Manager develops policy.. . It is imperative that policy at this level be well thought out and provide the safeguards and flexibility necessary to support a diverse campus setting, This position is also responsible for the implementation of all policies specific to Visitor Services.

Is the position responsible for making significant recommendations due to expertise or knowledge? If yes, provide examples of the types of recommendations made and to whom.

This position requires quick and informed decision-making and must use independent judgement in a variety of situations. The Manager interacts on an ongoing basis with key officials and the public. Planning, evaluating and adapting are critical in effectively managing the demands of this program.

Significant knowledge and experience are critical to providing recommendations to the Deputy Director. This position provides direct recommendations to the Deputy Director for action and strategic approaches and must possess experience and in-depth knowledge of past permits issued and critical issues that require special attention. This position must be well versed in the legal parameters and past history of legal boundaries surrounding citizen's rights.

Examples of recommendation to the Deputy Director include:

Decision making recommendations include Time, Place, and Manner on the campus;

Approval or denial of permits for religious activities on campus—including displays, services, etc.;

Free speech vs. non-free speech issues and campus use;

Commercial and private activity approval and denial;

Free speech restrictions (protesters with masks or threatening behavior or space use questions);

Recommendations for items allowed in the Capitol building during protests and the active management of things not prohibited;

Recommendations for handling non-compliant armed protestors;

Recommend approval and denial of nudist activities in campus parks, determining with the Attorney General compliance restrictions;

Making decisions about when to intervene in competing free speech activities and directing the Washington State patrol to act on behalf of DES;

Determining activity parameters for groups that hold vigils and camp for multiple days;

Native American religious rights and campus use;

Assessing fees for damages from an activity and what constitutes who is responsible;

Approaches to dealing with highly contentious groups.

Activity requests are unique and always require special attention and consideration.

Explain the major decision-making responsibilities this position has full authority to make.

This position selects and manages staff within the Visitor Services program. This position applies independent judgement to establish priorities and determine assignments. Makes independent decisions on permit application based on knowledge, history and rules. This position must be a high-level decision maker and know when their expert level decision making requires elevation to the Deputy Director. Making a decision to elevate is encouraged as mistakes will harm the agency.

Describe whether decisions are of a tactical or strategic nature and how decisions are made. For example, is there known precedent, is it somewhat unfamiliar, or unknown and unexplored?

Day-to-day decisions rely on consistent application of legal and policy guidance. Consistency is critical. Consultation with Executive Management is often appropriate given the sensitive nature or potential outcomes of important requests. Respect for First Amendments rights is constant.

Decisions are often both tactical and strategic and require unknown and untested solutions. Significant consultation with the Attorney General is often required.

What are the risks or consequences of the recommendations or decisions?

This position manages critical issues that are potentially dangerous for both the physical protection of the facilities and great reputational risk. Often this position is the liaison between protesters and space users that have the potential to turn violent or news worthy. This position is often the only site rep. that can engage a group in dialogue before an issue becomes unlawful.

Lawsuits and complaints about individual's rights being violated are the severest of consequences for this program. This position directly mitigates the violations of individual's rights and the risk of lawsuits resulting from demonstrations or activities (runs, races, fairs, alcohol use etc.).

Every decision that this position makes has the potential to be challenged or contested by requestors. There are over 650 annual written decision that this position makes (issued permits) and several hundred "what if" questions from users each year.

Each decision that this position makes sets a precedent for use of the Capitol Campus.

These are good examples of the consequences:

:

http://www.seattletimes.com/seattle-news/state-sued-over-lack-of-nativity-scene-at-capitol/

http://www.thenewamerican.com/culture/faith-and-morals/item/978-wash-state-govt-denies-baptism-permit-in-public-park-church-may-sue

Example of when things go well when they could have not gone well: http://www.komonews.com/news/local/Thousands-expected-at-Capitol-to-protest-new-gun-law-285715151.html?tab=video&c=y

Qualifications – Knowledge, Skills, and Abilities

List the education, experience, licenses, certifications, and competencies.

Required Education, Experience, and Competencies.

A bachelor's degree in business, education, social science, communication, history or related field and three years' experience in customer service, hospitality, tourism, or public relations.

Educational courses, volunteer experience, on the job training in the fields of hospitality, tourism, visitor programming and administrative support may be substituted year for year for degree on a case-by-case basis.

Essential Qualifications:

Experience in customer service, hospitality, tourism or public relations at a managerial level; ability to receive, process, and assess information and make appropriate decisions; communicate both orally and in writing, often at an executive level.

Knowledge of Washington civics and the educational system, specifically related to the ELRs and other essential grade level learning requirements related to civic education.

Ability to act discreetly, keeping confidences and sharing information appropriately, not allowing personal political opinions and positions on issues to be known.

Ability to develop and train others on factual educational and information tour curriculum and materials, and manage people to achieve results cooperatively.

Disciplined and organized, able to follow through and meet deadlines and commitments; able to manage multiple projects simultaneously. Must possess the heart of a teacher and commitment to serving the public.

Ability to manage activities and employees to ensure safety, efficiency and program effectiveness.

Demonstrated mastery of, or ability to be proficient in eight statewide leadership competencies:

Accountability: Doesn't attempt to diffuse blame for not meeting expectations, admits and learns from mistakes. Clearly sees the "bottom line" of customer expectations and ensures that work products meet that bottom line. Appropriately balances quality of work with ability to meet deadlines.

Adaptable to Change: Adapts easily to changing conditions and work responsibilities, anticipates and communicates possible changes. Sees different alternatives to reach a given end. Helps others cope with the ongoing demands of change and clarify priorities when leading change.

Communicates Effectively: Clearly and effectively communicates with individuals and groups, conveying thoughts concisely. Keeps supervisor and co-workers informed while sharing complete and accurate information with others to include staff and people outside the organization. Staff knows expectations and program/division/agency goals.

Creative and Innovative Thinking: Sees opportunities for creative problem solving awhile staying within the parameters of good practice. Can discuss multiple aspects and impacts of issues and project them into the future, articulately painting credible pictures and visions of possibilities and likelihoods. Inspires workmates to be creative and innovative. Links mission/vision/values to competencies. Stays focused on tasks in spite of distractions and interruptions and makes the best use of available time and resources.

Customer Focus: Knows his/her customers and can describe their expectations. Talks about public service responsibilities. Follows up with customers to ensure needs have been fully met. Explains how actions directly affect customer satisfaction. Shares customer service lessons with others within the organization.

Ethics and Integrity: Maintains confidentiality and keeps promises and commitments made to others. Talks to others about the need for ethical behavior and doesn't misrepresent him/her for personal gain. Follows through. Uses the public's funds and resources appropriately.

Performance Leadership: Assures establishment and communication of strategies and goals, always putting emphasis on state/agency goals over division or work group interests. Assures goal measurement and progress reporting. Clearly sets meaningful expectations and ensures all employees are given regular feedback on performance. Faces up to problems with people quickly and directly and effectively manages consequences when goals are achieved or not. Asks employees for quality improvements.

Results Orientation: Achieves extraordinary results by focusing on desired outcomes and how best to achieve them. Quickly senses what will help or hinder accomplishing a goal, responds to setbacks with renewed and increased efforts. Adapts to and positively deals with the stress of a high-paced work. Generates unique but workable and useful solutions to difficult problems. Meets productivity standards, deadlines and work schedules.

Other:

Safety: Organize personal workspace to minimize the likelihood of an accident or other unsafe incidents; report injuries, accidents or other hazards to supervisor; provides annual safety training to all subordinate employees, and attends agency required annual training.

Preferred/Desired Education, Experience, and Competencies.

Interest and knowledge of Washington's history, the legislative process, and Legislative Building architecture.

Special Requirements/Conditions of Employment

List special requirements or conditions of employment beyond the qualifications above.

Working Conditions	
Work Setting, including hazards:	Located on the first floor of the Legislative Building but program activities take place throughout the building, in other adjacent buildings, and on Campus grounds. Ability to lift weights up to 50 pounds or more. This position involves considerable walking and standing on hard floors and walkways; traveling between buildings, and greeting school buses, often in inclement weather situations.
Schedule (i.e., hours and days):	8:00am-5:00pm Monday through Friday during session times but a compressed work week may be available during interim. All holidays during session are considered regular work days and some weekend work is required.
Travel Requirements:	Travel to conduct business and/or to attend meetings located at DES 1500 Jefferson or other locations within Thurston County.
Tools and Equipment:	Duties may require the use of standard office furniture and equipment (desks, files, cabinets, computer, phone, fax machine and copy/printer machines).
Customer Relations:	Works among the visiting public, state legislators, and statewide elected officials and their staffs. The works is fast paced and demanding. Business professional dress is required.
Other:	Essential employee—COOP Plan.

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by

this position.	
Date:	Supervisor's Signature (required):
Date: 2-18-16	Appointing Authority's Name and Title: Signature (required):
As the incumbent in this position, I have received a copy of this position description.	
Date: 2/22/16	Employee's Signature:

Position details and related actions taken by Human Resources will be reflected on the Position Evaluation Summary form.

May 5, 2018

Risk Code and Overtime determination Training - Questions and Answers

Risk Code Section:

Q: What does "potential for loss" mean?

A: Potential for loss means the potential that a position will result in time loss payments. It also refers to the cost for any medical care associated with a filed injury claim, and any amount of cost that is deducted from the insurance fund.

Q: For an employee who has a home office in Eastern WA, how do we calculate travel time?

A: Travel is calculated based off the employee's home office location. For example, if the employee travels four times per year to the Olympia, WA office, but has limited travel otherwise, the travel associated with the position doesn't constitute more than 50%.

Q: Is there a definition of "light physical work"?

A: For example, occasionally moving a box or setting up a traffic cone.

Q: Is it a requirement to retain the completed Risk Class Form in the position files?

A: It is not required. However, it is recommended to complete and store this form within the position files to memorialize that the agency completed the due process to establish an accurate risk code for each position.

Q: How does L&I determine risk code compliance?

A: Yes L&I can audit an agency if they believe employees are not classified properly. Typically, it would be related to an injured employee's worker comp claim; for example if someone classified as 4902 was injured operating a bulldozer. L&I is able to levy fines for incorrect classification, but they usually reserve fines for egregious misrepresentation.

Q: Are there fines for misclassifying a position?

A: No, there would not be a fine. However, it would affect the agency experience rating and may adjust your agency's rates for the next 3-year rate period.

Q: If I need to make a change to an existing position's risk code, what forms should I submit?

A: Submit a PPDS form. DES has chosen to make these changes "today forward," to eliminate a retroactive change in pay for an employee.

Note: If you are evaluating a change in risk code for a position, be sure to reach out to your assigned DES HR Consultant before taking action. There are notification processes that will need to be followed prior to taking action.

Tip: Risk codes apply to all categories of state positions: WGS, WMS and Exempt from civil service employees.

Overtime Section:

Q: Are all hourly positions overtime eligible?

A: Hourly positions are generally always eligible for overtime. With *rare* exceptions. If you have a question about whether an hourly position is overtime eligible or exempt, reach out to your assigned DES HR Consultant.

Q: Can salaried positions be either eligible or exempt from overtime?

A: Yes, salaried positions can be either eligible for, or exempt from, overtime pay.

Q: Should I keep the overtime form in the agency position files?

A: DES HR recommends using the overtime eligibility form going forward and keeping it in your agency position files. It would be helpful in the event of an audit, to determine compliance with FLSA.

Q: If our agency doesn't approve overtime, should we code the position as overtime eligible or overtime exempt?

A: The agency does have the authority to establish expectations with overtime eligible employees that all overtime should be pre-approved. However, you still want to code the position accurately. If the position is overtime eligible, code it as such.

Q: If I need to make a change to overtime eligibility of a position, what form do I need to submit?

A: Submit a Position Action Form (PAF).

Note: If you are evaluating a change in overtime eligibility, be sure to reach out to your assigned DES HR Consultant before taking action. Some changes will need to be routed to State HR.

Tip: Don't confuse position exemption from civil service rules and overtime exemption status.

We are covering the Fair Labor Standards Act Overtime Exemption criteria. Whether a position is eligible to receive overtime pay, or is determined to be exempt from receiving overtime pay.

Tip: On the overtime exemption form, if you choose "no" on the salary test, then the position is automatically overtime eligible. For the exemptions, all boxes must be checked "yes" in order for the exemption to apply (with exception of the Professional Exemption, in which it can be either box, but does not need to be both).

Risk Code Determination Workshop

How to look up assigned worker’s comp rates through Labor & Industries:

Step 1:
Go to http://www.lni.wa.gov/

Step 2:

Click on the “Look up an employer’s workers’ comp account’ link on the right side of the home screen.

Step 3:

Click on the “Verify a Contractor, Tradesperson or Business” link

Businesses — Look Up an Employer's Workers' Comp Account

Use L&I's Verify tool to look up your business or another business's information.

Verify a Contractor, Tradesperson or Business

Step 4:

Select your search by option from the drop down menu. For this example, we used the company’s WA UBI #.

After you enter the business license number the business will populate. Click on it.

WA ST ENTERPRISE SERVICES DEPT OF — OLYMPIA, WA
Lic no. — null
License: View Details — Workers' comp: View details

Step 5:

Under the "Worker's Comp" header, click the "Workers' comp rates" hyperlink

Workers' comp rates

Certificate of Workers' Comp Coverage ?

This will bring up the page that lists all of the worker's comp rates assigned to your agency.

Risk classifications

4902-00 State Govt: Clerical/Admin Ofc

Hourly rate
0.4108

5300-00 State Govt – Admin Field Staff

Hourly rate
0.3861

5307-00 State Government NOC

Hourly rate
1.9583

6901-00 Volunteers-Excl Law Enf Offcrs

Hourly rate
0.0799