RESOLUTION - ACTION REQUESTED 2017-676

MEETING: October 3, 2017

TO: The Board of Supervisors

FROM: Dallin Kimble, County Administrative Officer

RE: Clerical Classification Study Results

RECOMMENDATION AND JUSTIFICATION:
Approve the Following Effective July 1, 2017: Revise Eighteen Clerical Employee Classification Recommendations, a Clerical Career Ladder that Includes Some New Titles and the Elimination of Two Existing Classifications, Update Applicable Job Descriptions, Change the Salary Range for the Senior Office Assistant Classification, and Authorize Staff to Develop a Side Letter Agreement to Secure Benefits for One Employee Moving from the MCMCO to SEIU Bargaining Unit for a Three-Year Period.

In October 2016, the Board of Supervisors approved an agreement with Municipal Resource Group (MRG) to conduct a county-wide clerical classification study. The study allowed for a thorough review process, including an opportunity to appeal consultant recommendations to the county administrative officer. As a result of that process, staff recommends the changes contained in the attached report.

The total cost of the recommended changes is $72,060.72. Of that, $28,932.96 would be allocated to human services budgets and $43,127.77 to the general fund. Staff is not recommending budget changes at this time, but notes that individual positions may be addressed during the midyear budget review.

BACKGROUND AND HISTORY OF BOARD ACTIONS:
The Board of Supervisors approved the agreement for these services with Resolution 2016-551. The Board has previously approved agreements for similar consulting services.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:
Do not approve the recommendations. Known inconsistencies in the clerical classification group will not be corrected at this time.

ATTACHMENTS:
2017 Classification Change Recommendations Cost (XLSX)
Clerical Classification Study Memo September 2017 (DOCX)

CAO RECOMMENDATION
Requested Action Recommended
RESULT: ADOPTED [UNANIMOUS]
MOVER: Kevin Cann, District IV Supervisor
SECONDER: Merlin Jones, District II Supervisor
AYES: Smallcombe, Jones, Long, Cann, Menetrey
## Clerical Classification Change Recommendations

<table>
<thead>
<tr>
<th>Name</th>
<th>Current Classification with Hourly Rate</th>
<th>Proposed Classification with Hourly Rate</th>
<th>Salary Change</th>
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Sub-Total $6,005.06 times 12 months $72,060.72

Human Services Funds Impact $28,932.96
General Fund Impact $43,127.77
Approve the Following Effective July 1, 2017: Revise Eighteen Clerical Employee Classification Recommendations, a Clerical Career Ladder that Includes Some New Titles and the Elimination of Two Existing Classifications, Update Applicable Job Descriptions, Change the Salary Range for the Senior Office Assistant Classification, and Authorize Staff to Develop a Side Letter Agreement to Secure Benefits for One Employee Moving from the MCMCO to SEIU Bargaining Unit for a Three-Year Period.

STUDY OVERVIEW

At the request of Human Resources/Risk Management staff, the Board of Supervisors approved the initiation of a classification review for all County clerical classifications as part of an on-going effort to update and streamline the County’s classification structure. The need for this Study was apparent to staff in that, while it is typical for job classifications and job descriptions to be studied on an on-going basis every 3-5 years, many of the County’s clerical job classifications had not been studied in 15 years or more and no overarching clerical classification career ladder was in place.

The County retained consultant Karen Coffee from Municipal Resource Group to conduct this study. Ms. Coffee has over 40 years of experience in the job analysis classification evaluation field, including the development of a seminal publication on public sector job analysis.

STUDY METHODOLOGY

Staff ensured that this study closely adhered to the process that is outlined in the Board-approved Countywide Classification Plan found on the Human Resources/Risk Management Department portion of the County’s website. The Methodology for this Study included the following steps:

- The distribution of PDQs for completion to all affected County clerical employees.
- A review and signature by the affected employee’s supervisor and department head.
- Submission of the completed PDQ to the consultant for her review.
- Follow-up interviews with the consultant, affected employees and their management team.
- Consultant classification recommendations were sent to department heads for distribution to each affected employee.
- Employee and management review of the consultant’s recommendations with response comments sent back to the consultant for consideration.
- Updated consultant recommendations distributed to department heads for their review and distribution to each affected employee.
The availability of an appeal process, as defined in the County’s Board-approved Classification Plan, including the opportunity for employees to meet with the county administrative officer and their union representative or management team.

The development and distribution of a draft Clerical Career Ladder to County department heads and affected bargaining units for their review and input.

Study recommendations (including appeal results, the draft Clerical Career Ladder and updated clerical job descriptions) were sent to affected bargaining units.

A meet and confer meeting with SEIU, Local 521 and employees of the Human Resources/Risk Management Department regarding the impacts of the Study recommendations.

Staff believes that the study process was very thorough in that it allowed employees and their respective management teams to provide input on three separate occasions regarding the study and study recommendations (through the initial signed PDQ submission, a review and subsequent comments on the consultant’s recommendation, and an appeal process of the consultant’s final recommendation to the CAO) in addition to a meet and confer process with employee’s Bargaining Unit representatives. Ms. Coffee was available throughout the Study to answer questions, provide follow-up, and work with departments as requested.

SUMMARY OF STUDY RECOMMENDATIONS

The study included 46 employees. Of those, thirteen are recommended to receive a classification and salary increase; five employees are recommended to receive a classification reduction and have their salary Y-rated (see the definition of Y-rating a salary below, in item number three of the Staff Report Section entitled “Change in Salary Range”) and 27 employees receive no change. Three employees were withdrawn from the study. Five of the classification recommendations were appealed to the county administrative officer.

The following is a status of the five employees recommended for a classification reduction and Y-rating:

• Suzanne Hunter, formerly of the Planning Department, took a promotional transfer to the Building Department. Human Resources Department/Risk Management Department and Planning Department management staff agreed to fill the Planning Department replacement at a higher classification level than was recommended by the consultant.

• Jerla Schellentragger appealed her classification recommendation to the CAO, whose appeal determination is for the consultant’s recommendations to remain unchanged.
- Susan Arlington is a management employee in the MCMCO bargaining unit who is recommended for a reclassification to an SEIU-represented classification. With Board approval, a Side Letter of Agreement will be completed and, as was agreed with the SEIU and MCMCO Bargaining Units, the employee will retain MCMCO benefits for a three-year period. Staff will return to the Board for approval of this side letter in the very near future.
- Carol Lobrano did not appeal her classification recommendation.
- Amy Woodward of the Human Services Department appealed her classification recommendation, and the CAO recommended that her classification be Y-rated to a Program Assistant II.

SEIU Local 521 indicated that they formally oppose recommendations to Y-rate the classification recommendations of two of their member employees: Jerla Schellentragger and Carol Lobrano.

Attachment “A” provides a summary of the Study recommendations that are being presented to the Board for review and approval.

CLERICAL CLASSIFICATION CAREER LADDER

Staff worked closely with the consultant to develop a Clerical Career Ladder that reduced the number of County clerical classifications from 15 to 13, helped clarify the distinctions between different clerical classifications, and provided greater certainty on how to move up and through this Clerical Ladder.

The existing County Clerical structure is listed as Attachment “B” and the new and proposed Clerical Career Ladder is included as Attachment “C”.

As part of this Career Ladder change, the consultant recommended eliminating the existing secretory and fire assistant classifications.

CHANGE IN SALARIES/SALARY RANGE

Under the County’s Board-approved Classification Plan, the following are the salary outcomes of those employees who are affected by a Classification Study:

1. If an employee’s position is determined to be reallocated to a different classification that is in the same salary range, the movement is considered the same as a lateral transfer; therefore, there will be no change in salary and anniversary date.

2. If an employee’s position is recommended to be reallocated to a different classification, whether it is an existing or a new classification, that has a higher salary range than the employee’s current classification, then the employee’s salary will be at the step in the new range that provides at least a five percent increase over the
employee’s current salary step but in no case will exceed the maximum of the new range. A new anniversary date is then established which will be the effective date that the employee was moved into the higher class and/or salary range.

3. If an employee’s position is recommended to be reallocated to a different classification, whether it is an existing or a new classification, that has a lower salary range than the employee’s current classification, and if the employee is at the top of his/her current salary range (Step 5), then the employee’s salary will be frozen (Y-rated) at the current salary until such time that Step 5 of the new salary range equals or exceeds the salary paid to the employee. If the employee is not at Step 5 of the current salary range, then she or he will be moved to a step in the new, lower salary range that is closest to his/her current salary step. No change in anniversary date is made.

It is important for the Board to note that no employee who is adversely affected by the study recommendations will have a reduction in pay under the criteria that are outlined in the County’s Classification Plan.

Because the consultant is recommending the elimination of the outdated secretary classification, it is further recommended that the senior office assistant salary range be increased from $2,577.05-$3,132.07/month to $2,933.96-$3,566.61/month, which would make the new salary equivalent to the former Secretary salary range and would “bridge” the gap between the senior office assistant and the office technician classification series in the proposed Career Ladder.

PROPOSED JOB DESCRIPTION UPDATES

The consultant is recommending changes, updates or new language to the following County existing or proposed new clerical Job Descriptions:

- Account Clerk I-II
- Administrative Technician
- Legal Secretary I-II
- Office Assistant I-II
- Office Technician Supervisor (new classification)
- Office Technician
- Senior Account Clerk
- Senior Office Assistant
- Staff Services Analyst I-II

These updated and new job descriptions are included as Attachment “D” to this Staff Report.
# ATTACHMENT “A”--SUMMARY OF CLERICAL CLASSIFICATION CHANGE RECOMMENDATIONS

August, 2017

<table>
<thead>
<tr>
<th>NAME</th>
<th>CURRENT CLASSIFICATION</th>
<th>PROPOSED CLASSIFICATION</th>
<th>SALARY CHANGE</th>
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<td>Ballard, Kimberly</td>
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ATTACHMENT “B”—CURRENT CLERICAL CAREER LADDERS

General Clerical

EXECUTIVE ASSISTANT - $4,939.21/ADMINISTRATIVE TECHNICIAN - $5,055.34 - Two highest levels administrative classes previously studied so are not part of current clerical study but is part of the career ladder. EA - Performs specialized and technical duties in admin support of dept head or higher; requires six years of secretarial/admin experience. AT - Performs a variety of administrative and technical duties; requires four years responsible administrative, business or technical experience.

OFFICE TECHNICIAN II - $4,602.95 - Journey level in I/II flex class. Provides administrative services in support of administration, programs, and/or fiscal area in assigned department. Flexes from OT I. Requires one year as an OT I with Mariposa County.

OFFICE TECHNICIAN I - $4,184.19 (OT I, Conf.) has higher salary of $4,236.53 - Entry level in I/II flex class. Provides administrative services in support of administration, programs, and/or fiscal area in assigned department. Flexes to OT II. Requires five years of secretarial or clerical admin. experience.

FIRE SERVICES ASSISTANT - $3,980.52 - Assists the Fire Chief with admin. services including secretarial, technical, and clerical support. Requires five years of clerical; clerical accounting and/or secretarial experience.

SECRETARY - $3,566.61 - Performs responsible secretarial and routine admin. support functions. Requires four years of secretarial experience.

SENIOR OFFICE ASSISTANT - $3,132.07 (Same salary as Sr. OA, Confidential) - Performs more specialized and moderately complex clerical duties and provides lead supervision. Requires three years of clerical experience or two years as an OA II with the County.

OFFICE ASSISTANT II - $2,862.72 - Journey level in I/II flex class; performs routine to moderately difficult office support duties. Flexes from OA I. Requires two years of clerical experience, or one year as an OA I in Mariposa County.

OFFICE ASSISTANT I - $2,590.76 - Entry level in I/II flex class; performs routine to moderately difficult office support duties. Flexes to OA II. No experience required.
Accounting Clerical

ACCOUNTING TECHNICIAN SERIES (I = $3,566.61; II = $3,941.18; III = $4,343.82) - Paraprofessional/technical classes that are not part of the clerical study but is part of the career ladder.

ACCOUNT CLERK III - $3,426.56 - Performs difficult and complex clerical accounting work. Advance journey level requiring two years equivalent to Account Clerk II.

ACCOUNT CLERK II - $3,070.54 - Journey level in I/II flex class. Prepares, process, maintains statistical, financial records. Flexes from AC I. Requires one year of equivalent experience to AC I.

ACCOUNT CLERK I - $2,862.72 - Entry level in I/II flex class. Prepares, processes, maintains statistical, financial records. Flexes to AC II. No specific amount of experience is required.

Legal Clerical Series

LEGAL EXECUTIVE ASSISTANT (CONFIDENTIAL AND NON-CONFIDENTIAL) - $5,309.62 - Highest level administrative classes previously studied so are not part of current clerical study but are part of the career ladder.

LEGAL SECRETARY II - $3,638.37 - Journey level in I/II flex class. Performs responsible legal and clerical functions in support of DA's office. Flexes from LS I. Requires three years of legal clerical/secretarial experience or one year as LS I.

LEGAL SECRETARY I - $3,460.88 - Entry level in I/II flex class. Performs responsible legal and clerical functions in support of DA's office. Flexes to LS II. Requires two years of legal clerical/secretarial experience.
ATTACHMENT “C”--PROPOSED CLERICAL CAREER LADDERS

General Clerical Classes

EXECUTIVE ASSISTANT - $4,939.21 / ADMINISTRATIVE TECHNICIAN
- $5,055.34 - Two highest levels administrative classes previously studied so are not part of current clerical study but are part of the career ladder. EA - Performs specialized and technical duties in admin support of dept head or higher. Requires six years of secretarial/admin experience. AT - Performs a variety of administrative and technical duties; requires four years responsible administrative, business or technical experience.

OFFICE SUPERVISOR - $4,602.95 - No longer a flex class. Provides administrative services in support of administration, programs, and/or fiscal area in assigned department and provides full supervision to at least three lower level clerical positions. Requires one year as an OT with Mariposa County or five years of increasingly responsible secretarial or clerical administrative experience with at least one year of supervisory of lead experience.

OFFICE TECHNICIAN - $4,184.19 (OT Cont. has higher salary of $4,336.53 - place both at $4,184.19 and pay confidential differential for conf positions) - No longer a I/II flex class. Provides administrative services in support of administration, programs, and/or fiscal area in assigned department. Requires four years of secretarial or clerical admin. experience; or two years as a Sr. OA with Mariposa County; or four years as an OA II with Mariposa County.
SENIOR OFFICE ASSISTANT - $3,566.61 - Performs more specialized and complex clerical duties and/or provides lead supervision. Requires three years of clerical experience or two years as an OA II with the County.

OFFICE ASSISTANT II - $2,862.72 - Journey level in I/II flex class; performs routine to moderately difficult office support duties. Flexes from OA I. Requires two years of clerical experience, or one year as an OA I in Mariposa County.

OFFICE ASSISTANT I - $2,590.76 - Entry level in I/II flex class; performs routine to moderately difficult office support duties. Flexes to OA II. One year of clerical administrative support experience.

Changes:

- Eliminate the Fire Services Assistant and Secretary classifications - Duties of the positions currently allocated to these classifications will be evaluated for allocation to one of above classifications.
- Added specific outside qualifications to some classes where there was "equivalent to" language.
- Added minimum qualifications to Office Assistant I.
- Retitled Office Technician I to Office Technician and Office Technician II to Office Supervisor and they are now separate class specifications. Revised minimum qualifications by reducing required outside pattern and adding more internal patterns.
- Added "and/or" to lead supervision statement for Senior Office Assistant to allow use of this class for higher level secretarial work.
- Increased the Senior Office Assistant salary range to make it equivalent to the existing Secretary classification salary range. Salary level will be the same as eliminated Secretary class.
- Placed Confidential Office Assistants at same salary level as regular Office Assistants and pay a previously Board approved Confidential differential of three percent.
Accounting Clerical

ACCOUNTING TECHNICIAN SERIES (I = $3,566.61; II = $3,941.18; III = $4,343.8) - Paraprofessional/technical classes that are not part of the clerical study but are part of the career ladder.

SENIOR ACCOUNT CLERK - $3,426.56 - Performs the most difficult and complex clerical accounting work and/or provides lead direction to lower level staff. Advance journey level, requiring two years equivalent to Account Clerk II or three years of bookkeeping and/or statistical/financial record keeping experience.

ACCOUNT CLERK II - $3,070.54 - Journey level in I/II flex class. Prepares, processes, maintains statistical, financial records. Flexes from AC I. Requires one year of experience as an AC I with Mariposa County; or, three years of bookkeeping and/or statistical/financial record keeping experience.

ACCOUNT CLERK I - $2,862.72 - Entry level in I/II flex class. Prepares, processes, maintains statistical, financial records. Flexes to AC II. One year of experience working with financial accounts and/or statistical records.

Changes:

- Change Minimum Qualification requirements for the Account Clerk I from none to one year of experience; include an inside and an outside minimum qualification pattern for each class,
- Retitle the Account Clerk III to Senior Account Clerk and add a distinguishing characteristic of providing lead supervision.
Legal Clerical Series

LEGAL EXECUTIVE ASSISTANT (CONFIDENTIAL AND NON-CONFIDENTIAL) - $5,309.62 - Highest level administrative classes previously studied so are not part of current clerical study and are part of the career ladder.

LEGAL SECRETARY II - $3,638.37 - Journey level in I/II flex class. Performs responsible legal and clerical functions in support of DA’s office. Flexes from LS I. Requires three years of legal clerical/secretarial experience or one year as LS I.

LEGAL SECRETARY I - $3,460.88 - Entry level in I/II flex class. Performs responsible legal and clerical functions in support of DA’s office. Flexes to LS II. Requires two years of legal clerical/secretarial experience.

Changes: None.
ATTACHMENT “D”—UPDATED/NEW JOB DESCRIPTIONS
County of Mariposa
ACCOUNT CLERK I/II

DEFINITION
To prepare, process and maintain a variety of, computerized and manual statistical, financial, and departmental records; to gather statistical information for fiscal reports to the State; to post, reconcile, and gather fiscal and statistical figures on contracts for reports to various State offices; to post, calculate, and verify repayment credits; and to maintain accurate records and files; and to perform related duties and responsibilities as required.

Distinguishing Characteristics
Account Clerk I is the entry-level classification in the Accounting Clerical series. Initially under close supervision, incumbents perform a variety of accounting clerical duties while learning County policies and procedures. This classification is flexibly staffed with Account Clerk II and incumbents normally advance to the higher level after gaining experience and achieving proficiency which meet the requirements for Account Clerk II.

Account Clerk II is the journey-level classification in the series. Positions in this class perform the full range of duties and are expected to have a thorough knowledge of departmental procedures and policies and be able to exercise independent judgment while performing moderately complex accounting clerical work.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned supervisory/management staff.

Positions in these classifications do no exercise lead or supervisory responsibility.

EXAMPLES OF ESSENTIAL FUNCTIONS
These duties may apply to both levels in varying degrees of importance, frequency, or priority.

Gathers, posts, verifies, maintains, balances, and adjusts accounts, and subsidiary ledger including all details on financial and statistical records.

Collects and sorts all information received from Eligibility Workers, Fraud Investigator, and clients as related to A.F.D.C. overpayments.

Receives, receipts, records, verifies, and balances cash, checks, money orders, and food stamps for repayment of overpayments.

Issues food stamps and maintains accurate record of transactions.
Prepares, copies, color codes, lists, and processes a variety of monthly statistical reports.

Compiles spreadsheets and prepares State quarterly reports on Food Stamp over issuances and recoupments.

Maintains accurate records on program applications and continuing cases.

Calculates and verifies changes prior to posting.

Collects and issues receipts for tax payments.

Maintains a variety of financial and statistical records

Prepares a variety of County, State and Federal subpoenas, records, forms, and reports.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

*Account Clerk I*

Proper office methods and practices including filing systems, receptionist and telephone techniques, and letter/report writing.

Basic mathematics, including fractions, percentages and simple interest, alphabetic and numerical filing sequences.

Correct English usage, spelling, grammar, and punctuation.

*Account Clerk II* (in addition to the above):

Principles, practices, methods, and terminology of financial and statistical record keeping.

**Ability to:**

*Account Clerk I*

Perform arithmetical calculations with speed and accuracy.

Learn and apply County, State, and Federal regulations, laws and procedures.

Perform clerical accounting work.

Learn to prepare financial reports and maintain journals and records.

Type or word process accurately at a rate required for successful job performance.

Understand and execute written and oral instructions.
Communicate effectively in both oral and written form.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

istrict Clerk II (in addition to the above):
Apply County, State, and Federal regulations and procedures.

Use independent judgment requiring speed and accuracy.

Post and verify data accurately and quickly.

Prepare and maintain a variety of financial and statistical records.

**TYPICAL WORKING CONDITIONS**
Work is performed in a normal office environment.

**TYPICAL PHYSICAL REQUIREMENTS**
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties: lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio, visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

**MINIMUM QUALIFICATIONS**

**Experience:**
Account Clerk I
One year of experience working with financial accounts and/or statistical records.

Account Clerk II
Two years of experience including bookkeeping and/or statistical/financial recordkeeping.

OR

One year of experience equivalent to an Account Clerk I position in Mariposa County.

**Education:** *(Both Account Clerk I and II)*
High school diploma or GED equivalent with course work or practical experience in typing.

**Additional Requirements:** *(Both Account Clerk I and II)*
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three
months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation date: 12/03 (B/S Res. 03-466)
Revision Date: 02/06 (B/S Res. 06-77)
County of Mariposa

ADMINISTRATIVE TECHNICIAN

DEFINITION
Performs a variety of administrative and technical duties which includes assisting with budget preparation, providing support in the County's personnel and risk management functions, handling a department-level public relations program, and/or performing other assigned technical tasks in support of department head or professional staff in various County operations.

DISTINGUISHING CHARACTERISTICS
The Administrative Technician classification is a bridge classification between the advanced journey level clerical classifications and the professional Administrative Analyst classification series. The Administrative Technician is distinguished from advanced journey level clerical classifications in that the duties of Administrative Technician are technical and paraprofessional in nature and require greater knowledge and judgement. Administrative Technicians do not routinely perform clerical work. Administrative Technician is distinguished from the first level in the Administrative Analyst series in that the latter performs professional level duties in a municipal function involving the gathering and interpretation of data/information, development of options, making recommendations and reporting data dealing with complex problems, including those programs that deal with financial analysis, budget development, and accounting, community/business involvement/outreach, human resources, program management, and surveys/studies. The Administrative Technician classification provides support to these functions or independently handles work assignments of a less complex nature.

SUPERVISION RECEIVED AND EXERCISED
Receives general direction from a department head or a higher level professional or management position.

May exercise supervision over assigned staff.

EXAMPLES OF ESSENTIAL FUNCTIONS
Performs responsible, confidential work to support assigned department function(s) in support of department head or professional and/or managerial staff.

Evaluates office and inter-departmental procedures and makes recommendations for modifications as necessary to maintain efficient and effective office operations.

If assigned, handles or assists professional staff in recruitment and examination activities including the posting, candidate screening, advertising, scheduling, panel arrangements, hiring appointments and letters, etc. for County-wide recruitments.

If assigned, provides paraprofessional public information/public relations support at the department level by developing materials such as pamphlets, brochures, and flyers for events and activities; develop promotional and informational materials; work with media,
other governmental agencies and community organizations by providing information, both in written form and speaking in front of groups; uses social media and the departmental website to provide public information.

Reviews a variety of documents for accuracy and completeness.

Assists in developing and implementing office objectives, policies, procedures and work standards; maintains policy and procedure manuals.

Researches and compiles moderately complex information from a variety of sources for the completion of forms or preparation of reports.

Assists department head or professional staff in the risk management function by preparing appropriate forms and reports and gathering information.

If assigned, reviews and processes incoming liability claims and accident/incident reports and determines the proper departmental assignment working with a third party administrator.

Oversees the proper maintenance of department records and files, including confidential employee records, in accordance with applicable laws, rules and policies.

Performs general and confidential administrative duties as needed, including but not limited to composing and preparing correspondence, reports and Board of Supervisors agenda items, maintaining lists and logs, maintaining computer databases and files, conducting studies, researching and compiling information and data, and maintaining files; reviews/follows up on employee travel and training requests and reimbursements; etc.

Enters and retrieves computer data; generates computer reports and /or spreadsheets; acts as the department’s expert on department-specific software such as applicant tracking and recruiting systems.

Schedules appointments, meetings, work activities and other functions as required; uses specialized software for scheduling.

If assigned, provides assistance with fiscal, payroll, and personnel action processes/issues and operations, including but not limited to processing accounts payable and receivable, assisting with budget preparation and monitoring, maintaining petty cash funds, and preparing financial reports as required.

Provides information and assistance to County staff, department heads, other agency personnel, and the public, requiring the use of judgement and the interpretation of policies, procedures or rules; assists in coordinating activities with those of other departments and agencies as necessary.
Completes special projects as assigned.

Collects and analyzes data for various surveys, reports, and studies.

If assigned, may participate in receiving, recording, and reviewing all work-related injury claims from County employees; assists in reviewing injury reports for completeness and consistency; gathers information from physicians, department staff and witnesses; provides employees with information about their rights and benefits under Workers’ Compensation laws; assists in the preparation of incident investigation reports.

If assigned supervisory responsibility, participates in the hiring, training/development, evaluation, work assignments, and disciplinary actions of subordinate staff.

Represents the department by serving on committees and teams as assigned.

EMLOYMENT STANDARDS

Knowledge of:
- Pertinent federal, state and local laws, codes, ordinances and regulations.
- County and department organization, policies, procedures, and budget processes.
- Modern office practices and technology, including record-keeping and filing systems, business letter and report writing, and the use of computers for word processing, spreadsheet preparation, and function-specific software.
- Methods of preparing and processing various records, reports, forms and other documents specific to assigned department or program.
- Standard office management and clerical practices and procedures.
- Basic public relations and public information principles and practices.
- Principles and practices of training and supervision.
- Basic principles and practices of math, statistics, and accounting.
- Financial record-keeping and reporting methods.
- English usage, spelling, grammar and punctuation.
- Safe work practices.
**Ability to:**
Understand, interpret and effectively apply pertinent federal, state and local laws, rules and regulations, and County/department policies and procedures.

If assigned, understand principles and practices of public human resources administration including recruitment and selection, risk management support duties, classification and compensation, and workplace safety,

Perform complex and varied administrative support work involving considerable independent judgment.

Develop informational and promotional materials using word processing and publishing software.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction including time-sensitive and confidential assignments

Analyze complex administrative support problems, evaluate alternatives and make sound recommendations.

Provide effective supervision and training as assigned.

Communicate clearly and concisely, both orally and in writing.

Maintain the security and confidentiality of specified records, information and files.

Use computers effectively for word and data processing and records management.

Safely operate office equipment.

Perform required mathematical computations with accuracy.

Establish and maintain effective working relationships with those contacted in the course of work.

Gather and analyze data; prepare clear and concise reports, correspondence and other written material.

Understand and follow complex oral and written instructions.

Provide effective leadership and instruction as assigned.

Assist in the preparation and administration of assigned budget and maintain accurate financial records.
Respond appropriately, effectively, and promptly to the needs of the public and other County departments.

Deal tactfully and effectively with the public and with others contacted in the course of work, including irate individuals.

TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
EITHER
Experience:
Current status as a permanent Mariposa County employee and at least three years in an advanced clerical Mariposa County classification.

OR
Education:
Completion of 30 semester units of college level course work in public or business administration or a closely related field.

Experience:
Four years of increasingly responsible administrative, business or technical experience, including frequent use of a personal computer and word processing and spreadsheet software.

Substitution:
One additional year of experience can be substituted for the 30 semester units of college-level course work.

ADDITIONAL REQUIREMENTS
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another State if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.
This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation date: 03/04 (B/S Res. 04-92)
Revision Date: 02/06 (B/S Res. 06-73); 08/08 (B/S Res. 08-366); 06/16 (B/S Res. 16-273)
County of Mariposa

LEGAL SECRETARY I / II

DEFINITION
To perform a variety of responsible legal, secretarial and clerical functions in support of the District Attorney’s Office or Human Services Department; to prepare a variety of legal documents; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS
Legal Secretary I is the entry-level classification in the series. Initially under close supervision, incumbents perform a variety of legal secretarial duties while learning County policies and procedures. This classification is flexibly staffed with Legal Secretary II, and incumbents normally advance to the higher level after gaining experience and achieving proficiency which meet the experience and time-in-grade requirements for Legal Secretary II.

Legal Secretary II is the journey-level classification in the series. Positions in this class perform the full range of duties and are expected to have a thorough knowledge of departmental procedures and policies and be able to exercise independent judgment while performing complex legal secretarial support work.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from the Administrative Assistant and District Attorney and technical direction from the Deputy District Attorneys, or a higher level professional or management position.

Positions in these classifications do not exercise lead or supervisory responsibility.

EXAMPLES OF ESSENTIAL FUNCTIONS
Establishes and maintains legal case files.

Prepares, processes and files complaints, motions, petitions, declarations, orders, memoranda, dismissals, stipulations, extraditions and other legal documents as directed.

Prepares subpoenas for signature and forwards to proper agency for service; may assist in locating witnesses and serving witnesses with subpoenas.

Fulfills discovery requests from attorneys in accordance with department policies and procedures.

Prepares processes and maintains a variety of correspondence, memos, legal forms, records and reports.

Receives and logs in police reports.
Reviews documents to ensure accuracy, completeness and adherence to prescribed format, procedures and regulations.

Monitors assigned cases, including the payment of fees and fines and completion of court orders.

Receives and screens visitors and telephone calls; provides information as requested and/or refers the visitor / caller to appropriate staff person; takes messages as necessary.

Performs criminal background checks as requested.

Assists in coordinating activities with those of other divisions, departments and agencies as appropriate.

Performs special assignments requiring research and the independent preparation of data; may assist in the preparation of grant applications.

Receives and responds to routine inquiries, requests for information and complaints.

Performs other routine secretarial / clerical work as required, including but not limited to typing correspondence and reports, speed note taking with accuracy, scheduling appointments and maintaining calendars, making travel arrangements for staff, entering computer data, completing and processing forms, copying and distributing documents, filing documents and retrieving files, sending and receiving faxes, processing mail, maintaining lists and logs, and ordering office supplies, etc.

May perform Notary Public duties.

**EMPLOYMENT STANDARDS**

*Knowledge of:*

*Legal Secretary I:*
Modern office practices and technology, including filing systems, receptionist / telephone techniques, business letter and report writing, and the use of computers for word and data processing.

English usage, spelling, grammar and punctuation.

Basic arithmetic.

Legal terminology and legal office practices and procedures.

Methods of preparing and processing various legal documents.
Safe work practices.

Legal Secretary II: (In addition to the above)
County organization, policies and procedures.

Principles of criminal prosecution and related support practices.

Legal research methods.

**Ability to:**

*Legal Secretary I:*
Learn and apply pertinent laws, rules, regulations, policies and procedures.

Learn criminal prosecution principles and related support practices.

Perform legal secretarial assignments.

Organize and set priorities for a variety of projects and multiple tasks in an efficient and effective manner.

Understand and execute written and oral instructions.

Communicate clearly and concisely, both orally and in writing.

Respond appropriately, effectively and promptly to the needs of internal and external customers.

Deal tactfully and effectively with the public and with others contacted in the course of work, including hostile, irate individuals.

Establish and maintain efficient record-keeping systems and files.

Maintain accurate and up-to-date records.

Maintain the security and confidentiality of specified records, information and files.

Use computers effectively for word and data processing and records management.

Type or word process accurately at a rate required for successful job performance.

Take dictation or perform speed note taking with accuracy.

Perform mathematical computations with accuracy.
Legal Secretary II: (In addition to the above)
Understand, interpret and apply pertinent laws, rules and regulations, policies and procedures.

Use independent judgment and work with minimal supervision.

Perform the more complex legal secretarial support duties assigned.

TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move weights of up to 25 pounds; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Legal Secretary I:
Two years of clerical and/or secretarial experience performing work requiring the use of legal terminology and procedures.

Legal Secretary II:
Three years of increasingly responsible legal clerical / secretarial experience, or one year as a Legal Secretary I in Mariposa County.

Education: (Both Legal Secretary I and II)
High school diploma or GED equivalent.

Substitution:
Completion of 30 semester units of college level coursework in a related field may be substituted for one year of the required experience.

Additional Requirements:
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.
This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation date: 2/04 (B/S Res. 04-61)
Revision Date: 02/06(B/S Res. 06-73)
DEFINITION
To perform a variety of routine to moderately difficult office support duties in assigned County departments; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS
Office Assistant I is the entry-level classification of the County’s office support series. Under close supervision, incumbents learn and perform a wide range of office support and general clerical duties requiring knowledge of department and County procedures. This class is flexibly staffed with Office Assistant II, and incumbents normally advance to the higher level after gaining experience and achieving proficiency that meets the experience and time-in-grade requirements for Office Assistant II.

Office Assistant II is the fully qualified, journey-level classification in the series, competent to perform a variety of routine to moderately difficult office support and clerical duties. Incumbents perform tasks and work with only occasional instruction or assistance within a framework of established procedures. Specific duties and scope of responsibility will vary with the organizational unit to which assigned.

SUPERVISION RECEIVED AND EXERCISED
receives general supervision from assigned lead/supervisory/management staff.

Positions in these classifications do not exercise lead or supervisory responsibility.

EXAMPLES OF ESSENTIAL FUNCTIONS
Performs a variety of routine to moderately complex clerical support duties to assist staff in sub-professional office activities.

Gathers information from a variety of sources for the completion and processing of forms, records, applications, etc.; contacts individuals to obtain additional information.

Maintains records, lists, and logs. .

Types or word processes, prepares, processes, copies, collates, files/retrieves files, sends, and receives faxes, distributes and/or transmits various records, reports, forms, correspondence, permits, applications, licenses, meeting minutes, and other documents; may compose routine correspondence and other documents as required following standard formats or templates.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Establishes and maintains office files.
Enters and retrieves computer data; generates computer reports and/or spreadsheets.

Provides assistance with fiscal operations of the department, including but not limited to collecting and recording various fees, fines or other monies, and maintaining journals, ledgers and other financial or statistical records.

Answers the telephone and provides information and assistance to callers or forwards calls to appropriate staff person; takes messages as necessary; greets and assists office visitors; may use a two-way radio to communicate with field personnel.

Schedules meetings and appointments.

Opens, processes, and distributes mail.

Monitors stock and replenishes office supplies.

Orders equipment and schedules maintenance of equipment, including vehicles.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

**Office Assistant I:**

Basic clerical practices and procedures.

Modern office practices and technology, including record-keeping and filing systems, receptionist/telephone techniques, and the use of computers for word and data processing.

Basic business arithmetic.

English usage, spelling, grammar and punctuation.

Safe work practices.

**Office Assistant II:** (In addition to the above)

Pertinent federal, state and local laws, codes, ordinances and regulations.

County and department policies and procedures.

Programs, goals and purpose of the assigned department.

Methods of preparing and processing various records, reports, forms and other documents specific to the assigned department or program.

Business letter writing, report preparation and the standard format for typed materials.
Ability to:
Office Assistant I:
Learn, understand and apply pertinent federal, state and local laws, rules and regulations, and County / department policies and procedures.

Perform detailed clerical work accurately.
Learn specialized processes, procedures and office support tasks related to the department to which assigned.

Maintain accurate records and files.
Maintain confidentiality as required.
Communicate clearly and concisely, both orally and in writing.
Understand and execute written and oral instructions.
Safely operate office equipment.
Type or word process accurately at a rate required for successful job performance.
Perform required mathematical computations with accuracy.
Perform work effectively despite frequent interruptions and the pressure of deadlines.
Establish and maintain effective working relationships with those contacted in the course of work.
Respond appropriately, effectively and promptly to the needs of internal and external customers.

Office Assistant II: (In addition to the above)
Understand, interpret and apply pertinent federal, state and local laws, rules and regulations, and County / department policies and procedures.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
Use computers effectively for word and data processing and records management.
Use initiative and sound, independent judgment within established guidelines.
Compose routine correspondence and reports independently or from brief instructions.
Research and compile a variety of information and materials.
TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Office Assistant I:
One year of clerical administrative support experience or one year of business school education.

Office Assistant II:
Two years of increasingly responsible clerical experience, or one year as an Office Assistant I in Mariposa County.

Education: (Both Office Assistant I and II)
High school diploma or GED equivalent, preferably including classes in typing, bookkeeping and related subjects.

Additional Requirements: (Both Office Assistant I and II)
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.
County of Mariposa

OFFICE TECHNICIAN I/II

DEFINITION
To provide a variety of administrative services in support of the administrative, fiscal and program areas of the assigned department; to perform highly responsible and complex clerical support duties; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS
Office Technician I: Employees in this classification receive general supervision and perform administrative detail work. Incumbents are expected to perform at a high level of independence and responsibility with indepth knowledge of the programs, policies, and procedures of the department and work unit where assigned.

Office Technician II: Employees in this classification perform a variety of administrative tasks with minimum supervision. This classification performs work where the director has delegated a substantial amount of administrative detail and non-routine work. The duties of the Office Technician II are auxiliary to the work of the director and the scope of the responsibilities reflect the scope of the director’s responsibilities. This position differs from the Office Technician I classification in that the Office Technician II typically works directly for the director of a large department that consists of divisions within that department.

SUPERVISION RECEIVED AND EXERCISED
Receives general to minimal direction from assigned supervisory / management staff. Office Technicians report to a director of a large or medium sized department or to a Division Chief in a large department with multiple divisions.

EXAMPLES OF ESSENTIAL FUNCTIONS
Performs responsible administrative, clerical and/or clerical accounting work to support the operations of assigned department.

Assists supervisor with the planning, implementation and administration of department budget programs and projects as assigned.

Evaluates office and inter-departmental procedures and makes recommendations for modifications as necessary to maintain efficient and effective office operations.

Offers advice and assistance as needed to clerical staff.

Provides assistance with and/or coordination of personnel functions of the assigned department, including but not limited to assisting with employee selection, conducting orientation, maintaining employee records, processing personnel paperwork, etc.
Provides assistance with fiscal operations of the department, including but not limited to processing accounts payable and receivable, preparing deposits, assisting with budget preparation and monitoring, maintaining petty cash fund, and preparing financial reports as required.

Types or word processes routine and confidential documents from drafts, notes, dictated tapes or brief instructions, that may include various correspondence, reports, records, forms, agreements, contracts, resolutions, etc.; may compose routine correspondence and reports and assists in the preparation of news releases.

Researches and assembles supporting data for Board of Supervisors agenda items.

Provides information and assistance to County staff, other agency personnel, and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office activities with those of other departments and agencies as necessary.

Researches and compiles information from a variety of sources for the completion of forms or preparation of reports.

Enters and retrieves computer data; maintains databases; generates computer reports and/or spreadsheets.

May provide administrative / clerical support for commissions, councils and committees as assigned.

Establishes, organizes and maintains complex department filing systems.

Types or word processes, prepares, processes, copies, files, distributes and/or transmits various records, reports, forms, correspondence, permits, licenses, and other documents.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Answers the telephone and provides information and assistance to callers or forwards calls to appropriate staff person; takes messages as necessary; greets and assists office visitors.

Performs routine administrative / clerical support work as required, that may include but not limited to scheduling meetings and appointments, copying documents, filing / retrieving files, faxing information, collating documents, maintaining lists and logs, ordering supplies and forms and maintaining supply inventory, and processing daily mail, etc.
EMPLOYMENT STANDARDS

Knowledge of:
Pertinent federal, state and local laws, codes, ordinances and regulations.
County and department organization, policies and procedures.
Basic principles and methods of administration, personnel, staff development, fiscal and data processing management.
Modern office practices and technology, including record-keeping and filing systems, receptionist / telephone techniques, business letter and report writing, and the use of computers for word processing and database management, e-mail, fax, and document production equipment.
Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.
Principles of training, supervision and work coordination.
Basic business arithmetic.
Financial record-keeping and reporting methods.
Professional / technical terminology peculiar to assigned department.
English usage, spelling, grammar and punctuation.
Safe work practices.

Ability to:
Understand, interpret and apply pertinent federal, state and local laws, rules and regulations, and County / department policies and procedures.
Perform a variety of analytical and administrative support duties and program development and implementation assignments.
Perform difficult and complex clerical duties in assigned unit.
Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
Analyze clerical and administrative problems, evaluate alternatives and make sound recommendations.
Provide effective supervision and training as assigned.
Communicate clearly and concisely, both orally and in writing.
Understand and execute written and oral instructions.

Exercise sound, independent judgment and initiative within established guidelines.

Compose routine correspondence and reports independently or from brief instructions.

Research and compile a variety of information and materials.

Establish and maintain effective record-keeping systems and files.

Maintain the security and confidentiality of specified records, information and files.

Use computers effectively for word processing and database and records management, e-mail, and specific programs unique to department.

Safely operate office equipment.

Type or word process accurately at a rate required for successful job performance.

Perform required mathematical computations with accuracy.

Perform work effectively despite frequent interruptions and the pressure of deadlines. Establish and maintain effective working relationships with those contacted in the course of work.

Respond appropriately, effectively and promptly to the needs of internal and external customers.

**TYPICAL WORKING CONDITIONS**
Work is performed in a normal office environment.

**TYPICAL PHYSICAL REQUIREMENTS**
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.
MINIMUM QUALIFICATIONS

Experience:
Four years of increasingly responsible secretarial or clerical administrative experience, including assignments requiring a working proficiency in the use of a computer, using spreadsheets, e-mail, and data based software, and extensive public contact, equivalent to an Office II in Mariposa County.

OR

Two years of experience as a Senior Office Assistant with Mariposa County.

Education:
High school diploma or GED equivalent, preferably including classes in typing, bookkeeping and related subjects. Completion of at least 30 units of college level course work in public or business administration, computer science or closely related field.

Substitution:
An additional year of qualifying experience may be substituted for the 30 units of college level course work.

Additional Requirements:
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another State if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation Date: 12/03 (B/S 03-466)
Revision Date: 02/06 (B/S Res. 06-73); 08/07 (B/S Res. 07-394)
DEFINITION

To provide a variety of administrative services in support of the administrative, fiscal and program areas of the assigned department; to perform highly responsible and complex clerical support duties; to direct and supervise the work of others; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS

Employees in this classification perform a variety of administrative and program specific tasks with minimum supervision. This classification has responsibility for administrative functions including fiscal, budgeting, and personnel and non-routine work. The duties of the Office Technician Supervisor primarily focus on the full time supervision of staff as defined in the County Classification Plan.

SUPERVISION RECEIVED AND EXERCISED

Receives general to minimal direction from assigned supervisory/management staff.

Exercises supervision over lower-level clerical classifications.

EXAMPLES OF ESSENTIAL FUNCTIONS

Performs responsible administrative, clerical and/or clerical accounting work to support the operations of assigned department.

Assists supervisor with the planning, implementation and administration of department budget programs and projects as assigned.

Evaluates office and inter-departmental procedures and makes recommendations for modifications as necessary to maintain efficient and effective office operations.

Trains, schedules, supervises and evaluates the work of assigned clerical personnel; offers advice and assistance as needed; recommends and implements disciplinary action as appropriate.

Provides assistance with and/or coordination of personnel functions of the assigned department, including but not limited to assisting with employee selection, conducting orientation, maintaining employee records, processing personnel paperwork, etc.

Provides assistance with fiscal operations of the department, including but not limited to processing accounts payable and receivable, preparing deposits, assisting with budget preparation and monitoring, maintaining petty cash fund, and preparing financial reports as required.
Types or word processes routine and confidential documents from drafts, notes, dictated tapes or brief instructions, that may include various correspondence, reports, records, forms, agreements, contracts, resolutions, etc.; may compose routine correspondence and reports and assists in the preparation of news releases.

Researches and assembles supporting data for Board of Supervisors agenda items.

Provides information and assistance to County staff, other agency personnel, and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office activities with those of other departments and agencies as necessary.

Researches and compiles information from a variety of sources for the completion of forms or preparation of reports.

Enters and retrieves computer data; maintains databases; generates computer reports and/or spreadsheets.

May provide administrative / clerical support for commissions, councils and committees as assigned.

Establishes, organizes and maintains complex department filing systems.

Types or word processes, prepares, processes, copies, files, distributes and/or transmits various records, reports, forms, correspondence, permits, licenses, and other documents.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Answers the telephone and provides information and assistance to callers or forwards calls to appropriate staff person; takes messages as necessary; greets and assists office visitors.

Performs routine administrative / clerical support work as required, that may include but is not limited to scheduling meetings and appointments, copying documents, filing / retrieving files, faxing information, collating documents, maintaining lists and logs, ordering supplies and forms and maintaining supply inventory, and processing daily mail, etc.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

Pertinent Federal, State and local laws, codes, ordinances and regulations.

County and department organization, policies and procedures.

Basic principles and methods of administration, personnel, staff development, fiscal and data processing management.
Modern office practices and technology, including record-keeping and filing systems, receptionist / telephone techniques, business letter and report writing, and the use of computers for word processing and database management, e-mail, fax, and document production equipment.

Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.

Principles of training, supervision and work coordination.

Basic business arithmetic.

Financial record-keeping and reporting methods.

Professional / technical terminology peculiar to assigned department.

English usage, spelling, grammar and punctuation.

Safe work practices.

**Ability to:**

Understand, interpret and apply pertinent Federal, State and local laws, rules and regulations, and County / department policies and procedures.

Perform a variety of analytical and administrative support duties and program development and implementation assignments.

Perform difficult and complex clerical duties in assigned unit.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Analyze clerical and administrative problems, evaluate alternatives and make sound recommendations.

Provide effective supervision and training as assigned.

Communicate clearly and concisely, both orally and in writing.

Understand and execute written and oral instructions.

Exercise sound, independent judgment and initiative within established guidelines.

Compose routine correspondence and reports independently or from brief instructions. Research and compile a variety of information and materials.

Establish and maintain effective record-keeping systems and files.

Maintain the security and confidentiality of specified records, information and files.
Use computers effectively for word processing and database and records management, e-mail, and specific programs unique to department.

Safely operate office equipment.

Type or word process accurately at a rate required for successful job performance.

Perform required mathematical computations with accuracy.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Establish and maintain effective working relationships with those contacted in the course of work.

Respond appropriately, effectively and promptly to the needs of internal and external customers.

**TYPICAL WORKING CONDITIONS**

Work is performed in a normal office environment.

**TYPICAL PHYSICAL REQUIREMENTS**

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

**MINIMUM QUALIFICATIONS**

**Experience:**

Five years of increasingly responsible secretarial or clerical administrative experience including assignments requiring a working proficiency in the use of a computer, using spreadsheet, e-mail, and data based software, and extensive public contact equivalent to an Office Assistant II in Mariposa County.

OR

One year of experience as an Office Technician or three years of experience as a Senior Office Assistant in Mariposa County.

**Education:**
High school diploma or GED equivalent, preferably including classes in typing, bookkeeping and related subjects. Completion of at least 30 units of college level course work in public or business administration, computer science or closely related field.

**Substitution:**

An additional year of qualifying experience may be substituted for the 30 units of college level course work.

**Additional Requirements:**

Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another State if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.
County of Mariposa

SENIOR ACCOUNT CLERK III

DEFINITION
To perform difficult and complex clerical accounting in the processing and maintenance of financial, statistical, or tax records; to prepare a variety of reports and records; to calculate and prepare payroll and accompanying payroll reports; to review a variety of documents for accuracy; and to perform related duties and responsibilities as required.

This job class functions at an advanced journey level of classification and is responsible for the preparation and maintenance of complex financial, statistical, tax, and payroll records.

DISTINGUISHING CHARACTERISTICS
The Senior Account Clerk differs from the Account Clerk II in that the Senior Account Clerk performs the most complex clerical accounting work for the preponderance of the time and/or exercises lead responsibility for lower level staff.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned supervisory / management staff.

Exercises lead direction over lower-level clerical classifications.

EXAMPLES OF ESSENTIAL FUNCTIONS
Compiles, verifies, and maintains a variety of complex statistical, financial, tax, and payroll records and reports.

Performs adjustments necessary to maintain accurate records and balances accounts.

Compiles expenditures and cost allocations for distribution to and for a variety of County, state, and federal financial and statistical reports.

Processes County taxes, including computing, extending, control and corrections of the Secured, Unsecured, and Supplemental tax rolls.

Reviews documents for recording and accepts or rejects documents.

Balances daily recording fees; indexes recorded documents; runs fee sheet and balances with daily sheet.

Calculates, prepares, processes, and verifies payroll certification; records and balances monthly records including reports for employee deductions and

Verifies County contribution for benefits and taxes.

Posts and balances general and subsidiary ledgers.
Maintains accurate records on inventory parts.

Prepares and processes complex accounts payable and accounts receivable.

Processes billings for Special Districts.

Maintains a variety of financial and statistical records.

Keeps equipment records from time cards, equipment tickets, repair orders, fuel sheets, and invoices; keeps service records on equipment.

Types, numbers, and files transportation and encroachment permits.

Prepares a variety of County, state, and federal records forms, and reports.

**EMPLOYMENT STANDARDS**

**Knowledge of:**
Proper office methods, practices, and procedures including filing systems, receptionist and telephone techniques, computer, and letter/report writing.

Correct English usage, spelling, grammar, and punctuation.

Principles, practices, methods, and terminology of financial, statistical, payroll and tax roll record keeping.

Pertinent state, Federal and County laws, rules, and regulations related to financial, statistical, payroll, and tax roll record keeping.

**Ability to:**
Maintain accurate financial, statistical, payroll, and tax records.

Understand and apply pertinent laws, rules, regulations, and policies.

Work independently and make independent judgments and decisions.

Prepare and maintain financial or statistical reports and related documents.

Perform arithmetical calculations with speed and accuracy.

Type accurately at a rate required for successful job performance.

Understand and execute written and oral instructions.

Communicate effectively in both oral and written forms.
Establish and maintain effective work relationships with those contacted in the performance of required duties.

TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties: lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio, visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Three years of experience including bookkeeping and/or statistical/financial recordkeeping.

OR

Two years of experience equivalent to an Account Clerk II position in Mariposa County.

Education:
High school diploma or GED equivalent.

Additional Requirements:
Possession of a valid California driver's license. Under certain circumstances, the Human Resources Director may accept a valid driver's license from another state if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation Date: 12/03 (B/S Res. 03-466)
Revision Date: 02/06 (B/S Res. 06-73)
County of Mariposa

SENIOR OFFICE ASSISTANT

DEFINITION
To perform a variety of the more specialized and complex clerical duties in support of office operations and activities; to direct and monitor the work of others in a lead capacity as assigned; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS
The Senior Office Assistant differs from the Office Assistant in that the Senior Office Assistant performs the most complex clerical work, and/or exercises lead responsibilities over lower level classifications, and/or must possess specialized and unique job knowledge and skills not typically found across County departments for the preponderance of time.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned supervisory / management staff.

Exercises lead direction over lower-level clerical classifications.

EXAMPLES OF ESSENTIAL FUNCTIONS
Performs the more specialized and complex clerical duties in support of the operations and activities of assigned office and committees/commissions/councils as assigned.

Provides assistance with fiscal operations of the department, including but not limited to collecting and recording various fees, fines or other monies, preparing deposits, assisting with budget preparation and monitoring, and preparing financial reports as required.

Assists in researching, preparing and assembling documents related to the activities of the Board of Supervisors, Planning Commission, and other committees, commissions, and councils as assigned.

Provides information and assistance to County staff, other agency personnel, and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office activities with those of other departments and agencies as necessary.

Researches and compiles information from a variety of sources for the completion of forms or preparation of reports.

Prepares contracts by assembling required information including scope of work, timelines, budget information, deliverables, and selection and evaluation criteria using standard formats and templates.

Enters and retrieves computer data; generates computer reports and/or spreadsheets.
May train and provide work direction for assigned clerical personnel; offers advice and assistance as needed.

May provide clerical support for commissions, councils and committees as assigned.

Types or word processes, prepares, processes, copies, files, distributes and/or transmits various records, reports, forms, correspondence, permits, applications, licenses, and other documents; may compose routine reports and correspondence.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Answers the telephone and provides information and assistance to callers or forwards calls to appropriate staff person; takes messages as necessary; greets and assists office visitors; may use a two-way radio to communicate with field personnel.

Performs routine clerical support work as required, including but not limited to scheduling meetings and appointments, establishing and maintaining files, copying documents, filing / retrieving files, sending and receiving faxes, collating documents, maintaining lists and logs, processing daily mail, and ordering supplies, etc.

**EMPLOYMENT STANDARDS**

*Knowledge of:*

- Pertinent federal, state and local laws, codes, ordinances and regulations.
- County and department organization, policies and procedures.
- Modern office practices and technology, including record-keeping and filing systems, receptionist / telephone techniques, business letter and report writing, and the use of computers for word and data processing, including the preparation of spreadsheets.
- Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.
- Basic principles of training and leadership.
- Basic business arithmetic.
- Basic financial record-keeping and reporting methods.
- English usage, spelling, grammar and punctuation.
- Safe work practices.
Ability to:
Understand, interpret and apply pertinent federal, state and local laws, rules and regulations, and County / department policies and procedures.

Perform specialized and moderately complex clerical duties in assigned unit.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction; exercise sound, independent judgment and initiative within established guidelines.

Provide effective training and leadership as assigned.

Communicate clearly and concisely, both orally and in writing.

Understand and execute written and oral instructions.

Compose routine correspondence and reports independently or from brief instructions.

Research and compile a variety of information and materials.

Establish and maintain effective record-keeping systems and files.

Maintain the security and confidentiality of specified records, information and files.

Learn and understand legal requirements for posting and noticing activities of committees, commissions, and/or councils as assigned.

Learn and understand basic parliamentary procedures.

Use computers effectively for word and data processing and records management.

Safely operate office equipment.

Type or word process accurately at a rate required for successful job performance.

Perform required mathematical computations with accuracy.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Establish and maintain effective working relationships with those contacted in the course of work.

Respond appropriately, effectively and promptly to the needs of internal and external customers.
TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Three years of increasingly responsible clerical experience, or two years as an Office Assistant II in Mariposa County.

Education:
High school diploma or GED equivalent, preferably including classes in typing, bookkeeping and related subjects.

Additional Requirements:
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation Date: 12/03 (03-466)
Revision Date: 02/06(B/S Res. 06-73)
County of Mariposa

STAFF SERVICES ANALYST I/II
(Non-Merit System Services)

DEFINITION

In the Human Services Department, the Staff Services Analyst I/II classes are responsible for performing professional level analytical duties involving general administrative, fiscal, and/or program analytical work. Incumbents gather, tabulate, analyze, and chart data; interview and consult with departmental officials, employees, community members, contractors, and others to give and receive information; prepare reports and make recommendations on procedures, policies, and program/functional area issues and alternatives; review and analyze proposed legislation and advise management on the potential impact; make decisions in financial, and other administrative systems of average to difficult complexity; prepare correspondence; monitor grants and contracts, and perform other related duties as assigned. Incumbents may supervise clerical and/or technical staff.

The Staff Services Analyst I level is the entry level into the professional Staff Services series. Incumbents work under close supervision. Assignments are generally limited in scope and under the direction of a higher-level employee. As experience is gained, the incumbent is granted more independence from supervision. Most incumbents are expected to promote to the II level after one year of satisfactory performance; however, positions limited to analytical duties of a more routine, repetitive nature will be permanently allocated to the Staff Services Analyst I level.

The Staff Services Analyst II is the journey level in the series. Incumbents work under direction and are responsible for performing the full range of duties at the journey level and working independently. Incumbents may be assigned to perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility. Staff Services Analyst I/II differs from Staff Services Analyst I/II (MSS) in that the MSS classes are only used for designated and appropriately funded positions under the Merit System Services contract.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory/management staff.

May exercise supervision over assigned staff.

EXAMPLES OF ESSENTIAL FUNCTIONS

These duties may apply to both levels in varying degrees of importance, frequency, or priority.

Performs, coordinates, monitors, and participates in various administrative analytical functions, typically within a departmental program or administrative section.
Plans, identifies, and analyzes program administration problems and develops solutions.

Works with the community, agencies, schools, providers, and contractors on various projects such as program education, outreach, legislation/regulation implementation, etc. including participation on committees and ad hoc groups

Reviews existing and proposed local, state, and federal legislation/regulations for impact on the department's activities; consults with department personnel; develops recommendations; and prepares proposed changes.

Performs departmental quality assurance duties by reviewing/conducting audits, meeting with contractors/vendors for ensuring proper grant/contract performance, evaluating overall program performance, making on-site visits, analyzing time studies and product analyses, etc.

Extracts and reviews data to prepare reports consisting of specific program/caseload data to monitor progress toward goals.

Reviews program updates, letters, and notices for potential impact on various programs and activities; recommends and prepares policy and procedure changes to ensure compliance and provides training on new/revised regulations/policies if needed.

Compiles, maintains, and analyzes data; identifies trends, and makes recommendations involving the formulation of policy and procedures.

Serves as a resource and provides advice and information to supervisors, managers, and other internal staff, the public, contractors, providers, and other agencies in area(s) of assignment including the interpretation and explanation of a variety of programs, policies, rules, and regulations.

Conducts surveys and performs research and statistical analyses on administrative, fiscal, and/or programmatic problems.

Coordinates staff training by determining training needs, working with trainers, scheduling rooms and staff, and evaluating the content and results.

Makes presentations before committees, boards, commissions, departmental staff, advisory groups, or community groups to provide information and recommendations, advocate a position, encourage participation, and/or respond to questions.

Analyzes business process requirements and coordinates with information technology staff and/or consultants to develop automated solutions.

May plan and coordinate the design and implementation of new and revised programs,
systems, procedures, methods of operation, and forms.

Compiles materials; prepares analytical reports, manuals, and publications.

Prepares public relations materials (e.g. brochures, informational materials, customer satisfaction surveys).

Provides consultation and recommends solutions regarding research findings, organizational improvement initiatives and related issues concerning departmental effectiveness and goal attainment; evaluates effectiveness through performance measure development and monitoring activities and recommends modifications.

Collaborates with County departments and agencies on cross-functional projects.

Coordinates assigned activities with other departments, divisions, units, and with outside agencies; represents the division or department in committee meetings; responds to complaints and requests for information.

Establishes and maintains positive working relationships with co-workers; representatives of community organizations; state/local agencies and associations; internal management and staff; and the public by utilizing principles of effective customer service.

May supervise clerical and/or technical employees by assigning, monitoring, reviewing, and evaluating their work; may provide training to less experienced staff.

Performs related duties as assigned.

**EMPLOYMENT STANDARDS**

*Note: The level and scope of the knowledge and abilities listed below are related to job duties as distinguished between the two levels in the Definition section.*

**Knowledge of:**

Public and business administration principles and practices.

Pertinent federal, state and local laws, codes, ordinances and regulations.

Methods and techniques involved in conducting analytical studies of administrative and management practices, methods and procedures.

General research practices, techniques, and terminology to conduct research.

A variety of computer software applications, including database, graphics/presentation, word processing and spreadsheet software.

Methods and techniques of report preparation.
English language (i.e., composition, spelling, grammar, and sentence structure).

Project management principles to ensure projects activities are conducted in a fiscally responsible and timely manner.

Principles and practices of effective customer service.

Principles of teamwork and teambuilding in order to work effectively as a member of a team and facilitate effective teamwork.

Principles and practices of leadership and supervision.

Community needs and resources.

**Ability to:**

Apply program planning principles and techniques to problems and issues.

Analyze a situation or problem, including stressful situations, accurately and objectively in order to identify alternative solutions and determine an effective course of action.

Collect and analyze data and information in order to derive logical conclusions. Learn and interpret state and federal requirements and regulations that govern human services programs. Formulate options and make recommendations based on data and information collected.

Analyze policies, procedures, and programs and make effective recommendations.

Make sound decisions and independent judgments within established guidelines.

Read, interpret, and apply a variety of information (e.g. laws, policies, procedures, legislations, directives) in order to provide information and ensure compliance.

Analyze and interpret basic statistics.

Perform arithmetic calculations, including ratios and percentages.

Operate a computer and use common software packages related to the work.

Express information and ideas orally in a clear, concise, organized manner by using proper diction, grammar and volume so that others will understand.

Work effectively with community groups while conducting education and outreach activities.
Monitor contract performance and taken action to correct problems and deficiencies.

Make effective presentations and respond to questions from various groups, including boards, committees, and the public.

Compose business communications (e.g. letters, memos, notices) and reports, policies, and procedures, in a clear, concise, organized, and accurate manner.

Identify problems and central issues.

Reason logically and critically.

Perform, analyze, and document research.

Research legislative issues and read and understand legislation.

Recommend and implement changes/improvements.

Develop and maintain cooperative, effective working relationships with co-workers, representatives of community organizations, state/local agencies and associations, supervisors, internal management staff, employee representatives and the public.

Effectively mediate and resolve conflicts between/with individuals.

Work and interact with a variety of individuals from various socioeconomic, ethnic, and cultural groups in person and by telephone, including situations where relations may be strained or confrontational.

Work independently and accept increasing responsibility.

Prioritize, plan, coordinate, and organize simultaneous work assignments and projects to meet critical and competing deadlines.

Manage projects by developing project budgets, tasks, and timelines to ensure projects meet time and budget guidelines.

Work as a team member by keeping communication open, offering support, sharing knowledge, and contributing to and/or leading team efforts.

May supervise clerical and/or technical employees.

May monitor, plan, direct, assign and review the work of clerical and/or technical employees.
MINIMUM QUALIFICATIONS

Education and Experience:
Staff Services Analyst I
Graduation from an accredited four year college or university with a bachelor's degree.

OR

Two years (60 semester or 90 quarter) of college units and two (2) years of full-time technical level experience involving general administrative, fiscal, or human services program work.

Staff Services Analyst II
Education and Experience:
One (1) year of full-time experience as a Staff Services Analyst I

OR

Graduation from an accredited college or university with a bachelor's degree and one (1) year of full-time professional experience performing general administrative, fiscal, or human services program work.

Substitution: (Both Staff Services Analyst I and II)
Additional technical or higher-level experience performing general administrative, fiscal, or human services program support work may substitute for up to two (2) years of the required education on a year-for-year basis.

Additional Requirements: (Both Staff Services Analyst I and II)
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation date: 02/14(B/S Res. 14-56)
ACCOUNT CLERK I/II

DEFINITION
To prepare, process and maintain a variety of, computerized and manual statistical, financial, and
departmental records; to gather statistical information for fiscal reports to the State; to post,
reconcile, and gather fiscal and statistical figures on contracts for reports to various State offices;
to post, calculate, and verify repayment credits; and to maintain accurate records and files; and to
perform related duties and responsibilities as required.

Distinguishing Characteristics
Account Clerk I is the entry-level classification in the Accounting Clerical series. Initially under
close supervision, incumbents perform a variety of accounting clerical duties while learning
County policies and procedures. This classification is flexibly staffed with Account Clerk II and
incumbents normally advance to the higher level after gaining experience and achieving
proficiency which meet the requirements for Account Clerk II.

Account Clerk II is the journey-level classification in the series. Positions in this class perform
the full range of duties and are expected to have a thorough knowledge of departmental
procedures and policies and be able to exercise independent judgment while performing
moderately complex accounting clerical work.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned supervisory/management staff.

Positions in these classifications do no exercise lead or supervisory responsibility.

EXAMPLES OF ESSENTIAL FUNCTIONS
These duties may apply to both levels in varying degrees of importance, frequency, or priority.

Gathers, posts, verifies, maintains, balances, and adjusts accounts, and subsidiary ledger
including all details on financial and statistical records.

Collects and sorts all information received from Eligibility Workers, Fraud Investigator, and
clients as related to A.F.D.C. overpayments.

Receives, receipts, records, verifies, and balances cash, checks, money orders, and food stamps
for repayment of overpayments.

Issues food stamps and maintains accurate record of transactions.

Prepares, copies, color codes, lists, and processes a variety of monthly statistical reports.

Compiles spreadsheets and prepares State quarterly reports on Food Stamp Over Issuances and
recoupments.

Maintains accurate records on program applications and continuing cases.
Calculates and verifies changes prior to posting.

Collects and issues receipts for tax payments.

Maintains a variety of financial and statistical records

Prepares a variety of County, State and Federal subpoenas, records, forms, and reports.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

*Account Clerk I*

Proper office methods and practices including filing systems, receptionist and telephone techniques, and letter/report writing.

Basic mathematics, including fractions, percentages and simple interest, alphabetic and numerical filing sequences.

Correct English usage, spelling, grammar, and punctuation.

*Account Clerk II* (in addition to the above):

Principles, practices, methods, and terminology of financial and statistical record keeping.

**Ability to:**

*Account Clerk I*

Perform arithmetical calculations with speed and accuracy.

Learn and apply County, State, and Federal regulations, laws and procedures.

Perform clerical accounting work.

Learn to prepare financial reports and maintain journals and records.

Type or word process accurately at a rate required for successful job performance.

Understand and execute written and oral instructions.

Communicate effectively in both oral and written form.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

*Account Clerk II* (in addition to the above):

Apply County, State, and Federal regulations and procedures.

Use independent judgment requiring speed and accuracy.
Post and verify data accurately and quickly.

Prepare and maintain a variety of financial and statistical records.

**TYPICAL WORKING CONDITIONS**
Work is performed in a normal office environment.

**TYPICAL PHYSICAL REQUIREMENTS**
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties: lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio, visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

**MINIMUM QUALIFICATIONS**

**Experience:**

*Account Clerk I*
One year of experience working with financial accounts and/or statistical records.

*Account Clerk II*
Two years of experience including bookkeeping and/or statistical/financial recordkeeping.

OR

One year of experience equivalent to an Account Clerk I position in Mariposa County.

**Education:** *(Both Account Clerk I and II)*
High school diploma or GED equivalent with course work or practical experience in typing.

**Additional Requirements:** *(Both Account Clerk I and II)*
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation date: 12/03 (B/S Res. 03-466)
Revision Date: 02/06 (B/S Res. 06-77); 10/17 (B/S Res. 17-676)
ADMINISTRATIVE TECHNICIAN

DEFINITION
Performs a variety of administrative and technical duties which includes assisting with budget preparation, providing support in the County’s personnel and risk management functions, handling a department-level public relations program, and/or performing other assigned technical tasks in support of department head or professional staff in various County operations.

DISTINGUISHING CHARACTERISTICS
The Administrative Technician classification is a bridge classification between the advanced journey level clerical classifications and the professional Administrative Analyst classification series. The Administrative Technician is distinguished from advanced journey level clerical classifications in that the duties of Administrative Technician are technical and paraprofessional in nature and require greater knowledge and judgement. Administrative Technicians do not routinely perform clerical work. Administrative Technician is distinguished from the first level in the Administrative Analyst series in that the latter performs professional level duties in a municipal function involving the gathering and interpretation of data/information, development of options, making recommendations and reporting data dealing with complex problems, including those programs that deal with financial analysis, budget development, and accounting, community/business involvement/outreach, human resources, program management, and surveys/studies. The Administrative Technician classification provides support to these functions or independently handles work assignments of a less complex nature.

SUPERVISION RECEIVED AND EXERCISED
Receives general direction from a department head or a higher level professional or management position.

May exercise supervision over assigned staff.

EXAMPLES OF ESSENTIAL FUNCTIONS
Performs responsible, confidential work to support assigned department function(s) in support of department head or professional and/or managerial staff.

Evaluates office and inter-departmental procedures and makes recommendations for modifications as necessary to maintain efficient and effective office operations.

If assigned, handles or assists professional staff in recruitment and examination activities including the posting, candidate screening, advertising, scheduling, panel arrangements, hiring appointments and letters, etc. for County-wide recruitments.

If assigned, provides paraprofessional public information/public relations support at the department level by developing materials such as pamphlets, brochures, and flyers for events and activities; develop promotional and informational materials; work with media, other governmental agencies and community organizations by providing information, both in written
form and speaking in front of groups; uses social media and the departmental website to provide public information.

Reviews a variety of documents for accuracy and completeness.

Assists in developing and implementing office objectives, policies, procedures and work standards; maintains policy and procedure manuals.

Researches and compiles moderately complex information from a variety of sources for the completion of forms or preparation of reports.

Assists department head or professional staff in the risk management function by preparing appropriate forms and reports and gathering information.

If assigned, reviews and processes incoming liability claims and accident/incident reports and determines the proper departmental assignment working with a third party administrator.

Oversees the proper maintenance of department records and files, including confidential employee records, in accordance with applicable laws, rules and policies.

Performs general and confidential administrative duties as needed, including but not limited to composing and preparing correspondence, reports and Board of Supervisors agenda items, maintaining lists and logs, maintaining computer databases and files, conducting studies, researching and compiling information and data, and maintaining files; reviews/follows up on employee travel and training requests and reimbursements; etc.

Enters and retrieves computer data; generates computer reports and/or spreadsheets; acts as the department’s expert on department-specific software such as applicant tracking and recruiting systems.

Schedules appointments, meetings, work activities and other functions as required; uses specialized software for scheduling.

If assigned, provides assistance with fiscal, payroll, and personnel action processes/issues and operations, including but not limited to processing accounts payable and receivable, assisting with budget preparation and monitoring, maintaining petty cash funds, and preparing financial reports as required.

Provides information and assistance to County staff, department heads, other agency personnel, and the public, requiring the use of judgement and the interpretation of policies, procedures or rules; assists in coordinating activities with those of other departments and agencies as necessary.

Completes special projects as assigned.

Collects and analyzes data for various surveys, reports, and studies.
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If assigned, may participate in receiving, recording, and reviewing all work-related injury claims from County employees; assists in reviewing injury reports for completeness and consistency; gathers information from physicians, department staff and witnesses; provides employees with information about their rights and benefits under Workers’ Compensation laws; assists in the preparation of incident investigation reports.

If assigned supervisory responsibility, participates in the hiring, training/development, evaluation, work assignments, and disciplinary actions of subordinate staff.

Represents the department by serving on committees and teams as assigned.

**EMPLOYMENT STANDARDS**

**Knowledge of:**
Pertinent federal, state and local laws, codes, ordinances and regulations.

County and department organization, policies, procedures, and budget processes.

Modern office practices and technology, including record-keeping and filing systems, business letter and report writing, and the use of computers for word processing, spreadsheet preparation, and function-specific software.

Methods of preparing and processing various records, reports, forms and other documents specific to assigned department or program.

Standard office management and clerical practices and procedures.

Basic public relations and public information principles and practices.

Principles and practices of training and supervision.

Basic principles and practices of math, statistics, and accounting.

Financial record-keeping and reporting methods.

English usage, spelling, grammar and punctuation.

Safe work practices.

**Ability to:**
Understand, interpret and effectively apply pertinent federal, state and local laws, rules and regulations, and County/department policies and procedures.

If assigned, understand principles and practices of public human resources administration including recruitment and selection, risk management support duties, classification and compensation, and workplace safety,
Perform complex and varied administrative support work involving considerable independent judgment.

Develop informational and promotional materials using word processing and publishing software.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction including time-sensitive and confidential assignments.

Analyze complex administrative support problems, evaluate alternatives and make sound recommendations.

Provide effective supervision and training as assigned.

Communicate clearly and concisely, both orally and in writing.

Maintain the security and confidentiality of specified records, information and files.

Use computers effectively for word and data processing and records management.

Safely operate office equipment.

Perform required mathematical computations with accuracy.

Establish and maintain effective working relationships with those contacted in the course of work.

Gather and analyze data; prepare clear and concise reports, correspondence and other written material.

Understand and follow complex oral and written instructions.

Provide effective leadership and instruction as assigned.

Assist in the preparation and administration of assigned budget and maintain accurate financial records.

Respond appropriately, effectively, and promptly to the needs of the public and other County departments.

Deal tactfully and effectively with the public and with others contacted in the course of work, including irate individuals.

**TYPICAL WORKING CONDITIONS**

Work is performed in a normal office environment.
TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

EITHER

Experience:
Current status as a permanent Mariposa County employee and at least three years in an advanced clerical Mariposa County classification.

OR

Education:
Completion of 30 semester units of college level course work in public or business administration or a closely related field.

Experience:
Four years of increasingly responsible administrative, business or technical experience, including frequent use of a personal computer and word processing and spreadsheet software.

Substitution:
One additional year of experience can be substituted for the 30 semester units of college-level course work.

ADDITIONAL REQUIREMENTS
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another State if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.
LEGAL SECRETARY I / II

DEFINITION
To perform a variety of responsible legal, secretarial and clerical functions in support of the District Attorney’s Office or Human Services Department; to prepare a variety of legal documents; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS
Legal Secretary I is the entry-level classification in the series. Initially under close supervision, incumbents perform a variety of legal secretarial duties while learning County policies and procedures. This classification is flexibly staffed with Legal Secretary II, and incumbents normally advance to the higher level after gaining experience and achieving proficiency which meet the experience and time-in-grade requirements for Legal Secretary II.

Legal Secretary II is the journey-level classification in the series. Positions in this class perform the full range of duties and are expected to have a thorough knowledge of departmental procedures and policies and be able to exercise independent judgment while performing complex legal secretarial support work.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from the Administrative Assistant and District Attorney and technical direction from the Deputy District Attorneys, or a higher level professional or management position.

Positions in these classifications do not exercise lead or supervisory responsibility.

EXAMPLES OF ESSENTIAL FUNCTIONS
Establishes and maintains legal case files.

Prepares, processes and files complaints, motions, petitions, declarations, orders, memoranda, dismissals, stipulations, extraditions and other legal documents as directed.

Fulfills discovery requests from attorneys in accordance with department policies and procedures.

Prepares, processes and maintains a variety of correspondence, memos, legal forms, records and reports.

 Receives and logs in police reports.
Reviews documents to ensure accuracy, completeness and adherence to prescribed format, procedures and regulations.

Monitors assigned cases, including the payment of fees and fines and completion of court orders.

Receives and screens visitors and telephone calls; provides information as requested and/or refers the visitor / caller to appropriate staff person; takes messages as necessary.

Performs criminal background checks as requested.

Assists in coordinating activities with those of other divisions, departments and agencies as appropriate.

Performs special assignments requiring research and the independent preparation of data; may assist in the preparation of grant applications.

Receives and responds to routine inquiries, requests for information and complaints.

Performs other routine secretarial / clerical work as required, including but not limited to typing correspondence and reports, speed note taking with accuracy, scheduling appointments and maintaining calendars, making travel arrangements for staff, entering computer data, completing and processing forms, copying and distributing documents, filing documents and retrieving files, sending and receiving faxes, processing mail, maintaining lists and logs, and ordering office supplies, etc.

May perform Notary Public duties.

**EMPLOYMENT STANDARDS**

*Knowledge of:*

*Legal Secretary I:*

Modern office practices and technology, including filing systems, receptionist / telephone techniques, business letter and report writing, and the use of computers for word and data processing.

English usage, spelling, grammar and punctuation.

Basic arithmetic.

Legal terminology and legal office practices and procedures.

Methods of preparing and processing various legal documents.

Safe work practices.

*Legal Secretary II: (In addition to the above)*

County organization, policies and procedures.
Principles of criminal prosecution and related support practices.

Legal research methods.

**Ability to:**

*Legal Secretary I:*
Learn and apply pertinent laws, rules, regulations, policies and procedures.

Learn criminal prosecution principles and related support practices.

Perform legal secretarial assignments.

Organize and set priorities for a variety of projects and multiple tasks in an efficient and effective manner.

Understand and execute written and oral instructions.

Communicate clearly and concisely, both orally and in writing.

Respond appropriately, effectively and promptly to the needs of internal and external customers.

Deal tactfully and effectively with the public and with others contacted in the course of work, including hostile, irate individuals.

Establish and maintain efficient record-keeping systems and files.

Maintain accurate and up-to-date records.

Maintain the security and confidentiality of specified records, information and files.

Use computers effectively for word and data processing and records management.

Type or word process accurately at a rate required for successful job performance.

Take dictation or perform speed note taking with accuracy.

Perform mathematical computations with accuracy.

*Legal Secretary II: (In addition to the above)*
Understand, interpret and apply pertinent laws, rules and regulations, policies and procedures.

Use independent judgment and work with minimal supervision.

Perform the more complex legal secretarial support duties assigned.
TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move weights of up to 25 pounds; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Legal Secretary I:
Two years of clerical and/or secretarial experience performing work requiring the use of legal terminology and procedures.

Legal Secretary II:
Three years of increasingly responsible legal clerical / secretarial experience, or one year as a Legal Secretary I in Mariposa County.

Education: (Both Legal Secretary I and II)
High school diploma or GED equivalent.

Substitution:
Completion of 30 semester units of college level coursework in a related field may be substituted for one year of the required experience.

Additional Requirements:
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.
OFFICE ASSISTANT I/II

DEFINITION
To perform a variety of routine to moderately difficult office support duties in assigned County departments; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS
Office Assistant I is the entry-level classification of the County’s office support series. Under close supervision, incumbents learn and perform a wide range of office support and general clerical duties requiring knowledge of department and County procedures. This class is flexibly staffed with Office Assistant II, and incumbents normally advance to the higher level after gaining experience and achieving proficiency that meets the experience and time-in-grade requirements for Office Assistant II.

Office Assistant II is the fully qualified, journey-level classification in the series, competent to perform a variety of routine to moderately difficult office support and clerical duties. Incumbents perform tasks and work with only occasional instruction or assistance within a framework of established procedures. Specific duties and scope of responsibility will vary with the organizational unit to which assigned.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned lead/supervisory/management staff.

Positions in these classifications do not exercise lead or supervisory responsibility.

EXAMPLES OF ESSENTIAL FUNCTIONS
Performs a variety of routine to moderately complex clerical support duties to assist staff in sub-professional office activities.

Gathers information from a variety of sources for the completion and processing of forms, records, applications, etc.; contacts individuals to obtain additional information.

Maintains records, lists, and logs.

Types or word processes, prepares, processes, copies, collates, files/retrieves files, sends, and receives faxes, distributes and/or transmits various records, reports, forms, correspondence, permits, applications, licenses, meeting minutes, and other documents; may compose routine correspondence and other documents as required following standard formats or templates.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Establishes and maintains office files.
Enters and retrieves computer data; generates computer reports and/or spreadsheets.

Provides assistance with fiscal operations of the department, including but not limited to collecting and recording various fees, fines or other monies, and maintaining journals, ledgers and other financial or statistical records.

Answers the telephone and provides information and assistance to callers or forwards calls to appropriate staff person; takes messages as necessary; greets and assists office visitors; may use a two-way radio to communicate with field personnel.

Schedules meetings and appointments.

Opens, processes, and distributes mail.

Monitors stock and replenishes office supplies.

Orders equipment and schedules maintenance of equipment, including vehicles.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

*Office Assistant I:*

Basic clerical practices and procedures.

Modern office practices and technology, including record-keeping and filing systems, receptionist / telephone techniques, and the use of computers for word and data processing.

Basic business arithmetic.

English usage, spelling, grammar and punctuation.

Safe work practices.

*Office Assistant II: (In addition to the above)*

Pertinent federal, state and local laws, codes, ordinances and regulations.

County and department policies and procedures.

Methods of preparing and processing various records, reports, forms and other documents specific to the assigned department or program.

Business letter writing, report preparation and the standard format for typed materials.
Ability to:

Office Assistant I:
Learn, understand and apply pertinent federal, state and local laws, rules and regulations, and County / department policies and procedures.

Perform detailed clerical work accurately.
Learn specialized processes, procedures and office support tasks related to the department to which assigned.

Maintain accurate records and files.

Maintain confidentiality as required.

Communicate clearly and concisely, both orally and in writing.

Understand and execute written and oral instructions.

Safely operate office equipment.

Type or word process accurately at a rate required for successful job performance.

Perform required mathematical computations with accuracy.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Establish and maintain effective working relationships with those contacted in the course of work.

Respond appropriately, effectively and promptly to the needs of internal and external customers.

Office Assistant II: (In addition to the above)
Understand, interpret and apply pertinent federal, state and local laws, rules and regulations, and County / department policies and procedures.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Use computers effectively for word and data processing and records management.

Use initiative and sound, independent judgment within established guidelines.

Compose routine correspondence and reports independently or from brief instructions.

Research and compile a variety of information and materials.
TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Office Assistant I:
One year of clerical administrative support experience or one year of business school education.

Office Assistant II:
Two years of increasingly responsible clerical experience, or one year as an Office Assistant I in Mariposa County.

Education: (Both Office Assistant I and II)
High school diploma or GED equivalent, preferably including classes in typing, bookkeeping and related subjects.

Additional Requirements: (Both Office Assistant I and II)
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.
OFFICE TECHNICIAN SUPERVISOR

DEFINITION
To provide a variety of administrative services in support of the administrative, fiscal and program areas of the assigned department; to perform highly responsible and complex clerical support duties; to direct and supervise the work of others; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS
Employees in this classification perform a variety of administrative and program specific tasks with minimum supervision. This classification has responsibility for administrative functions including fiscal, budgeting, and personnel and non-routine work. The duties of the Office Technician Supervisor primarily focus on the full time supervision of staff as defined in the County Classification Plan.

SUPERVISION RECEIVED AND EXERCISED
Receives general to minimal direction from assigned supervisory/management staff.

Exercises supervision over lower-level clerical classifications.

EXAMPLES OF ESSENTIAL FUNCTIONS
Performs responsible administrative, clerical and/or clerical accounting work to support the operations of assigned department.

Assists supervisor with the planning, implementation and administration of department budget programs and projects as assigned.

Evaluates office and inter-departmental procedures and makes recommendations for modifications as necessary to maintain efficient and effective office operations.

Trains, schedules, supervises and evaluates the work of assigned clerical personnel; offers advice and assistance as needed; recommends and implements disciplinary action as appropriate.

Provides assistance with and/or coordination of personnel functions of the assigned department, including but not limited to assisting with employee selection, conducting orientation, maintaining employee records, processing personnel paperwork, etc.

Provides assistance with fiscal operations of the department, including but not limited to processing accounts payable and receivable, preparing deposits, assisting with budget preparation and monitoring, maintaining petty cash fund, and preparing financial reports as required.

Types or word processes routine and confidential documents from drafts, notes, dictated tapes or brief instructions, that may include various correspondence, reports, records, forms, agreements,
contracts, resolutions, etc.; may compose routine correspondence and reports and assists in the preparation of news releases.

Researches and assembles supporting data for Board of Supervisors agenda items.

Provides information and assistance to County staff, other agency personnel, and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office activities with those of other departments and agencies as necessary.

Researches and compiles information from a variety of sources for the completion of forms or preparation of reports.

Enters and retrieves computer data; maintains databases; generates computer reports and/or spreadsheets.

May provide administrative / clerical support for commissions, councils and committees as assigned.

Establishes, organizes and maintains complex department filing systems.

Types or word processes, prepares, processes, copies, files, distributes and/or transmits various records, reports, forms, correspondence, permits, licenses, and other documents.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Answers the telephone and provides information and assistance to callers or forwards calls to appropriate staff person; takes messages as necessary; greets and assists office visitors.

Performs routine administrative / clerical support work as required, that may include but is not limited to scheduling meetings and appointments, copying documents, filing / retrieving files, faxing information, collating documents, maintaining lists and logs, ordering supplies and forms and maintaining supply inventory, and processing daily mail, etc.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

Pertinent Federal, State and local laws, codes, ordinances and regulations.

County and department organization, policies and procedures.

Basic principles and methods of administration, personnel, staff development, fiscal and data processing management.
Modern office practices and technology, including record-keeping and filing systems, receptionist / telephone techniques, business letter and report writing, and the use of computers for word processing and database management, e-mail, fax, and document production equipment.

Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.

Principles of training, supervision and work coordination.

Basic business arithmetic.

Financial record-keeping and reporting methods.

Professional / technical terminology peculiar to assigned department.

English usage, spelling, grammar and punctuation.

Safe work practices.

**Ability to:**
Understand, interpret and apply pertinent Federal, State and local laws, rules and regulations, and County / department policies and procedures.

Perform a variety of analytical and administrative support duties and program development and implementation assignments.

Perform difficult and complex clerical duties in assigned unit.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Analyze clerical and administrative problems, evaluate alternatives and make sound recommendations.

Provide effective supervision and training as assigned.

Communicate clearly and concisely, both orally and in writing.

Understand and execute written and oral instructions.

Exercise sound, independent judgment and initiative within established guidelines.

Compose routine correspondence and reports independently or from brief instructions.
Research and compile a variety of information and materials.

Establish and maintain effective record-keeping systems and files.

Maintain the security and confidentiality of specified records, information and files.

Use computers effectively for word processing and database and records management, e-mail, and specific programs unique to department.

Safely operate office equipment.

Type or word process accurately at a rate required for successful job performance.

Perform required mathematical computations with accuracy.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Establish and maintain effective working relationships with those contacted in the course of work.

Respond appropriately, effectively and promptly to the needs of internal and external customers.

**TYPICAL WORKING CONDITIONS**
Work is performed in a normal office environment.

**TYPICAL PHYSICAL REQUIREMENTS**
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

**MINIMUM QUALIFICATIONS**

**Experience:**
Five years of increasingly responsible secretarial or clerical administrative experience including assignments requiring a working proficiency in the use of a computer, using spreadsheet, e-mail, and data based software, and extensive public contact equivalent to an Office Assistant II in Mariposa County.

**OR**
One year of experience as an Office Technician or three years of experience as a Senior Office Assistant in Mariposa County.
**Education:**
High school diploma or GED equivalent, preferably including classes in typing, bookkeeping and related subjects. Completion of at least 30 units of college level course work in public or business administration, computer science or closely related field.

**Substitution:**
An additional year of qualifying experience may be substituted for the 30 units of college level course work.

**Additional Requirements:**
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another State if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.
SENIOR ACCOUNT CLERK

DEFINITION
To perform difficult and complex clerical accounting in the processing and maintenance of financial, statistical, or tax records; to prepare a variety of reports and records; to calculate and prepare payroll and accompanying payroll reports; to review a variety of documents for accuracy; and to perform related duties and responsibilities as required.

This job class functions at an advanced journey level of classification and is responsible for the preparation and maintenance of complex financial, statistical, tax, and payroll records.

DISTINGUISHING CHARACTERISTICS
The Senior Account Clerk differs from the Account Clerk II in that the Senior Account Clerk performs the most complex clerical accounting work for the preponderance of the time and/or exercises lead responsibility for lower level staff.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned supervisory / management staff.

Exercises lead direction over lower-level clerical classifications.

EXAMPLES OF ESSENTIAL FUNCTIONS
Compiles, verifies, and maintains a variety of complex statistical, financial, tax, and payroll records and reports.

Performs adjustments necessary to maintain accurate records and balances accounts.

Compiles expenditures and cost allocations for distribution to and for a variety of County, state, and federal financial and statistical reports.

Processes County taxes, including computing, extending, control and corrections of the Secured, Unsecured, and Supplemental tax rolls.

Reviews documents for recording and accepts or rejects documents.

Balances daily recording fees; indexes recorded documents; runs fee sheet and balances with daily sheet.

Calculates, prepares, processes, and verifies payroll certification; records and balances monthly records including reports for employee deductions and

Verifies County contribution for benefits and taxes.

Posts and balances general and subsidiary ledgers.

Maintains accurate records on inventory parts.
Prepares and processes complex accounts payable and accounts receivable.

Processes billings for Special Districts.

Maintains a variety of financial and statistical records.

Keeps equipment records from time cards, equipment tickets, repair orders, fuel sheets, and invoices; keeps service records on equipment.

Types, numbers, and files transportation and encroachment permits.

Prepares a variety of County, state, and federal records forms, and reports.

**EMPLOYMENT STANDARDS**

**Knowledge of:**
Proper office methods, practices, and procedures including filing systems, receptionist and telephone techniques, computer, and letter/report writing.

Correct English usage, spelling, grammar, and punctuation.

Principles, practices, methods, and terminology of financial, statistical, payroll and tax roll record keeping.

Pertinent state, Federal and County laws, rules, and regulations related to financial, statistical, payroll, and tax roll record keeping.

**Ability to:**
Maintain accurate financial, statistical, payroll, and tax records.

Understand and apply pertinent laws, rules, regulations, and policies.

Work independently and make independent judgments and decisions.

Prepare and maintain financial or statistical reports and related documents.

Perform arithmetical calculations with speed and accuracy.

Type accurately at a rate required for successful job performance.

Understand and execute written and oral instructions.

Communicate effectively in both oral and written forms.

Establish and maintain effective work relationships with those contacted in the performance of required duties.
TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties: lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio, visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Three years of experience including bookkeeping and/or statistical/financial recordkeeping.

OR

Two years of experience equivalent to an Account Clerk II position in Mariposa County.

Education:
High school diploma or GED equivalent.

Additional Requirements:
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.
STAFF SERVICES ANALYST I/II
(non-Merit System Services)

DEFINITION
In the Human Services Department, the Staff Services Analyst I/II classes are responsible for performing professional level analytical duties involving general administrative, fiscal, and/or program analytical work. Incumbents gather, tabulate, analyze, and chart data; interview and consult with departmental officials, employees, community members, contractors, and others to give and receive information; prepare reports and make recommendations on procedures, policies, and program/functional area issues and alternatives; review and analyze proposed legislation and advise management on the potential impact; make decisions in financial, and other administrative systems of average to difficult complexity; prepare correspondence; monitor grants and contracts, and perform other related duties as assigned. Incumbents may supervise clerical and/or technical staff.

The Staff Services Analyst I level is the entry level into the professional Staff Services series. Incumbents work under close supervision. Assignments are generally limited in scope and under the direction of a higher-level employee. As experience is gained, the incumbent is granted more independence from supervision. Most incumbents are expected to promote to the II level after one year of satisfactory performance; however, positions limited to analytical duties of a more routine, repetitive nature will be permanently allocated to the Staff Services Analyst I level.

The Staff Services Analyst II is the journey level in the series. Incumbents work under direction and are responsible for performing the full range of duties at the journey level and working independently. Incumbents may be assigned to perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility. Staff Services Analyst I/II differs from Staff Services Analyst I/II (MSS) in that the MSS classes are only used for designated and appropriately funded positions under the Merit System Services contract.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned supervisory/management staff.

May exercise supervision over assigned staff.

EXAMPLES OF ESSENTIAL FUNCTIONS
These duties may apply to both levels in varying degrees of importance, frequency, or priority.

Performs, coordinates, monitors, and participates in various administrative analytical functions, typically within a departmental program or administrative section.
Plans, identifies, and analyzes program administration problems and develops solutions.

Works with the community, agencies, schools, providers, and contractors on various projects such as program education, outreach, legislation/regulation implementation, etc. including participation on committees and ad hoc groups.

Reviews existing and proposed local, state, and federal legislation/regulations for impact on the department's activities; consults with department personnel; develops recommendations; and prepares proposed changes.

Performs departmental quality assurance duties by reviewing/conducting audits, meeting with contractors/vendors for ensuring proper grant/contract performance, evaluating overall program performance, making on-site visits, analyzing time studies and product analyses, etc.

Extracts and reviews data to prepare reports consisting of specific program/caseload data to monitor progress toward goals.

Reviews program updates, letters, and notices for potential impact on various programs and activities; recommends and prepares policy and procedure changes to ensure compliance and provides training on new/revised regulations/policies if needed.

Compiles, maintains, and analyzes data; identifies trends, and makes recommendations involving the formulation of policy and procedures.

Serves as a resource and provides advice and information to supervisors, managers, and other internal staff, the public, contractors, providers, and other agencies in area(s) of assignment including the interpretation and explanation of a variety of programs, policies, rules, and regulations.

Conducts surveys and performs research and statistical analyses on administrative, fiscal, and/or programmatic problems.

Coordinates staff training by determining training needs, working with trainers, scheduling rooms and staff, and evaluating the content and results.

Makes presentations before committees, boards, commissions, departmental staff, advisory groups, or community groups to provide information and recommendations, advocate a position, encourage participation, and/or respond to questions.

Analyzes business process requirements and coordinates with information technology staff and/or consultants to develop automated solutions.

May plan and coordinate the design and implementation of new and revised programs, systems, procedures, methods of operation, and forms.
Compiles materials; prepares analytical reports, manuals, and publications.

Prepares public relations materials (e.g. brochures, informational materials, customer satisfaction surveys).

Provides consultation and recommends solutions regarding research findings, organizational improvement initiatives and related issues concerning departmental effectiveness and goal attainment; evaluates effectiveness through performance measure development and monitoring activities and recommends modifications.

Collaborates with County departments and agencies on cross-functional projects.

Coordinates assigned activities with other departments, divisions, units, and with outside agencies; represents the division or department in committee meetings; responds to complaints and requests for information.

Establishes and maintains positive working relationships with co-workers; representatives of community organizations; state/local agencies and associations; internal management and staff; and the public by utilizing principles of effective customer service.

May supervise clerical and/or technical employees by assigning, monitoring, reviewing, and evaluating their work; may provide training to less experienced staff.

Performs related duties as assigned.

**EMPLOYMENT STANDARDS**

*Note: The level and scope of the knowledge and abilities listed below are related to job duties as distinguished between the two levels in the Definition section.*

**Knowledge of:**

Public and business administration principles and practices.

Pertinent federal, state and local laws, codes, ordinances and regulations.

Methods and techniques involved in conducting analytical studies of administrative and management practices, methods and procedures.

General research practices, techniques, and terminology to conduct research.

A variety of computer software applications, including database, graphics/presentation, word processing and spreadsheet software.

Methods and techniques of report preparation.
English language (i.e., composition, spelling, grammar, and sentence structure).

Project management principles to ensure projects activities are conducted in a fiscally responsible and timely manner.

Principles and practices of effective customer service.

Principles of teamwork and teambuilding in order to work effectively as a member of a team and facilitate effective teamwork.

Principles and practices of leadership and supervision.

Community needs and resources.

**Ability to:**

Apply program planning principles and techniques to problems and issues.

Analyze a situation or problem, including stressful situations, accurately and objectively in order to identify alternative solutions and determine an effective course of action.

Collect and analyze data and information in order to derive logical conclusions.

Learn and interpret state and federal requirements and regulations that govern human services programs.

Formulate options and make recommendations based on data and information collected.

Analyze policies, procedures, and programs and make effective recommendations.

Make sound decisions and independent judgments within established guidelines.

Read, interpret, and apply a variety of information (e.g. laws, policies, procedures, legislations, directives) in order to provide information and ensure compliance.

Analyze and interpret basic statistics.

Perform arithmetic calculations, including ratios and percentages.

Operate a computer and use common software packages related to the work.

Express information and ideas orally in a clear, concise, organized manner by using proper diction, grammar and volume so that others will understand.

Work effectively with community groups while conducting education and outreach activities.
Monitor contract performance and take action to correct problems and deficiencies.

Make effective presentations and respond to questions from various groups, including boards, committees, and the public.

Compose business communications (e.g. letters, memos, notices) and reports, policies, and procedures, in a clear, concise, organized, and accurate manner.

Identify problems and central issues.

Reason logically and critically.

Perform, analyze, and document research.

Research legislative issues and read and understand legislation.

Recommend and implement changes/improvements.

Develop and maintain cooperative, effective working relationships with co-workers, representatives of community organizations, state/local agencies and associations, supervisors, internal management staff, employee representatives and the public.

Effectively mediate and resolve conflicts between/with individuals.

Work and interact with a variety of individuals from various socioeconomic, ethnic, and cultural groups in person and by telephone, including situations where relations may be strained or confrontational.

Work independently and accept increasing responsibility.

Prioritize, plan, coordinate, and organize simultaneous work assignments and projects to meet critical and competing deadlines.

Manage projects by developing project budgets, tasks, and timelines to ensure projects meet time and budget guidelines.

Work as a team member by keeping communication open, offering support, sharing knowledge, and contributing to and/or leading team efforts.

May supervise clerical and/or technical employees.

May monitor, plan, direct, assign and review the work of clerical and/or technical employees.
MINIMUM QUALIFICATIONS

Education and Experience:
Staff Services Analyst I
Graduation from an accredited four year college or university with a bachelor’s degree.
OR
Two years (60 semester or 90 quarter) of college units and two (2) years of full-time technical level experience involving general administrative, fiscal, or human services program work.

Staff Services Analyst II
Education and Experience:
One (1) year of full-time experience as a Staff Services Analyst I
OR
Graduation from an accredited college or university with a bachelor’s degree and one (1) year of full-time professional experience performing general administrative, fiscal, or human services program work.

Substitution: (Both Staff Services Analyst I and II)
Additional technical or higher-level experience performing general administrative, fiscal, or human services program support work may substitute for up to two (2) years of the required education on a year-for-year basis.

Additional Requirements: (Both Staff Services Analyst I and II)
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.
SENIOR OFFICE ASSISTANT

DEFINITION
To perform a variety of the more specialized and complex clerical duties in support of office operations and activities; to direct and monitor the work of others in a lead capacity as assigned; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS
The Senior Office Assistant differs from the Office Assistant in that the Senior Office Assistant performs the most complex clerical work, and/or exercises lead responsibilities over lower level classifications, and/or must possess specialized and unique job knowledge and skills not typically found across County departments for the preponderance of time.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from assigned supervisory / management staff.
Exercises lead direction over lower-level clerical classifications.

EXAMPLES OF ESSENTIAL FUNCTIONS
Performs the more specialized and complex clerical duties in support of the operations and activities of assigned office and committees/commissions/councils as assigned.

Provides assistance with fiscal operations of the department, including but not limited to collecting and recording various fees, fines or other monies, preparing deposits, assisting with budget preparation and monitoring, and preparing financial reports as required.

Assists in researching, preparing and assembling documents related to the activities of the Board of Supervisors, Planning Commission, and other committees, commissions, and councils as assigned.

Provides information and assistance to County staff, other agency personnel, and the public, requiring the use of judgment and the interpretation of policies, procedures or rules; assists in coordinating office activities with those of other departments and agencies as necessary.

Researches and compiles information from a variety of sources for the completion of forms or preparation of reports.

Prepares contracts by assembling required information including scope of work, timelines, budget information, deliverables, and selection and evaluation criteria using standard formats and templates.

Enters and retrieves computer data; generates computer reports and/or spreadsheets.
May train and provide work direction for assigned clerical personnel; offers advice and assistance as needed.

May provide clerical support for commissions, councils and committees as assigned.

Types or word processes, prepares, processes, copies, files, distributes and/or transmits various records, reports, forms, correspondence, permits, applications, licenses, and other documents; may compose routine reports and correspondence.

Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.

Answers the telephone and provides information and assistance to callers or forwards calls to appropriate staff person; takes messages as necessary; greets and assists office visitors; may use a two-way radio to communicate with field personnel.

Performs routine clerical support work as required, including but not limited to scheduling meetings and appointments, establishing and maintaining files, copying documents, filing / retrieving files, sending and receiving faxes, collating documents, maintaining lists and logs, processing daily mail, and ordering supplies, etc.

**EMPLOYMENT STANDARDS**

Knowledge of:

Pertinent federal, state and local laws, codes, ordinances and regulations.

County and department organization, policies and procedures.

Modern office practices and technology, including record-keeping and filing systems, receptionist / telephone techniques, business letter and report writing, and the use of computers for word and data processing, including the preparation of spreadsheets.

Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.

Basic principles of training and leadership.

Basic business arithmetic.

Basic financial record-keeping and reporting methods.

English usage, spelling, grammar and punctuation.

Safe work practices.
Ability to:
Understand, interpret and apply pertinent federal, state and local laws, rules and regulations, and County / department policies and procedures.

Perform specialized and moderately complex clerical duties in assigned unit.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction; exercise sound, independent judgment and initiative within established guidelines.

Provide effective training and leadership as assigned.

Communicate clearly and concisely, both orally and in writing.

Understand and execute written and oral instructions.

Compose routine correspondence and reports independently or from brief instructions.

Research and compile a variety of information and materials.

Establish and maintain effective record-keeping systems and files.

Maintain the security and confidentiality of specified records, information and files.

Learn and understand legal requirements for posting and noticing activities of committees, commissions, and/or councils as assigned.

Learn and understand basic parliamentary procedures.

Use computers effectively for word and data processing and records management.

Safely operate office equipment.

Type or word process accurately at a rate required for successful job performance.

Perform required mathematical computations with accuracy.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Establish and maintain effective working relationships with those contacted in the course of work.

Respond appropriately, effectively and promptly to the needs of internal and external customers.
TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS
Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Three years of increasingly responsible clerical experience, or two years as an Office Assistant II in Mariposa County.

Education:
High school diploma or GED equivalent, preferably including classes in typing, bookkeeping and related subjects.

Additional Requirements:
Possession of a valid California driver’s license. Under certain circumstances, the Human Resources Director may accept a valid driver’s license from another state if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.