

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

NATURAL RESOURCES SERVICE CENTER SUPERVISOR

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 supervisory positions located at the Department of Natural Resources which function as Natural Resources Customer Service Center Supervisors. This classification specification is not intended to identify every duty which may be assigned to positions but is intended 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 classification 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; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions located at the Department of Natural Resources (DNR) which function as supervisors of customer service staff and/or customer service supervisors located at service centers. Positions allocated to this classification must meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which serve as the team leader for the region's customer service program or section chief within the Bureau of Customer Service and Licensing for a majority of the time and are more appropriately classified as Natural Resources Customer Service and Licensing Supervisor.
3. All other positions which are more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Series

Entrance into this classification is typically by competitive examination.

**II. DEFINITION**

**NATURAL RESOURCES SERVICE CENTER SUPERVISOR**

This is responsible work related to the supervision of customer service staff and/or customer service supervisors located at DNR service centers. Positions allocated to this classification function as: (1) a service center manager, with responsibility for supervising Customer Service Representatives within a DNR service center, providing customers with the full range of DNR program services, including permitting and licensing; **OR** (2) the service center manager within the region’s headquarters, with responsibility for all customer service and licensing activities and internal program support services for DNR employees located at the headquarters; **OR** (3) the supervisor of multiple DNR service centers. These positions have responsibility for the day-to-day supervision of all customer service and licensing activities within the centers, perform facilities management responsibilities for the locations; and ensure consistent application of rules, regulations, policies, and procedures.

**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 was created effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to describe positions located at the Department of Natural Resources which supervise customer service staff and/or customer service supervisors located at DNR service centers. This classification replaces the Natural Resources Customer Service Supervisor 1 and 2 classifications. This classification was created in order to simplify the classification system and to expand the broadband pay system to non-represented classifications.

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