STATE OF MONTANA
JOB PROFILE AND EVALUATION
SECRETARY OF STATE'S OFFICE

SECTION I - Identification

Working Title	Job Code Number	Job Code Title
Administrative Rules Specialist	43-9081	Proofreaders and Copy Makers

Pay Band	Position Number
3	(321)66513

☐ FLSA Exempt ☒ FLSA Non-Exempt

Department	Division and Bureau	Section and Unit
Secretary of State's Office	ARM Bureau	

Work Address and Phone
1236 6th Avenue Helena, MT 59601 406-444-2842

Profile Produced By	Work Phone
Jean Branscum ARM Bureau Deputy	406-444-5596
Jim Kerins CMS, LLC	406-442-4934

Work Unit Mission Statement or Functional Description

The Secretary of State is one of six executive-branch officers originally designated by the Montana Constitution of 1889. The duties of the secretary of state include: interpreting state election laws and overseeing elections; maintaining the official records of the executive branch and the acts of the legislature; reviewing, maintaining, and distributing public-interest records of businesses and nonprofit organizations; filing administrative rules adopted by state departments, boards, and agencies; attesting to the governor's signature on executive orders, proclamations, resolutions, extradition papers, and appointments; preserving the state seal; filing and maintaining records of secured financial transactions, such as liens; serving on the state Board of Land Commissioners and the Board of Examiners; and commissioning notaries public. The Secretary of State's Office is divided into five bureaus: Elections, Business Services, Management Services, Administrative Rules, and Records Management.

The Administrative Rules staff executes the duties of the Secretary of State's Office under the Montana Administrative Procedure Act. These duties include, but are not limited to, the filing, indexing, organizing for publication, and distribution of the Administrative Rules adopted by state agencies in the Administrative Rules of Montana and the Montana Administrative Register.

Administrative rules are the mechanism adopted by executive branch agencies to carry out the statutory mandated of the Montana Code Annotated (MCA). In most situations, the proper adoption of administrative rules is as important as the authorizing statute as the rules have the

force and effect of law. The tools for statutory enforcement flow from administrative rules. Executive actions and judicial decisions have a direct relationship to rule content.

Describe the Job's Overall Purpose:
This position is an Administrative Rules of Montana **(ARM) Specialist** for the Montana Secretary of State's Office (SOS). The position is responsible for conducting compliance, usability, and readability reviews of state agency-submitted ARM notices and proposed content changes; providing technical assistance and training to state agencies; administering and coordinating customer support services; and designing and preparing electronic and print documentation (e.g., rules, rule notices, MAR, and other publications). The position reports to the ARM Bureau Deputy.

SECTION II - Major Duties or Responsibilities **% of Time**

A. <u>ARM Compliance Reviews</u> **45%**

Conduct compliance, usability, and readability reviews of state agency-submitted Administrative Rules of Montana (ARM) notices and proposed content changes to ensure legal accuracy and compliance with the Montana Administrative Procedure Act, and agency policy; ensure proper format, syntax, punctuation and grammar; ensure ARM consistency; and to ensure information is researchable and usable by industry experts and the public.

1. **Evaluate state agency-submitted ARM notices and proposed content changes to ensure compliance with applicable regulations and to identify and correct errors or inconsistencies**. This includes evaluating the completeness of the fiscal impact statement when a fee changes or is introduced; reviewing the thoroughness of reasonable necessity statements; confirming the presence of authorizing and implementing Montana Code Annotated (MCA) citations; ensuring inclusion of information on alternative accessible formats to comply with the Americans with Disabilities Act; and ensuring proper documentation of references, history, and related information.

2. **Evaluate rule notice statutory timeframes** to ensure that publication, adoption, request for public hearing, comment period, and submission deadline dates conform to statute requirements. This involves reviewing statutes to determine appropriate timeframes based on the specific action or change being implemented, and comparing these timeframes to the agency's process.

3. **Ensure that all ARM publications include appropriate references and citations** to ensure the rules and supporting documentation are usable and accessible for legal research purposes. This includes verifying that the incorporation by reference of a publication states specific edition date, title, content synopsis, and where the materials may be obtained; confirming the presence of statute-mandated agency contact information; verifying the accuracy of page numbers and dates of efficacy in History Notes; ensuring the accuracy of MCA to ARM Cross Reference Tables; ensuring the accuracy of rule notice adoptions in the MAR, including the possible necessity of a

corrected notice; and indexing all rules for research purposes and inclusion in the Topical Index volume of ARM.

4. **Resolve issues of noncompliance** by correcting format errors and/or detailing the nature and ramifications of noncompliance with rule and statute, explaining the impact of noncompliance to agency administrative staff and attorneys, and providing guidance and information necessary to bring the notice into compliance. This includes contacting agency rule reviewers, rule formatters, and attorneys to discuss rule content and its relationship to MCA, questioning, as appropriate, the accuracy of listed authority and implementing cites; the thoroughness of reasonable necessity statements; integrating knowledge of the agency's historical performance with statutes and policies to decide how to present the question and explain the problem in such a way that the required correction and improvement are achieved; and identifying inconsistencies or noncompliant sections that the agency needs to address in future rulemaking. This requires that the employee develops constructive and cooperative working relationships with other agencies and maintains them over time.

5. **Maintain paper and electronic copies of obsolete rules for legal research purposes**. This includes maintaining electronic and manual records management systems, including databases, correspondence, reports, and historic materials to ensure effective storage and retrieval of information by establishing and monitoring records management procedures and timelines for retention, disposal, and/or transfer. Coordinate access to files while preserving the security and integrity of records.

B. <u>Document preparation and electronic conversion</u> 30 %

Design and prepare electronic and print copies of rules, rule notices, MAR, and other publications including layout, design, display, and electronic publication processes using knowledge and experience in graphic production, word processing, desktop publishing, and databases.

1. **Arrange rules and replacement pages** (featuring the changes made through the MAR) to prepare documents for publishing and distribution. This includes compiling and arranging rules and replacement pages in the appropriate format; verifying inclusion of affected rules, checking the accuracy of cross reference tables and indexes, proofing and inserting numbers and text as needed; and preparing camera-ready copy for publishing (including ensuring appropriate fonts, document coding, electronic print formatting, etc.).

2. **Arrange rule notices and interpretations** to prepare documents for publication in the Montana Administrative Register (MAR). This includes compiling and arranging proposed rule notices, finalized rule notices, and interpretations in the appropriate format; proofing and inserting numbers and text as needed; and preparing camera-ready copy for publishing (including ensuring appropriate fonts, document coding, electronic print formatting, etc.).

3. **Modify ARM index by preparing replacement pages** to reflect new rules, repealed rules, transferred rules, and amended rules for research purposes. Read rule documents submitted to identify key words for indexing. Delete index items for repealed rules and

amend existing content to include index items for new or amended rules and their location within ARM.

4. **Provide backup and assistance for the maintenance and updating of the ARM Bureau web page** using Internet development software. Convert documents into accepted standard software formats**,** spell check, and review for proper conversion; and ensure the proper formatting of documents in consideration of print setting, electronic and print publication requirements, and related production issues. Documents are converted from varying software types into Microsoft Word and various types of macros, links, references, and other data files are merged with typewritten documents to electronic and other related documents.

5. **Provide backup and assistance to Administrative Rules Editor and coordinates with Bureau Deputy** to ensure timely and accurate publication of the Montana Administrative Register and Administrative Rules. Ensures overall, proper compliance with respective procedures concerning publication of MAR and ARM; performs final compliance checks and edits of materials for publication; compiles materials in proper legal sequences; and ensures materials for publication are conveyed in timely manner and comply with print contract requirements.

C. <u>Technical assistance and training</u> 15%

Provide technical assistance and training to state agencies to increase their compliance rates and to enhance the accuracy and utility of publications. This includes providing group and individualized training for state agency personnel involved in rulemaking and providing guidance over telephone, email, and in person regarding the format and content of rules, legal requirements, the Montana Administrative Procedure Act, and other relevant policies and regulations.

1. **Research, compile, and distribute ARM and related information and materials** as necessary to provide accurate, complete, timely, and relevant responses to state agency and public inquiries. The incumbent determines specific information needs based upon general requests; identifies sources; and compiles and summarizes pertinent information, guidance, or updates to assist state agencies in preparing, formatting, and submitting rule notices or to assist public with historical questions. Enters request and related information onto bureau research tracking log.

2. **Participate in the design, development, modification, and production of information and outreach materials** to promote compliance and disseminate information. This involves assessing state agency information needs and recurring compliance issues; developing and designing print and online information materials; maintaining formats and templates for publications; and coordinating print and electronic production.

3. **Provide consultation and technical assistance to Department personnel** including attorneys, rule reviewers and management on issues related to compliance with applicable state laws, standards, and requirements. Provide procedural guidance,

explains MAPA requirements, and recommends options and alternatives based upon individual agency needs.

4. **Develop and provide training on ARM Bureau Services, applicable laws and regulations, and administrative rule procedures** for state agencies and other interested parties. The position conducts training at statewide meetings, workshops, and conferences as directed by the Bureau Chief and provides interpretation of statutory duties, rules, and defining procedures. This involves assessing training needs through surveys and discussions with constituents, associations and government agencies. Conduct research to develop training course content, prepare training materials using desktop publishing and graphics software, and conduct training sessions.

5. **Identify errors, inconsistencies, and alternatives for enhancing rules** to suggest new rules, amendments and revisions to ARM per state standards. This includes determining the need for rule changes based on analysis of submitted rules; documenting the need for revisions; preparing recommendations for revisions and proposed new rules; and ensuring recommendations are provided to the appropriate agency personnel.

D. <u>Customer service and administrative support</u> 10%

Administer and coordinate customer support services for the ARM Bureau. Perform other duties in support of ongoing bureau and SOS operations.

1. **Coordinate and perform bureau reception services**. This involves ensuring appropriate responses to walk-in, phone and e-mail inquiries, resolving problems, and arranging backup or alternative office coverage.

2. **Provide program information or referrals** to appropriate sources of information to respond to inquiries from the public, state agencies, private businesses, and other interested parties. This involves asking questions to determine the nature of the inquiry, and applying knowledge of SOS resources and sources of information as well as a comprehensive knowledge of program policies and requirements. Explain program requirements and procedures, and refer requestors to external sources of information if appropriate, or draft responses for the Bureau Deputy's review and signature.

3. **Create invoices for publication fees and subscriptions** to ensure accurate and timely billing of state agencies, general public, public and private sector organizations. This includes determining appropriate charges based on services provided and established fee schedules; preparing and mailing invoices to public and private entities, coordinating the deposit and allocation of public and private checks and inter-unit journals, and updating the database for subscribers.

4. **Monitor and maintain ARM Title and Register inventory and office supply levels.** Build and maintain inventory of individual ARM Titles based on analysis of purchase trends and maintain inventory of Register. Coordinate the purchase of equipment and other inventory. Coordinate equipment repair and maintenance, and monitor equipment usage recommending repair or replacement as needed.

5. **Coordinate records management responsibilities and activities** to ensure state guidelines and procedures are followed for the efficient control of the creation, utilization, maintenance and preservation of bureau public records. Manages content and approval of retention schedule; boxes, labels, catalogs and transfers records for storage; and oversees records disposal requests and proper disposition.

1. Give specific examples of the types of problems solved, decisions made or procedures followed when performing the most frequent duties.

   Problems solved include a*dvising state agencies to re*solve issues of non-compliance by detailing the nature and ramifications of noncompliance with statute, explaining the impact of noncompliance to agency administrative staff and attorneys, and providing guidance and information necessary to bring the notice into compliance. Decisions made include evaluating state agency-submitted ARM notices and proposed content changes to ensure compliance with applicable regulations and to identify and correct errors or inconsistencies; evaluating rule notice statutory timeframes to ensure that publication, adoption, request for public hearing, and submission deadline dates conform to statute requirements; and ensuring all ARM publications include appropriate references and citations to ensure the rules and supporting documentation are usable and accessible for legal research purposes. Procedures followed include office administration methods and procedures; compliance evaluation procedures; the Montana Administrative Procedure Act, and agency policy.

2. What is, in your opinion the most complicated part of the job?
   The most complicated parts of the job include identifying inconsistencies or noncompliant sections that the agency needs to address in future rulemaking, preparing recommendations for revisions and proposed new rules, and integrating knowledge of the agency's historical performance with statutes and policies to determine the proper approach to ensuring that required ARM corrections and improvements are achieved.

3. What guidelines, manuals or written established procedures are available to the incumbent?
   Guidelines, manuals or written established procedures available to the incumbent include the rules, state statutes, regulations and procedures of the ARM Bureau; legislative mandates affecting the administrative rule process; Montana legal terminologies and ramifications; the Montana Administrative Procedure Act, Montana Code Annotated, and agency policy.

5. If this position supervises other positions, complete the following information.
   This is a non-supervisory position.

   List the position number, title, and complexity level of those supervised:

Pos. #	Title	Complexity
N/A		

Is this position responsible for:
☐ Hiring ☐ Firing ☐ Performance Management ☐ Promotions

☐ Supervision ☐ Discipline ☐ Pay Level ☐ Other:

6. Please attach an Organizational Chart (optional).

SECTION III - Minimum Qualifications - List the minimum requirements for **first day** of work.
Please list the main knowledge and skill areas required for the job:

Knowledge:
The position requires knowledge of office administration principles and practices; compliance evaluation processess; Montana legal terminologies; business English, spelling, grammar, and syntax; data management techniques and tools; relational databases; research methods and techniques; customer service standards; and technical writing for documentation.

Skills:
This position requires skill in planning and organinzing work; interpreting laws; providing training and guidance to others; verbal and written communication; the operation of general office equipment; typing and proofreading; public relations; and in accurately processing forms.

What behaviors are required to perform the duties?
Reads, understands, and translates technical information to agency staff, professionals (e.g., attorneys) and the public; understands, interprets, and applies a body of laws and rules; comprehends and analyzes narrative and numerical data for compliance within applicable laws and rules to identify connections between data, and to realize when one piece will affect another; works with accuracy and attention to detail; manages multiple projects under inflexible deadlines; performs a range of assignments with limited supervision; communicates effectively verbally and in writing; establishes and maintains good working relationships with co-workers and other agencies; organizes and prioritizes work; acts with initiative and good judgement; responds quickly and efficiently to tasks; accurately proofs and enters data; pays close attention to details; completes work assignments without direction. Works well with others, tolerates ambiguities, and shifting priorities.

Education and experience: Please check the one box that indicates the **minimum** educational requirements for this job, as it relates to a new employee on the **first day** of work (not the educational background of the person now in the position):

☐ No education required
☐ High school diploma or equivalent
☐ 1 year job-related college or vocational training
☒ 2 year job-related college or vocational training
☐ College degree (Bachelor's)
☐ Post-graduate degree or equivalent (e.g. Master's, JD)

Please specify the acceptable fields of study:

Acceptable fields of study include a two-year degree or certificate in Office Administration, Business Technology, Paralegal, or a related field. Coursework in English or technical writing preferred.

Other education, training (software), certification (CPA), or licensing (pilot, psychologist) required (please specify):

Please check the one box that indicates the minimum amount of job-related work experience needed as a new employee on the first day of work:

- ☐ No prior work experience required
- ☒ 1 to 2 years of job-related work experience
- ☐ 3 to 4 years job-related work experience
- ☐ 5 or more years of job-related work experience

Specific experience (optional):

Requires two (2) years of directly related administrative experience including customer service, regulatory or legal, and technical writing experience.

☒ This agency will accept alternative methods of obtaining necessary qualifications. Examples include:

A high school diploma or GED plus five years of progressively responsible legal or regulatory experience including compliance evaluation, customer service, and technical writing experience; or a bachelor's degree in English or a related field and one year of related experience.

SECTION IV – Other Important Job Information

Work is performed in a normal office environment, and the position requires the ability to communicate effectively in person, in writing, and over the phone. Work hours vary in complying with numerous deadlines, customer requests, interruptions and wide fluctuations in work volumes, and deadlines require the employee to be able to work under pressure for long periods of time.

SECTION V – Signatures

My signature below (typed or hand written) indicates the statements in Section I to IV are accurate and complete.

Employee:

Signature **Title** **Date**

Immediate Supervisor:

Jean A. Branscum	Deputy, Administrative Rules Bureau	12/13/05
Signature	**Title**	**Date**

Administrative Review:

Signature	**Title**	**Date**

SECRETARY OF STATE'S OFFICE
JOB EVALUATION FORM

This section is to be completed by a trained classifier in the agency or by State Personnel Division.

Prepared By : Christy Stapley, Human Resource Consultant
State Personnel Division

Date : 12/22/05

Position Status: ☒ Reclassified ☐ Vacant ☐ New Position

Choice of Class Series: 43-9081.00 - Proofreaders and Copy Markers is the most appropriate choice of class series for this position. The agency did consider another class series (Compliance Technician), however, after comparing the tasks of both the Proofreader and the Compliance Technician, it is evident there are more tasks of the Proofreader that fit with the subject position assigned duties. Although, a couple of tasks from Compliance Technician apply to the subject position, such as "evaluate information on applications, records, reports, and documents to establish facts and verify completeness and accuracy", there are clearly more tasks from the Proofreader occupation that make the *best* match in this case. Please see the below information for Proofreader tasks.

(For complete O-Net description see: http://online.onetcenter.org/link/summary/43-9081.00)

Proofreader and Copy Marker:

Read transcript or proof type setup to detect and mark for correction any grammatical, typographical, or compositional errors.

Sample of reported job titles: Copy Editor, Proofreader, Assistant Editor, Desk Editor, Typesetter, Page Designer, Production Assistant, Content Editor, Copyholder, Editorial Assistant

Tasks

- Correct or record omissions, errors, or inconsistencies found.
- Mark copy to indicate and correct errors in type, arrangement, grammar, punctuation, or spelling, using standard printers' marks.
- Read corrected copies or proofs in order to ensure that all corrections have been made.
- Compare information or figures on one record against same data on other records, or with original copy, to detect errors.
- Consult reference books or secure aid of readers to check references with rules of grammar and composition.
- Route proofs with marked corrections to authors, editors, typists, or typesetters for correction and/or reprinting.

- Measure dimensions, spacing, and positioning of page elements (copy and illustrations) in order to verify conformance to specifications, using printer's ruler.
- Read proof sheets aloud, calling out punctuation marks and spelling unusual words and proper names.

Position Summary:
This position is responsible for maintaining compliance, usability, and readability reviews of ARM notices submitted by State Agencies, designs and prepares electronic/print documentation (rules, rule notices, MAR and other publications), as well as technical assistance, training, and customer support to State Agencies.

Benchmark Factoring

Classification Factor Level: 3

The predominant work of this position consists of:
75% of the work consists of ARM document review and preparation which involves ARM compliance reviews, document preparation and electronic conversion.

Factor level Comparison:
As stated in the 020 Classification Manual, at a level 3, the "work involves systematic, detailed, skilled application of related methods and techniques, and examination of multiple procedural or technical variables. "

Examples of this type of work in the subject position:
- Compliance, usability, readability, and reviews of ARM Notices; Document record, maintenance, monitoring.
- Evaluate rule notice statutory timeframes to ensure that publication, adoption, request for public hearing, comment period, and submission deadline dates conform to statute requirements. This type of work is done regularly and routinely.

Also, as stated in the 020 Classification Manual, at a level 3, the "work requires the knowledge of appropriate standardized procedures, or sources of information, and the ability to determine courses of action based upon standardized rules and regulations, or the skill to operate tools and equipment that require some training or the completion of on-the-job training programs."

Examples of this type of work in the subject position:
- Evaluate state agency-submitted ARM notices and proposed content changes to ensure compliance with applicable regulations and to identify and correct errors or inconsistencies. The position regularly refers to the standards of the Montana Administrative Procedure Act in order to ensure compliance.
- Knowledge based on state statutes, ARM Bureau procedures, and regulations.

The subject position is weaker than level 4. The predominant work involves making changes to documents that are primarily of a formatting nature. At a level 4, the predominant work would

involve conducting the final evaluations and edits for all submitted documents, including editing for content as well as format, which requires interpretation of data as well as gathering data that is not readily available and making changes in content based on comparisons to similar circumstances.

Benchmark Comparisons: 249108 Word Processor is a good comparison to the subject position.

- The benchmark work involves the skilled application of highly detailed methods to routine, recurring assignments, as does the subject position (checking ARM notices for compliance, arranging rules, replacement pages, rule notices and interpretations).
- Typical work elements for both the benchmark and subject position are categorically related but have different requirements so that a variety of processes must be applied to produce a finalized document. (knowing how to format copies of rules, rules notices).
- For both the benchmark and the subject position, assigned work involves examining the functional and structural characteristics of the text document (adhering to MAPA guidelines, addressing issues of non-compliance); determining the format and software options that apply or fashioning new formats if needed; and using computer equipment and software to modify and finalize the document structure. (designing and preparing copies of rules, rule notices, MAR and other publications, including layout, display, and electronic processes)

Classifier Signature:

Christy Stapley	Human Resource Consultant	12/22/05
Classifier Signature	Title	Date

Authorization for Allocation as Recommended:

_____	Secretary of State	_____
Brad Johnson	Title	Date

Upon completion of this section the classifier should make certain that the Job Code Number, Job Code Title and Pay Band on the first page of this document accurately reflect the Choice of Class Series and classification factor level determined above. Attach Organizational Chart, Audit Notes or other pertinent information.

This completed document should now be filed in: I:\Classref\Agencyjp\(agency#)\(filename).
File naming convention is: (position#)jp(date).doc (e.g. 000573jp0100.doc, where date is: month year).