

STAFF SERVICES SPECIALIST

CLASSIFICATION DEFINITION

The Staff Services Specialist class describes positions that perform technical administrative work which includes the coordination of various administrative services, functions, and/or program activities. Incumbents typically provide technical administrative support for a specific program or work unit by independently coordinating an administrative service, function or program. Typical responsibilities include, but are not limited to: coordinating facility/fleet maintenance activities; coordinating telecommunications setup and repair; coordinating safety programs and incident reporting; coordinating and scheduling employee training; coordinating office moves and setups; coordinating information technology upgrades and repairs; and coordinating/performing technical administrative office activities.

Work emphasizes decisions, processes, and procedures that require incumbents to use substantial independent judgment within established laws, regulations, policies, guidelines and/or guidelines. Incumbents must apply a thorough knowledge of applicable laws, regulations, policies and procedures in order to make both routine and non-routine decisions. When encountering a new or unfamiliar problem, incumbents are expected to evaluate the problem based on their knowledge and experience, and then to determine the appropriate course of action within their range of authority. However, these types of decisions and actions do not require complex analytical skills or methods, nor do they typically have significant strategic or policy impact. Instead, incumbents primarily make support day-to-day departmental and/or program operations, and the scope, scale and complexity of their work is limited.

Assignments may include the supervision of subordinate clerical and/or operational support staff; however, supervision is not a critical allocation factor and may be an ancillary responsibility.

TYPICAL DUTIES

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

- Performs technical administrative work which may include the coordination of various administrative service, function, and/or program activities such as those pertaining to facilities management and maintenance, fleet maintenance, telecommunications, safety, information technology, training, and/or general administrative support areas.
- Receives and prioritizes information from various sources such as incident reports, hazard reports, service complaints, and/or maintenance requests; personally conducts field inspections, investigations or interviews as needed to identify problems; gathers input from field experts regarding the nature and extent of problems and potential resolutions; locates and obtains required resources to resolve problems and ensures that proposed solutions comply with established laws, regulations, policies, procedures and guidelines.

- Assists management in developing projected costs and required resources for programs and services; recommends, develops and coordinates agreements and contractual relationships with vendors, landlords and/or other service providers; prepares bid specifications; drafts routine requests for proposals and contract/agreement language based on established guidelines or templates; monitors vendor/contractor/landlord performance and resolves disparities.
- Arranges for and/or coordinates inspections and evaluations; ensures that discrepancies or problems are resolved and/or work is done in accordance with requirements.
- Reviews reports, logs and other documents; compiles, maintains, and prepares data summaries and reports for management; notes trends and matters of concern; provides comments and/or recommendations regarding policy, procedure, staffing or organizational changes.
- Initiates and submits required documentation to purchase equipment, supplies, and other items within an established budget; reviews and processes vendor invoices; monitors and tracks expenditures within based on an established budget.
- Participates in departmental meetings; serves on committees and task forces; contributes information and suggestions regarding how to improve the efficiency and effectiveness of assigned responsibilities.
- May distribute assignments to co-workers, subordinates, contractors, and others; may function as a program or project coordinator with delegated authority to direct the work of staff in a non-supervisory capacity.
- May supervise the work of subordinate clerical or sub-professional support staff, with responsibility for assigning, reviewing and evaluating their work and initiating appropriate corrective action when needed.
- Prepares and distributes written procedures and other informational materials pertaining to area of assignment; may provide training to groups and individuals regarding procedures and information.
- Conducts surveys and operational reviews; performs or coordinates special projects such as facility or employee relocations, inventory assessments, and special purchase evaluations.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- The laws, regulations and technical administrative practices including those associated with fiscal administration, contracting, procurement, and vendor

relations.

- Technical principles and methods of investigating and resolving administrative problems.
- The technical principles and methods of project management.
- Fundamental governmental functions and organizations.
- Technical reporting and data management.
- Principles and practices of leadership and staff supervision.
- Fundamental arithmetic principles and methods including addition, subtraction, multiplication, division, percentages, and fractions.
- Principles of effective business communication, including the development of correspondence, reports, and presentations.

Ability to:

- Make administrative decisions and take actions based on the interpretation of laws and regulations as well as operating policies and procedures.
- Prioritize assignments based on broad criteria.
- Recognize issues that pose a threat to the safety of individuals or the security of facilities.
- Gather, tabulate, and summarize data.
- Prepare reports and cost projections using readily available information.
- Ensure that assigned operations comply with applicable laws, regulations, policies, procedures, or guidelines.
- Coordinate the efforts of multiple individuals to achieve a work objective.
- Investigate and identify technical problems associated with administrative operations or functions.
- Reason logically and methodically.
- Make presentations to individuals or groups.
- Perform technical and administrative research.
- Recommend and implement procedural changes/improvements.
- Communicate effectively, both orally and in writing, using proper English.
- Establish and maintain effective working relationships.
- Work independently and accept responsibility for actions.
- Provide leadership over teams and/or subordinate staff.
- Supervise clerical and/or support employees, if required by the position.

MINIMUM QUALIFICATIONS (Education and/or Experience)

Completion of two years (60 semester or 90 quarter units) of coursework from an accredited college or university.

-And-

One (1) year of full time experience performing journey-level clerical, secretarial, or administrative support work. Additional qualifying experience may substitute for the

above-required education on a year-for-year basis where 30 semester/45 quarter units is equivalent to one year of experience.

DRIVER LICENSE REQUIREMENT

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

STAFF SERVICES ANALYST III

CLASSIFICATION DEFINITION

Under direction, the Staff Services Analyst III leads and/or performs complex professional-level analytical duties involving general administrative, personnel, staff development, fiscal, and/or program work; and performs other work as required.

This is the advanced-journey/specialist level class in the professional Staff Services series. Similar to the Staff Services Analyst I/II, a Staff Services Analyst III may supervise subordinate clerical or technical staff. However, unlike a Staff Services Analyst I/II, a Staff Services Analyst III typically has responsibility for one or both of the following:

- Serving as a lead worker over a staff support services unit by assigning, monitoring, and reviewing the work of other professional analysts engaged in general administrative, personnel, staff development, fiscal, and/or program analytical work. Rarely, an incumbent may directly supervise another analyst when the lower level analyst's assignments involve the more routine and repetitive work, and where supervision of that employee is ancillary to the incumbent's preponderant duties.
- Performing the more advanced and complex analytical work in the work unit. This typically includes coordinating department-wide administrative activities and/or projects. Duties require advanced and extensive knowledge pertaining to administrative service functions.

The Staff Services Analyst III differs from the Staff Services Analyst II in that incumbents in the latter class do not lead the work of other analysts nor are they typically assigned to coordinate specialized administrative functions with department-wide scope. This class also differs from the class of Supervising Staff Services Analyst in that the latter is preponderantly a first-level supervisor over a group of analysts. Finally, this class differs from Principal Staff Services Analyst in that the latter is the highly advanced level in the Staff Services Analyst series where incumbents serve as functional managers (e.g., as a fiscal administrator or officer) over a complex staff services function but may not have first-line supervisory responsibility over other analysts.

Assignment as a Staff Services Analyst III can emphasize one of the following options: personnel, staff development, fiscal, or program analysis; or, incumbents may be assigned to perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility. For positions specifically assigned to a specialized option, specific minimum qualifications and recruitments are permitted which allow for separate lists for each option that meet the specific needs of the assignment.

TYPICAL DUTIES

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

- Leads and performs professional- analytical work pertaining to the review and analysis of departmental operations, policies, and procedures; assigns, coordinates, schedules, and monitors subordinates' work; makes recommendations regarding the evaluation, hiring, and disciplining of staff.
- Performs advanced and specialized analytical assignments that typically include coordinating department-wide functions and/or projects and require extensive knowledge of assigned administrative functions.
- Gathers and studies data regarding department operations; reviews and analyzes organizational studies, policies, procedures, budgetary requirements, personnel management practices, and other aspects of departmental operations; prepares reports and makes recommendations on departmental policies, procedures, and operations.
- Reviews and analyzes complex departmental issues involving legislation, state mandated regulations and procedures, and relevant court decisions to determine the impact on departmental operations; makes recommendations for necessary actions.
- Serves as a resource to management regarding the administrative aspects of a program or staff service; represents the department in meetings with personnel from other departments and agencies.
- May supervise the work of technical and/or clerical support staff.
- Performs related duties as assigned.

For Personnel Option (in addition to the general duties):

- Conducts the more complex recruitments and examinations and/or provides guidance for recruitments and examinations conducted by other unit staff, which may include outreach activities to ensure equal employment opportunity recruiting.
- Conducts classification and compensation studies, including department wide studies, and/or provides technical guidance to unit staff on classification and compensation methods, including job audits, salary surveys, class specification revisions, and/or new class development.
- Participates in labor relations activities; may coordinate and/or handle grievances; may serve as a team member during negotiations.
- Conducts investigations into a variety of employee and/or consumer complaints, which may include civil rights complaints.

For Staff Development Option (in addition to the general duties):

- Implements the most complex training and development programs.
- Identifies, develops, and coordinates resources for all departmental training and staff development and/or directs and advises unit staff in the area of training and

staff development, including workshops, college coursework, training programs, and on-the-job training sessions.

- Conducts and/or directs staff in conducting workshops and training sessions on a variety of topics, including but not limited to technical skills, program areas, supervisory principles, customer service skills, safety, diversity, and sexual harassment prevention.
- Reviews the work of new employees while they are completing a training program to ensure effective learning and progression through the program.

For Fiscal Option (in addition to the general duties):

- Performs complex fiscal analysis and prepares recommendations relating to the status of various fund balance projections, fiscal transactions, and related financial activities for assigned department and/or directs and reviews the work of unit staff in performing fiscal analysis and preparing recommendations.
- Develops and/or directs staff involved in the development of the budget or a portion of the budget, including the proper expenditure coding, document preparation, and other financial-related activities; monitors budgets for various units and projects.
- Provides and/or directs staff providing fiscal and accounting oversight, monitoring, and management of contracts, grants, and other funding/expenditure sources.

For Program Analysis Option (in addition to the general duties):

- Plans, identifies, and analyzes complex program administrative problems for a division and develops solutions, and/or directs staff in planning, identifying and analyzing program administration problems and developing solutions.
- Reviews regulatory materials for program impact and possible review and revision of current systems and procedures.
- Coordinates multi-disciplinary groups for program systems review.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles of public and business administration.
- Principles and practices of effective leadership.
- Departmental organization and relationships.
- Departmental program goals, requirements, and operations.
- Community needs and resources.

Ability to:

- Lead the work of professional analytical staff.
- Analyze problems, select alternatives, identify potential consequences of proposed actions, and implement recommendations in support of departmental objectives.
- Understand, interpret, and apply laws, rules, and regulations as they relate to

various areas of responsibility.

- Collect, interpret, and evaluate narrative and statistical data pertaining to fiscal and management matters.
- Provide verbal and written technical direction to others.
- Communicate effectively in writing in order to prepare a variety of reports, correspondence, and memoranda.
- Establish and maintain effective working relationships.

For Personnel Option (in addition to general KAs)

Knowledge of:

- Principles of public sector personnel administration.
- Principles and methods of position classification, examination administration and development, job analysis, and organization in the public sector; accepted practices to determine job content, evaluate complexity and difficulty of job duties, and identify required skills, knowledge and abilities.
- Statistical methods used in selection and other personnel programs.

Ability to:

- Interpret and apply equal opportunity laws, civil service regulations, and provisions of contracts, ordinances, and negotiated agreements, and other regulations or policies relating to personnel.

For Staff Development Option (in addition to general KAs):

Knowledge of:

- Principles and practices of employee training and development.
- Adult learning processes.
- Variety of training programs for employee development.
- Effective communication, facilitation methods, and aids used for training programs and presentations.

Ability to:

- Plan, coordinate, and implement training programs.
- Speak effectively and convey ideas clearly while facilitating group discussions and training sessions

For Fiscal Option (in addition to general KAs):

Knowledge of:

- Government budget preparation and control; accounting principles, and elementary statistical methods.
- Financial statement preparation.

Ability to:

- Perform budget, grant and contract analysis, preparation, and monitoring.
- Analyze and make effective recommendations regarding financial and accounting procedures.

For Program Analysis Option (in addition to general KAs):

Knowledge of:

- Principles, methods, and techniques of community organization and development, program planning and design, grant writing, budget development,

and program evaluation.

- Theories, principles, goals, and objectives of public social services.
- Laws, rules, and regulations governing assigned program areas.

Ability to:

- Apply social service planning principles and techniques to problems and issues.
- Build coalitions among groups with differing needs and objectives.
- Plan and evaluate social service programs.

MINIMUM QUALIFICATIONS (Education and/or Experience)

-EITHER-

Option I

One (1) year of full time experience comparable to a Staff Services Analyst II;

-OR-

Option II

Graduation from an accredited college or university with a bachelor's degree; **AND**

Depending upon the option recruited for, two (2) years full time professional experience performing general administrative, personnel, fiscal, program, or staff development analytical work.

Substitution: Additional technical or higher-level administrative experience performing general administrative, personnel, fiscal, staff development, or program support work (depending upon the option recruited for) may substitute for up to two (2) years of the required education on a year-for-year basis.

DRIVER LICENSE REQUIREMENT

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

SUPERVISING STAFF SERVICES ANALYST

CLASSIFICATION DEFINITION

Under general direction, a Supervising Staff Services Analyst is responsible for providing first level supervision over professional staff engaged in general administrative, personnel, staff development, fiscal, and/or program analytical work. In addition to the supervisory responsibilities, incumbents typically handle the most difficult and sensitive analytical work in their assigned work unit.

The Supervising Staff Services Analyst classification is the first supervisory level in the Staff Services series. In smaller departments, a Supervising Staff Services Analyst may supervise staff working in more than one administrative functional area. In the larger departments, the class may supervise within a single functional area due to the size and complexity of that function. It is distinguished from the Staff Services Analyst III by its full scope of supervisory responsibilities and the fact that the latter is the advanced journey-level class in the series where incumbents primarily serve as lead workers and/or may perform the more advanced and complex analytical work in the unit, but do not typically supervise other analysts. It is also distinguished from the Principal Staff Services Analyst in that the latter is the highly advanced-level in the Staff Services Analyst series where incumbents serve as functional managers (e.g., as a fiscal administrator or officer) over a complex staff services function but may not have first-line supervisory responsibility over other analysts. Finally, it is distinguished from the Staff Services Manager in that incumbents in the latter class provide second-level supervision over a group of analysts, including one or more supervisors, and also have extensive management responsibility over multiple staff service functions.

Assignment as a Supervising Staff Services Analyst can emphasize one of the following options: personnel, staff development, fiscal, or program supervision and analysis; or, incumbents may be assigned to supervise and perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility. For positions specifically assigned to a specialized option, specific minimum qualifications and recruitments are permitted which allow for separate lists for each option that meet the specific needs of the assignment.

TYPICAL DUTIES

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

- Serves as a first level supervisor over staff engaged in professional analytical work in support of one or more administrative functions; plans, organizes, and supervises staff assignments; establishes performance standards and provides feedback to employees; provides guidance and technical direction to staff in performing their assignments.
- Directs and oversees the collection and analysis of data and makes recommendations on the formulation of policy and procedures, staffing, and

organizational changes.

- Conducts surveys and performs advanced research and statistical analysis on administrative, fiscal, staff development, personnel, and/or programmatic topics.
- Participates in and supervises the design, analysis, development, and implementation of new and revised programs, systems, software, procedures, methods of operation, and forms.
- Compiles materials and coordinates or participates in the preparation of budgets, reports, manuals, and publications.
- Ensures effective coordination of assigned activities with other departments, divisions, units, and outside agencies; represents the department head in committee meetings and on task forces; responds to the more sensitive and difficult complaints and requests for information.
- Performs related duties as assigned.

For Personnel Option (in addition to the general duties):

- Supervises and oversees recruitments and examinations, including outreach activities, to ensure equal employment opportunity recruiting.
- Supervises and oversees classification and pay studies, including job audits, salary surveys, class specification revisions, and/or new class development.
- Supervises and oversees employee and labor relations activities, including grievances; may serve as a team member during negotiations.
- Supervises and oversees investigations into a variety of employee and/or consumer complaints, which may include civil rights complaints.

For Staff Development Option (in addition to the general duties):

- Supervises and oversees departmental training and development programs.
- Supervises and oversees staff engaged in the development and/or coordination of resources for training and staff development including workshops, college coursework, training programs, and on-the-job training sessions.
- Supervises and oversees staff who conduct workshops and training sessions on a variety of topics including but not limited to technical skills, supervisory principles, customer service skills, safety, diversity, and sexual harassment prevention.

For Fiscal Option (in addition to the general duties):

- Supervises and oversees the performance of various fiscal analyses, such as the preparation of recommendations relating to the status of various fund balance projections, fiscal transactions, and related financial activities; analyzes findings and prepares recommendations for department management.
- Supervises and/or participates in the development of a portion of the departmental budget including the proper expenditure coding, document preparation, and other financial-related activities; monitors budget for various units and projects.
- Monitors and reconciles grants and contracts.

For Program Analysis Option (in addition to the general duties):

- Supervises and oversees the identification and analysis of program administration problems and develops solutions.
- Reviews regulatory materials for program impact and possible review and revision of current systems and procedures.
- Coordinates multi-disciplinary groups for program systems review.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of public and business administration.
- Principles of personnel, budget, and program administration.
- Governmental functions and organization.
- Principles and practices of supervision.
- Departmental program goals, requirements, and operations.
- Community needs and resources.

Ability to:

- Supervise the work of subordinate professional analytical staff.
- Select, train, evaluate, and discipline subordinate staff.
- Plan, organize, and direct the day-to-day activities of an assigned work unit.
- Analyze complex data and present ideas and information effectively.
- Identify problems and central issues and develop workable solutions.
- Provide information to managers and other supervisors on a wide variety of matters.
- Recommend and implement changes and improvements in assigned areas.
- Analyze problems, select alternatives, identify potential consequences of proposed actions, and implement recommendations in support of departmental objectives.
- Understand, interpret, and apply laws, rules, and regulations as they relate to various areas of responsibility
- Speak and write effectively using proper English.
- Establish and maintain effective working relationships.

For Personnel Option (in addition to general KAs)

Knowledge of:

- Principles of public sector personnel administration.
- Principles and methods of position classification, examination administration and development, job analysis, and organization in the public sector; accepted practices to determine job content, evaluate complexity and difficulty of job duties, and identify required skills, knowledge, and abilities.
- Statistical methods used in selection and other personnel programs.

Ability to:

- Interpret and apply equal opportunity laws, civil service regulations, and

provisions of contracts, ordinances, and negotiated agreements and other regulations or policies relating to personnel.

For Staff Development Option (in addition to general KAs):

Knowledge of:

- Principles and practices of employee training and development.
- Adult learning processes.
- The variety of training programs appropriate for employee development.
- Effective communication, facilitation methods, and aids used for training programs and presentations.

Ability to:

- Plan, coordinate, and supervise the implementation of training programs.
- Speak effectively and convey ideas clearly while facilitating group discussions and training sessions.

For Fiscal Option (in addition to general KAs):

Knowledge of:

- Principles, methods, and procedures of budget preparation and control; general accounting principles; standard statistical methods.
- Financial statement preparation.

Ability to:

- Supervise and perform budget analysis, preparation, and monitoring.
- Analyze and make effective recommendations regarding financial and accounting procedures.

For Program Analysis Option (in addition to general KAs):

Knowledge of:

- Principles, methods, and techniques of community organization and development, program planning and design, grant writing, budget development, and program evaluation.
- Theories, principles, goals, and objectives of public social services.
- Laws, rules, and regulations governing assigned program areas

Ability to:

- Apply social service planning principles and techniques to problems and issues.
- Build coalitions among groups with differing needs and objectives.
- Plan and evaluate social service programs.

MINIMUM QUALIFICATIONS (Education and/or Experience)

-EITHER-

Option I

One (1) year of full time experience comparable to a Staff Services Analyst III;

-OR-

Option II

Two (2) years of full time experience comparable to a Staff Services Analyst II;

-OR-

Option III

Graduation from an accredited college or university with a bachelor's degree; **AND**

Depending upon the option recruited for, three (3) years of professional experience performing general administration, personnel, fiscal, staff development, and/or program analysis work. Lead or supervisory experience is desirable.

Substitution: Additional technical or higher-level administrative experience performing general administrative, personnel, fiscal, staff development, or program support work (depending upon the option recruited for) may substitute for up to two (2) years of the required education on a year-for-year basis.

DRIVER LICENSE REQUIREMENT

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

PRINCIPAL STAFF SERVICES ANALYST

CLASSIFICATION DEFINITION

Under general direction, a Principal Staff Services Analyst manages and administers one or more department-wide staff services functions; plans, organizes, directs, and controls functional activities pertaining to general, fiscal, personnel, and/or staff development services; performs highly advanced and complex analytical duties in support of the assigned function(s); and performs other work as required.

This is the highly advanced-level class in the professional Staff Services series. In a small department, incumbents may be responsible for managing and administering several staff services functions. In a larger department, incumbents are typically responsible for managing and administering a single, department-wide staff services function, depending on the size and scope of that function. In addition to managing and administering the assigned function(s), the incumbent also performs highly advanced and complex analytical work. Incumbents may supervise subordinate clerical, technical, and/or professional staff; however, supervision is not a distinguishing characteristic of this classification. Instead, positions are primarily characterized by their functional management responsibilities.

The Principal Staff Services Analyst classification is distinguished from the Staff Services Analyst III in that the latter describes a lead worker who does not manage or administer a major department-wide staff function. It is also distinguished from the Supervising Staff Services Analyst in that the latter is primarily a first level supervisor over a group of professional analyst staff. Finally, it is distinguished from the class of Staff Services Manager in that the latter describes an incumbent who serves as a second level professional supervisor and also has advanced management responsibility over multiple divisions and functions.

The Principal Staff Services Analyst differs from child support or social service program manager classifications in that incumbents in the former manage administrative rather than program-related functions pertaining to employment, eligibility, social services, or child support.

Assignment as a Principal Staff Services Analyst can emphasize one the following options: personnel, staff development, or fiscal analysis; or, incumbents may be assigned to perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility. For positions specifically assigned to a specialized option, specific minimum qualifications and recruitments are permitted.

TYPICAL DUTIES

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

- Plans, directs, and manages the activities of a staff services functional area with department-wide scope and impact.
- Provides guidance and technical direction to management, supervisors, and

subordinate staff; serves as a highly skilled subject matter expert in areas of assignment.

- Plans, directs, and manages the collection and analysis of data; makes recommendations on the formulation of policy and procedures, as well as staffing and organizational changes.
- Plans, directs, and manages the implementation of surveys; directs and/or performs research and statistical analysis on complex administrative, fiscal, personnel, and/or programmatic matters.
- Plans, directs, and manages the design, analysis, development, and implementation of new and revised programs, systems, software, procedures, methods of operation, and forms.
- Plans, directs, and manages the preparation of budgets, reports, manuals, and/or publications.
- Ensures effective coordination of assigned activities with other departments, divisions, units, and outside agencies; represents the department head in committee meetings; responds to the more sensitive and difficult complaints and requests for information.
- May supervise the work of clerical, technical, and/or professional analyst staff; establishes work priorities and performance standards and provides feedback to subordinates.
- Performs related duties as assigned.

For Personnel Option (in addition to the general duties):

- Serves as the personnel officer with department-wide responsibility for administering personnel functions.
- Plans, directs, and manages recruitments and examinations, including outreach activities, to ensure equal employment opportunity recruiting.
- Plans, directs, and manages classification and pay studies, including job audits, salary surveys, class specification revisions, and/or new class development.
- Plans, directs, and manages labor relations activities including handling grievances and serving as a team member during negotiations.
- Plans, directs, and manages investigations into a variety of employee and/or consumer complaints, which may include civil rights complaints.

For Staff Development Option (in addition to the general duties):

- Serves as the departmental staff development officer with responsibility for managing department-wide staff development functions.
- Plans, directs, and manages activities to meet department-wide training and development needs.
- Plans, directs, and manages the development and/or coordination of resources for department-wide training and staff development including workshops, college coursework, training programs, and on-the-job training sessions.
- Plans, directs, and manages the development and delivery of department-wide workshops and training sessions on a variety of topics including but not limited to

technical skills, supervisory principles, customer service skills, safety, diversity, and sexual harassment training modules.

For Fiscal Option (in addition to the general duties):

- Serves as the fiscal officer with department-wide responsibility for administering fiscal functions.
- Directs and oversees staff in performing various fiscal analyses, preparation of recommendations relating to the status of various fund balance projections, fiscal transactions, and related financial activities; analyzes findings and prepares recommendations for department management.
- Plans, directs, and manages the development of the departmental budget including the proper expenditure coding, document preparation, and other financial-related activities; monitors budget for various units and projects.
- Plans, directs, and manages the administration, monitoring, and reconciliation of grants and contracts.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of management in a public agency departmental setting.
- Advanced principles and practices of public and business administration, including employee supervision.
- Principles of personnel, budget, and program management.
- Principles and methods of strategic planning.
- Governmental functions and organization.
- Principles and practices of leadership and supervision.
- Departmental program goals, requirements, and operations.
- Community needs and resources.

Ability to:

- Plan, organize, direct, and control the staff and activities of a department-wide staff services function.
- Administer and perform highly complex activities associated with department-wide fiscal, personnel, staff development, or general analysis.
- Analyze data and present ideas and information effectively.
- Identify problems and central issues and develop workable solutions.
- Consult with and advise executive staff, managers, and supervisors on a wide variety of matters.
- Participate in strategic planning activities to recommend and implement organizational changes and improvements.
- Analyze complex organizational problems, select alternatives, identify potential consequences of proposed actions, and implement recommendations in support of departmental objectives.
- Understand, interpret, and apply laws, rules, and regulations as they relate to

assigned areas of responsibility.

- Speak and write effectively using proper English.
- Establish and maintain effective working relationships.

For Personnel Option (in addition to general KAs)

Knowledge of:

- Advanced principles of public sector personnel administration.
- Advanced principles and methods of position classification, examination administration and development, job analysis, and organization in the public sector; accepted practices to determine job content, evaluate complexity and difficulty of job duties, and identify required skills, knowledge, and abilities.
- Statistical methods used in selection and other personnel programs.

Ability to:

- Interpret and apply equal opportunity laws, civil service regulations, and provisions of contracts, ordinances, and negotiated agreements and other regulations or policies relating to personnel.

For Staff Development Option (in addition to general KAs):

Knowledge of:

- Advanced principles and practices of employee training and development.
- Adult learning processes.
- The variety of training programs appropriate for employee development.
- Effective communication, facilitation methods, and aids used for training programs and presentations.

Ability to:

- Manage the development and implementation of training programs.
- Speak effectively and convey ideas clearly while facilitating group discussions and training sessions

For Fiscal Option (in addition to general KAs):

Knowledge of:

- Advanced principles, methods, and procedures of budget preparation and control; general accounting principles; standard statistical methods.
- Financial statement preparation.

Ability to:

- Manage and perform various aspects of budget analysis, preparation, and monitoring.
- Analyze and make effective recommendations regarding financial and accounting procedures.

MINIMUM QUALIFICATIONS (Education and/or Experience)

-EITHER-

Option I

One (1) year of full time experience comparable to a Supervising Staff Services Analyst;

-OR-

Option II

Two (2) years of full time experience comparable to a Staff Services Analyst III;

Option III

Three (3) years of full time experience comparable to a Staff Services Analyst II;

-OR-

Option IV

Graduation from an accredited college or university with a bachelor's degree; AND

Depending upon the option recruited for, four (4) years of professional experience performing general administration, personnel, fiscal, staff development, and/or program analysis work.

Substitution: Additional technical or higher-level administrative experience performing general administrative, personnel, fiscal, staff development, or program support work (depending upon the option recruited for) may substitute for up to two (2) years of the required education on a year-for-year basis.

DRIVER LICENSE REQUIREMENT

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