

## EDITED KSAPC LISTING

**CLASSIFICATION:** Special Assistant to the Director, YA

**NOTE:** Each position within this classification may perform some or all of these KSAPCs.

<b>KSAPC Statements</b>	
<b>Knowledge of:</b>	
K1.	Comprehensive knowledge of the purpose, organization, policies and programs of the Division of Juvenile Justice (DJJ) to ensure adherence to national juvenile correctional guidelines.
K2.	Advanced knowledge of principles and methods of public and business administration to maintain communication and relationships with internal and external stakeholders.
K3.	Comprehensive knowledge of office management principles, methods, and procedures to ensure accuracy and efficiency throughout DJJ.
K4.	Comprehensive knowledge of legislative processes and organization to ensure compliance to Federal, State, and local laws.
K5.	Comprehensive knowledge of laws, regulations, and other provisions relating to youth correctional programs to ensure compliance with DJJ policies and procedures.
K6.	Comprehensive knowledge of public relations techniques in order to communicate in a professional, tactful, and effective manner in all situations with external stakeholders.
K7.	Basic knowledge of understanding and effectiveness in carrying out State and departmental equal employment opportunity and policies to establish a discrimination and harassment free work environment.
K8.	Basic knowledge of a manager's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.
K9.	Basic knowledge of the collective bargaining process in the private or public sectors to ensure compliance with various laws, rules, regulations, etc. and represent the interest of the department.
K10.	Advanced knowledge of office equipment (e.g. personal computer, copier, fax, personal cell phone device) to conduct daily activities.
K11.	Advanced knowledge of writing skills (e.g. grammar, proof reading, composing and formatting letters/documents, etc.) to consistently produce complete and accurate documents.

*KSAPCs highlighted in bold text are not currently on the SPB classification specification*

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<b>KSAPC Statements</b>	
<b>Ability to:</b>	
A1.	Ability to work independently in order to complete assignments in a timely manner.
A2.	Ability to function effectively in an administrative capacity in order to act as the Director's liaison in any DJJ communications and relationships.
A3.	Ability to resolve sensitive problems in a confidential manner with tact and professionalism.
A4.	Ability to speak and write effectively to communicate in a professional and effective manner with internal and external stakeholders.
A5.	Ability to analyze data and situations accurately in order to determine, recommend and implement effective and appropriate courses of action.
A6.	Ability to establish and maintain effective working relationships to meet the Department's goals and objectives.
A7.	Ability to effectively contribute to the department's Equal Employment Opportunity objectives to establish a discrimination and harassment free work environment.
A8.	Ability to handle sensitive and confidential assignments/information with tact and professionalism.
A9.	Ability to handle a wide variety of public contacts (e.g., Governors Office, Legislature, other government entities, etc.) with courtesy and tact both on the telephone and in person to respond to inquiries, disseminate information, provide assistance, promote a positive work environment, and gain the cooperation of others.
A10.	Ability to analyze situations accurately to take effective action, and respond to situations appropriately (e.g. complaints, emergencies, staff issues, etc.)
A11.	Ability to understand and carry out directions of the Director with minimal explanation to complete work assignments.
A12.	Ability to work under pressure and time constraints to handle changing/simultaneous priorities to ensure timely and accurate completion of assignments/projects.

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<b>KSAPC Statements</b>	
<b><i>Personal Characteristics:</i></b>	
PC1.	Ability to maintain a confidential relationship with the Director.
PC2.	Exercise discretion in discussing work with other departmental staff.
PC3.	Exercise good judgment in contacts with the Administration, Legislature, and others on sensitive issues.
PC4.	Sensitivity and judgment in referring matters to the Director for decisions.
PC5.	Demonstrated ability to act independently with flexibility, tact, and professionalism.