

County of Lassen
ADMINISTRATIVE SERVICES

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DATE May 10, 2023

TO: Board of Supervisors
Agenda Date: May 23, 2023

FROM: Richard Egan, CAO

SUBJECT: Revised Job Classifications within Child Support Services Department for Management and Professional Association (MPA) and the General Unit/United Public Employees of California (LCGU/UPEC)

RECOMMENDATION: That the Board of Supervisors: (1) Change and approve job description for Assistant Director of Child Support Services increasing the range from (MPA) Range 26 to (MPA) Range 28; (2) Reclass Senior Administrative Clerk/Office Assistant III, (LCGU/UPEC) Range 11, to Administrative Support Specialist I.II.III, (LCGU/UPEC) Range 13/14/16/18 and approve the job description.

FISCAL IMPACT: There is no fiscal impact to the General Fund. There is no net increase to appropriations.

DISCUSSION:

Child Support is requesting a range increase to the Assistant Director of Child Support Services from MPA Range 26 to MPA Range 28. The range increase has been approved by MPA.

Child Support has systematically adjusted salaries within the department to maintain parity standards with Social Services Merit System positions.

Health and Social Services reclassified their administrative, account, and technician support positions to an Administrative Support Services series consistent with Merit System. Child Support requests a reclassification of their Senior Administrative Clerk/Office Assistant III position to an Administrative Support Specialist I.II.III. The job description has been reviewed and approved by UPEC.



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JOB DESCRIPTION

CLASS TITLE:	Assistant Director of Child Support Services	CLASS CODE	CS01
DEPARTMENT:	CHILD SUPPORT SERVICES	UNIT	MM
REPORTS TO	Director of Child Support Services	FLSA STATUS	Exempt
BOS APPROVAL	December 17, 2019; REVISION PENDING	RANGE	26 28

JOB SUMMARY

Under executive direction, the Assistant Director, Department of Child Support Services assist in planning, organizing, and directing a county Child Support Services Department; acts for the Director in the Director's absence; manage assigned department units through subordinate supervisors; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is an executive management level single position class. This position determines policy, manages personnel, and budgets, develops the program, and formulates operational objectives, and is responsible in assisting to manage and direct the program from a local, state, and federal level with significant impact on community services. Within state legal requirements, policies, and procedural guidelines, the responsibilities of this position demand comprehensive knowledge and expertise in the delivery of child support services, a high level of initiative, independent judgment, and discretion, as well as strong management skills to develop, administer, and direct the Agency staff and programs. This position will work closely and in collaboration with other State, County, and non-county organizations.

SUPERVISION RECEIVED AND EXERCISED

The Assistant Director of Child Support Services reports to the Director of Child Support Services.

Exercises direct supervision over assigned clerical, technical and supervisory personnel. Provides administrative direction and non-professional oversight to the Child Support Services Attorney.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. (All duties may not be performed by all incumbents.) Other duties may be assigned.

Government agencies accessing U.S. government information, which include federal tax information must ensure that background investigation information requirements for all agency employees that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information.

Assists the Director in developing program policies and operational procedures.

Acts for the Director in the absence of the regular incumbent and represents the Director before the Board of Supervisors and at the State and regional child support conferences and meetings.

Manages the work of assigned department units through subordinate supervisors.

Established performance standards and training programs.

Formulates long-range strategic plans to increase the efficiency and cost effectiveness of providing child support services in the county.

As assigned by the Director, represents the department as liaison to the public, media and other county departments.



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Participates with the Director in the selection of supervisory and management staff.

Oversees the development and implementation of procedures, quality control standards, staff selection and development, and budget preparation.

May perform State mandated functions, including but not limited to ombudsperson, customer & community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience

Any combination of experience and education that will meet the requirements of the job. A suggested way to meet the requirement is:

Two (2) years of full-time experience performing duties of a Child Support Supervisor in a state or local government agency.

OR

Three (3) years of full-time supervisory experience in a Social Services Agency, which experience included responsibility for program, staff, and budget management.

Additional Information

Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. Background requirements consist of three components which include fingerprinting, citizenship verification and law enforcement checks. State agencies must conduct investigations during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous investigation for each employee that has access to federal tax information.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Principles and practices of Child Support Services include rules, regulations, State and Federal program policies, and procedures.

Principles and techniques of organization, administrative management, budget preparation, and fiscal control.

Principles and practices of personnel administration, effective management, and training.

Principles and procedures associated with hiring, evaluating, training, disciplining, and terminating employees.

Organizational and management practices as applied to analysis and evaluation of programs, policies, and operational needs.

Governmental codes, laws, rules, and regulations, legislative process, and practices and policies relating to the child support services program.

Communication and conflict resolution.

Public information and contract administration.



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JOB DESCRIPTION

Intergovernmental relationships and regulations affecting community service delivery.

Ability to:

Plan, direct, interpret, and evaluate the administration and operations of the Department of Child Support Services.

Analyze complex administrative and regulatory problems, evaluate alternatives, and adopt effective courses of action.

Select, orient, supervise, and evaluate subordinate Departmental personnel.

Plan, direct, and coordinate the work of others; develop and provide effective training.

Establish and execute Agency policies and procedures.

Develop and implement short and long-range Agency goals and objectives.

Administer a budget.

Analyze situations accurately and take effective action.

Prepare and present clear and concise correspondence, reports, and recommendations.

Communicate effectively both verbally and in writing.

Work cooperatively with other employees.

Establish and maintain cooperative working relationships with staff, other Departments and agencies, the private sector, and the public.

Use standard office computers for word processing and spreadsheets.

To drive and to travel frequently.

Licenses and Certifications

Possession of, or ability to obtain, a California driver's license may be required by the position.

Physical Demands and Working Conditions:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is often required to travel to and make outside visits – occasionally on uneven surfaces with potential access barriers; to use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision and hearing abilities required by this job include hearing and vision adequate to observe human interaction, and vision to input and access information from a computer system.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.



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JOB DESCRIPTION

CLASS TITLE:	Administrative Support Specialist I/II/III	CLASS CODE	0135
DEPARTMENT:	CHILD SUPPORT SERVICES	UNIT	UPEC
REPORTS TO:	Administrative Manager, Higher-Level Supervisor or Manager	FLSA STATUS	Non-Exempt
BOARD APPROVAL	PENDING	RANGE	13/14/ 16/18

DEFINITION

Under the direction of an assigned supervisor, the Administrative Support Specialist class is responsible for performing general administrative and fiscal program work. Incumbents perform a variety of clerical and fiscal duties requiring knowledge of the policies, procedures, rules and regulations related to an assigned County department; provide specialized assistance and information regarding departmental activities to staff, administrators, the public and others.

Working under close supervision, Administrative Support Specialist I is the entry/trainee level in the series. Employees in this class receive in-service training and are given detailed instructions in the performance of routine clerical and fiscal duties related to accounting, statistical, filing, reception, form processing, record maintenance, mail, and typing or data entry and performs tasks that are more structured and repetitive than those assigned to level II.

Working under general supervision, Administrative Support Specialist II is the journey level in the series. Employees at this level are expected to be fully qualified and able to perform difficult and responsible office support work within the framework of established work methods and procedures and to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor.

The Administrative Support Specialist III is the advanced level in the series. Incumbents either act as lead-worker to a group of office support staff, perform applicant screening in addition to other primary responsibilities, or exercise a detailed subject matter knowledge of a specific and complex program area or specialized record keeping system. Incumbents that have completed one year of full-time employment as an Administrative Support Specialist III will receive a range increase with the recommendation of their supervisor and a satisfactory performance evaluation.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in the Administrative Support Specialist classification typically receive supervision from an Administrative Manager or other higher-level supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. (All duties may not be performed by all incumbents.) Other administrative duties may be assigned.

- Addresses complaints and explains regulations to customers or the public.
- Responds to inquiries regarding departmental functions, services, policies, and procedures.
- Obtains information from customers, visitors, or callers to determine appropriate resource, action, document, or staff referral to meet their needs.
- Explains the proper use of forms and documents.
- Prepares items for mailing and sorts and distributes incoming mail according to established guidelines and procedures.
- Operates multiline telephone system including answering calls, transferring calls, and taking messages.



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- Schedules customer appointments and maintains schedules for technical or professional staff.
- Composes correspondence, reports, memos, and other documents.
- Reviews and processes forms/documents in accordance with established guidelines and procedures.
- Monitors and updates manual or electronic files.
- Operates a variety of standard office equipment.
- Compiles information to respond to questions or address issues.
- Reviews submitted forms or applications to verify accuracy and completeness.
- Operates automated systems, or other department-specific computer systems.
- Maintains accurate department and customer records.
- Performs initial screening of applications for departmental services.
- Performs related duties as assigned.

For Journey and Advanced Level (in addition to the general duties):

- Maintains financial and statistical records; makes arithmetical tabulations; posts financial data by hand or computer to registers, subsidiary ledgers, expenditure and case records; checks data in various documents for accuracy.
- Prepares or assists in preparing statistical and fiscal reports.
- Assists with compilation of budget information including work and time records; gathers and summarizes information from source documents or computerized reports and arranges in an understandable, presentable, or prescribed format.
- Codes, verifies, and files various financial documents.
- Handles money transactions such as collecting and disbursing monies and other negotiable items, including preparing bills, and calculating refunds.
- Checks, balances, and reconciles cash statements and computerized reports.
- Processes or assists with the processing of documents such as invoices, purchase orders, warrants, and other records.
- Writes letters, memos, or documents to correspond with public and private organizations/agencies to obtain or verify information.
- Answers telephone calls to provide, elicit, or verify information or data.
- May operate automated systems to produce letters, reports, summaries, notices, checks, data, spreadsheets, and standardized forms that are required for the maintenance of fiscal and statistical reports.
- Performs other clerical duties such as typing, filing, counter service, copying, etc. on an as needed basis.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:



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Administrative Support Specialist I: Range 13

One (1) Year of full-time clerical experience that included some application of clerical and mathematical skills in the performance of duties;

OR

Equivalent to fifteen (15) semester units or twenty-two and one-half (22.5) quarter units that included coursework in basic office practices and procedures; mathematics such as addition, subtraction, multiplication, division, decimals, fractions, and percentages; or computer applications and spreadsheet software.

Administrative Support Specialist II: Range 14

Pattern 1: Two (2) Years of full-time experience performing duties of an Administrative Support Specialist I

OR

Pattern 2: One (1) year of full-time experience performing financial or statistical recordkeeping; or producing a variety of work products using a statewide automated system or software applications;

OR

Pattern 3: Successful completion of thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university; **AND** One (1) year of full-time experience performing financial or statistical recordkeeping; or producing a variety of work products using a statewide automated system or software applications.

Administrative Support Specialist III: Range 16/18

Pattern 1: Three (3) Years of full-time experience performing duties of an Administrative Support Specialist II

OR

Pattern 2: Three (3) years of full-time experience performing financial or statistical recordkeeping; or producing a variety of work products using a statewide automated system or software applications;

OR

Pattern 3: Successful completion of thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university; **AND** Two (2) years of full-time experience performing financial or statistical recordkeeping; or producing a variety of work products using a statewide automated system or software applications.

After completion of 1-year satisfactory performance as an Administrative Support Specialist III, incumbent will be moved to Range 18.

Licenses and Certifications

Possession of, or ability to obtain, a California driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Modern office practices, procedures and equipment.



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- Financial and statistical record-keeping techniques.
- Oral and written communication skills.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Law, rules, regulations involved in assigned activities.
- County organization, operations, policies and objectives.

Ability to:

- Perform complex and specialized clerical duties in support of an assigned County department.
- Prioritize work and meet schedules and timelines.
- Maintain financial and statistical records.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Serve as a resource and provide procedural assistance related to assigned function.
- Communicate effectively both orally and in writing.
- Add, subtract, multiply and divide quickly and accurately.
- Work independently with little or no direction.
- Establish and maintain cooperative and effective working relationships with others.
- Work confidentially with discretion.
- Type at an acceptable rate of speed.
- Perform duties effectively with many demands on time and constant interruptions.
- Compose correspondence and written materials independently.
- Operate a variety of office and business machines including typewriter, calculator, copier and others pertinent to the assignment.
- Operate computer equipment and various software as required.
- Train and provide work direction to others as assigned.

ADDITIONAL REQUIREMENTS

Travel within and outside of Lassen County may be required for meetings and training.

ADDITIONAL INFORMATION

Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. Background requirements consist of three components which include, fingerprinting, citizenship verification and law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous investigation for each employee that has access to federal tax information

PHYSICAL DEMANDS AND WORKING CONDITIONS:

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While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is often required to travel to and make



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outside visits – occasionally on uneven surfaces with potential access barriers; to use hands to finger, handle, or feel; reach with hands and arms; and to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision and hearing abilities required by this job include hearing and vision adequate to observe human interaction, and vision to input and access information from a computer system.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet.