New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Tentative Classification Standard

Occ. Code 1773100

Community Services Program Analyst 1, Grade 18	**1773100**
Community Services Program Analyst 2, Grade 23	**1773200**
Community Services Program Analyst 3, Grade 25	**1773300**
Community Services Program Analyst 4, Grade 27	**1773400**

Brief Description of Class Series

Community Services Program Analysts provide technical assistance and direction to community service agencies receiving State and federal funds and supervise the administration of these funds. Incumbents assigned to field offices make on-site visits to assist agencies in designing and implementing programs consistent with federal and State laws, rules and regulations; and monitor and evaluate the administration of funded programs. Positions assigned to central office provide professional administrative support services such as research, survey analysis, public information, forms and manuals development, etc. These positions are classified only in the Department of State.

Distinguishing Characteristics

Community Services Program Analyst 1: performs the full range of professional field program or central office administrative activities; may train new employees under the supervision of a Community Services Program Analyst 2.

Community Services Program Analyst 2: supervises Community Services Program Analysts 1 and/or administrative support staff. In a field office, functions as a working supervisor responsible for the larger, more visible agencies; in the central office, oversees a unit providing division-wide professional administrative support.

Community Services Program Analyst 3: serves as second-level supervisor or assistant manager for the Upstate or Downstate Regional Field Operations, and supervises Community Services Program Analysts 2.

Community Services Program Analyst 4: one-position class; plans and directs the Community Services program, under the general direction of a Deputy Secretary of State.

Related Classes

Temporary Assistance Specialists administer programs that provide financial assistance and supportive services to individuals and families. They work with local social services agencies and program service providers, such as refugee and immigration programs, in their efforts to enable eligible families and individuals to achieve independence. They make field visits to identify local agency needs, review program activities and provide technical assistance and program advice to local program managers and to directors of contract agencies to ensure adherence to State and Federal guidelines and contract requirements.

Administrative Analysts conduct studies; analyze and evaluate organizations and develop recommendations for solving administrative and management problems hindering the effective and efficient operation of organizational programs and mission. Incumbents may review, coordinate, and update organizational policy, administrative and procedural manuals; and assist in developing and implementing operating systems.

Illustrative Duties

Community Services Program Analyst 1

Under the general direction of a Community Services Program Analyst 2, provides field services to assigned agencies or performs administrative support activities having Statewide implications.

When assigned to a field office, an incumbent develops Individual Monitoring Plans (IMP), which include the month, purpose and expected result of site visits for each assigned grantee.

- Conducts Grantee Review and Assessments (GRA) according to processes, procedures and schedules.
- Performs on-site visits to determine actions required by grantees to ensure that programs comply with statutes, regulations, policies and procedures
- Assesses progress made toward expected goals and outcomes.
- Identifies barriers to achieving the desired goals and outcomes stated in the grantee approved Work Plan.
- Develops the process for providing or obtaining training and technical assistance to ensure improvement.
- Prepares program certificates for payment processing.
- Conducts refund conferences to determine eligibility;.
- Attends agency board meetings to verify attendance.
- Assists grantees in developing disaster preparedness plans.
- Provides assistance during and after emergencies or disasters.

- Collects and reviews applications, contracts, amendments, reports and other documents.
- Interprets laws, rules, regulations, policies and procedures governing funds received by grantees.
- Represents the Department of State at agency functions.
- Prepares various narrative and statistical reports that substantiate observations, findings and recommendations.

When assigned to the central office, an incumbent assists with various support activities for the Division including data collection and analysis, reporting and analysis, development of the Division's Management Plan, budgeting, contract management, human resources, purchasing, information technology support, development and maintenance, inventory management, space planning, forms design and implementation, manuals preparation, policy and legislative reviews, and public information.

Community Services Program Analyst 2

Supervises professional and clerical staff, including Community Services Program Analysts 1, and serves as technical expert for subordinates.

Resolves the most difficult and complex problems faced by assigned agencies.

Supports program development by developing systems and materials, participating in quality assurance measures and internal controls audits, analyzing the impact of new legislation and regulations, and assisting with contract development, review, and execution.

Performs various administrative activities for a field office, such as responding to human resources concerns, overseeing the field office budget, communicating changes in rules, regulations, policies and procedures and ensuring that they are implemented, and making sure that standards are met in terms of the quality and quantity of employee performance.

When assigned to the central office, supervises several administrative functions within a unit and acts as the liaison with other units, divisions and agencies in resolving problems or concerns in assigned areas.

Community Services Program Analyst 3

Supervises Community Services Program Analysts 2 and other staff, and performs full range of supervisory duties.

Oversees the activities of the Downstate or Upstate Regional Office.

Participates in program planning and development.

Assists with the establishment, modification and determining the priorities of program policies.

Assists in the determination and allocation of resources.

Provides high level technical expert and program problem solving assistance for a large geographic area.

Community Services Program Analyst 4

Plans and directs the Community Services program, under the general direction of a Deputy Secretary of State.

Supervises Community Services Program Analysts 3 and other staff, and performs full range of supervisory duties.

Establishes program staff training goals, prepares the program's budget, and sets operating policies and program priorities.

Manages contract, fiscal, and staff resources.

Monitors and evaluates the program's progress in meeting goals.

Serves on national task forces and teams to resolve issues having national and Statewide implications.

May testify on interagency, legislative, state, or federal hearings or panels.

Complexity

In the field, complexity of work is based on the following factors: visibility of assigned agencies and the amount of public scrutiny; types and levels of interaction with community leaders and elected officials; size of the Community Services Block Grants; and budget size of assigned agencies. In the central office, complexity of work is based on the performance of the full range of direct program support services to field operations and grantees or the full range of administrative support activities for the Division.

Minimum Qualifications

Community Services Program Analyst 1

Open-Competitive: six years of experience* in administering, monitoring and/or evaluating human services programs for economically or socially disadvantaged individuals and families in areas such as health, nutrition, housing, economic development or education.

Substitutions: Associate's degree may substitute for two years of specialized experience; bachelor's degree may substitute for four years of specialized experience; master's degree may substitute five years of specialized experience; J.D. may substitute for six years of specialized experience; Ph.D. may substitute for seven years of specialized experience.

Community Services Program Analyst 2

Promotion: one year of service as a Community Services Program Analyst 1.

Community Services Program Analyst 3

Promotion: one year of service as a Community Services Program Analyst 2.

Community Services Program Analyst 4

Promotion: one year of service as a Community Services Program Analyst 3.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 10/2026

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