



Board Agenda Item 30

DATE: August 21, 2018

TO: Board of Supervisors

SUBMITTED BY: Paul Nerland, Director
Department of Human Resources

SUBJECT: Salary Resolution Amendment - Department of Social Services

RECOMMENDED ACTION(S):

Approve Amendment to the Salary Resolution reclassifying one (1) Chief Office Assistant from the Department of Social Services Org 5610 to an Administrative Support Coordinator, as reflected on Appendix "B", effective August 27, 2018.

Approval of the recommended action would authorize the Department of Human Resources to establish the proposed Administrative Support Coordinator classification and reclassify the current incumbent in the Chief Office Assistant position in the Department of Social Services to Administrative Support Coordinator. This item is countywide.

ALTERNATIVE ACTION(S):

If the Board were not to approve the recommended action, the Chief Office Assistant position in the Department of Social Services Org 5610 would remain in its current classification.

FISCAL IMPACT:

There is no Net County Cost associated with the recommended actions. The estimated cost for FY 2018-19 is approximately \$5,222 (\$0 NCC), which will be absorbed into the department's current budget.

DISCUSSION:

The Department of Human Resources recently conducted a classification study of all Chief Office Assistant positions countywide. The study was requested by the Department of Social Services to determine if their Chief Office Assistant position was appropriately classified. The study evaluated the current job specification, written information from incumbents, desk audits with incumbents, classification structures in other counties, and job evaluation factors such as knowledge, skills, scope, authority, and independence.

The study found that the Chief Office Assistant position in the Department of Social Services performed duties that exceeded the Chief Office Assistant job specification in complexity, required abilities, breadth, and responsibility. This position is responsible for overseeing the Centralized Clerical Operations Division, which includes 56 positions, as well as coordinating the entire clerical staff in the Department of Social Services, which includes 521 positions (including the positions in the Centralized Clerical Operations Division). Coordination duties include balancing clerical staffing across the department, ensuring similar processes are used by all clerical units, ensuring that regulations are being followed uniformly, and bringing all clerical staff onboard to new processes, regulations, and duties. The position is also responsible for

overseeing several special projects in a complex regulatory environment. Some of these projects relate to state funding and failure to successfully implement new systems or meet deadlines can impact the finances of the department.

A new classification, the Administrative Support Coordinator, is proposed to more fully delineate the duties, knowledge, skills, and abilities of the position. The proposed classification differs from the existing Chief Office Assistant classification in that it is responsible to coordinate the work of numerous clerical units with a decentralized reporting structure and is consistently involved in projects that require strong analytical and problem-solving skills and that have a significant impact on the department's business effectiveness and finances. The minimum qualifications will be increased to reflect the desired experience and education for the position. The Chief Office Assistant in the Department of Social Services will be reclassified to the Administrative Support Coordinator.

ATTACHMENTS INCLUDED AND/OR ON FILE:

Salary Resolution Amendment - Appendix "B"

CAO ANALYST:

Juan Lopez