



MENDOCINO COUNTY CIVIL SERVICE COMMISSION

AGENDA

SCOTT WARD
1ST DISTRICT
COMMISSIONER

TERRY POPLAWSKI
2ND DISTRICT
COMMISSIONER

RON ORENSTEIN
3RD DISTRICT
COMMISSIONER

GINNY FETH-MICHEL
4TH DISTRICT
COMMISSIONER - CHAIR

MARILYN HARDEN
5TH DISTRICT
COMMISSIONER - VICE-
CHAIR

DATE: Wednesday, February 20, 2019
TIME: 10:00A.M.
PLACE: Board of Supervisors Chambers
501 Low Gap Road, Room 1070
Ukiah, CA 95482

AGENDA

Following the posting of the agenda, the agenda and supporting documentation is available for public review at the Human Resources Department, 501 Low Gap Road, Room 1326, Ukiah, CA 95482 during regular business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. or at: www.mendocinocounty.org/hr.

The County is committed to making its Commission meetings accessible to all citizens. Individuals with special needs may call telephone number (707) 234-6600, email hr@mendocinocounty.org, or send a facsimile transmission to (707) 468-3407.

Those attending the meeting are advised that cell phones and electronic devices are to be silenced during the meeting.

1. OPEN SESSION

Roll Call

2. APPROVAL OF MINUTES

Approval of the Minutes of October 18, 2018 Commission Meeting.
Approval of Minutes of December 19, 2018 Commission Meeting.

3. PUBLIC EXPRESSION

This is an opportunity for the public to address the Commission on matters not listed on this agenda. If you wish to speak, please use the microphone at the lectern. Please begin by stating your name and the organization you represent, if any. The Chair of the Commission may impose a time limit on any speaker depending on the number of people wanting to speak and time available. In the event comments are related to an item scheduled on the agenda, speakers may be required to wait to make their comments until that item is considered.

4. EMPLOYEE ORGANIZATION

This agenda item is to be used for Employee Organization representatives to present information/requests to the Civil Service Commission.

5. CLOSED SESSION

Any public reports of action taken in the closed session will be made in accordance with Government Code sections 54957.1.

5a) Pursuant to Government Code Section 54957(b) – Disciplinary Appeal Hearing Decision and Findings
Title: Executive Office/Facilities & Fleet – Custodian

5. CONTINUED

- 5b) Pursuant to Government Code Section 54957(b) – Public Employee Performance Evaluation -
Extension of Probationary Period
Title: Administrative Services Manager II

6. CLASSIFICATION STUDIES

- 6a) Equipment Superintendent
- 6b) Eligibility Specialist Series
- 6c) Information Services Classifications

7. HUMAN RESOURCES DIRECTOR REPORT

This agenda item is to be used for the Human Resources Director to provide information to the Commission regarding Human Resources issues.

ADJOURN

The meeting will adjourn when all business has been covered.



**CIVIL SERVICE COMMISSION
COUNTY OF MENDOCINO
501 Low Gap Road, Room 1326
Ukiah, CA 95482**

SUMMARY/ACTION MINUTES

DATE: Thursday, October 18, 2018

LOCATION: District Attorney Conference Room
10 State Street
Ukiah, CA 95482

TIME: 10:00 A.M.

COMMISSIONERS PRESENT: Ginny Feth-Michel, Ron Orenstein, Terry Poplawski

COMMISSIONERS ABSENT: Scott Ward, Marilyn Harden

ALSO PRESENT: Juanie Cranmer, Human Resources Manager
Tim Mitchel, HR Analyst

CALL TO ORDER

The October 18, 2018, Special Meeting of Civil Service Commission was called to order at 10:04 A.M. by Chair Feth-Michel.

AGENDA ITEM NO. 1 – OPEN SESSION

Roll Call

Present: Commissioners Orenstein, and Poplawski. Chair Feth-Michel presiding.

Absent: Commissioners Harden and Ward absent by prearrangement.

AGENDA ITEM NO. 2 – ADJOURN TO CLOSED SESSION – PERSONNEL MATTER

Any public reports of action taken in the closed session will be made in accordance with Government Code section 54957.1.

ADJOURNED TO CLOSED SESSION: 10:06 A.M.

RECONVENED IN OPEN SESSION: 5:01 P.M.

The Commission found that the County did not establish by a preponderance of the evidence that the appellant made the statement as reported to the County on July 12, 2018, or that Appellant was not at his home or willfully failed to respond to efforts to contact him on July 13, 2018.

The Commission found that the County did establish by a preponderance of the evidence that Appellant knowingly violated the written order placing him on Administrative Leave with pay and

ordering him to remain at home during his 7 am to 3:30 pm working hours and not to discuss the pending investigation with anyone but the County investigator, Appellant's union representative or his legal counsel, when he drove to a county facility on July 13th and spoke to a co-worker about the circumstances of his leave, attempted to meet with another county employee and stated his intention to contact a third county employee about the charges against Appellant.

Based on these determinations, the Commission intends to modify the decision terminating Appellant's employment by the County to a 30 working day suspension without pay, effective when the Commission adopts its written Findings and Decision at a subsequent Commission meeting. The motion making these determinations was adopted by the unanimous vote of the Commissioners.

ADJOURN

THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 5:05 P.M.

Juanie Cranmer

Human Resources Manager and Secretary to the Civil Service Commission



**CIVIL SERVICE COMMISSION
COUNTY OF MENDOCINO
501 Low Gap Road, Room 1326
Ukiah, CA 95482**

SUMMARY/ACTION MINUTES

DATE: Wednesday, December 19, 2018

LOCATION: Board Chambers
501 Low Gap Road
Ukiah, CA 95482

TIME: 9:00 A.M.

COMMISSIONERS PRESENT: Scott Ward, Marilyn Harden, Ron Orenstein, and Terry Poplawski

COMMISSIONERS ABSENT: Ginny Feth-Michel

ALSO PRESENT: Juanie Cranmer, Human Resources Manager
Tim Mitchell, Sr. Human Resources Analyst

CALL TO ORDER

The December 19, 2018, Civil Service Commission meeting was called to order at 9:03 A.M. by Vice-Chair Harden.

AGENDA ITEM NO. 1 – ROLL CALL

Present: Commissioners Orenstein, Ward, and Poplawski. Vice-Chair Harden presiding.

Absent: Commissioner Feth-Michel absent by prearrangement.

AGENDA ITEM NO. 2 – APPROVAL OF MINUTES

COMMISSION ACTION: Upon motion by Commissioner Poplawski, seconded by Commissioner Orenstein, and carried (3/0, with Commissioner Ward abstaining and Commissioner Feth-Michel absent); IT IS SO ORDERED that the minutes of the October 17, 2018, Commission meeting are approved as presented.

COMMISSION ACTION: Motion by Commissioner Poplawski, seconded by Commissioner Orenstein, and failed (2/0, with Commissioners Harden and Ward abstaining, and Commissioner Feth-Michel absent); that the minutes of the October 18, 2018 special meeting be approved as presented.

Minutes subsequently tabled until a quorum of those in attendance at the October 18, 2018 meeting is present.

AGENDA ITEM NO. 3 – PUBLIC EXPRESSION

PRESENTER/S: None.

AGENDA ITEM NO. 4 – EMPLOYEE ORGANIZATION

PRESENTER/S: None.

AGENDA ITEM NO. 5 – HUMAN RESOURCES DIRECTOR REPORTS

PRESENTER/S: None.

AGENDA ITEM NO. 6 – REPORTS

PRESENTER/S: None.

AGENDA ITEM NO. 7 – ADJOURN TO CLOSED SESSION

Any public reports of action taken in the closed session will be made in accordance with Government Code section 54957.1.

ADJOURNED TO CLOSED SESSION: 9:09 A.M.

- 7a. Pursuant to Government Code Section 54957(b) – Public Employee Performance Evaluation (Extension of Probationary Period)
Title: Health Program Eligibility Worker
- 7b. Pursuant to Government Code Section 54957(b) – Public Employee Performance Evaluation (Extension of Probationary Period)
Title: Child Support Specialist I
- 7c. Pursuant to Government Code Section 54957(b) – Public Employment Application Appeal
Title: Social Worker IV-A

RECESS: 9:52 – 10:01 A.M.

- 7d. Pursuant to Government Code Section 54957(b) – Disciplinary Appeal Hearing
Title: Executive Office/Facilities & Fleet – Custodian

RECESS: 11:05 – 11:10 A.M.

LUNCH RECESS: 12:00 – 12:57 P.M.

RECESS: 1:40 – 1:48 P.M.

RECESS: 2:16 – 2:21 P.M.

RECESS: 3:03 – 3:07 P.M.

RECONVENED IN OPEN SESSION: 3:07 P.M.

Report out of Closed Session:

- 7a) **COMMISSION ACTION:** Upon motion by Commissioner Orenstein, seconded by Commissioner Ward, and carried (4/0, with Commissioner Feth-Michel absent); IT IS SO ORDERED that the probationary period of the affected incumbent be extended for a period of up to nine (9) months.

- 7b) **COMMISSION ACTION:** Upon motion by Commissioner Poplawski, seconded by Commissioner Ward, and carried (4/0, with Commissioner Feth-Michel absent); IT IS SO ORDERED that the probationary period of the affected incumbent be extended for a period of six (6) months.
- 7c) **COMMISSION ACTION:** Upon motion by Commissioner Orenstein, seconded by Commissioner Ward, and carried (4/0, with Commissioner Feth-Michel absent); IT IS SO ORDERED that the application denial is upheld.
- 7d) **COMMISSION ACTION:** Upon motion by Commissioner Poplawski, seconded by Commissioner Ward, and carried (3/0, with Commissioner Orenstein abstaining and Commissioner Feth-Michel absent); IT IS SO ORDERED that the hearing will proceed with the preponderance of evidence standard being applied to the Commission's final determination.

COMMISSION ACTION: Upon motion by Commissioner Ward, seconded by Commissioner Orenstein, and carried (4/0, with Commissioner Feth-Michel absent); IT IS SO ORDERED that the order of discipline and subsequent termination is upheld.

AGENDA ITEM NO. 9 – ADJOURN

THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 3:09 P.M.

Juanie Cranmer

Human Resources Manager and Secretary to the Civil Service Commission



HUMAN RESOURCES – MENDOCINO COUNTY

DATE PREPARED: February 11, 2019

MEETING DATE: February 20, 2019

TO: Civil Service Commission

FROM: Tim Mitchell, Sr. Human Resources Analyst

SUBJECT: Modification of Classification Specification - Department of Transportation, Equipment Superintendent

BACKGROUND & ANALYSIS

The Department of Transportation recently requested modification to the Equipment Superintendent classification, specifically related to the requirement that candidates possess a valid Class A driver's license. This position differs from those classes directly assigned to equipment maintenance and service by its overall responsibility for the planning of repairs and maintenance of vehicles and equipment. While the Heavy Equipment Mechanic and Service Technician classes may be required to operate machinery necessitating a Class A license, the Equipment Superintendent does not generally provide the hands-on service that would immediately warrant a Class A license. The department asserts that, while obtaining the Class A license is important to the work, so long as a candidate possesses the required combination of education and experience, they can be successful in this position without possessing a Class A license at the time of hire. Therefore, the proposed changes call for the Class A license within one (1) year of employment.

Human Resources has taken this opportunity to further update the classification specification in the interest of modernizing, as well as for clarification and consistency. It is hoped that these overall changes will broaden the applicant pool for Equipment Superintendent.

A draft version of the Equipment Superintendent classification specification highlighting the proposed edits has been included for reference.

RECOMMENDATION

Human Resources recommends the Commission approve the proposed edits to the Equipment Superintendent job description and adopt the modified classification specification as presented or amended by the Commission.



EQUIPMENT SUPERINTENDENT Classification Specification

JOB SUMMARY:

Under general direction, supervises the maintenance and repair of light, heavy, and related vehicles and equipment for the various Transportation Department districts. Incumbents in this class are responsible for the maintenance of vehicles and equipment fleet for the Department of Transportation in a full supervisory capacity.

DISTINGUISHING CHARACTERISTICS:

[Equipment Superintendent](#) is distinguished from the [Heavy Equipment Mechanic and Service Technician](#) classes by the [Equipment Superintendent's](#) overall responsibility for planning and scheduling the repair and maintenance of vehicles and equipment. This class is distinguished from the [Maintenance Operations Coordinator](#) by the [Coordinator's](#) responsibility over field operations and equipment management.

SUPERVISION EXERCISED:

[Equipment Superintendent](#) exercises direct supervision over [mechanic staff](#).

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following:)

- Plan, organize, and assign maintenance work on automobiles, construction equipment, and other related light and heavy equipment and vehicles.
- Carry out supervisory responsibility in accordance with policies, procedures, and applicable laws including: training in job skills; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.
- Advise and assist in the diagnosis of minor and major maintenance and repair work.
- Monitor, approve, and order replacement parts, supplies, and maintenance equipment.
- Organize, supervise, and conduct the repair and transportation of equipment in the field.
- Monitor and develop service policies, procedures, and work schedules for heavy equipment and vehicle maintenance.
- Verify and approve all requisitions and purchase orders for the shop.
- Coordinate the performance of warranty work on equipment by private vendors.
- Maintain files and records on shop personnel and equipment including labor, parts, and equipment costs.
- Develop and monitor preventative maintenance and safety check schedules for light, heavy, and related equipment vehicles.
- Monitor and review the laws, rules, and regulations of heavy equipment servicing and operation.
- Research and assist in the development of light and heavy equipment and vehicle purchasing specifications; write specifications for the purchase of new equipment.
- Assist in the development of the service unit's portion of the annual budget.
- Inspect and approve the delivery of new and replacement pieces of equipment and vehicles.
- Investigate and report on accidents involving departmental vehicles or equipment.
- Coordinate the disposal of surplus light and heavy equipment.
- Attend seminars and classes on the repair and maintenance of light and heavy equipment.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- Vehicles, [including large trucks and trailers](#)
- Computer(s)
- [General Office Equipment](#)
- [Tools](#)
- [Diagnostic Equipment](#)

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

One-year certificate from an accredited college or technical school; and, six (6) or more years of progressively responsible experience in heavy vehicle and equipment maintenance and repair, with at least one (1) year in a supervisor capacity, or three (3) years in a lead capacity; or, a combination of related education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid ~~State~~ Class AC driver's license. Must obtain a valid Class A commercial license with tanker and air brake endorsement within one (1) year of employment.

KNOWLEDGE, SKILLS, AND ABILITIES**Knowledge of:**

- Methods, practices, and tools of light and heavy vehicle and equipment maintenance and repair.
- Operating and repair characteristics of a wide variety of light and heavy equipment and vehicles.
- Proper safety precautions as related to equipment and vehicle servicing and repair.
- Gasoline and diesel engines and their operations.
- Recordkeeping, report preparation, filing methods and records management techniques.
- Standard business arithmetic, including percentages and decimals.
- Basic budgetary principles and practices.
- Administration of staff and activities, either directly or through subordinate supervision.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Communicating clearly and effectively, both orally and in writing.
- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence and other written materials.

Mental and Physical Abilities:

- ~~Ability to d~~Diagnose and repair a wide variety of vehicles and heavy equipment.
- ~~Ability to e~~Establish and maintain effective working relationships with a variety of individuals.
- ~~Ability to r~~Read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- ~~Ability to s~~Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- While performing the essential functions of this job the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or bend, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 100 pounds.

Working Conditions:

While performing the essential functions of this position the employee is frequently exposed to work near moving mechanical parts, exposure to outdoor weather conditions, and risk of electrical shock. The incumbent's working conditions are typically moderately quiet but may be loud at times.

Incumbents may be required to work weekends, special events or holidays, on-call, or outside of normal work schedule. Duties may be performed in emergency situations.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: EQUIPMENT SUPERINTENDENT

CLASS CODE: 3022

DEPARTMENT: TRASPORTATION

REPORTS TO: MAINTENANCE OPERATIONS COORDINATOR

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 10/99 REVISED: ...

History Notes:



HUMAN RESOURCES – MENDOCINO COUNTY

DATE PREPARED: February 12, 2019 **MEETING DATE:** February 20, 2019

TO: **Civil Service Commission**

FROM: Sharon Gunther, Human Resources Analyst

SUBJECT: Modification of Classification Specification – Eligibility Specialist Series

BACKGROUND & ANALYSIS

During the May 16, 2018 meeting, the Commission adopted modifications to the classification specifications of Eligibility Specialist I/II/III and Eligibility Specialist Supervisor to reflect the increased complexity of duties added by healthcare reform and the requirement of incumbents to reconcile State databases ensuring correct eligibility determination.

Since the adoption of the modified classification specifications, it has come to our attention that the experience requirement under Pattern 1 of the Eligibility Specialist I, is not as clear as it should be. In addition, qualifying work experience under the “or equivalent in a public agency” for the Eligibility Specialist II and III and Eligibility Supervisor does not reflect the requirements as they actually are. The training for Eligibility Specialist I is very extensive and specific, such that one can only qualify for the Eligibility Specialist II by either working in Mendocino County as an Eligibility Specialist I, or as an Eligibility Specialist I or Eligibility Worker I in a Merit System County; likewise with Eligibility Specialist III and Eligibility Specialist Supervisor. To simply state the requirements for these classifications as “or equivalent in a public agency” is not accurate and will not result in an applicant pool that is truly qualified to step into the higher levels.

Attached are the proposed classification specifications for the Eligibility Specialist series. These proposed modifications are intended to provide more clear and concise language to the minimum qualifications specifying the experience needed to qualify.

RECOMMENDATION

It is recommended that the Commission adopt the revised classification specifications for Eligibility Specialist I, II, III, and Eligibility Specialist Supervisor as presented, or amended by the Commission.



ELIGIBILITY SPECIALIST I Classification Specification

JOB SUMMARY:

Under close supervision, Eligibility Specialist I determines the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; processes casework through automated systems; makes appropriate referrals for health, social, and/or employment services; and performs related work as required. Eligibility Specialists are expected to handle a high volume of deadline driven tasks, and have the ability to prioritize, plan and project their work, while remaining flexible to changing priorities.

DISTINGUISHING CHARACTERISTICS:

Eligibility Specialist I is the entry level in the Eligibility Specialist series. Incumbents in this class receive in-service training, and are given detailed instructions in the performance of routine duties related to eligibility for public assistance programs and caseload administration. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Incumbents are expected to promote to Eligibility Specialist II after one (1) year of satisfactory performance at the entry level. Eligibility Specialist I differs from Eligibility Specialist II in that the latter is journey level and is expected to exercise independence in managing a multi-program caseload.

SUPERVISION EXERCISED:

Exercises no supervision over other staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

- Performs interactive interviews to elicit eligibility information, obtain and/or verify financial, employment, tax and personal demographic information and determine eligibility for public assistance programs and services.
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Reconciles data through multiple data systems, ensuring all data is matched.
- Explains regulations, rules, and policies to clients and apprises them of their rights, responsibilities, and eligibility for participation in various public assistance programs and services.
- Ensures accuracy and completion of application and declaration forms.
- Resolves discrepancies by securing documentation, medical records, and confirmation from other agencies.
- Initiates a total-household assistance case.
- Enters and retrieves numerical and narrative data, and issues benefits from an automated computer system.
- Determines the level of benefits to which the client is entitled by making complex mathematical computations and/or complex computer entries.
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determinations.
- Explains a variety of health insurance plan options, costs and individual plan features.
- Monitors ongoing eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes.
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies; and directs clients accordingly.
- Organizes and prioritizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.
- Enters and maintains case records, including written narratives, forms and computer documents in a clear and readable format.
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed; may participate in system testing and design.
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality.
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication.
- Provides pertinent forms and pamphlets to clients as required.
- Identifies suspected fraud and makes referrals for investigation.
- Makes referrals to social service workers as needed.

- Participates in special projects, studies, work assignments, meetings, conferences and committees.
- Performs related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Tablet Smartphone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

EITHER

Pattern 1: Two (2) years of full-time experience performing clerical and/or customer service duties that include such as data entry, filing, reception/public contact, performing math computation, interviewing to elicit information, and math computation, completing complex forms, or eliciting information from the public; OR.

Pattern 2: One (1) year of full-time experience determining eligibility for loans, financial assistance, unemployment, ~~or veterans benefits, or publicly or privately funded health~~ programs, or other benefits. ~~, counseling, or social services programs; OR~~

Pattern 3: Completion of sixty (60) semester or ninety (90) quarter units in any field from an accredited college or university.

~~Substitution: A combination of education and experience comparable to the type of experience listed above. When combining education and experience; f~~Under Patterns 1 and 2: Fifteen (15) semester units or twenty-two (22) quarter units is equal to six (6) months of experience.

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of (or Ability to Learn):

- General goals and purpose of public social services programs.
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques.
- Methods and techniques of conducting an investigative interview and information gathering.
- Modern office practices, methods, and procedures.
- Computer software programs to conduct research, assess information and/or prepare documentation.
- Record keeping practices and procedures.
- Principles of mathematical calculations.
- Intricacies of health insurance plans and medical health plan options and associated terminology.
- Principles and practices of effective customer service.
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff.
- Structure and content for the English language including the meaning and spelling of words, rules of composition and grammar.
- Modern equipment and communication tools used for business functions and program, project and task coordination.

Skill to:

- Analyze and interpret written, numerical, and verbal data from various sources.
- Enter and maintain data accurately and timely into a computerized system.
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.
- Read, understand, apply, and explain complicated and detailed correspondence and reports, regulations, and policy directives.

- Perform a variety of mathematical computations accurately and rapidly.
- Prepare clear, concise, and accurate records and reports.
- Communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax.
- Interact with people in a courteous manner in person, on the telephone, by mail or e-mail communication.
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate.
- Establish and maintain cooperative working relationships with the public and staff.

Mental and Physical Abilities:

- Apply the policies, procedures, and programs of the County Social Services branch.
- Apply the laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs.
- Organize work, set priorities, meet critical deadlines and follow up on assignments.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility.
- Use fact finding techniques and perform in-depth and interactive interviewing.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Utilize multiple electronic information, social services systems and analyze and interpret such information.
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks.
- Identify when computer output is incorrect and make corrections.
- Process cases manually as required.
- Function effectively in a system with strict deadlines and constant changes.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds.
- Gather, record and correctly evaluate data, income and additional necessary information required for the determination of eligibility for one or more programs.
- Explain health insurance plan options and plan details available to clients.
- Review a variety of documents to obtain needed household filing information.
- Explain health care reform tax credit implications to clients.
- Refer clients to other community services as needed.
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion.
- Follow written and oral directions and instructions.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle or feel objects; reach with hands and arms; speak and hear; and push, pull, move or lift above and below the neck objects weighing up to 25 pounds.

Working Conditions

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

As an Eligibility Specialist, you may be required to take actions that conflict with your own values, including on controversial topics. An Eligibility Specialist must be able to accept clients' differences and interact with them in a non-judgmental manner.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to

a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: ELIGIBILITY SPECIALIST I

CLASS CODE: S513

DEPARTMENT: HEALTH AND HUMAN SERVICES AGENCY

REPORTS TO: ELIGIBILITY SPECIALIST SUPERVISOR OR DESIGNEE

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 9/15 REV: 5/18; Rev. 2.2019

History Notes: Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications intended to standardize and update the series.



ELIGIBILITY SPECIALIST II Classification Specification

JOB SUMMARY:

Under general supervision, Eligibility Specialist II determines the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; processes casework through automated systems; makes appropriate referrals for health, social, and/or employment services; and performs related work as required. Eligibility Specialists are expected to handle a high volume of deadline driven tasks, and have the ability to prioritize, plan and project their work, while remaining flexible to changing priorities.

DISTINGUISHING CHARACTERISTICS:

Eligibility Specialist II is the journey level in the Eligibility Specialist series. Incumbents in this class are expected to exercise independence in managing a multi-program caseload, referring non-procedural questions to the supervisor. Positions in this class are typically flexibly staffed from the lower-level class of Eligibility Specialist I, or when filled from the outside, require prior experience. Eligibility Specialist II differs from Eligibility Specialist I as the latter requires a higher level of consultation and supervision and is working toward achieving a working knowledge of program rules and regulations. Eligibility Specialist II differs from Eligibility Specialist III in that the latter may provide lead direction and/or perform specialized assignments requiring an advanced level of technical knowledge.

SUPERVISION EXERCISED:

Exercises no supervision over other staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

- Performs interactive interviews to elicit eligibility information, obtain and/or verify financial, employment, tax and personal demographic information and determine eligibility for public assistance programs and services.
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Reconciles data through multiple data systems, ensuring all data is matched.
- Explains regulations, rules, and policies to clients and apprises them of their rights, responsibilities, and eligibility for participation in various public assistance programs and services.
- Ensures accuracy and completion of application and declaration forms.
- Resolves discrepancies by securing documentation, medical records, and confirmation from other agencies.
- Initiates a total-household assistance case.
- Enters and retrieves numerical and narrative data, and issues benefits from an automated computer system.
- Determines the level of benefits to which the client is entitled by making complex mathematical computations and/or complex computer entries.
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determinations.
- Explains a variety of health insurance plan options, costs and individual plan features.
- Monitors ongoing eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes.
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies; and directs clients accordingly.
- Organizes and prioritizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.
- Enters and maintains case records, including written narratives, forms and computer documents in a clear and readable format.
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed; may participate in system testing and design.
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality.
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication.
- Provides pertinent forms and pamphlets to clients as required.
- Identifies suspected fraud and makes referrals for investigation.
- Makes referrals to social service workers as needed.
- Participates in special projects, studies, work assignments, meetings, conferences and committees.

- Performs related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Tablet Smartphone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

~~One (1) year of full-time experience performing entry level duties in the Eligibility Specialist I classification in Mendocino County, or one (1) year of full-time experience performing entry level duties in the (equivalent) Eligibility Specialist I or Eligibility Worker I classification in an Interagency Merit System (IMS) or Approved Local Merit Systems (ALMS) county.~~

~~One (1) year of full-time experience performing duties of the Eligibility Specialist I or Eligibility Worker I classification, or equivalent in a public agency.~~

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General goals and purpose of public social services programs.
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques.
- Methods and techniques of conducting an investigative interview and information gathering.
- Modern office practices, methods, and procedures.
- Computer software programs to conduct research, assess information and/or prepare documentation.
- Record keeping practices and procedures.
- Principles of mathematical calculations.
- Intricacies of health insurance plans and medical health plan options and associated terminology.
- Principles and practices of effective customer service.
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff.
- Structure and content for the English language including the meaning and spelling of words, rules of composition and grammar.
- Modern equipment and communication tools used for business functions and program, project and task coordination.

Skill to:

- Analyze and interpret written, numerical, and verbal data from various sources.
- Enter and maintain data accurately and timely into a computerized system.
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.
- Read, understand, apply, and explain complicated and detailed correspondence and reports, regulations, and policy directives.
- Perform a variety of mathematical computations accurately and rapidly.
- Prepare clear, concise, and accurate records and reports.
- Communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax.
- Interact with people in a courteous manner in person, on the telephone, by mail or e-mail communication.
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate.
- Establish and maintain cooperative working relationships with the public and staff.

Mental and Physical Abilities:

- Apply the policies, procedures, and programs of the County Social Services branch.
- Apply the laws, rules, and regulations governing eligibility and grant determination for multiple public assistance

programs and the case administration of these programs.

- Organize work, set priorities, meet critical deadlines and follow up on assignments.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility.
- Use fact finding techniques and perform in-depth and interactive interviewing.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Utilize multiple electronic information, social services systems and analyze and interpret such information.
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks.
- Identify when computer output is incorrect and make corrections.
- Process cases manually as required.
- Function effectively in a system with strict deadlines and constant changes.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds.
- Gather, record and correctly evaluate data, income and additional necessary information required for the determination of eligibility for one or more programs.
- Explain health insurance plan options and plan details available to clients.
- Review a variety of documents to obtain needed household filing information.
- Explain health care reform tax credit implications to clients.
- Refer clients to other community services as needed.
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion.
- Follow written and oral directions and instructions.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle or feel objects; reach with hands and arms; speak and hear; and push, pull, move or lift above and below the neck objects weighing up to 25 pounds.

Working Conditions

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

As an Eligibility Specialist, you may be required to take actions that conflict with your own values, including on controversial topics. An Eligibility Specialist must be able to accept clients' differences and interact with them in a non-judgmental manner.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: ELIGIBILITY SPECIALIST II

CLASS CODE: S512

DEPARTMENT: HEALTH AND HUMAN SERVICES AGENCY

REPORTS TO: ELIGIBILITY SPECIALIST SUPERVISOR OR DESIGNEE

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 9/15 REV: 5/18; [Rev. 2.2019](#)

History Notes: Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications intended to standardize and update the series.



ELIGIBILITY SPECIALIST III Classification Specification

JOB SUMMARY:

Under limited supervision, Eligibility Specialist III determines the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; processing casework through automated systems; makes appropriate referrals for health, social and/or employment services; and performs related work as required. Incumbents in this class perform the most complex work and specialized assignments requiring an advanced level of technical knowledge in public assistance programs, departmental processes and caseload administration. Eligibility Specialists are expected to handle a high volume of deadline driven tasks, and have the ability to prioritize, plan, and project their work, while remaining flexible to changing priorities.

DISTINGUISHING CHARACTERISTICS:

Eligibility Specialist III is the advanced journey level in the Eligibility Specialist series. Incumbents in this class are expected to manage a complex program caseload, provide lead direction and/or perform specialized technical assignments independently. Incumbents may be responsible for help desk functions, quality control and/or quality assurance reviews, and/or early fraud prevention programs, and representing the county in administrative appeals and fair hearings. Eligibility Specialist III differs from Eligibility Specialist II by the former's complexity of responsibilities. Eligibility Specialist III differs from Eligibility Specialist Supervisor in that the latter directly supervises a unit of Eligibility Specialists.

SUPERVISION EXERCISED:

Exercises no supervision over other staff, but may provide lead direction to other Eligibility Specialists.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

- Provides lead direction and/or training to a unit of specialists determining eligibility of applicants and recipients for public assistance programs.
- Provides support to supervisor with unit operations and coverage.
- Assists in the development and implementation of procedures for public assistance programs.
- Performs interactive interviews to elicit eligibility information, obtain and/or verify financial, employment, tax and personal demographic information and determine eligibility for public assistance programs and services.
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Reconciles data through multiple data systems, ensuring all data is matched.
- Explains regulations, rules, and policies to clients and apprises them of their rights, responsibilities, and eligibility for participation in various public assistance programs and services.
- Ensures accuracy and completion of application and declaration forms.
- Resolves discrepancies by securing documentation, medical records, and confirmation from other agencies.
- Initiates a total-household assistance case.
- Enters and retrieves numerical and narrative data, and issues benefits from an automated computer system.
- Determines the level of benefits to which the client is entitled by making complex mathematical computations and/or complex computer entries.
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determinations.
- Explains a variety of health insurance plan options, costs and individual plan features.
- Monitors ongoing eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes.
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies; and directs clients accordingly.
- Organizes and prioritizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.
- Enters and maintains case records, including written narratives, forms and computer documents in a clear and readable format.
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed; may participate in system testing and design.

- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality.
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication.
- Provides pertinent forms and pamphlets to clients as required.
- Identifies suspected fraud and makes referrals for investigation.
- Makes referrals to social service workers as needed.
- May provide services to drop-in clients, perform local help desk functions, provide lead direction and training to unit staff and assist with the more complicated cases, or perform specialized assignments in the areas of investigations, quality assurance and control, and fair hearings.
- Participates in special projects, studies, work assignments, meetings, conferences and committees.
- Performs related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Tablet Smartphone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

~~One (1) year of full-time experience performing journey level duties in the Eligibility Specialist II classification in Mendocino County, or one (1) year of full-time experience performing journey level duties in the (equivalent) Eligibility Specialist II or Eligibility Worker II classification in an Interagency Merit System (IMS) or Approved Local Merit Systems (ALMS) county.~~

~~One (1) year of full-time experience performing duties of the Eligibility Specialist II or Eligibility Worker II classification, or equivalent in a public agency.~~

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General goals and purpose of public social services programs.
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques.
- Methods and techniques of conducting an investigative interview and information gathering.
- Principles of training and staff development.
- Modern office practices, methods, and procedures.
- Computer software programs to conduct research, assess information and/or prepare documentation.
- Record keeping practices and procedures.
- Principles of mathematical calculations.
- Intricacies of health insurance plans and medical health plan options and associated terminology.
- Principles and practices of effective customer service.
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff.
- Structure and content for the English language including the meaning and spelling of words, rules of composition and grammar.
- Modern equipment and communication tools used for business functions and program, project and task coordination.

Skill to:

- Analyze and interpret written, numerical, and verbal data from various sources.
- Enter and maintain data accurately and timely into a computerized system.
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.

- Read, understand, apply, and explain complicated and detailed correspondence and reports, regulations, and policy directives.
- Perform a variety of mathematical computations accurately and rapidly.
- Prepare clear, concise, and accurate records and reports.
- Communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax.
- Interact with people in a courteous manner in person, on the telephone, by mail or e-mail communication.
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate.
- Establish and maintain cooperative working relationships with the public and staff.

Mental and Physical Abilities:

- Lead, direct, and train other eligibility staff.
- Apply the policies, procedures, and programs of the County Social Services branch.
- Apply the laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs.
- Organize work, set priorities, meet critical deadlines and follow up on assignments.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility.
- Use fact finding techniques and perform in-depth and interactive interviewing.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Utilize multiple electronic information, social services systems and analyze and interpret such information.
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks.
- Identify when computer output is incorrect and make corrections.
- Process cases manually as required.
- Function effectively in a system with strict deadlines and constant changes.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds.
- Gather, record and correctly evaluate data, income and additional necessary information required for the determination of eligibility for one or more programs.
- Explain health insurance plan options and plan details available to clients.
- Review a variety of documents to obtain needed household filing information.
- Explain health care reform tax credit implications to clients.
- Refer clients to other community services as needed.
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion.
- Follow written and oral directions and instructions.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle or feel objects; reach with hands and arms; speak and hear; and push, pull, move or lift above and below the neck objects weighing up to 25 pounds.

Working Conditions

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

As an Eligibility Specialist, you may be required to take actions that conflict with your own values, including on controversial topics. An Eligibility Specialist must be able to accept clients' differences and interact with them in a non-judgmental manner.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: ELIGIBILITY SPECIALIST III

CLASS CODE: S528

DEPARTMENT: HEALTH AND HUMAN SERVICES AGENCY

REPORTS TO: ELIGIBILITY SPECIALIST SUPERVISOR OR DESIGNEE

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 9/15 REV: 5/18; Rev. 2.2019

History Notes: Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications intended to standardize and update the series.



ELIGIBILITY SPECIALIST SUPERVISOR Classification Specification

JOB SUMMARY:

Under limited supervision, Eligibility Specialist Supervisor plans, organizes, and supervises the work of a unit, ensuring adequate coverage and equitable caseload/workload among staff members engaged in determining eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; identifies staff training needs; conducts performance evaluations and recommends disciplinary measures; analyzes cases to ensure accuracy of decisions and timeliness of processing; handles specialized caseloads; assists with difficult program cases and makes final processing decisions in relation to such cases; assists in program development and management; and performs related work as required. Most working supervisors also spend a substantial portion of their time performing the most difficult and complex work of the section or unit; and perform other specialized assignments.

DISTINGUISHING CHARACTERISTICS:

Eligibility Specialist Supervisor is the first-line supervisory classification in the Eligibility Specialist series. Eligibility Specialist Supervisor differs from Eligibility Specialist III in that the former provides direct supervision to a unit of Eligibility Specialists. The Eligibility Specialist Supervisor differs from the Program Manager in that the latter is the management level responsible for the administration of a program rather than the supervision of a unit.

SUPERVISION EXERCISED:

Eligibility Specialist Supervisor exercises first-line supervision over Eligibility Specialist, and may include technical and support staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

- Plans, assigns, supervises and reviews the work of a unit of employees determining eligibility of applicants and recipients for public assistance programs.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Provides direction to staff on implementation of policy and procedures.
- Holds individual and group conferences to discuss or interpret rules, regulations and policies.
- Confers with workers regarding discrepancies in the system.
- Determines need for training and oversight and provides appropriate training and direction.
- Analyzes cases to ensure accuracy of decisions and timeliness of processing; provides technical support to staff in case processing.
- Ensures that regulatory and automated system deadlines are met in a timely manner in accordance with local, state, and federal compliance regulations, as well as internal performance standards.
- Represents the department at meetings, attends conferences, and participates in studies and research projects as assigned.
- Interviews complainants and addresses performance and personnel problems.
- Receives and prepares correspondence and required reports relating to unit activity and other matters.
- Assists in the development and implementation of procedures for public assistance programs.
- Determines the level of benefits to which the client is entitled by making complex mathematical computations and/or complex computer entries.
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determinations.
- Explains a variety of health insurance plan options, costs and individual plan features.
- Monitors on-going eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes.
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies; and directs clients accordingly.
- Organizes and prioritizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.
- Enters and maintains case records, including written narratives, forms and computer documents in a clear and readable format.

- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed; may participate in system testing and design.
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality.
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication.
- Provides pertinent forms and pamphlets to clients as required.
- Identifies suspected fraud and makes referrals for investigation.
- Makes referrals to social service workers as needed.
- Participates in special projects, studies, work assignments, meetings, conferences and committees.
- Performs related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Tablet Smartphone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

EITHER

~~Pattern 1: One (1) year of full-time experience performing advanced journey level duties in the Eligibility Specialist III or Employment and Training Worker III classification with Mendocino County, or one (1) year of full-time experience performing advanced journey level duties in the (equivalent) Eligibility Specialist III, Eligibility Worker III, or Employment and Training Worker III classification in an Interagency Merit System (IMS) or Approved Local Merit Systems (ALMS) county.~~

~~One (1) year of full-time experience performing duties of the Eligibility Specialist III or Employment and Training Worker III classification; OR~~

~~Pattern-2: Two (2) years of full-time experience performing journey level duties in the Eligibility Specialist II or Employment and Training Worker II classification with Mendocino County, or two (2) years of full-time experience performing journey level duties in the (equivalent) Eligibility Specialist II, Eligibility Worker II, or Employment and Training Worker II classification in an Interagency Merit System (IMS) or Approved Local Merit Systems (ALMS) county.~~

~~Two (2) years of full-time experience performing duties of the Eligibility Specialist II or Employment and Training Worker II classification.~~

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General goals and purpose of public social services programs.
- Principles and practices of organization, workload management and time management.
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques.
- Policies, procedures and programs of the county Social Services branch.
- Methods and techniques of conducting an investigative interview and information gathering.
- Principles of training and staff development.
- Modern office practices, methods, and procedures.
- Computer software programs to conduct research, assess information and/or prepare documentation.
- Record keeping practices and procedures.
- Principles of mathematical calculations.
- Intricacies of health insurance plans and medical health plan options and associated terminology.
- Principles and practices of effective customer service.

- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff.
- Structure and content for the English language including the meaning and spelling of words, rules of composition and grammar.
- Modern equipment and communication tools used for business functions and program, project and task coordination.

Skill to:

- Analyze and interpret written, numerical, and verbal data from various sources.
- Enter and maintain data accurately and timely into a computerized system.
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.
- Read, understand, apply, and explain complicated and detailed correspondence and reports, regulations, and policy directives.
- Perform a variety of mathematical computations accurately and rapidly.
- Prepare clear, concise, and accurate records and reports.
- Communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax.
- Interact with people in a courteous manner in person, on the telephone, by mail or e-mail communication.
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate.
- Establish and maintain cooperative working relationships with the public and staff.

Mental and Physical Abilities:

- Exercise sound judgment when organizing, directing and prioritizing unit activities.
- Select, train, supervise, evaluate, and discipline subordinate staff.
- Interpret and explain regulations and policy directives.
- Apply the policies, procedures, and programs of the County Social Services branch.
- Apply the laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility.
- Use fact finding techniques and perform in-depth and interactive interviewing.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Utilize multiple electronic information, social services systems and analyze and interpret such information.
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks.
- Identify when computer output is incorrect and make corrections.
- Process cases manually as required.
- Function effectively in a system with strict deadlines and constant changes.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds.
- Gather, record and correctly evaluate data, income and additional necessary information required for the determination of eligibility for one or more programs.
- Explain health insurance plan options and plan details available to clients.
- Review a variety of documents to obtain needed household filing information.
- Explain health care reform tax credit implications to clients.
- Refer clients to other community services as needed.
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion.
- Follow written and oral directions and instructions.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 25 pounds.

Working Conditions

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

As an Eligibility Specialist Supervisor, you may be required to take actions that conflict with your own values, including on controversial topics. An Eligibility Specialist Supervisor must be able to accept clients' differences and interact with them in a non-judgmental manner.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: ELIGIBILITY SPECIALIST SUPERVISOR
CLASS CODE: S511
DEPARTMENT: HEALTH AND HUMAN SERVICES AGENCY
REPORTS TO: PROGRAM MANAGER OR DESIGNEE
FLSA STATUS: N
CIVIL SERVICE: YES
BARGAINING UNIT: SEIU
ADOPTED: 9/15 REV: 5/18; Rev. 2.2019

History Notes: Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications intended to standardize and update the series.



HUMAN RESOURCES – MENDOCINO COUNTY

DATE PREPARED: February 12, 2019

MEETING DATE: February 20, 2019

TO: Civil Service Commission

FROM: Tim Mitchell, Sr. Human Resources Analyst

SUBJECT: Modification of Existing Classification Specifications and Creation of New Classifications - Executive Office, Information Services Division

BACKGROUND & ANALYSIS

In recent years, the Executive Office, with the endorsement of the Board of Supervisors, has identified needs for improvement within the County's Information Technology (IT) realm. Through the establishment of an IT Master Plan, the County seeks to address these needs with elements such as infrastructure improvement, risk mitigation, enhancements to communication systems, and staffing assignments. Each of these elements is reliant upon the others in order for this plan to be successful.

Information Services (IS) has reviewed the organizational structure and job descriptions of those positions allocated to its division within the Executive Office. As a result of that assessment, IS has requested modifications to two (2) existing classification specifications of Communications Coordinator and Information Systems Operations Manager, as well as the creation of three (3) new classifications, Communications Technician, Senior Network Systems Analyst and Information Services Business Applications Manager. Human Resources has reviewed these requests and made modifications to the existing class specifications and drafted new classifications as attached.

RECOMMENDATION

It is recommended that the Commission adopt the revised classifications of Communications Coordinator and Information Services Operations Manager, and the new classifications of Communications Technician, Senior Network Systems Analyst, and Information Services Business Applications Manager as presented, or amended by the Commission.

**MENDOCINO COUNTY GOVERNMENT
CLASSIFICATION SPECIFICATION**

Proposed Revisions

CLASS TITLE: COMMUNICATIONS COORDINATOR
DEPARTMENT: EXECUTIVE OFFICE
REPORTS TO: INFORMATION SERVICES DIVISION MANAGER
CIVIL SERVICE: YES

CLASS CODE: 0185
FLSA STATUS: N
BARGAINING UNIT: SEIU
DATE: 8/2012; **REV:** 2/2019

JOB SUMMARY:

Under general direction, plans, coordinates, implements, and oversees assigned programs, projects, and initiatives dealing with the design, acquisition, installation, operation, maintenance, repair, and replacement of the coordinated, countywide radio, microwave, wireless, and data communications systems; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

The class of Communications Coordinator is a single-position class. The incumbent has overall responsibility for the County's entire communications program and systems. The incumbent is responsible for developing, implementing, and performing technical activities. Work is performed using considerable independent judgment and initiative; the incumbent's work is reviewed by means of conferences and analysis of objectives and results accomplished. This class was also developed in response to the need for a cadre of individuals who are knowledgeable, trained, and certified to support communications during incidents managed under the Incident Command System (ICS). The incumbent will take this role if the ICS/Emergency setup is required. This class is distinguished from the Communications Technician by its overall responsibility for the County's communications programs and systems and supervisory duties.

SUPERVISION EXERCISED:

Communications Coordinator acts as a technical or functional lead over staff, contractors, and vendors who perform work directly related to the County's communications systems or who provide support to a function directly administered by the Communications Coordinator. ~~May provide~~Provides first-line supervision over technical and/or clerical staff regularly assigned to perform work in support of the Communications Coordinator.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

—Carry out supervisory responsibility in accordance with policies, procedures, and applicable laws including: interviewing, hiring and training, planning, assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems; controls work production and activities, to include procedures, allocation of resources, and ensuring deadlines are met.

- Plan, organize, direct, oversee, and evaluate the activities, programs, and operations of the Communications Unit of the Information Services Division of the ~~General Services Agency~~Executive Office; formulate, implement, and evaluate goals, objectives, and long-range plans; determine and establish priorities.
- Develop, revise, interpret, and enforce divisional policies and procedures; devise systems and methods to accomplish the work and monitor the results pertaining to the design, acquisition, assignment, usages, operation, installation, repair, maintenance, and replacement for all elements of the County communications program and systems.
- Confer with departments, contractors, consultants, engineers, and others to determine communication needs; evaluates the services and equipment needs of users; investigates buying, leasing, contractor, or other options, including the impact of technological developments, to meet user needs; develop specifications; perform economic analysis; make recommendations on the selection of equipment required for County communications.
- Develop, coordinate, and manage a comprehensive preventative maintenance and repair program for equipment.
- Plan, organize, direct, and evaluate the work of consultants.
- Troubleshoot a variety of County-owned communications systems.
- Respond to emergency and non-emergency service/repairs calls or maintenance alarms on the County's communication systems that occur during and/or off work hours.
- Establish and implement new or revised policies and procedures that provide for more efficient and effective communication services.
- Determine appropriate course of action and coordinate communication during times of emergencies.
- Identify and capture the County's costs of owning, operating, and maintaining communications equipment;

- Conduct utilization studies and evaluate the condition of the communication systems on an ongoing basis; make recommendations on the size and composition of radio and communications systems; research and make replacement recommendations.
- Maintain valid licensing for County communications facilities as required by regulatory agencies.
- Perform other related duties as assigned.

In a Supervisory Capacity:

- ~~Carry out supervisory responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems; controls work production and activities, to include procedures, allocation of resources and ensuring deadlines are met.~~

MATERIAL AND EQUIPMENT USED:

General Office Equipment	Computer Hardware & Software	Vehicle(s)
Two-Way Radio	Testing Instrumentation	Hand Tools

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

College or vocational coursework in electronic communications, radio technology, telecommunications, engineering, or related field; and, five (5) years of increasingly responsible experience in installation, operation, maintenance, and repair of radio-telephone and microwave communication systems; or an equivalent combination of education, training, and experience related to the installation, maintenance, and repair of radio, telephone, and microwave communication systems which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

- General Radiotelephone Operator License
- Valid ~~California Class C~~ Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Extensive Knowledge Of:

- Principles, practices, and problems of public safety communication systems, and of current trends and development of field of public safety communication systems.
- Electronic theory as applicable to VHF/UHF communication and microwave equipment.
- Functions, characteristics, and capacity of common electronics communication and microwave equipment.
- Testing instrumentation used in maintenance and repair of communication systems.

Considerable Knowledge Of:

- Principles, practices, laws, regulations, terminology, tariffs, and management of communications system and general telecommunications.
- Voice, data, radio, microwave, and wireless communications equipment and engineering practices.
- Laws and regulations relating to the operation of communication system and safety practices in the communication field.
- Rules and regulations of the Federal Communications Commission governing the installation, operation, maintenance and repair of communication systems.

Working Knowledge Of:

- Principles and practices of effective supervision and training.
- Communication equipment procedures.
- Modern principles of management and governmental practices.
- Shop and fieldwork required to install, maintain, and repair communication systems.
- Testing instrumentation and equipment used to locate and repair operating faults.

In Supervisory Capacity:

- ~~• Principles and practices of effective supervision and training.~~
- Administration of staff and activities.

Skill In:

- Effective project management.
- ~~• Selecting and motivating staff; planning, organizing, assigning, directing, reviewing, and evaluating the work of staff and providing for their training and professional development.~~
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Researching, compiling, and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying analytical thinking to solve problems and accomplish tasks.
- Preparing clear and concise reports, correspondence, and other written materials.
- Establishing and maintaining effective working relationships with a variety of individuals within the County and from other agencies.

In a Supervisory Capacity:

~~Selecting and motivating staff, planning, organizing, assigning, directing, reviewing, evaluating the work of staff and providing for their training and professional development.~~

Mental and Physical Abilities:

- Conduct technical communications studies and prepare comprehensive written reports.
- Evaluate departmental needs for communication services and recommend services.
- Develop effective working relationships with County managers, officials, employees, and the staff of other agencies.
- Maintain technical records.
- Prepare clear, concise reports and recommendations with realistic cost estimates and construction schedules.
- Understand, interpret, and apply regulations and federal, state, and local legislation.
- Communicate clearly and effectively both orally and in writing.
- Present recommendations to the Board of Supervisors and other groups.
- Perform data collection, interpretation, and evaluation pertaining to communication systems.
- Recognize and maintain confidentiality of information.
- Analyze situations accurately and adopt effective course of action.
- Develop long-range plans and programs, which are in conformance with County projects and policies.
- Perform shop and field work as required to install, maintain, and repair communication systems.
- Utilize test instrumentation and equipment to locate and repair operating faults
- Travel to various locations in the county that house VHF/UHF and microwave equipment, including mountain-top locations and remote sites.
- While performing the essential functions of this job, the incumbent is regularly required to walk, sit, stand, bend, use hands to finger, grasp, handle, or feel objects, reach with hands and arms above the shoulder and below the waist; speak clearly and hear normal speech in person and on the telephone/radio; see up close and far away and identify colors; and lift, carry, push and pull objects weighing up to 40 pounds.
- While performing the essential functions of this job the incumbent may frequently be required to kneel, squat and/or crawl under or around various structures or items to perform repair and installation work.
- While performing the essential functions of this job the incumbent may occasionally be required climb ladders, scaffolding and/or towers, to heights up to 30 feet to perform repair and installation work.

Working Conditions:

- Some work is performed in a normal office environment with little exposure to outdoor temperatures, dirt, and dust.
- Some work is performed in an outdoor or other environment where exposure to inclement weather conditions, dirt,

dust, and/or electrical current can occur.

- Some work may be performed in small or tight spaces, including inside and/or under other objects.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- ~~Duties may require irregular hours, evening, weekend, holiday, and/or on-call work. Incumbents may be required to work evenings, weekends, special events, holidays, on-call, or otherwise outside of the normal work schedule.~~
- Duties may be performed in emergency situations.
- Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

Proposed Revisions

CLASS TITLE: INFORMATION SERVICES OPERATIONS MANAGER
DEPARTMENT: EXECUTIVE OFFICE
REPORTS TO: INFORMATION SERVICES DIVISION MANAGER
CIVIL SERVICE: YES

CLASS CODE: 0157
FLSA STATUS: E
DATE: 7/07; **REV:** 2/19
BARGAINING UNIT: MANAGEMENT

JOB SUMMARY:

Under general supervision, organizes, assigns, inspects, manages, supervises, and participates in the work of staff engaged in computer support operations, and computer hardware and software support services within the Information Systems division of the Executive Office; assists the Information Services Division Manager in evaluating and recommending information technology infrastructure and operations software packages; trains and assists end-users; oversees IS inventory, fixed asset and computer equipment replacement programs; identifies end-user system requirements. The Information Services Operations Manager provides system status reports to the Information Services Division Manager and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The Information Systems Operations Manager is a single-incumbent management classification with responsibility for managing an Information Services operational unit within the Executive Office. ~~The incumbent reports directly to the Information Services Division Manager, and d~~Duties emphasize the management and supervision of several complex information technology functional areas. ~~This class can be distinguished from the class of Information Services Network Manager because the incumbent of that class manages the Network Services operational unit by planning, organizing and directing County centralized network, applications programming, telecommunications, customer support and related information technology services.~~ The incumbent provides a broad range of supervision in the Information Services Division, and manages hardware and software support services, evaluating, testing, and implementation of information technology infrastructure and operations computer hardware and software packages. The incumbent, develops, manages and maintains IS operations metrics related to service desk and infrastructure performance, reviewing service levels on a regular basis and implementing corrective actions when service levels are not met. The incumbent is responsible for information technology hardware and software inventories, computer equipment replacement program administration, IT Policy and Procedure development and IT staff and end-user training. The incumbent is accountable for supervising assigned personnel and overseeing day-to-day activities in the Support Services section of the Information Services Division under the direction of the Information Services Manager. This class can be distinguished from the class of Information Services Network Manager because the incumbent of that class manages the Network Services operational unit by planning, organizing, and directing County centralized network, applications programming, telecommunications, and related information technology services.

SUPERVISION EXERCISED:

Exercises management-level supervision over subordinate supervisors, and professional and support staff.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Manage, supervise, and participate in the work of staff engaged in the computer support operations, and computer hardware and software support services within the Information Services division of the Executive Office; assist the Information Services Division Manager in evaluating and recommending information technology infrastructure and operations software packages; train and assist end-users; oversee IS inventory, fixed asset, and computer equipment replacement programs; identify end-user system requirements.
- Participate in the selection of assigned personnel; ensure the training of assigned personnel; establish work priorities and routines; assign work to assigned personnel.
- Plan and participate in the evaluation the performance of assigned personnel; establish performance requirements and personal development targets; regularly monitor performance and provides coaching for performance improvement and development.
- Schedule, coordinate, supervise, and inspect the work of personnel engaged in computer hardware and software support services and system operations. Manage the Service Desk and work with staff to meet defined service levels.
- Develop and recommend policies and procedures for assigned areas; participate in technology strategic planning

activities and identify opportunities to enhance operational efficiencies; evaluate and recommend new tools, equipment, and methodologies to expedite and/or improve assigned processes. Assist staff in developing standard operating procedures for routine tasks and automating those tasks as appropriate.

- Manage support services projects, plan, organize, and define project requirements, methods, and end-objectives; conduct needs assessments, and hardware and software research and evaluation; locate vendors and assists in procuring software and hardware; write contract specifications and requests for proposals; manage project budget; coordinate project activities with Information Services Division staff, user representatives, and outside vendors.
- Prepare a variety of reports, including activity, project status, and work order reports; research and prepare financial and administrative reports. Track Department metrics, generate performance reports and documents anomalies and recommends corrective actions as necessary.
- Analyze and recommend departmental computer hardware and software needs; evaluate functional capabilities of proposed hardware and software; coordinate and assists with the selection, purchase, and installation of hardware, software, and systems.
- Maintain hardware and software inventory and fixed asset lists, maintain Computer Equipment Replacement Plan and budget.
- Develop software documentation and user training materials; schedule and conducts individual and group training programs.
- Participate in the study of operations and procedures and make recommendations to improve methods, procedures, service levels, and operational efficiency.
- Assist the Information Services Division Manager with the preparation, monitoring and administration of the Division budget; compile and analyze workload data; consults with other departments regarding their information technology needs and plans; prepare complex correspondence, reports and statistical summaries.
- Receive and respond to calls from County staff and public regarding requests for information or complaints; provide field dispatching services.
- Track, escalate and monitor resolution of critical Information Services infrastructure issues. Work with staff to efficiently resolve issues in a timely manner.
- Attend and participate in meetings; serve on committees and task forces; represent the County to groups and individuals as assigned; continuously communicate with the Information Services Division Manager regarding the status of assigned projects, issues, goals and objectives.
- Monitor and analyze legislation and trends pertaining to information technology; recommend technology changes and upgrades to ensure that County technology is efficient and current and in compliance with regulations.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computers and system terminals
- Mainframes, servers, and peripherals

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, business management or a related field, AND five (5) years of progressively responsible professional information technology experience that included PC hardware and software applications and support, applications analysis, design and development, with at least two (2) years of project management experience and two (2) years at a supervisory level. An equivalent combination of related education, training, and experience may ~~also~~ be qualifying.

Licenses and Certifications:

Valid ~~California~~ Driver's License ~~is required~~.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge Of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Methods and techniques for troubleshooting and determining the causes of computer hardware and software problems and device errors and failures Methods and techniques for training and instruction of adults in a work environment
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- Computer hardware, operations, characteristics and configuration settings; general computer network operating systems and architecture; internet and intranet technologies; database, word processing, spreadsheet, desktop publishing, graphics, flow charting and other computer/server software packages.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management and planning methods.
- State, federal and local ordinances, laws, rules and regulations pertaining to public information technology management.
- Standard business arithmetic, including percentages and decimals.

Skill In:

- Planning, organizing and directing functions and staff.
- Selecting and motivating staff and providing for their professional development.
- Applying principles of leadership, motivation, teambuilding and conflict resolution.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests; troubleshoot and diagnose hardware, software, and electronic equipment
- Plan, schedule, and complete projects efficiently and in accordance with County quality standards
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying analytical and management thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical policy makers in the County.
- Work effectively with subordinates and superiors.

- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 50 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may include exposure to large computer noise.

Incumbents may be required to work evenings, weekends, special events or holidays, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

- ~~Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.~~
- ~~The incumbent's working conditions typically include some exposure to large computer noise.~~
- ~~Duties may require some evening, weekend, holiday and/or on-call work.~~

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**MENDOCINO COUNTY GOVERNMENT
CLASSIFICATION SPECIFICATION**

Proposed -New

CLASS TITLE: COMMUNICATIONS TECHNICIAN
DEPARTMENT: EXECUTIVE OFFICE
REPORTS TO: COMMUNICATIONS COORDINATOR
CIVIL SERVICE: YES

CLASS CODE: TBD
FLSA STATUS: N
BARGAINING UNIT: TBD
DATE: 2.2019

JOB SUMMARY:

Under general supervision, performs specialized information technology work pertaining to the planning, coordinating, implementing, and oversight of assigned programs, projects, and initiatives dealing with the design, acquisition, installation, operation, maintenance, repair, and replacement of the coordinated, countywide radio, microwave, wireless, and data communications systems; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

This is a journey-level specialized technician class. Positions in this class are allocated to the Information Services Division within the Executive Office. Incumbents preponderantly perform work of a technical nature, utilizing skills that require a thorough understanding of technical radio, microwave, wireless, and data communications systems procedures and processes. Duties are performed under general supervision, and incumbents work alone on routine or regular work assignments, checking with a supervisor only on non-routine assignments or when in doubt as to the correct procedures to follow. Assignments include the full range of technical duties pertaining to the Communications functional area, including user and system support for specialized communications applications, systems, and/or equipment. This classification is distinguished from the Communications Coordinator by the latter's overall responsibility for the County's entire communications programs and systems and supervisory duties.

SUPERVISION EXERCISED:

Incumbents in this class do not directly lead or supervise other employees.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Assist with the operations of the Communications Unit of the Information Services Division of the Executive Office; provide feedback on goals, objectives, and long-range plans.
- Devise systems and methods to accomplish the work and monitor the results pertaining to the design, acquisition, assignment, usages, operation, installation, repair, maintenance, and replacement for all elements of the County communications program and systems.
- Confer with departments, contractors, consultants, engineers, and others to assist communication needs; evaluate the services and equipment needs of users; investigate buying, leasing, contractor, or other options, including the impact of technological developments, to meet user needs; develop specifications.
- Troubleshoot a variety of County-owned communications systems.
- Respond to emergency and non-emergency service/repair calls or maintenance alarms on the County's communication systems that occur during and/or off work hours.
- Provide input on efficient and effective communication services.
- Determine appropriate course of action and coordinate communication during times of emergencies.
- Identify and capture the County's costs of owning, operating, and maintaining communications equipment.
- Conduct utilization studies and evaluate the condition of the communication systems on an ongoing basis; make recommendations on the size and composition of radio and communications systems; research and make replacement recommendations.
- Assist with maintaining valid licensing for County communications facilities as required by regulatory agencies.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment
Two-Way Radio

Computer Hardware & Software
Testing Instrumentation

Vehicle(s)
Hand Tools

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

College or vocational coursework in electronic communications, radio technology, telecommunications, engineering, or related field; and, two (2) years of increasingly responsible experience in installation, operation, maintenance, and repair of radio-telephone and microwave communication systems; or an equivalent combination of education, training, and experience related to the installation, maintenance, and repair of radio, telephone, and

microwave communication systems which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

- General Radiotelephone Operator License (preferred)
- Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge Of:

- Principles, practices, and problems of public safety communication systems, and of current trends and development of field of public safety communication systems.
- Electronic theory as applicable to VHF/UHF communication and microwave equipment.
- Functions, characteristics, and capacity of common electronics communication and microwave equipment.
- Testing instrumentation used in maintenance and repair of communication systems.
- Principles, practices, laws, regulations, terminology, tariffs, and management of communications system and general telecommunications.
- Voice, data, radio, microwave, and wireless communications equipment and engineering practices.
- Laws and regulations relating to the operation of communication system and safety practices in the communication field.
- Rules and regulations of the Federal Communications Commission governing the installation, operation, maintenance, and repair of communication systems.
- Communication equipment procedures.
- Modern principles of management and governmental practices.
- Shop and fieldwork required to install, maintain, and repair communication systems.
- Testing instrumentation and equipment used to locate and repair operating faults.

Skill In:

- Effective project management.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Researching, compiling, and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying analytical thinking to solve problems and accomplish tasks.
- Preparing clear and concise reports, correspondence, and other written materials.
- Establishing and maintaining effective working relationships with a variety of individuals within the County and from other agencies.

Mental and Physical Abilities:

- Conduct technical communications studies and prepare comprehensive written reports.
- Evaluate departmental needs for communication services and recommend services.
- Develop effective working relationships with County managers, officials, employees, and the staff of other agencies.
- Maintain technical records.
- Prepare clear, concise reports and recommendations with realistic cost estimates and construction schedules.
- Understand interpret and apply regulations and federal, state, and local legislation.
- Communicate clearly and effectively both orally and in writing.
- Present recommendations to the Board of Supervisors and other groups.
- Perform data collection, interpretation, and evaluation pertaining to communication systems.
- Recognize and maintain confidentiality of information.
- Analyze situations accurately and adopt effective course of action.
- Develop long-range plans and programs, which are in conformance with County projects and policies.
- Perform shop and field work as required to install, maintain, and repair communication systems.

- Utilize test instrumentation and equipment to locate and repair operating faults.
- Travel to various locations in the county that house VHF/UHF and microwave equipment, including mountain-top locations and remote sites.
- While performing the essential functions of this job, the incumbent is regularly required to walk, sit, stand, bend, use hands to finger, grasp, handle, or feel objects, reach with hands and arms above the shoulder and below the waist; speak clearly and hear normal speech in person and on the telephone/radio; see up close and far away and identify colors; and lift, carry, push and pull objects weighing up to 40 pounds.
- While performing the essential functions of this job the incumbent may frequently be required to kneel, squat and/or crawl under or around various structures or items to perform repair and installation work.
- While performing the essential functions of this job the incumbent may occasionally be required climb ladders, scaffolding and/or towers, to heights up to 30 feet to perform repair and installation work.

Working Conditions:

- Some work is performed in a normal office environment with little exposure to outdoor temperatures, dirt, and dust.
- Some work is performed in an outdoor or other environment where exposure to inclement weather conditions, dirt, dust, and/or electrical current can occur.
- Work may be performed in small or tight spaces, including inside and/or under other objects.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to radio and computer noise.
- Incumbents may be required to work evenings, weekends, special events, holidays, on-call, or otherwise outside of the normal work schedule. Duties may be performed in emergency situations.
- Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

PROPOSED - NEW

CLASS TITLE: SENIOR NETWORK SYSTEMS ANALYST
DEPARTMENT: EXECUTIVE OFFICE
REPORTS TO: INFORMATION SERVICES DIVISION MANAGER
CIVIL SERVICE: YES

CLASS CODE: TBD
FLSA STATUS: N
DATE: 02.2019
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under direction, leads and performs professional information technology work pertaining to server, network, and related systems design, development, installation, analysis, testing, implementation, documentation, and maintenance; plans, designs, configures, installs, upgrades, and administers various components and/or segments of the County's information system network; serves as a lead worker in the assigned work unit; performs the most complex professional support and administration of assigned programs, which may include administration of one or more highly complex network and related systems; analyzes, monitors, troubleshoots, and resolves system performance, integrity, security, availability and other issues/problems; participates in a variety of development, enhancement, and other system projects; and facilitates system interfaces with data communications and database programs.

DISTINGUISHING CHARACTERISTICS:

This is the advanced-level class in the Network Systems Analyst series. Positions in this class are allocated to the Information Services Division within the Executive Office. Incumbents serve as a lead worker in their assigned area; as well as providing advanced professional expertise and leadership professional nature, utilizing skills that require an understanding of analytical procedures and processes. Incumbents perform the most difficult professional analysis and administration work including complex server and network systems administration.

SUPERVISION EXERCISED:

Incumbents do not provide direct supervision over others, but exercise indirect (lead) supervision over subordinate professional, paraprofessional, technical, clerical and other staff.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Coordinates and leads activities pertaining to the planning, designing, configuring, installing, upgrading, and administration of various components and/or segments of the County's information system network based on established standards; analyzes, monitors, troubleshoots and resolves system performance, integrity, security, availability and other issues/problems; serves as a lead worker over subordinate professional, technical and other staff by assigning, directing and monitoring their work on a regular or project basis..
- Monitors disk space and server logs; analyzes system performance; recommends and implements optimizing technologies to enhance system performance.
- Leads the installation upgrades and patches to operating system and other network software; administers e-mail and related communication services.
- Plans and leads, implements and monitors system security; installs and administers firewalls and virus protection as appropriate; maintains access lists; utilizes access point detection, intrusion detection, vulnerability scanning and other tools; designs and administers backup and recovery procedures.
- Leads the programming, set up, installation and deployment of routers, switches, microwaves, wireless access points, servers and other network equipment.
- Provides advanced professional technical support for users regarding complex network-related issues; resolves difficult technical problems; communicates with department managers and staff regarding technology issues; develops recommendations for selection, acquisition, deployment and upgrading of network-related technology tools as assigned.
- Leads the administration of assigned segments of enterprise programs and systems; establishes and monitors system activities and protocols for data security and access; develops and administers backup processes.
- Plans and leads systems and network development projects, including large and complex projects; interviews users to analyze client needs; gathers user information in order to define business requirements; develops complex project technical criteria, hardware configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed; participates

in the implementation of new information systems for new and/or refurbished County buildings.

- Develops and maintains documentation, procedures and training related to areas of assignment.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform applications programming and software development as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Network switches, routers, cabling, and similar items
- Servers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field AND four (4) years of progressively responsible professional information technology experience that emphasized the development, enhancement, maintenance and administration of a centralized computer network/system, including two (2) years at a journey level. An equivalent combination of related education, training and experience may be qualifying.

Licenses and Certifications:

- Valid Driver's License.
- Certification as a Cisco Certified Network Administrator (CCNA) is highly desirable.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge Of:

- Computer infrastructure elements including networks, applications, personal computers and mid-range computers.
- Information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- TCP/IP, routers, switches, ETHERNET and network design.
- Advanced programming and scripting languages.
- Advanced principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Advanced data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Principles and practices of leadership and employee motivation.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill In:

- Administering large and complex server and network systems in support of broad enterprise components.
- Leading and motivating subordinate employees, including professional staff.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of

direction.

- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt, and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Incumbents may be required to work evenings, weekends, special events, holidays, on-call, or otherwise outside of the normal work schedule.
- Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

PROPOSED - NEW

CLASS TITLE: INFORMATION SERVICES BUSINESS APPLICATIONS MANAGER
DEPARTMENT: EXECUTIVE OFFICE
REPORTS TO: INFORMATION SERVICES DIVISION MANAGER
CIVIL SERVICE: YES

CLASS CODE: TBD
FLSA STATUS: E
DATE: 2/19
BARGAINING UNIT: TBD

JOB SUMMARY:

Under general direction, manages and supervises the applications development and support, functions and staff within the Information Systems division of the Executive Office. Assists the Information Services Division Manager in planning, organizing and directing County centralized applications implementation, enhancement and support, geographical information systems and related information technology services; recommends and implements policies and procedures pertaining to assigned functions. Coordinates and supervises the staff and day-to-day operations of the assigned work unit; manages assigned technology projects; and acts in the absence of the Division Manager when assigned.

DISTINGUISHING CHARACTERISTICS:

The Information Systems Business Applications Manager is a single-incumbent management classification with responsibility for managing an Information Services business application support function within the Executive Office. The incumbent reports directly to the Information Services Division Manager, and duties emphasize the management and supervision of several complex information technology functional areas. This classification is distinguished from the IS Operations Manager by the IS Operations Manager's responsibility to manage computer support operations, computer hardware and software support services, and oversee IS inventory and computer equipment replacement programs.

SUPERVISION EXERCISED:

Exercises management-level supervision over subordinate supervisors, and professional and support staff.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Manage and supervise the business applications support function and staff within the Information Services division of the Executive Office; oversee applications implementation, enhancement and support, geographical information systems, and other areas; assist the Division Manager in planning, organizing, directing, staffing and controlling the activities of assigned areas.
- Provide technical direction and leadership pertaining to County enterprise and mainframe systems; lead, participate in, and support programming and development activities primarily related to application interfaces and report; assist in the selection and recommendation of business software applications and modules, develop and recommend business processes and process improvement to meet end user requirements; ensure that scheduled deadlines are met.
- Recruit, select, develops and train assigned staff; assign, directs monitors and evaluates staff work; ensure adherence to policies, standards and procedures; identifies, recommend and arranges for staff development; recommend and initiates employee discipline as authorized.
- Serve as system administrator for assigned application systems; resolve technical system problems and/or coordinate with vendors regarding complex issues or service requirements; monitor system capacity and coordinates upgrade efforts; monitor and ensure system security; coordinate and perform application system testing and analysis; and coordinate and/or provide end user training.
- Develop and recommend policies and procedures for assigned areas; participate in technology strategic planning activities and identify opportunities to enhance operational efficiencies; evaluate and recommend new tools, equipment and methodologies to expedite and/or improve assigned processes.
- Coordinate information technology projects; review and recommend project goals and technical criteria; communicate with vendors and contractors to research products and services; develop requests for proposals; review and recommend proposals; negotiate and administer assigned contracts and agreements; monitor and administer project budgets.
- Recommend and coordinate the procurement of new hardware, software and supplies for assigned functions and areas; negotiate contracts and services with vendors.
- Monitor the day-to-day status of business applications customer requests and help desk tickets.
- Assist the Division Manager with the preparation, monitoring and administration of the Division budget; compile and analyze workload data; consult with other departments regarding their information technology needs and plans; prepare complex correspondence, reports and statistical summaries.

- Attend and participate in meetings; serves on committees and task forces; represent the County to groups and individuals as assigned; continuously communicate with the Division Manager regarding the status of assigned projects, issues, goals and objectives.
- Monitor and analyze legislation and trends pertaining to information technology; recommend technology changes and upgrades to ensure that County technology is efficient and current and in compliance with regulations.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computers and system terminals
- Mainframes, servers and peripherals

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, business management or a related field, AND five (5) years of progressively responsible professional information technology experience that included the development, enhancement and administration of mainframe systems and applications, with at least one year at a supervisory level. An equivalent combination of related education, training and experience may be qualifying.

Licenses and Certifications:

Valid driver's license

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- Computer infrastructure elements including networks, applications, personal computers and mid-range computers.
- Information technology concepts pertaining to database and system administration.
- Programming design, languages, and operating systems as well as structured coding and analysis; standard application development products.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public information technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Planning, organizing and directing functions and staff.
- Selecting and motivating staff and providing for their professional development.
- Applying principles of leadership, motivation, teambuilding and conflict resolution.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.

- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
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- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical policy makers in the County.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may include exposure to large computer noise.

Incumbents may be required to work evenings, weekends, special events or holidays, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

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