

**UNITED STATES DEPARTMENT OF AGRICULTURE**

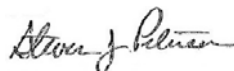
Farm Service Agency  
Washington, DC 20250

**Notice PM-3001**

**For:** State and County Offices

**Updated Position Descriptions for CO Program Technicians**

**Approved by:** Administrator



**1 Overview**

**A Background**

The position descriptions for the CO Program Technicians were updated to capture the increased complexity of the programs which are administered at the County Offices. 27-PM, Part 4 covers classification of subordinate county positions, and specifically, Exhibit 12 provides sample position descriptions for CO Program Technicians. The position descriptions have been updated to replace the current position descriptions in Exhibit 12 and will be included in the next handbook amendment.

**B Purpose**

This notice provides updated standard position descriptions (Exhibits 1-5) for the following positions:

- CO-3, CO Program Technician
- CO-4, CO Program Technician
- CO-5, CO Program Technician
- CO-6, CO Program Technician
- CO-7, CO Program Technician.

**C Contact Information**

If there are questions about this notice:

- County Offices shall contact their State Administrative Officer
- State Offices shall contact Patti Murray, HRD by:
  - e-mail at [patricia.murray@ia.usda.gov](mailto:patricia.murray@ia.usda.gov)
  - telephone at 515-331-8449.

Disposal Date	Distribution
September 1, 2018	State Offices

## **Notice PM-3001**

### **2 Actions**

#### **A County Executive Director (CED) Responsibility**

CED's are responsible for using the updated position descriptions provided in Exhibits 1 through 5 for all new hires upon receipt of this notice.

In addition, CED's shall update the position descriptions for all existing CO Program Technicians no later than September 30, 2018.

#### **B Administrative Officer (AO) Responsibility**

AO's shall classify CO Program Technician positions based on the position description submitted by the CED, through the COC and DD. AO's must sign the evaluation statement associated with each position description.

A copy of the updated position description should be filed in each employee's electronic Official Personnel Folder (eOPF).

**Program Technician, CO-3****Title: Program Technician****Grade: CO-3****Introduction**

This position is located in the \_\_\_\_\_ County Office. The incumbent serves at the basic trainee level and assists higher graded employees who are responsible for carrying out the activities related to the programs administered in the county office.

The full performance level of this position is a CO-7. The position is FLSA non-exempt.

**Primary Duties**

Assists other county office employees by performing specific, routine segments of broader program operations for which another employee is responsible. Assignments are designed to improve overall knowledge of the county office operations.

Reviews and maintains program notices, handbook amendments, and similar materials which are disseminated through a multitude of sources.

As directed, prepares correspondence, newsletters, and other informational items related to programs administered in the county office. Prepares recurring reports.

Ensures that Personally Identifiable Information (PII) is protected at all times by exercising controls and safeguards to preserve the integrity and confidentiality of material containing PII.

Ensures documentation of all customer service interactions.

Ensures that customers are aware they have access to additional agricultural resources provided by USDA and other agricultural stakeholders through FSA. Identifies agricultural topics or subject matter related to the customer's agricultural interests or operation that the customer may be interested in receiving additional information about. Ensures the issuance of a Receipt for Service is offered to all customers which includes all action taken, not taken, or recommended to the customer, as well as additional agricultural resources and referrals provided to the customer.

Performs other duties as assigned.

**EEO and Civil Rights Responsibilities**

The employee is responsible for knowing and supporting equal opportunity and civil rights policies; performing assigned duties in full compliance with the letter and spirit of equal opportunity and civil rights laws and regulations; assuring bias-free written and oral communications; respecting and valuing differences of other employees and clients; and, as appropriate, preparing for career advancement opportunities.

**Program Technician, CO-3 (Continued)****Supervision Received****Choose 1 of the following two paragraphs:**

The incumbent has acquired some basic program knowledge and is able to carry out recurring tasks. CED or other higher graded employee provides detailed instructions and close supervision on new assignments. Assistance with determining job priorities is also provided. Work is spot checked while in progress and completed work is reviewed for accuracy and compliance with instructions and procedures. Guidelines for work assignments include program handbooks, supervisory instructions, and established operating policies and procedures.

**Or**

The incumbent is hired by CED but receives guidance on FLP from the FLM. CED may provide general instructions for tasks performed outside the FLP area. The incumbent has acquired some basic program knowledge and is able to carry out recurring tasks. CED or other higher graded employee provides detailed instructions and close supervision on new assignments. Assistance with determining job priorities is also provided. Work is spot checked while in progress and completed work is reviewed for accuracy and compliance with instructions and procedures. Guidelines for work assignments include program handbooks, supervisory instructions, and established operating policies and procedures.

**Knowledge Required****Choose 1 of the following two paragraphs:**

The work requires a limited knowledge of the provisions and procedural aspects of program areas in which tasks have been assigned in as well as other programs administered at the county office. This position requires a basic knowledge of web-based programs.

**Or**

The work requires a limited knowledge of the provisions and procedural aspects of program areas in which tasks have been assigned in as well as other programs administered at the county office. This position requires a basic knowledge of web-based programs. The position also requires a basic knowledge of environmental laws and legal terminology.

**Certification**

I certify that the above duties represent a true and accurate statement of the responsibilities contained in this position.

Signed: \_\_\_\_\_, CED \_\_\_\_\_ Date

Concurred: \_\_\_\_\_, DD \_\_\_\_\_ Date

**Program Technician, CO-3 (Continued)**

**Evaluation Statement**

**Title**

Program Technician

**Grade Level Criteria**

CO-3 (Basic trainee status, according to 27-PM, subparagraph 127 A.)

**Final Classification**

Program Technician, CO-3

**Classification Certification**

I certify that this position has been classified in conformance with criteria published in Handbook 27-PM.

**Signed:** \_\_\_\_\_, Chief, Administrative Division \_\_\_\_\_ Date

**Program Technician, CO-4****Title: Program Technician****Grade: CO-4****Introduction**

This position is located in the \_\_\_\_\_ County Office. The incumbent serves at the advanced trainee level and assists higher graded employees who are responsible for carrying out the activities related to the programs administered in the county office.

In addition to duties typical of the next lower grade level, the employee may also be asked to carry out a specific task in one or more programs.

The full performance level of this position is a CO-7. The position is FLSA non-exempt.

**Primary Duties**

Assists other county office employees by performing specific, routine segments of broader program operations for which another employee is responsible. Assignments are designed to improve overall knowledge of the county office operations. The incumbent may serve as a back-up in one or more program areas in the absence of the employee responsible for the program or programs.

Reviews and maintains program notices, handbook amendments, and similar materials which are disseminated through a multitude of sources.

Prepares correspondence, newsletters, and other informational items related to programs administered in the county office. Prepares recurring reports. Based on prior experience and knowledge, anticipates the need for program data so as to ensure timely response to requests.

Ensures that Personally Identifiable Information (PII) is protected at all times by exercising controls and safeguards to preserve the integrity and confidentiality of material containing PII.

Ensures documentation of all customer service interactions.

Ensures that customers are aware they have access to additional agricultural resources provided by USDA and other agricultural stakeholders through FSA. Identifies agricultural topics or subject matter related to the customer's agricultural interests or operation that the customer may be interested in receiving additional information about. Refers the customer to Bridges to Opportunity Partner organizations or individuals that the customer chooses as potentially helpful to the customer. Ensures the issuance of a Receipt for Service is offered to all customers which includes all action taken, not taken, or recommended to the customer, as well as additional agricultural resources and referrals provided to the customer.

Performs other duties as assigned.

**Program Technician, CO-4 (Continued)****EEO and Civil Rights Responsibilities**

The employee is responsible for knowing and supporting equal opportunity and civil rights policies; performing assigned duties in full compliance with the letter and spirit of equal opportunity and civil rights laws and regulations; assuring bias-free written and oral communications; respecting and valuing differences of other employees and clients; and, as appropriate, preparing for career advancement opportunities.

**Supervision Received****Choose 1 of the following two paragraphs:**

The incumbent has acquired some basic program knowledge and is able to carry out recurring tasks independently. CED or other higher graded employee provides detailed instructions and close supervision on new assignments. Completed work is reviewed for accuracy and compliance with instructions and procedures. Guidelines for work assignments include program handbooks, supervisory instructions, and established operating policies and procedures.

Or

The incumbent is hired by CED but receives guidance on FLP from the FLM. CED may provide general instructions for tasks performed outside the FLP area. The incumbent has acquired some basic program knowledge and is able to carry out recurring tasks independently. CED or other higher graded employee provides detailed instructions and close supervision on new assignments. Completed work is reviewed for accuracy and compliance with instructions and procedures. Guidelines for work assignments include program handbooks, supervisory instructions, and established operating policies and procedures.

**Program Technician, CO-4 (Continued)****Knowledge Required****Choose 1 of the following two paragraphs:**

The work requires a general knowledge of the provisions and procedural aspects of program areas in which tasks have been assigned in as well as a basic knowledge of other programs administered at the county office. This position requires a basic knowledge of web-based programs.

Or

The work requires a general knowledge of the provisions and procedural aspects of program areas in which tasks have been assigned in as well as a basic knowledge of other programs administered at the county office. This position requires a basic knowledge of web-based programs. The position also requires a basic knowledge of environmental laws and legal terminology.

**Certification**

I certify that the above duties represent a true and accurate statement of the responsibilities contained in this position.

Signed: \_\_\_\_\_, CED \_\_\_\_\_ Date

Concurred: \_\_\_\_\_, DD \_\_\_\_\_ Date

**Program Technician, CO-4 (Continued)**

**Evaluation Statement**

**Title**

Program Technician

**Grade Level Criteria**

CO-4 (Advanced trainee in 1 or more programs, according to subparagraph 128 A.)

**Final Classification**

Program Technician, CO-4

**Classification Certification**

I certify that this position has been classified in conformance with criteria published in Handbook 27-PM.

**Signed:** \_\_\_\_\_, Chief, Administrative Division \_\_\_\_\_ Date

**Program Technician, CO-5 (Continued)****Title: Program Technician****Grade: CO-5****Introduction**

This position is located in the \_\_\_\_\_ County Office. The incumbent serves at the first independent working level for carrying out office activities and functions pertaining to the \_\_\_\_\_ program area and works in other programs as assigned.

In addition to duties typical of the next lower grade level, the employee has responsibility for assisting with other general office tasks in order to increase knowledge of the county office operations.

The full performance level of this position is a CO-7. The position is FLSA non-exempt.

**Primary Duties****Select all of the appropriate paragraphs which apply in this “Primary Duties” Section:****Administrative**

Serves as the County Office’s contact in the administrative program with independent responsibility for carrying out a wide range of activities in such areas as personnel, budget, and financial management, supply and inventory management, mail management, elections, and claims. Prepares and submits personnel action requests. Prepares and transmits T&A records including leave audits and local travel. Explains personnel options and benefits to co-workers and processes health benefits, life insurance, FERS, CSRS, and TSP documents and records. Performs administrative activities in support of Federal employees in the office. Studies administrative notices, handbook amendments, brochures, and other materials in order to explain new or revised options and benefits to co-workers. Maintains and updates personnel, leave, and travel records. Prepares travel forms and calculates and issues travel reimbursements.

Performs budget and financial management duties for the County Office. Analyzes past expenditures and provides input to the CED in preparing budget projections and administrative expense allocation requests. Maintains allocation controls and monitors budget activities to ensure allocations are not exceeded. Notifies CED of potential shortfalls or other budgetary situations and makes recommendations to avoid potential problems. Maintains County Office collection, disbursement, and deposit registers and serves as the principal source of contact in resolving problems related to management of funds collected. Determines the need for and installs new procedures to receive, disburse, and account for all funds.

Determines voter eligibility, maintains database, and assists COC in opening and counting ballots and certifying election results. Issues notifications of election results. Provides orientation to new COC members related to administrative requirements and benefits including salaries, travel, per diem, etc.

**Program Technician, CO-5 (Continued)****Primary Duties (Continued)**

Maintains office inventories, initiates orders for office supplies, and prepares equipment requests and required justifications for submission to the State Office. Oversees mail management activities including ensuring that postage meters have adequate postage to meet anticipated needs, maintaining records of postage expenditures, and preparing reports of mailings and postage meter readings.

**Farm Loan Programs**

Serves as the County Office's contact for the general aspects of the loan making and loan servicing programs. Provides information to the general public regarding various Agency farm loan programs and basic eligibility requirements. Conducts interviews with potential borrowers to determine the type of loan best suited to their needs and for which they might qualify and to review the various forms which must be completed to apply for the loan.

Reviews and enters loan application forms into the appropriate web-based systems. Ensures that all materials are complete, legal, and in compliance with processing procedures and regulations. Conducts lien searches and may close loans. When delegated authority, establishes bank accounts, deposits loan checks and other funds, countersigns checks, closes accounts, and executes all forms in connection with bank account transactions. Accepts and processes loan repayments.

Provides assistance to borrowers to assure financial information is properly compiled for applications, yearend analyses and servicing requests. May assist in conducting chattel inspections and updates security agreements. Recommends partial releases. Processes termination statements. When delegated authority, approves and processes the planned release of income from the sale of security property.

Coordinates and monitors activities from acquisition to sale of acquired properties. May bid on behalf of the Government at foreclosure sales. Monitors and completes all steps in connection with foreclosure procedures. Prepares vouchers for sales expenses after foreclosure sale if property is brought into inventory. Complete transaction to acquire property. Prepares solicitations for contractors to repair, maintain, and secure inventory property.

Maintains current borrower and operational files in accordance with retention guidelines. Interprets new procedures, instructions, and guidelines as they are issued and ensures that existing procedures are modified to accommodate change.

Ensures that Equal Credit Opportunity Act rules and regulations are followed and applied in delivery of program services to applicants and borrowers.

**Program Technician, CO-5 (Continued)****Primary Duties (Continued)****Conservation and Commodity Production:**

Serves as the County Office's contact in the conservation program area. May serve as a recognized authority on the provisions, requirements, operating procedures, and benefits of the conservation programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; completes or assists applicants in the completion of forms; initiates necessary contacts to obtain required information and documents; calculates and initiates program payments; and establishes and maintains office files and records. Notes discrepancies in program records and takes appropriate action to correct errors, obtain missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedures.

May serve as the general contact for the provisions, requirements, options, benefits, and web-based operations of the commodity production program with responsibility for providing information to potential participants; assisting producers in completing forms indicating their intention to participate and enrolling producers in the program and in program options they select; completing producer share worksheets and entering percentage shares and other data; initiating necessary contacts to obtain required information and documents; and issuing acreage notifications, yield histories, and base and yield determinations and revisions. Generates program contracts, preparing required forms and documents, and obtaining all necessary signatures. May present contracts and related documents to COC or designee for approval. Calculates, records, issues, and reconciles program payments; handles payment assignments and joint payment authorizations; determines payment reductions resulting from program violations; handles offsets; and collects overpayments, including computing interest due and issuing demand letters. Establishes and maintains office files and records and handles web-based program operations.

**Common Programs**

As the County Office's contact in the common program area, may serve as a recognized authority on the provisions, requirements, operating procedures, and benefits of common programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; including web-based programs; completes applicable forms; initiates necessary contacts to obtain required information and documents; and establishes and maintains offices files and records. Notes discrepancies in program payments and takes appropriate action to correct errors, obtaining missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedure.

**Program Technician, CO-5 (Continued)****Primary Duties (Continued)****Payment Limitations**

Reviews and analyzes legal documents for needed information. Develops knowledge of entities and determinations on signature authority. Regular personal contacts include stakeholders, attorneys, local banks, lending institutions, as well as co-workers within the agency, employees of Federal State, and local government, as well as the general public. Gathers data to provide support for direct attribution, actively engaged, cash rent tenant, foreign person, and adjusted gross income determinations. Communicates with other county offices and agencies on a regular basis to coordinate determinations and regulate payments to multi-county producers. Maintains PL files containing PII in a secure location. Develops tools to ensure program consistency and integrity is uniform throughout the office. Assists other employees with payment and non-payment eligibility issues.

**Farm Records**

Obtain new producer information. Create, update and maintain automated farm program records. Determine, process, and complete proper farm reconstitution and farm transfer requests. Verify farm ownership information through research of deeds and local government records. Maintain records for multi-county producers.

**Geospatial Information System**

Serves as the contact on Geospatial Information System software to complete polygon edits, identification of polygon errors and structure to reconcile reports. Responsible for maintaining current farm aerial maps, and providing them to all stakeholders as requested.

**Price Support**

As the County Office's contact in the price support area, may serve as a recognized authority on the provisions, requirements, operating procedures, and benefits of price support programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; including web-based programs; completes applicable forms; initiates necessary contacts to obtain required information and documents; calculates and initiates program payments and establishes and maintains offices files and records. Notes discrepancies in program payments and takes appropriate action to correct errors, obtaining missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedure.

**Program Technician, CO-5 (Continued)****Primary Duties (Continued)****Marketing Assistance Loans and Loan Deficiency Payments**

Receives loan and loan deficiency payment applications, determines eligible production and shares and ensures all required information and signatures are obtained. Oversees the disbursement of Marketing Assistance Loans and Loan Deficiency Payments in appropriate web-based systems. Completes forms for certified and measured farm-stored loans, schedules measurements. Obtains and secures warehouse receipts for warehouse loans. Conducts lien searches and maintains lien waivers, financing statements, and chattel mortgages. Prepares loan worksheets and security agreements, and collects service fees. Notifies potential buyers, elevators, and warehouses that commodities are under loan. Reviews loans selected for spot check, notifies producers of results, taking major discrepancies to the COC for action, and determines if additional producers are required to be reviewed. Processes extended loans when authorized, calculates and disburses storage payments. Authorizes commodity movement and issues marketing authorizations. Handles all paperwork for unauthorized removals and dispositions, collects payments, penalties and liquidated damages. Processes full and partial loan repayments, marks and returns paid loan documents, releases financial statements and chattel mortgages. Processes forfeitures and settlements, including issuing delivery notices, contacting warehouses and elevators to determine availability for storing CCC commodities, and as necessary, adjusting delivery charges. Prepares and maintains records and reports of outstanding loans and loans open after maturity. Prepares and records daily market rates.

**Farm Storage Facility Loans**

Reviews and enters loan application forms and related documents into the appropriate web-based systems. Ensures that all materials are complete, legal, and in compliance with processing procedures and regulations. Conducts lien searches and may close loans. Accepts and processes loan repayments. Provides assistance to borrowers to assure financial information is properly compiled for annual review and servicing. May assist in conducting chattel inspections and updates security agreements. Processes releases and termination statements.

**Noninsured Crop Disaster Assistance Program**

Provides information to producers concerning NAP which includes accepting applications, reports of acreage and actual production history. Conducts interviews with potential applicants to determine NAP options best suited to their needs for which they might qualify, and to review the various forms which must be completed. Accepts notices of loss and application for payment. Analyze production evidence presented to properly determine the actual production history for consideration by the COC. Prepares documentation for loss adjustors to perform field visits and arranges for loss adjustors to perform work. Prepares correspondence related to NAP, and maintains diverse web-based systems. Deposits NAP fees and issues payments on approved NAP loss applications.

**Program Technician, CO-5 (Continued)****Primary Duties (Continued)****Dairy**

Explains administrative fee and premium buy-up options along with associated fees. Accept and process base history and contracts. Construct and mail annual sign-up reminder letters. Work with various milk handling companies in order to obtain marketed milk weight for the corresponding base period. Monitor the bi-monthly payment trigger to determine if a payment needs to be processed, and process accordingly. Process contract dissolutions, modifications and new operation purchases.

**Disaster**

Conducts initial interview with potential applicants to determine disaster program options best suited to their needs for which they might qualify, and to review the various forms which must be completed for the applications. Provides information to producers concerning disaster programs which include accepting notice of loss and applications. Responsible for application processing, payment calculation, report submission, and producer assistance for disaster programs which may include TAP, LFP, LIP, ELAP, DIP, etc. Maintains diverse web-based systems. Additionally, responsible for any crop, livestock, or emergency program activated. Responsible for all monitoring of weather related data including the drought monitor, rainfall, etc. Also, may provide assistance and support of STORM data. Schedules field visits to document losses as needed. Maintains personal contact with a variety of stakeholders.

**Compliance**

Assists producers in the preparation of acreage reports detailing crop acreages and land uses. Responsible for determining and certifying program acreage. Takes requests for measurement services, collects and records payments. As appropriate, arranges for field reporters to conduct on-site visits. Prepares notices of acreage determinations and notifies producers of spot check results and appeal rights. Provides information to the COC in cases involving possible program violations and calculates penalties. Reconciles program discrepancies. Maintains county crop table.

Coordinates Highly Erodible Land Conservation and Wetland Conservation Certification (HELWC) activities with other County Offices for multi-county producers and with NRCS for technical determinations. Updates HELWC determinations on CLU. Provides program information to producers pertaining to program compliance requirements, options and penalties for non-compliance. Maintains files regarding CPA-26 and CPA-27's required for program participation. Works closely with NRCS where producers request a HELWC determination done. Prepares conversion compliance forms for NRCS for spot-checking purposes of HELC and WC. Updates HELC/WC records after a reconstitution or a cropland correction.

**Program Technician, CO-5 (Continued)****Primary Duties (Continued)**Miscellaneous paragraphs which could apply to multiple program areas:

Manages and maintains County Office receivables database which includes reviewing applicable reports. Monitors demand letters, and processes collections and setoffs. Maintains records and obtains and maintains required documents for promissory notes executed in settlement of a claim. Services common receivables. Transmits claims data to KCFO. Prepares and reconciles schedules of deposit.

Identifies the level of environmental review necessary, according to agency regulations, and researches and gathers related information and assembles documentation to coordinate the processing and completion of the environmental review. Works as a liaison between the approving official, applicant, and lender (if applicable) when additional information or clarification is needed.

Required paragraphs for all positions

Assists other county office employees by performing specific, routine segments of broader program operations for which another employee is responsible. Assignments are designed to improve overall knowledge of the county office operations. The incumbent may serve as a back-up in one or more program areas in the absence of the employee responsible for the program or programs.

Reviews and maintains program notices, handbook amendments, and similar materials which are disseminated through a multitude of sources; notes changes in program policies and requirements, and determines impact of such changes upon existing County Office operations and procedures. Updates other office employees and clients on changes in program provisions. Recommends and establishes operating procedures, and may develop tools to ensure that program requirements are met and that all steps in program transactions are complete.

Prepares correspondence, newsletters, and other informational items related to assigned programs. Prepares recurring and ad hoc reports. Based on prior experience and knowledge, anticipates the need for program data so as to ensure timely response to requests.

As assigned, may attend COC meetings with CED to discuss matters requiring the COC's attention. Provides update on changes in assigned program operations.

Ensures that Personally Identifiable Information (PII) is protected at all times by exercising controls and safeguards to preserve the integrity and confidentiality of material containing PII.

**Program Technician, CO-5 (Continued)****Primary Duties (Continued)**

Ensures documentation of all customer service interactions.

Ensures that customers are aware they have access to additional agricultural resources provided by USDA and other agricultural stakeholders through FSA. Identifies agricultural topics or subject matter related to the customer's agricultural interests or operation that the customer may be interested in receiving additional information about. Refers the customer to Bridges to Opportunity Partner organizations or individuals that the customer chooses as potentially helpful to the customer. Ensures the issuance of a Receipt for Service is offered to all customers which includes all action taken, not taken, or recommended to the customer, as well as additional agricultural resources and referrals provided to the customer.

Performs other duties as assigned.

**EEO and Civil Rights Responsibilities**

The employee is responsible for knowing and supporting equal opportunity and civil rights policies; performing assigned duties in full compliance with the letter and spirit of equal opportunity and civil rights laws and regulations; assuring bias-free written and oral communications; respecting and valuing differences of other employees and clients; and, as appropriate, preparing for career advancement opportunities.

**Supervision Received**

Choose 1 of the following two paragraphs:

The incumbent works independently on given assignments although the CED or another higher graded employee is readily available to provide assistance on new or unique situations. More specific supervision by the CED or another higher graded employee is provided for programs in which the employee serves as an assistant or back-up. Specific instructions are given on new or unusual assignments or projects, and changes to procedure and policy are communicated to the incumbent. Work is generally spot-checked upon completion, and new or complex assignments may be checked more often.

Or

The incumbent is hired by CED but receives guidance on FLP from the FLM. CED may provide general instructions for tasks performed outside the FLP area. The incumbent works independently on given assignments although the CED or another higher graded employee is readily available to provide assistance on new or unique situations. More specific supervision by the CED or another higher graded employee is provided for programs in which the employee serves as an assistant or back-up. Specific instructions are given on new or unusual assignments or projects, and changes to procedure and policy are communicated to the incumbent. Work is generally spot-checked upon completion, and new or complex assignments may be checked more often.

**Program Technician, CO-5 (Continued)****Knowledge Required**

Choose 1 of the following two paragraphs:

The work requires a broad working knowledge of the provisions and procedural aspects of the assigned program areas. The incumbent possesses basic problem solving skills. Some general knowledge of other programs and the ability to apply handbook procedures is important to assist in routine work in other areas and to accept increasing responsibility in these other programs areas. This position requires a basic knowledge of multiple web-based programs.

Or

The work requires a broad working knowledge of the provisions and procedural aspects of the assigned program areas. The incumbent possesses basic problem solving skills. Some general knowledge of other programs and the ability to apply handbook procedures is important to assist in routine work in other areas and to accept increasing responsibility in these other programs areas. This position requires a basic knowledge of multiple web-based programs. The position also requires basic knowledge of environmental laws and legal terminology needed to sufficiently understand deeds, liens, title searches, legal instruments, and supporting documents.

**Certification**

I certify that the above duties represent a true and accurate statement of the responsibilities contained in this position.

Signed: \_\_\_\_\_, CED \_\_\_\_\_ Date

Concurred: \_\_\_\_\_, DD \_\_\_\_\_ Date

**Program Technician, CO-5 (Continued)**

**Evaluation Statement**

**Title**

Program Technician

**Grade Level Criteria**

CO-5 (First independent working level in 1 or more programs, according to subparagraph 129 A.)

**Final Classification**

Program Technician, CO-5

**Classification Certification**

I certify that this position has been classified in conformance with criteria published in Handbook 27-PM.

**Signed:** \_\_\_\_\_, Chief, Administrative Division \_\_\_\_\_ Date

**Program Technician, CO-6****Title: Program Technician****Grade: CO-6****Introduction**

This position is located in the \_\_\_\_\_ County Office. The incumbent is independently responsible for carrying out office activities and functions pertaining to the \_\_\_\_\_ program area and works in other programs as assigned.

In addition to duties typical of the next lower grade level, the incumbent has continuing responsibility for analyzing program operations, determining, and recommending improvements in internal operating procedures, ensuring operating efficiency, and resolving problems affecting program operations.

The full performance level of this position is a CO-7. The position is FLSA non-exempt.

**Primary Duties****Select all of the appropriate paragraphs which apply in this “Primary Duties” section:****Administrative**

Serves as the County Office’s contact for the administrative program with independent responsibility for carrying out a wide range of activities in such areas as personnel, budget, and financial management, supply and inventory management, mail management, elections, and claims. Prepares and submits personnel action requests. Prepares and transmits T&A records including leave audits and local travel. Explains personnel options and benefits to co-workers and processes health benefits, life insurance, FERS, CSRS, and TSP documents and records. Performs administrative activities in support of Federal employees in the office. Studies administrative notices, handbook amendments, brochures, and other materials in order to explain new or revised options and benefits to co-workers. Maintains and updates personnel, leave, and travel records. Prepares travel forms and calculates and issues travel reimbursements.

Performs budget and financial management duties for the County Office. Analyzes past expenditures and provides input to the CED in preparing budget projections and administrative expense allocation requests. Maintains allocation controls and monitors budget activities to ensure allocations are not exceeded. Notifies CED of potential shortfalls or other budgetary situations and makes recommendations to avoid potential problems. Maintains County Office collection, disbursement, and deposit registers and serves as the principal source of contact in resolving problems related to management of funds collected. Determines the need for and installs new procedures to receive, disburse, and account for all funds.

Determines voter eligibility, maintains database, and assists COC in opening and counting ballots and certifying election results. Issues notifications of election results. Provides orientation to new COC members related to administrative requirements and benefits including salaries, travel, per diem, etc.

**Program Technician, CO-6 (Continued)****Primary Duties (Continued)**

Maintains office inventories, initiates orders for office supplies, and prepares equipment requests and required justifications for submission to the State Office. Oversees mail management activities including ensuring that postage meters have adequate postage to meet anticipated needs, maintaining records of postage expenditures, and preparing reports of mailings and postage meter readings.

**Farm Loan Programs**

Serves as the County Office's contact in the technical aspects of the loan making and loan servicing programs. Provides information to the general public regarding various Agency farm loan programs and basic eligibility requirements. Conducts interviews with potential borrowers to determine the type of loan best suited to their needs and for which they might qualify and to review the various forms which must be completed to apply for the loan.

Reviews and enters loan application forms into the appropriate web-based systems. Ensures that all materials are complete, legal, and in compliance with processing procedures and regulations. Conducts lien searches and may close loans. When delegated authority, establishes bank accounts, deposits loan checks and other funds, countersigns checks, closes accounts, and executes all forms in connection with bank account transactions. Accepts and processes loan repayments.

Provides assistance to borrowers to assure financial information is properly compiled for applications, yearend analyses and servicing requests. May assist in conducting chattel inspections and updates security agreements. Recommends partial releases. Processes termination statements. When delegated authority, approves and processes the planned release of income from the sale of security property.

Coordinates and monitors activities from acquisition to sale of acquired properties. May bid on behalf of the Government at foreclosure sales. Monitors and completes all steps in connection with foreclosure procedures. Prepares vouchers for sales expenses after foreclosure sale if property is brought into inventory. Complete transaction to acquire property. Prepares solicitations for contractors to repair, maintain, and secure inventory property.

Maintains current borrower and operational files in accordance with retention guidelines. Interprets new procedures, instructions, and guidelines as they are issued and ensures that existing procedures are modified to accommodate change.

Ensures that Equal Credit Opportunity Act rules and regulations are followed and applied in delivery of program services to applicants and borrowers.

**Program Technician, CO-6 (Continued)****Primary Duties (Continued)****Conservation and Commodity Production:**

As the County Office's contact in the conservation program area, serves as a recognized authority on the provisions, requirements, operating procedures, and benefits of the conservation programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; completes or assists applicants in the completion of forms; initiates necessary contacts to obtain required information and documents; calculates and initiates program payments; and establishes and maintains office files and records. Notes discrepancies in program records and takes appropriate action to correct errors, obtain missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedures.

Serves as the technical expert for the provisions, requirements, options, benefits, and web-based operations of the commodity production program with responsibility for providing information to potential participants; assisting producers in completing forms indicating their intention to participate and enrolling producers in the program and in program options they select; completing producer share worksheets and entering percentage shares and other data; initiating necessary contacts to obtain required information and documents; and issuing acreage notifications, yield histories, and base and yield determinations and revisions. Generates program contracts, preparing required forms and documents, and obtaining all necessary signatures. Presents contracts and related documents to COC or designee for approval. Calculates, records, issues, and reconciles program payments; handles payment assignments and joint payment authorizations; determines payment reductions resulting from program violations; handles offsets; and collects overpayments, including computing interest due and issuing demand letters. Establishes and maintains office files and records and handles web-based program operations. As needed, provides leadership to other employees engaged in program signup activities.

**Common Programs**

As the County Office's contact in the common program area, serves as a recognized authority on the provisions, requirements, operating procedures, and benefits of common programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; including web-based programs; completes applicable forms; initiates necessary contacts to obtain required information and documents; and establishes and maintains offices files and records. Notes discrepancies in program payments and takes appropriate action to correct errors, obtaining missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedure.

**Program Technician, CO-6 (Continued)****Primary Duties (Continued)****Payment Limitations**

Reviews and analyzes legal documents for needed information. Develops knowledge of entities and determinations on signature authority. Regular personal contacts include stakeholders, attorneys, local banks, lending institutions, as well as co-workers within the agency, employees of Federal State, and local government, as well as the general public. Gathers data to provide support for direct attribution, actively engaged, cash rent tenant, foreign person, and adjusted gross income determinations. Communicates with other county offices and agencies on a regular basis to coordinate determinations and regulate payments to multi-county producers. Maintains PL files containing PII in a secure location. Develops tools to ensure program consistency and integrity is uniform throughout the office. Assists other employees with payment and non-payment eligibility issues.

**Farm Records**

Obtain new producer information. Create, update and maintain automated farm program records. Determine, process, and complete proper farm reconstitution and farm transfer requests. Verify farm ownership information through research of deeds and local government records. Maintain records for multi-county producers.

**Geospatial Information System**

Serves as the contact on Geospatial Information System software to complete polygon edits, identification of polygon errors and structure to reconcile reports. Responsible for maintaining current farm aerial maps, and providing them to all stakeholders as requested.

**Price Support**

As the County Office's contact in the price support area, serves as a recognized authority on the provisions, requirements, operating procedures, and benefits of price support programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; including web-based programs; completes applicable forms; initiates necessary contacts to obtain required information and documents; calculates and initiates program payments and establishes and maintains offices files and records. Notes discrepancies in program payments and takes appropriate action to correct errors, obtaining missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedure.

**Marketing Assistance Loans and Loan Deficiency Payments**

Receives loan and loan deficiency payment applications, determines eligible production and shares and ensures all required information and signatures are obtained. Oversees the disbursement of Marketing Assistance Loans and Loan Deficiency Payments in appropriate web-based systems. Completes forms for certified and measured farm-stored loans, schedules measurements. Obtains and secures warehouse receipts for warehouse loans. Conducts lien searches and maintains lien waivers, financing statements, and chattel mortgages. Prepares loan worksheets and security agreements, and collects service fees.

**Program Technician, CO-6 (Continued)****Primary Duties (Continued)**

Notifies potential buyers, elevators, and warehouses that commodities are under loan. Reviews loans selected for spot check, notifies producers of results, taking major discrepancies to the COC for action, and determines if additional producers are required to be reviewed. Processes extended loans when authorized, calculates and disburses storage payments. Authorizes commodity movement and issues marketing authorizations. Handles all paperwork for unauthorized removals and dispositions, collects payments, penalties and liquidated damages. Processes full and partial loan repayments, marks and returns paid loan documents, releases financial statements and chattel mortgages. Processes forfeitures and settlements, including issuing delivery notices, contacting warehouses and elevators to determine availability for storing CCC commodities, and as necessary, adjusting delivery charges. Prepares and maintains records and reports of outstanding loans and loans open after maturity. Prepares and records daily market rates.

**Farm Storage Facility Loans**

Reviews and enters loan application forms and related documents into the appropriate web-based systems. Ensures that all materials are complete, legal, and in compliance with processing procedures and regulations. Conducts lien searches and may close loans. Accepts and processes loan repayments. Provides assistance to borrowers to assure financial information is properly compiled for annual review and servicing. May assist in conducting chattel inspections and updates security agreements. Processes releases and termination statements.

**Noninsured Crop Disaster Assistance Program**

Provides information to producers concerning NAP which includes accepting applications, reports of acreage and actual production history. Conducts interviews with potential applicants to determine NAP options best suited to their needs for which they might qualify, and to review the various forms which must be completed. Accepts notices of loss and application for payment. Analyze production evidence presented to properly determine the actual production history for consideration by the COC. Prepares documentation for loss adjustors to perform field visits and arranges for loss adjustors to perform work. Prepares correspondence related to NAP, and maintains diverse web-based systems. Deposits NAP fees and issues payments on approved NAP loss applications.

**Dairy**

Explains administrative fee and premium buy-up options along with associated fees. Accept and process base history and contracts. Construct and mail annual sign-up reminder letters. Work with various milk handling companies in order to obtain marketed milk weight for the corresponding base period. Monitor the bi-monthly payment trigger to determine if a payment needs to be processed, and process accordingly. Process contract dissolutions, modifications and new operation purchases.

**Program Technician, CO-6 (Continued)****Primary Duties (Continued)****Disaster**

Conducts interviews with potential applicants to determine disaster program options best suited to their needs for which they might qualify, and to review the various forms which must be completed for the applications. Provides information to producers concerning disaster programs which include accepting notice of loss and applications. Responsible for application processing, payment calculation, report submission, and producer assistance for disaster programs which may include TAP, LFP, LIP, ELAP, DIP, etc. Maintains diverse web-based systems. Additionally, responsible for any crop, livestock, or emergency program activated. Responsible for all monitoring of weather related data including the drought monitor, rainfall, etc. Also, may provide assistance and support of STORM data. Schedules field visits to document losses as needed. Maintains personal contact with a variety of stakeholders.

**Compliance**

Assists producers in the preparation of acreage reports detailing crop acreages and land uses. Responsible for determining and certifying program acreage. Takes requests for measurement services, collects and records payments. As appropriate, arranges for field reporters to conduct on-site visits. Prepares notices of acreage determinations and notifies producers of spot check results and appeal rights. Provides information to the COC in cases involving possible program violations and calculates penalties. Reconciles program discrepancies. Maintains county crop table.

Coordinates Highly Erodible Land Conservation and Wetland Conservation Certification (HELC/WC) activities with other County Offices for multi-county producers and with NRCS for technical determinations. Updates HELC/WC determinations on CLU. Provides program information to producers pertaining to program compliance requirements, options and penalties for non-compliance. Maintains files regarding CPA-26 and CPA-27's required for program participation. Works closely with NRCS where producers request a HELC/WC determination done. Prepares conversion compliance forms for NRCS for spot-checking purposes of HELC and WC. Updates HELC/WC records after a reconstitution or a cropland correction.

**Miscellaneous paragraphs which could apply to multiple program areas:**

Manages and maintains County Office receivables database which includes reviewing applicable reports. Monitors demand letters, and processes collections and setoffs. Maintains records and obtains and maintains required documents for promissory notes executed in settlement of a claim. Services common receivables. Transmits claims data to KCFO. Prepares and reconciles schedules of deposit.

Identifies the level of environmental review necessary, according to agency regulations, and researches and gathers related information and assembles documentation to coordinate the processing and completion of the environmental review. Works as a liaison between the approving official, applicant, and lender (if applicable) when additional information or clarification is needed.

**Program Technician, CO-6 (Continued)****Primary Duties (Continued)**Required paragraphs for all positions

Reviews and maintains program notices, handbook amendments, and similar materials which are disseminated through a multitude of sources; notes changes in program policies and requirements, and determines impact of such changes upon existing County Office operations and procedures. Updates other office employees and clients on changes in program provisions. Recommends and establishes operating procedures, and may develop tools to ensure that program requirements are met and that all steps in program transactions are complete.

Prepares correspondence, newsletters, and other informational items related to assigned programs. Prepares recurring and ad hoc reports. Based on prior experience and knowledge, anticipates the need for program data so as to ensure timely response to requests.

Applies judgment to solve problems or to take appropriate action where precedents do not exist as well as greater specialized knowledge to interpret or analyze operating requirements in addition to performing or overseeing clerical/technical processing work. The employee may be called upon to advise counterparts in other County Offices concerning the operations and procedures of the assigned programs. Refers matters requiring policy interpretation to CED, DD, or other higher level employee.

Provides support in training staff regarding all phases of assigned programs.

As assigned, may attend COC meetings with CED to discuss matters requiring the COC's attention. Provides update on changes in assigned program operations.

Ensures that Personally Identifiable Information (PII) is protected at all times by exercising controls and safeguards to preserve the integrity and confidentiality of material containing PII.

Ensures documentation of all customer service interactions.

Ensures that customers are aware they have access to additional agricultural resources provided by USDA and other agricultural stakeholders through FSA. Identifies agricultural topics or subject matter related to the customer's agricultural interests or operation that the customer may be interested in receiving additional information about. Refers the customer to Bridges to Opportunity Partner organizations or individuals that the customer chooses as potentially helpful to the customer. Ensures the issuance of a Receipt for Service is offered to all customers which includes all action taken, not taken, or recommended to the customer, as well as additional agricultural resources and referrals provided to the customer.

Performs other duties as assigned.

**Program Technician, CO-6 (Continued)****EEO and Civil Rights Responsibilities**

The employee is responsible for knowing and supporting equal opportunity and civil rights policies; performing assigned duties in full compliance with the letter and spirit of equal opportunity and civil rights laws and regulations; assuring bias-free written and oral communications; respecting and valuing differences of other employees and clients; and, as appropriate, preparing for career advancement opportunities.

**Supervision Received**

Choose 1 of the following two paragraphs:

The incumbent plans and carries out the full cycle of work operations independently, determines priorities, and resolves problems according to established procedures and guidelines. The CED or other higher graded employee is available to provide guidance on the more complex or unusual matters. Completed work is evaluated in terms of accuracy, soundness of information and program interpretations provided to producers, and resourcefulness in solving problems. The methods used in arriving at end results may be reviewed occasionally.

Or

The incumbent is hired by CED but receives technical guidance on FLP from the FLM. CED may provide general instructions for tasks performed outside the FLP area. The incumbent plans and carries out work independently in accordance with established guides and instructions. Completed work may be evaluated for adherence in terms of accuracy, soundness of information and program interpretations provided to producers, and resourcefulness in solving problems. The methods used in arriving at end results may be reviewed occasionally.

**Knowledge Required**

Choose 1 of the following two paragraphs:

The work requires a broad working knowledge of the provisions and procedural aspects of the assigned program areas. In addition, the incumbent must have an understanding of other programs administered through the County Office in order to assist in carrying out these programs. This position requires a diverse knowledge of multiple web-based programs.

Or

The work requires a broad working knowledge of the provisions and procedural aspects of the assigned program areas. In addition, the incumbent must have an understanding of other programs administered through the County Office in order to assist in carrying out these programs. This position requires a diverse knowledge of multiple web-based programs. The position also requires a general knowledge of environmental laws and legal terminology needed to sufficiently understand deeds, liens, title searches, legal instruments, and supporting documents.

**Program Technician, CO-6 (Continued)**

**Certification**

I certify that the above duties represent a true and accurate statement of the responsibilities contained in this position.

Signed: \_\_\_\_\_, CED

\_\_\_\_\_ Date

Concurred: \_\_\_\_\_, DD

\_\_\_\_\_ Date

**Program Technician, CO-6 (Continued)**

**Evaluation Statement**

**Title**

Program Technician

**Grade Level Criteria**

CO-6 (Independently responsible in a single program, according to subparagraph 130 A.)

**Final Classification**

Program Technician, CO-6

**Classification Certification**

I certify that this position has been classified in conformance with criteria published in Handbook 27-PM.

**Signed:** \_\_\_\_\_, Chief, Administrative Division \_\_\_\_\_ Date

**Program Technician, CO-7****Title: Program Technician****Grade: CO-7****Introduction**

Choose 1 of the following two paragraphs:

This position is located in the \_\_\_\_\_ County Office. The incumbent serves as the County Office's technical expert in the procedures, regulations, and operations of the \_\_\_\_\_ program area and works in other programs as assigned.

Or

This position is located in the \_\_\_\_\_ County Office. The incumbent is independently responsible for carrying out office activities and functions pertaining to the \_\_\_\_\_ and \_\_\_\_\_ programs, and works in other programs as assigned.

In addition to duties typical of the next lower grade level, the employee has continuing responsibility for analyzing program operations, determining, and recommending improvements in internal operating procedures, ensuring operating efficiency, and resolving problems affecting program operations.

This is the full performance level of the position. The position is FLSA non-exempt.

**Primary Duties**

Select all of the appropriate paragraphs which apply in this "Primary Duties" section:

**Administrative**

Serves as the County Office's technical expert in the administrative program with independent responsibility for carrying out a wide range of activities in such areas as personnel, budget, and financial management, supply and inventory management, mail management, elections, and claims. Prepares and submits personnel action requests. Prepares and transmits T&A records including leave audits and local travel. Explains personnel options and benefits to co-workers and processes health benefits, life insurance, FERS, CSRS, and TSP documents and records. Performs administrative activities in support of Federal employees in the office. Studies administrative notices, handbook amendments, brochures, and other materials in order to explain new or revised options and benefits to co-workers. Maintains and updates personnel, leave, and travel records. Prepares travel forms and calculates and issues travel reimbursements.

Performs budget and financial management duties for the County Office. Analyzes past expenditures and provides input to the CED in preparing budget projections and administrative expense allocation requests. Maintains allocation controls and monitors budget activities to ensure allocations are not exceeded. Notifies CED of potential shortfalls or other budgetary situations and makes recommendations to avoid potential problems. Maintains County Office collection, disbursement, and deposit registers and serves as the principal source of contact in resolving problems related to management of funds collected. Determines the need for and installs new procedures to receive, disburse, and account for all funds.

**Program Technician, CO-7 (Continued)****Primary Duties (Continued)**

Determines voter eligibility, maintains database, and assists COC in opening and counting ballots and certifying election results. Issues notifications of election results. Provides orientation to new COC members related to administrative requirements and benefits including salaries, travel, per diem, etc.

Maintains office inventories, initiates orders for office supplies, and prepares equipment requests and required justifications for submission to the State Office. Oversees mail management activities including ensuring that postage meters have adequate postage to meet anticipated needs, maintaining records of postage expenditures, and preparing reports of mailings and postage meter readings.

**Farm Loan Programs**

Serves as the County Office's expert in the technical aspects of the loan making and loan servicing programs. Provides information to the general public regarding various Agency farm loan programs and basic eligibility requirements. Conducts interviews with potential borrowers to determine the type of loan best suited to their needs and for which they might qualify and to review the various forms which must be completed to apply for the loan.

Reviews and enters loan application forms into the appropriate web-based systems. Ensures that all materials are complete, legal, and in compliance with processing procedures and regulations. Conducts lien searches and may close loans. When delegated authority, establishes bank accounts, deposits loan checks and other funds, countersigns checks, closes accounts, and executes all forms in connection with bank account transactions. Accepts and processes loan repayments.

Provides assistance to borrowers to assure financial information is properly compiled for applications, yearend analyses and servicing requests. May assist in conducting chattel inspections and updates security agreements. Recommends partial releases. Processes termination statements. When delegated authority, approves and processes the planned release of income from the sale of security property.

Coordinates and monitors activities from acquisition to sale of acquired properties. May bid on behalf of the Government at foreclosure sales. Monitors and completes all steps in connection with foreclosure procedures. Prepares vouchers for sales expenses after foreclosure sale if property is brought into inventory. Complete transaction to acquire property. Prepares solicitations for contractors to repair, maintain, and secure inventory property.

Maintains current borrower and operational files in accordance with retention guidelines. Interprets new procedures, instructions, and guidelines as they are issued and ensures that existing procedures are modified to accommodate change.

Ensures that Equal Credit Opportunity Act rules and regulations are followed and applied in delivery of program services to applicants and borrowers.

**Program Technician, CO-7 (Continued)****Primary Duties (Continued)****Conservation and Commodity Production:**

As the County Office's technical expert in the conservation program area, serves as a recognized authority on the provisions, requirements, operating procedures, and benefits of the conservation programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; completes or assists applicants in the completion of forms; initiates necessary contacts to obtain required information and documents; calculates and initiates program payments; and establishes and maintains office files and records. Notes discrepancies in program records and takes appropriate action to correct errors, obtain missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedures.

Serves as the technical expert for the provisions, requirements, options, benefits, and web-based operations of the commodity production program with responsibility for providing information to potential participants; assisting producers in completing forms indicating their intention to participate and enrolling producers in the program and in program options they select; completing producer share worksheets and entering percentage shares and other data; initiating necessary contacts to obtain required information and documents; and issuing acreage notifications, yield histories, and base and yield determinations and revisions. Generates program contracts, preparing required forms and documents, and obtaining all necessary signatures. Presents contracts and related documents to COC or designee for approval. Calculates, records, issues, and reconciles program payments; handles payment assignments and joint payment authorizations; determines payment reductions resulting from program violations; handles offsets; and collects overpayments, including computing interest due and issuing demand letters. Establishes and maintains office files and records and handles web-based program operations. As needed, provides leadership to other employees engaged in program signup activities.

**Common Programs**

As the County Office's technical expert in the common program area, serves as a recognized authority on the provisions, requirements, operating procedures, and benefits of common programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; including web-based programs; completes applicable forms; initiates necessary contacts to obtain required information and documents; and establishes and maintains offices files and records. Notes discrepancies in program payments and takes appropriate action to correct errors, obtaining missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedure.

**Program Technician, CO-7 (Continued)****Primary Duties (Continued)****Payment Limitations**

Reviews and analyzes legal documents for needed information. Develops knowledge of entities and determinations on signature authority. Regular personal contacts include stakeholders, attorneys, local banks, lending institutions, as well as co-workers within the agency, employees of Federal State, and local government, as well as the general public. Gathers data to provide support for direct attribution, actively engaged, cash rent tenant, foreign person, and adjusted gross income determinations. Communicates with other county offices and agencies on a regular basis to coordinate determinations and regulate payments to multi-county producers. Maintains PL files containing PII in a secure location. Develops tools to ensure program consistency and integrity is uniform throughout the office. Assists other employees with payment and non-payment eligibility issues.

**Farm Records**

Obtain new producer information. Create, update and maintain automated farm program records. Determine, process, and complete proper farm reconstitution and farm transfer requests. Verify farm ownership information through research of deeds and local government records. Maintain records for multi-county producers.

**Geospatial Information System**

Serves as subject matter expert on Geospatial Information System software to complete polygon edits, identification of polygon errors and structure to reconcile reports. Responsible for maintaining current farm aerial maps, and providing them to all stakeholders as requested.

**Price Support**

As the County Office's technical expert in the price support area, serves as a recognized authority on the provisions, requirements, operating procedures, and benefits of price support programs, including web-based program operations. Explains program provisions, benefits, and options to clients and other interested individuals or groups; including web-based programs; completes applicable forms; initiates necessary contacts to obtain required information and documents; calculates and initiates program payments and establishes and maintains offices files and records. Notes discrepancies in program payments and takes appropriate action to correct errors, obtaining missing data, or otherwise reconcile discrepancies. As necessary, advises program participants about available appeal procedure.

**Program Technician, CO-7 (Continued)****Primary Duties (Continued)****Marketing Assistance Loans and Loan Deficiency Payments**

Receives loan and loan deficiency payment applications, determines eligible production and shares and ensures all required information and signatures are obtained. Oversees the disbursement of Marketing Assistance Loans and Loan Deficiency Payments in appropriate web-based systems. Completes forms for certified and measured farm-stored loans, schedules measurements. Obtains and secures warehouse receipts for warehouse loans. Conducts lien searches and maintains lien waivers, financing statements, and chattel mortgages. Prepares loan worksheets and security agreements, and collects service fees. Notifies potential buyers, elevators, and warehouses that commodities are under loan. Reviews loans selected for spot check, notifies producers of results, taking major discrepancies to the COC for action, and determines if additional producers are required to be reviewed. Processes extended loans when authorized, calculates and disburses storage payments. Authorizes commodity movement and issues marketing authorizations. Handles all paperwork for unauthorized removals and dispositions, collects payments, penalties and liquidated damages. Processes full and partial loan repayments, marks and returns paid loan documents, releases financial statements and chattel mortgages. Processes forfeitures and settlements, including issuing delivery notices, contacting warehouses and elevators to determine availability for storing CCC commodities, and as necessary, adjusting delivery charges. Prepares and maintains records and reports of outstanding loans and loans open after maturity. Prepares and records daily market rates.

**Farm Storage Facility Loans**

Reviews and enters loan application forms and related documents into the appropriate web-based systems. Ensures that all materials are complete, legal, and in compliance with processing procedures and regulations. Conducts lien searches and may close loans. Accepts and processes loan repayments. Provides assistance to borrowers to assure financial information is properly compiled for annual review and servicing. May assist in conducting chattel inspections and updates security agreements. Processes releases and termination statements.

**Noninsured Crop Disaster Assistance Program**

Provides information to producers concerning NAP which includes accepting applications, reports of acreage and actual production history. Conducts interviews with potential applicants to determine NAP options best suited to their needs for which they might qualify, and to review the various forms which must be completed. Accepts notices of loss and application for payment. Analyze production evidence presented to properly determine the actual production history for consideration by the COC. Prepares documentation for loss adjustors to perform field visits and arranges for loss adjustors to perform work. Prepares correspondence related to NAP, and maintains diverse web-based systems. Deposits NAP fees and issues payments on approved NAP loss applications.

**Program Technician, CO-7 (Continued)****Primary Duties (Continued)**Dairy

Explains administrative fee and premium buy-up options along with associated fees. Accept and process base history and contracts. Construct and mail annual sign-up reminder letters. Work with various milk handling companies in order to obtain marketed milk weight for the corresponding base period. Monitor the bi-monthly payment trigger to determine if a payment needs to be processed, and process accordingly. Process contract dissolutions, modifications and new operation purchases.

Disaster

Conducts interviews with potential applicants to determine disaster program options best suited to their needs for which they might qualify, and to review the various forms which must be completed for the applications. Provides information to producers concerning disaster programs which include accepting notice of loss and applications. Responsible for application processing, payment calculation, report submission, and producer assistance for disaster programs which may include TAP, LFP, LIP, ELAP, DIP, etc. Maintains diverse web-based systems. Additionally, responsible for any crop, livestock, or emergency program activated. Responsible for all monitoring of weather related data including the drought monitor, rainfall, etc. Also, may provide assistance and support of STORM data. Schedules field visits to document losses as needed. Maintains personal contact with a variety of stakeholders.

Compliance

Assists producers in the preparation of acreage reports detailing crop acreages and land uses. Responsible for determining and certifying program acreage. Takes requests for measurement services, collects and records payments. As appropriate, arranges for field reporters to conduct on-site visits. Prepares notices of acreage determinations and notifies producers of spot check results and appeal rights. Provides information to the COC in cases involving possible program violations and calculates penalties. Reconciles program discrepancies. Maintains county crop table.

Coordinates Highly Erodible Land Conservation and Wetland Conservation Certification (HELC/WC) activities with other County Offices for multi-county producers and with NRCS for technical determinations. Updates HELC/WC determinations on CLU. Provides program information to producers pertaining to program compliance requirements, options and penalties for non-compliance. Maintains files regarding CPA-26 and CPA-27's required for program participation. Works closely with NRCS where producers request a HELC/WC determination done. Prepares conversion compliance forms for NRCS for spot-checking purposes of HELC and WC. Updates HELC/WC records after a reconstitution or a cropland correction.

**Program Technician, CO-7 (Continued)****Primary Duties (Continued)**Miscellaneous paragraphs which could apply to multiple program areas:

Manages and maintains County Office receivables database which includes reviewing applicable reports. Monitors demand letters, and processes collections and setoffs. Maintains records and obtains and maintains required documents for promissory notes executed in settlement of a claim. Services common receivables. Transmits claims data to KCFO. Prepares and reconciles schedules of deposit.

Identifies the level of environmental review necessary, according to agency regulations, and researches and gathers related information and assembles documentation to coordinate the processing and completion of the environmental review. Works as a liaison between the approving official, applicant, and lender (if applicable) when additional information or clarification is needed.

Required paragraphs for all positions

Reviews and maintains program notices, handbook amendments, and similar materials which are disseminated through a multitude of sources; notes changes in program policies and requirements, and determines impact of such changes upon existing County Office operations and procedures. Updates other office employees and clients on changes in program provisions. Recommends and establishes operating procedures, and may develop tools to ensure that program requirements are met and that all steps in program transactions are complete.

Prepares correspondence, newsletters, and other informational items related to assigned programs. Prepares recurring and ad hoc reports. Based on prior experience and knowledge, anticipates the need for program data so as to ensure timely response to requests.

Applies judgment to solve problems or to take appropriate action where precedents do not exist as well as greater specialized knowledge to interpret or analyze operating requirements in addition to performing or overseeing clerical/technical processing work. The employee may be called upon to advise counterparts in other County Offices concerning the operations and procedures of the assigned programs. Refers matters requiring policy interpretation to CED, DD, or other higher level employee.

Provides support in training staff regarding all phases of assigned programs.

As assigned, may attend COC meetings with CED to discuss matters requiring the COC's attention. Provides update on changes in assigned program operations.

Ensures that Personally Identifiable Information (PII) is protected at all times by exercising controls and safeguards to preserve the integrity and confidentiality of material containing PII.

Ensures documentation of all customer service interactions.

**Program Technician, CO-7 (Continued)****Primary Duties (Continued)**

Ensures that customers are aware they have access to additional agricultural resources provided by USDA and other agricultural stakeholders through FSA. Identifies agricultural topics or subject matter related to the customer's agricultural interests or operation that the customer may be interested in receiving additional information about. Refers the customer to Bridges to Opportunity Partner organizations or individuals that the customer chooses as potentially helpful to the customer. Ensures the issuance of a Receipt for Service is offered to all customers which includes all action taken, not taken, or recommended to the customer, as well as additional agricultural resources and referrals provided to the customer.

Performs other duties as assigned.

**EEO and Civil Rights Responsibilities**

The employee is responsible for knowing and supporting equal opportunity and civil rights policies; performing assigned duties in full compliance with the letter and spirit of equal opportunity and civil rights laws and regulations; assuring bias-free written and oral communications; respecting and valuing differences of other employees and clients; and, as appropriate, preparing for career advancement opportunities.

**Supervision Received**

Choose 1 of the following two paragraphs:

The incumbent receives very limited supervision from CED who provides instructions by defining objectives, priorities, and deadlines and is available to assist with unusual situations that do not have applicable precedents. The employee plans and carries out work independently in accordance with established guides and instructions. Completed work may be evaluated for adherence to policy and requirements. The methods used in arriving at end results are usually not reviewed in detail.

Or

The incumbent is hired by CED but receives technical guidance on FLP from the FLM. CED may provide general instructions for tasks performed outside the FLP area. The incumbent plans and carries out work independently in accordance with established guides and instructions. Completed work may be evaluated for adherence to policy and requirements. The methods used in arriving at end results are usually not reviewed in detail.

**Program Technician, CO-7 (Continued)****Knowledge Required**

Choose 1 of the following two paragraphs:

The work requires a thorough knowledge of the provisions and procedural aspects of the assigned program areas. The incumbent uses judgment to interpret and apply regulatory and procedural requirements as well as initiative to analyze program operations, resolve problems, and develop recommendations to effect operational improvements. This position requires a diverse knowledge of multiple web-based programs.

Or

The work requires a thorough knowledge of the provisions and procedural aspects of the assigned program areas. The incumbent uses judgment to interpret and apply regulatory and procedural requirements as well as initiative to analyze program operations, resolve problems, and develop recommendations to effect operational improvements. This position requires a diverse knowledge of multiple web-based programs. The position also requires knowledge of environmental laws and legal terminology needed to sufficiently understand deeds, liens, title searches, legal instruments, and supporting documents.

**Certification**

I certify that the above duties represent a true and accurate statement of the responsibilities contained in this position.

Signed: \_\_\_\_\_, CED \_\_\_\_\_ Date

Concurred: \_\_\_\_\_, DD \_\_\_\_\_ Date

**Program Technician, CO-7 (Continued)**

**Evaluation Statement**

**Title**

Program Technician

**Grade Level Criteria**

CO-7 (Full independent responsibility in 2 or more programs, according to subparagraph 131 B.)

Or

CO-7 (Technical expert in 1 program, according to subparagraph 131 C.)

**Final Classification**

Program Technician, CO-7

**Classification Certification**

I certify that this position has been classified in conformance with criteria published in Handbook 27-PM.

**Signed:** \_\_\_\_\_, Chief, Administrative Division \_\_\_\_\_ Date