

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

COMMUNITY SERVICES TECHNICIAN  
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions that perform specialized community services program support functions in program research, training, public information, planning, program evaluation, statistical analysis, or a related professional area. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future; rather, it is designed to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series encompasses positions that perform specialized community services program support functions in program research, training, public information, planning, program evaluation, statistical analysis, or a related professional area.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which, for a majority of the time, perform duties which are more appropriately classified as Community Services Specialist.
2. Management, professional, and supervisor positions, as defined in s. 111.81, Wis. Stats.
3. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification Series

Employees enter positions within this classification series by competitive examination. Movement to the Senior level will typically occur through reclassification.

## II. DEFINITIONS

### COMMUNITY SERVICES TECHNICIAN

Positions allocated to this classification level perform specialized community services program support functions in program research, training, public information, planning, program evaluation, statistical analysis, or a related professional area. Positions perform or assist higher level staff in performing the evaluation of training needs, development of comprehensive training programs, and conducting or coordinating training; respond to requests from field or central office staff members and the public for information or data requiring in-depth research or data compilation and analysis; provide specialized assistance to the field staff as a member of a project team; assist in the evaluation of new programs or legislation which will impact local units of government; and prepare written reports for management including analysis and recommendations. Work is performed under general supervision.

### COMMUNITY SERVICES TECHNICIAN - SENIOR

Positions allocated to this classification level perform program coordination, staff specialist, or assistance field consultant work in a specialized community services or related program. Positions at this level perform one or a combination of the following functions: 1) coordinator of a specialized community services program or major subprogram with responsibilities for program development, implementation, evaluation, analysis, and review; 2) staff specialist in an area such planning, research, training program development, evaluation, analysis, or review; or 3) assistant field consultant with responsibility for providing assistance to Community Services Specialists and to local units of government. Work is performed under general supervision.

Positions allocated to this level differ from positions allocated to the Community Services Technician level in the degree of specialized knowledge required, the independence of action exercise related to all specialized program activities, and the overall complexity and discretion of the assigned duties.

## III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

## IV. ADMINISTRATIVE INFORMATION

This classification series was created effective November 1974. This classification series was collapsed and created effective May 18, 2003 and announced in Bulletin MRS-SC-158 as a result of the WPEC Broadbanding and Class Collapsing Study.