



STATE OF COLORADO
invites applications for the position of:

DORA: Division of Professions and Occupations- Director of External Affairs (Analyst VI)

This position is open only to Colorado state residents.

CLASS TITLE: ANALYST VI

LOCATION: Denver, Colorado

PRIMARY PHYSICAL WORK ADDRESS: 1560 Broadway, Denver, CO 80202

SALARY: \$7,224.00 - \$9,089.00 Monthly

OPENING DATE: 05/11/21

CLOSING DATE: 05/25/21 11:59 PM

JOB TYPE: Full Time

DEPARTMENT INFORMATION:



COLORADO
Department of
Regulatory Agencies

The Department of Regulatory Agencies (DORA) is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado.

Consumer protection is our mission.

DESCRIPTION OF JOB:

The Division of Professions and Occupations (DPO) provides consumer protection through its regulation of over 500,000 licensees, registrants, certificants and permit holders within more than 55 professions, occupations and businesses in the State of Colorado.

The work unit exists to house the central division functions in the areas of legislative services, education and outreach, and media relations. The work unit is responsible for ensuring the operations of DPO are functional. The work unit promotes and ensures the effectiveness, efficiency, and consistency of board and program processes, solidifying the contributions of the division to the regulatory environment in our state.

Position: SJA 9216

The position manages the external affairs of the division by providing leadership and direct supervision to key functions, including legislative, education, outreach and media-relations services; these functions provide direct services to the Division Director, the boards and programs requiring collaboration with the division's senior and division management teams. This position works to achieve strategic, streamlined, efficient services in these key, high-profile areas. The position is responsible for leading the day-to-day operations of these specialized services. Additionally, the position is responsible for creating efficiencies, protecting consumers, minimizing regulatory burdens, and building public confidence in the system.

Duties include, but are not limited to:

- Developing and advocating for innovation in governance and management by developing new initiatives and legal proposals, and assessing and minimizing risk to the division, boards and programs;
- Serving as a leader in the division in research and policy analysis, developing efforts to streamline the handling of the multiple legislative and policy issues impacting the division yearly, through a keen understanding and application of division processes;
- Developing and advocating for appropriate regulatory policy, including new initiatives and procedures to enhance the licensing experience by minimizing regulatory burdens for all licensees, businesses and applicants;
- Serving as a leader in the division in the research and resolution of issues of regulatory concern, grant opportunities, collaborative delivery of healthcare, innovative delivery of services and stakeholder engagement;
- Developing and implementing new ideas by serving on local, state, regional and national committees, as well as serving as liaison and spokesperson for the division with the media, as well as boards, committees, consumers, constituent industries, associations, state and local agency partners, and state legislators;
- Formulating and leading working groups to identify and implement policy initiatives that improve customer service and minimize regulatory burdens;
- Developing and advocating for appropriate education and outreach and media initiatives, including ensuring the overall efficient and effective management of education, outreach and media through the oversight of key positions, including the External Affairs Program Manager, a Policy Analyst and the Public Information Officer;
- Serving as a leader in the state in the strategic development and implementation of education and outreach campaigns to professionals and consumers as well as media campaigns and responses;
- Providing direct supervision for three (3) key positions;
- Modeling and directing the principles of leadership within the division by leading organizational efforts to recruit and retain talented personnel, recognizing and rewarding a team culture that breaks down silos among programs, and develops a climate that fosters pride, motivation, participation and opportunities of employee initiative;
- Responsible for long-range staffing and resource planning to ensure each office has sufficient back-up and resources, providing leadership and mentorship to supervisors and managers in the division.

MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS:

MINIMUM QUALIFICATIONS (MQs):

- Graduation from an accredited college or university with a bachelor's degree in business, business administration, economics, healthcare administration, political science, public administration, public policy or in a field of study closely related to the work assignment;
- Five (5) years of progressively responsible, professional* experience in research, coordination, and/or implementation of at least two (2) of the following:
 - Public policy, including performing qualitative analysis on existing and/or forthcoming legislation to provide recommendations to leadership and/or determine impacts and changes in processes;
 - Public affairs/public relations experience, including working with local and statewide media, maintaining good working relationships with media organizations, while representing an organization, maintaining diplomacy as it relates to avoiding any perceived bias, crafting messaging to represent the organization in a positive light, discerning if there are hidden agendas or other motives at play that could compromise the organization's image;
 - Program management, including planning the logistics and administration of policies through the development and implementation of processes within a program area.
- Of the five (5) years of professional* experience, a minimum of one (1) year must include one of the following:
 - Team/work lead experience: Leading a team while managing a program area; documenting processes and operations; conducting in-depth research and assessing risks for the completion of initiatives; managing resources; monitoring and driving progress; reporting outcomes; delegating tasks to staff; and ensuring milestones and deadlines are met across a team;
 - Formal supervisory** experience over professional-level staff.

Document this experience in your application IN DETAIL, as your experience will not be inferred or assumed. Part time experience will be prorated.

SUBSTITUTIONS:

- A combination of professional* work experience in the occupational field or specialized subject area of the work assigned to the job, which provided the same kind, amount, and level or knowledge acquired in the required education, may be substituted on a year-for-year basis for the bachelor's degree;
- A master's or doctorate degree from an accredited college or university in economics, statistics, finance, accounting, mathematics, business or in a field of study related to the work assignment may be substituted for the bachelor's degree.

**Professional work involves exercising discretion, analytical skill, judgment and personal accountability and responsibility for creating, developing, integrating, applying, and sharing an organized body of knowledge that characteristically is: uniquely acquired through an intense education or training regimen at a recognized college or university; equivalent to the curriculum requirements for a bachelor's or higher degree with major study in or pertinent to the specialized field; and continuously studied to explore, extend, and use additional discoveries, interpretations, and application and to improve data, materials, equipment, applications and methods.*

***Formal supervisory experience requires accountability for the quality and quantity of work of employees of the organization; responsibility for making decisions that affect the pay, status and/or tenure of subordinates; and authority in the hiring, performance planning and evaluation and progressive discipline processes.*

Preferred Qualifications:

- Master's degree in public policy and/or communications;
- Demonstrated experience working in the public sector and/or in a regulatory environment;
- Demonstrated experience working in a fast-paced, high volume environment;
- Demonstrated experience conducting policy research and analysis to formulate recommendations on forthcoming legislation;
- Demonstrated experience serving as a liaison and/or spokesperson of an organization to associations, agencies, and/or stakeholder groups;

- Demonstrated communications experience, including experience leading public affairs initiatives; developing, coordinating, and orchestrating media and external relations, including approving written materials and engaging in events by giving oral presentations;
- Demonstrated experience interacting with the media, including giving statements, responding to interviews and answering questions as prompted;
- Demonstrated experience relaying complex information to diverse audiences in lay terms;
- Demonstrated experience working with and/or familiarity with information systems or databases.

Required Competencies: The following knowledge, skills, abilities, and personal characteristics are required competencies and may be considered during the selection process (including examination and/or interview):

- Demonstrated verbal communication skills, including the ability to effectively convey information to audiences in a concise manner;
- Demonstrated written communication skills, including the ability to relay varied and detailed information to various stakeholders in a clear, concise manner;
- Public speaking and presentation skills, including being comfortable demonstrating expertise in front of a variety of audiences;
- Demonstrated attention to detail in order to ensure accuracy, thoroughness, and consistency of analyzed data;
- Critical thinking and analysis skills, including having the ability to evaluate existing and forthcoming policies and processes;
- Problem-solving skills, including the ability to review relevant information and to develop, recommend and implement solutions;
- Time management skills, including the ability to meet hard deadlines;
- Demonstrated program management skills, including the ability to organize and prioritize tasks;
- Demonstrated sound judgment and confidence in making decisions on a routine basis;
- Demonstrated ability to manage competing priorities and needs;
- Creativity, including the ability to adapt to changing work assignments and allocate resources as necessary;
- Flexibility, including the ability to interpret and implement new legislation, impacting operations, processes, and procedures;
- Ability to explain complex issues, processes, and procedures in lay terms to diverse audiences;
- Leadership skills, including the ability to guide and motivate employees while ensuring the success of a work unit;
- Interpersonal skills, including the ability to collaborate and foster relationships with various stakeholders, peers, teams and staff;
- Ability to mitigate risk and gain buy-in from stakeholders;
- Ability to ensure follow-through of amended processes throughout the division;
- Ability to forecast how changing laws impact processes and operations;
- Ability to see the big picture, including identifying widespread division processes which impact or help achieve goals or results;
- Ability to interpret and apply recommendations while ensuring compliance with the law and considering specifically focused program areas;
- Ability to work on projects with high visibility;
- Ability to manage multiple legislative and policy issues which impact the work of the division;
- Self-starter, including the ability to learn new processes, concepts and develop expertise;
- Self-motivated, self-directed, reliable, and accountable;
- Ability to accept and apply constructive criticism, take ownership of mistakes and improve from them;
- Demonstrated ability to understand and abide by workplace principles, practices and behaviors as internally identified and defined by the division;
- Professional demeanor;
- Proficiency in the use of PC software applications including Microsoft Office (Access, Word, Excel, etc.) and Google Suite (Docs, Sheets, Slides, etc.).

Conditions of Employment: Candidates who fail to meet the conditions of employment will be removed from consideration.

- The successful passing of a reference check and/or, if required, a background check.

- A reference check may include but is not limited to: contacting previous and current supervisors to verify employment and discuss performance, a review of the personnel file, a review of the performance record, etc.
- The type of background check depends on the job duties of the position, and can include a review of any criminal record, credit report, and/or driving record.

SUPPLEMENTAL INFORMATION:

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PLEASE READ - Required Application Materials

Interested individuals must submit the following online:

1. **A completed State of Colorado Application** (log-in to your current NeoGov account or create a NeoGov account to complete the online application). Note: Incomplete applications, including incomplete work history sections or "see résumé," "see attachment," or "see addendum" statements, will not be accepted in lieu of a completed application form.

2. **A current email address** on your application, as all communication pertaining to this position will be conducted via email. Please set up your email to accept messages from info@governmentjobs.com and '@state.co.us' addresses, and check your email often. Note: The department cannot guarantee the successful delivery of email, including incorrect filtering into junk mail folders.

3. **A detailed cover letter**, explaining how you meet the required competencies and how your accomplishments, qualifications, skills, areas of expertise, personal characteristics, etc. make you a good fit for this position; you may also attach additional documents that demonstrate this.

Comparative Analysis Process: Structured Application Review

Part of, if not the entire, comparative analysis process for this position will involve a review of the information you submit in your application materials; Therefore, it is paramount that in the experience portion of your application and cover letter, you describe the extent to which you possess the education, experience, and competencies outlined in the job announcement as well as the required and/or preferred qualifications/competencies. You are also encouraged to attach additional documents to that effect. Failure to include adequate information or follow instructions may affect your score and prevent you from competing in subsequent measures used to arrive at a top group of applicants.

Veterans' Preference: Candidates who wish to assert Veterans' Preference should attach a copy of their DD214 to their application. Failure to do so will result in being denied Veterans Preference.

PLEASE NOTE: Former State Personnel System employees who were disciplinarily terminated or resigned in lieu of termination must disclose this information on the application. Colorado Revised Statutes require that all state employees be hired and promoted through competitive examination of merit and fitness. Failure to include the required information, failure to follow instructions, and/or failure to submit materials by the application deadline may result in your application not being considered for the position and may affect your score or inclusion in the final pool of qualified candidates.

The State of Colorado believes that equity, diversity, and inclusion drive our success, and we encourage candidates from all identities, backgrounds, and abilities to apply. The State of Colorado is an equal opportunity employer committed to building inclusive, innovative work environments with employees who reflect our communities and enthusiastically serve them. Therefore, in all aspects of the employment process, we provide employment opportunities to all qualified

applicants without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity or expression, pregnancy, medical condition related to pregnancy, creed, ancestry, national origin, marital status, genetic information, or military status (with preference given to military veterans), or any other protected status in accordance with applicable law.

ADAAA Accommodations: DORA is committed to the full inclusion of all qualified individuals. As part of this commitment, our agency will assist individuals who have a disability with any reasonable accommodation requests related to employment, including completing the application process, interviewing, completing any pre-employment testing, participating in the employee selection process, and/or to perform essential job functions where the requested accommodation does not impose an undue hardship. If you have a disability and require reasonable accommodation to ensure you have a positive experience applying or interviewing for this position, please direct your inquiries to our ADAAA Coordinator, Rachael Alkayali, at dora_hr@state.co.us or call (303) 894-2441.

APPEAL RIGHTS:

If you receive notice that you have been eliminated from consideration for this position, you may file an appeal with the State Personnel Board or request a review by the State Personnel Director.

An appeal or review must be submitted on the official appeal form, signed by you or your representative. This form must be delivered to the State Personnel Board by email, US Mail, faxed or hand-delivered within ten (10) calendar days from your receipt of notice or acknowledgment of the department's action.

For more information about the appeals process, the official appeal form, and how to deliver it to the State Personnel Board go to spb.colorado.gov or refer to 4 Colorado Code of Regulations (CCR) 801-1, *State Personnel Board Rules and Personnel Director's Administrative Procedures*, Chapter 8, *Resolution of Appeals and Disputes*, at spb.colorado.gov under Rules.

HOW TO APPLY: Thank you for your interest. Submit an on-line application by clicking the link below or submit a State of Colorado Application for Announced Vacancy and all supplemental questions according to the instructions provided below. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed above.

IF NOT APPLYING ON-LINE, SUBMIT APPLICATION TO:

Only online applications will be accepted for this position.

DEPARTMENT CONTACT INFORMATION:

Alanah Daniels: alanah.daniels@state.co.us

METHODS OF APPOINTMENT: Appointment to the vacancy or vacancies represented by this announcement is expected to be from the eligible list created. However, at the discretion of the appointing authority, the position(s) may be filled by another method of appointment for a valid articulated business reason.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.colorado.gov/jobs>

Position #SJA-9216-5/21
DORA: DIVISION OF PROFESSIONS AND OCCUPATIONS-
DIRECTOR OF EXTERNAL AFFAIRS (ANALYST VI)
AD

THE STATE OF COLORADO IS AN EQUAL OPPORTUNITY EMPLOYER.

DORA: Division of Professions and Occupations- Director of External Affairs (Analyst VI) Supplemental Questionnaire

- * 1. DORA Q1: Please provide your Social Security Number. NOTE: This information will be kept strictly confidential and is only accessible to Human Resources Personnel.

- * 2. DORA Q2: Are you a current or previous State of Colorado employee? Enter "yes" or "no" in the space provided. If "yes", enter 1) the State agency name, 2) dates of employment, and 3) your official classification title.

- * 3. DORA Q3: If you are a current or former State of Colorado classified employee, have you ever been disciplinary terminated, resigned in lieu of termination, or deemed to have resigned without notice (Board Rule 7-6, Automatic Resignation)? NOTE: Current and former State Personnel System employees who were disciplinary terminated, resigned in lieu of termination, or who were deemed to have resigned without notice (Board Rule 7-6, Automatic Resignation) must disclose this information on the application. Failure to disclose this information and/or falsification of application materials may result in being removed from consideration for this position.
 - N/A - I am not a current or former State of Colorado classified employee.
 - YES, I have been disciplinary terminated, resigned in lieu of termination, or deemed to have resigned without notice (Board Rule 7-6, Automatic Resignation).
 - NO, I have NEVER been disciplinary terminated, resigned in lieu of termination, or deemed to have resigned without notice (Board Rule 7-6, Automatic Resignation).

- * 4. DORA Q4: Current or Former Classified Employees: Are you a transfer, non-disciplinary (voluntary) demotion, or reinstatement applicant?
 - Yes
 - No
 - N/A - I am not a current or former State of Colorado classified employee.

- * 5. DORA Q5: VETERAN'S PREFERENCE NOTE: If you are not eligible for/seeking Veteran's Preference, please skip down to the bottom and select option "N/A". REQUIRED DOCUMENTATION: Candidates who wish to assert Veterans' Preference should attach a copy of their DD214 reflecting dates of service, type of discharge, and, if appropriate, a campaign badge or service medal. If information regarding a campaign badge or service medal is necessary to award preference points and is not reflected on the DD214, other documents reflecting the grade or medal must be provided. Other types of documentation may be required for ten point preference. *Note 1: For a complete list of service dates and campaigns used in awarding preference points visit: <http://www.opm.gov/veterans/html/vgmedal2.htm> **Note 2: Medal holders and Gulf War veterans who originally enlisted after September 7, 1980, or entered active duty on or after October 14, 1982, without having previously completed 24 months of continuous active duty; must have served continuously for 24 months or the full period called or ordered to active duty. ***Note 3: Effective October 1, 1980, military retirees at or above the rank of major or equivalent, are not entitled to preference unless they qualify as disabled veterans. Reservists who are retired from the Reserves but are not receiving retirement pay are not considered "retired military" for purposes of veterans' preference. REMINDER: Proof of eligibility must be provided before points are allowed. Please attach documentation to your application. If you have not done so, please go back and do so now. Veteran's Preference points WILL NOT be applied without the appropriate documentation. PLEASE CHECK ALL THAT APPLY:
 - N/A - I am not eligible for/seeking Veteran's Preference.
 - A) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: During any war declared by Congress
 - B) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: During the period April 28, 1952, through July 1, 1955;
 - C) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: For more

than 180 consecutive days, any part of which occurred after January 31, 1955, and before October 15, 1976;

D) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: During the Gulf War period beginning August 2, 1990, and ending January 2, 1992;

E) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: For more than 180 consecutive days, any part of which occurred during the period beginning September 11, 2001, and ending on the date prescribed by Presidential proclamation or by law as the last day of Operation Iraqi Freedom; or,

F) I was honorably separated (this means an honorable or general discharge) and I served on active duty (excluding active duty for training) in the Armed Forces: In a campaign or expedition for which a campaign medal has been authorized*, such as El Salvador, Lebanon, Granada, Panama, Southwest Asia, Somalia, and Haiti.

G) I have served on active duty in the Armed Forces at any time and have a present service connected disability or are receiving compensation, disability retirement benefits, or pension from the military or the Department of Veterans Affairs; or

H) I am a Purple Heart recipient;

I) I am the spouse of a veteran unable to work because of a service-connected disability;

J) I am the unmarried widow/widower of certain deceased veterans; and

K) I am the mother of a veteran who died in service or who is permanently and totally disabled.

- * 6. DORA Q6: Part of the required application materials includes a detailed cover letter, explaining how you meet the required competencies and how your accomplishments, qualifications, skills, areas of expertise, personal characteristics, etc. make you a good fit for this position; you may also attach additional documents that demonstrate this. Q: Have you included this cover letter as an attachment to your application? (If not, you may go back and do so now). Yes, I have attached the required cover letter explaining how I meet the required competencies and how my accomplishments, qualifications, skills, areas of expertise, personal characteristics, etc. make me a good fit for this position; I may also attach additional documents that demonstrate this. No, I have not attached the required cover letter to my application. Note: I understand that failure to include this information and follow instructions may prevent me from competing in subsequent measures used to arrive at a top group of applicants.

Yes No

- * 7. DORA Q7: Do you currently possess a bachelor's degree in business, business administration, economics, healthcare administration, political science, public administration, public policy, or a field of study directly related to the work assignment? If so, please list the type of degree below.

- * 8. DORA Q8: Please clearly describe, using examples, how you meet the following minimum qualification: Five (5) years of progressively responsible, professional* experience in research, coordination, and/or implementation of at least two (2) of the following: I- Public policy, including performing qualitative analysis on existing and/or forthcoming legislation to provide recommendations to leadership and/or determine impacts and changes in processes; II- Public affairs/public relations experience, including working with local and statewide media, maintaining good working relationships with media organizations, while representing an organization, maintaining diplomacy as it relates to avoiding any perceived bias, crafting messaging to represent the organization in a positive light, discerning if there are hidden agendas or other motives at play that could compromise the organization's image; III-Program management, including planning the logistics and administration of policies through the development and implementation of processes within a program area.

- * 9. DORA Q9: Please clearly describe, using examples, how you meet the following minimum qualification: Of the five (5) years, a minimum of one (1) year must include one of the following: I-Team/work lead experience: Leading a team while managing a program area; documenting processes and operations; conducting in-depth research and assessing risks for the completion of initiatives; managing resources; monitoring and driving progress; reporting outcomes; delegating tasks to staff; and ensuring milestones and deadlines are met across a team; II- Formal supervisory** experience over professional level staff. *Formal supervisory experience requires accountability for the quality and quantity of work of employees of the organization; responsibility for making decisions that affect the pay, status and/or tenure of subordinates; and authority in the hiring, performance planning and evaluation and progressive discipline processes.
- * 10. DORA Q10: Please clearly describe, using examples, how you meet the following preferred qualification: Master's in public policy and/or communications.
- * 11. DORA Q11: Please clearly describe, using examples, how you meet the following preferred qualification: Demonstrated experience working in the public sector and/or in a regulatory environment.
- * 12. DORA Q12: Please clearly describe, using examples, how you meet the following preferred qualification: Demonstrated experience working in a fast-paced, high volume environment.
- * 13. DORA Q13: Please clearly describe, using examples, how you meet the following preferred qualification: Demonstrated experience conducting policy research and analysis to formulate recommendations on forthcoming legislation.
- * 14. DORA Q14: Please clearly describe, using examples, how you meet the following preferred qualification: Demonstrated experience serving as a liaison and/or spokesperson of an organization to associations, agencies, and/or stakeholder groups.
- * 15. DORA Q15: Please clearly describe, using examples, how you meet the following preferred qualification: Demonstrated communications experience, including experience leading public affairs initiatives; developing, coordinating, and orchestrating media and external relations, including approving written materials and engaging in events by giving oral presentations.
- * 16. DORA Q16: Please clearly describe, using examples, how you meet the following preferred qualification: Demonstrated experience interacting with the media, including giving statements, responding to interviews and answering questions as prompted.
- * 17. DORA Q17: Please clearly describe, using examples, how you meet the following preferred qualification: Demonstrated experience relaying complex information to diverse audiences in lay terms.

- * 18. DORA Q18: Please clearly describe, using examples, how you meet the following preferred qualification: Demonstrated experience working with and/or familiarity with information systems or databases.

* Required Question