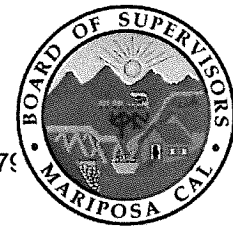


# MARIPOSA COUNTY

Human Resources/Risk Management • (209) 742-1379



## **RESOLUTION - ACTION REQUESTED 2015-328**

MEETING: July 7, 2015

TO: The Board of Supervisors

FROM: Steve Johnson, Human Resources Director - Risk Manager

RE: Reclassification of Account Clerk II to Services Support Assistant III

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### **RECOMMENDATION AND JUSTIFICATION:**

Approve the reclassification of an Account Clerk II, a Merit System Services (MSS\*) position in the Human Services Department (Department), to a Services Support Assistant III effective July 1, 2015; adopt MSS' job description of Services Support Assistant III; set the salary range at \$2,609.63-\$3,172.53 per month; and assign this classification to the Service Employees International Union (SEIU) bargaining unit.

MSS initiated a State-wide classification study of employees in classifications that perform Medi-Cal Eligibility Data System (MEDS) clerical duties. An employee in an Account Clerk II classification in the Department performs these specific duties in Mariposa County. After reviewing a Position Description Questionnaire completed by the incumbent and speaking with the incumbent's supervisor, MSS found that the incumbent is performing advanced journey-level support duties related to MEDS and is the primary MEDS contact. MSS determined that the Account Clerk II classification is not appropriate and recommended that the incumbent Account Clerk II be reclassified to a Services Support Assistant III. The MSS study, and their recommended action, is attached to this Staff Report. Human Resources staff likewise recommends the reclassification as supported by MSS.

The primary function of a Services Support Assistant III is to perform complex administrative support and data management for the Department's automated systems, requiring a high level of speed and accuracy. It is recommended that the salary range for the new classification of Services Support Assistant III be set at \$2,609.63-\$3,172.53 per month because of the responsibilities that the incumbent is performing (the monthly salary of the Account Clerk II classification is currently \$2,269 - \$2,759). A draft Job Description for the newly created Services Support Assistant III is attached to this Staff Report.

There are budgeted funds to cover this request and no General Fund dollars will be needed.

\*MSS is a contract program within Cooperative Personnel Services Human Resources Consulting that provides personnel services specifically to the Social Services Division in the Human Services Department to ensure that specific federal merit principles are

adhered to because of the federal funds received by Social Services.

**BACKGROUND AND HISTORY OF BOARD ACTIONS:**

From time to time, the Board of Supervisors approves reclassifications, when warranted.

**ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:**

A negative action would result in the misclassification of an employee and an inappropriate salary range for the higher level of work the employee is performing.

**FINANCIAL IMPACT:**

**N/A. There are budgeted funds to cover this request and no General Fund dollars will be needed.**

**ATTACHMENTS:**

**Services Support Assistant III (DOC)**

**Mariposa DSS MEDs Clerical Staff Class Study and recommendation - 12 02... (PDF)**

**CAO RECOMMENDATION**

Requested Action Recommended

*Mary Hodson*

Mary Hodson, CAO

7/1/2015

**RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]**

**MOVER:** Kevin Cann, District IV Supervisor

**SECONDER:** Marshall Long, District III Supervisor

**AYES:** Smallcombe, Jones, Long, Cann, Carrier

# **SERVICES SUPPORT ASSISTANT III**

(MSS Title: Services Support Assistant III)

## **CLASSIFICATION DEFINITION**

Under limited supervision, the Services Support Assistant III operates automated systems or specialized software programs (such as MEDS, C-IV, CWS/CMS, CMIPS, etc.); performs complex program support functions; performs a variety of specialized duties in support of professional and technical staff; and performs related work as required.

The Services Support Assistant III level within the Services Support Assistant classification series is the fully experienced, advanced journey level. Incumbents assigned to this class perform duties that require detailed, specialized, and technical knowledge in the use of state and county operating systems and/or programs; perform complex administrative support work for a Department's programs and functions.

The Services Support Assistant III classification differs from the next lower class of Services Support Assistant II in that employees within the Services Support Assistant III classification perform more complex work and may provide direction to other clerical support staff. The Services Support Assistant III classification differs from the Office Assistant III classification in that the primary function of the former is to perform complex administrative support and data management for a Department's automated systems, requiring a sustained high level of speed and accuracy. The primary function of the Office Assistant III classification is office support including a variety of lead clerical activities related to filing, reception, form processing, record maintenance, mail, and data entry.

## **SUPERVISION EXERCISED AND RECEIVED**

Incumbents in the Services Support Assistant III classification receive supervision from an Office Assistant Supervisor or other higher-level supervisor or manager. A Services Support Assistant III may provide lead direction to lower level staff.

## **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- Performs data entry transactions for case management, aid authorization, imaging and/or statistical data maintenance
- Operates a variety of operating systems, software, or related equipment to support a department's programs, services, and administrative functions
- As lead-worker, prioritizes and manages workload distribution; acts as technical resource on more difficult problems or specialized issues; monitors quality and timeliness of unit work; identifies and provides individual instruction to co-workers for work deficiencies; provides feedback to supervisor as requested

- Maintains files, writes or revises procedures and may generate reports and documents using system resources
- Reviews and reconciles system information (MEDS, C-IV, CWS/CMS, CMIPS, or other automated system); assesses and updates records; or takes corrective action or may direct others to take corrective action as appropriate
- Researches procedures, regulations, and/or technical materials as necessary
- Uses manuals, utilization guides, and All County Letters (ACL) System Change Requests (SCR), etc. to review upcoming changes to regulations, programs and systems to keep knowledge current
- Identifies the impacts of changes to automated systems and provides recommendations regarding changes; prepares information to inform users of changes or additions
- Troubleshoots problems with individual records, cases or participants by applying rules and regulations; provides information and interacts with case workers to correct issues or coordinates with the help desk to solve problems
- Coordinates with department supervisors and management in producing and maintaining files, information systems, and composing and creating reports
- Performs a variety of complex administrative, office support and para-professional functions
- Gathers data, conducts surveys, and prepares reports and develops training materials for system users; creates complex spreadsheets, report formats, forms, and record maintenance systems; may also prepare graphics for presentations and studies
- Responds to a variety of public, staff, and management inquiries, providing the requisite information, or referring the requests to supervisory and staff as appropriate
- Attends meetings and represents the department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes
- Assists in special projects designated by the department management
- Performs related duties as assigned

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Personal computer operating systems, software, (MS Office, etc.) and related equipment
- Statewide automated systems (C-IV, MEDS, CWS/CMS, CMIPS, etc.,)
- Department programs, functions and objectives
- Legislation, rules, regulations, policies and procedures related to multiple public assistance programs and related case administration techniques
- Work methods and techniques used by program staff
- Methods and techniques used in researching, proofing, evaluating, gathering,

organizing, and arranging data

- Report writing and proper format and style
- Effective methods of training and presentations skills
- Record keeping and time-management practices and procedures
- Modern office practices and procedures
- Correct English usage, spelling, grammar, and punctuation
- Basic arithmetic

**Ability to:**

- Understand and carry out oral and written instructions
- Exercise sound and independent judgment in determining and selecting appropriate processes, alternatives, forms and desired actions within established work practices, procedures and commonly used regulations
- Learn and perform assigned tasks and routines
- Learn and develop skills with the more advanced and complex capabilities of computer software programs or automated systems
- Evaluate and interpret information using an automated system and troubleshoot identified problems
- Prepare a variety of reports, correspondence, documents, statistical data, graphs, and charts using a computer and software packages
- Provide training and assistance for others in using assigned systems or software
- Read and understand detailed and complicated instructions
- Understand, interpret and apply rules and regulations; determine the impact of regulations on local operations and systems
- Organize work schedules and budget time efficiently
- Work productively under time pressure and with interruptions
- Exercise tact when dealing with others
- Establish and maintain cooperative working relationships with those contacted in the course of work

**MINIMUM QUALIFICATIONS (Education and/or Experience)**

One (1) year experience performing duties of a Services Support Assistant II

**OR**

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**

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

**DRIVER LICENSE REQUIREMENT:**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Creation Date: 07/15 (B/S 15-328)