



COUNTY OF EL DORADO

Agriculture Weights and Measures Final Classification Report

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Background/Introduction

The Human Resources Department (HR) conducted a limited classification study of a single position assigned to the Sr. Office Assistant classification within the Department of Agriculture Weights and Measures; the position is encumbered by Ms. Deanna Tompkins.

Ms. Tompkins reports to Ms. Charlene Carveth, Agricultural Commissioner/Sealer Weights and Measure, who plans, organizes, manages, and provides direction and oversight for all functions and activities of the Department of Agriculture Weights and Measures.

By way of background, the County of El Dorado (County) retained Koff & Associates (K&A) to conduct a County-wide classification study to ensure current job descriptions are consistent with industry standards and that employees are in the correct classification based on the duties and responsibilities assigned. K&A provided a final classification report in May 2017. Unfortunately, there were delays in starting the classification study, and the impact of the delays resulted in K&A not having adequate time to complete the employee review process prior to expiration of the contract. Therefore, in the Fall of 2017 a new strategy was implemented to ensure employees' feedback was given the proper consideration and response prior to implementation.

K&A recommended reclassifying Ms. Tompkins' position to the Office Assistant I/II classification. Ms. Tompkins submitted a feedback form and indicated that "several other positions combined fit my job description as well: Public Services Assistant, Administrative Assistant, Secretary, Sr. Office Assistant, Administrative Secretary, and Executive Secretary".

Overview of Study Tasks

In conducting the classification study, HR:

1. Reviewed the Position Description Questionnaire (PDQ) completed by the incumbent. *[completed]*
2. Conducted a detailed analysis of the incumbent's feedback concerning her objection to the recommended job description and classification allocation. *[completed]*
3. Conducted a follow-up interview with the incumbent's supervisor/manager to affirm information contained within the PDQ and to obtain the supervisor's/ manager's perspective on the position's responsibilities. *[completed]*
4. Analyzed all of the information gathered via the PDQ, job descriptions, and interview notes from the supervisor and department director to identify the scope and level of work performed as well as the typical duties and the requisite knowledge, skills, abilities, and other job-related characteristics required to perform the work. *[completed]*
5. Identified an appropriate classification and necessary revision to the job description. *[completed]*
6. Developed a Final Classification Study Report. *[completed]*

Classification Framework

The classification analysis for this study relies upon sound principles of job evaluation and classification. The approach identifies classifications that reflect distinct differences in levels and types of work as determined through the use of established allocation factors and classification concepts. This section of the report presents the conceptual framework for the methods used by HR in analyzing a classification recommendation for this study position.

General Guideline and Definitions

Point in Time Analysis

A classification study primarily captures the essential nature of positions at a single point in time. Therefore, recommendations cannot be based upon all possible future changes, particularly in a rapidly changing environment where organizational needs, technologies, and skill requirements are continuously evolving.

Whole-Job Analysis

For purposes of this study, HR used a whole-job analysis approach. This methodology analyzes the job as a whole, rather than by individual factors, by evaluating the core duties and responsibilities, the nature and level of work performed, and the minimum qualifications which are required to perform the work. This approach compares jobs with one another on the basis of an overall evaluation of difficulty or performance. The entire position, including the skills required, the decision-making authority, the scope, the magnitude of work, and the accountability for results, is compared as a whole to other positions.

Preponderant Duties

Classification studies often find that positions are assigned a wide range of duties and that incumbents have various levels of responsibility at any one time. Therefore, the positions must be analyzed based on their preponderant duties. Preponderance is a measure of importance; the most preponderant duties of a position are those that support the primary purpose of the position. Sometimes the most time-consuming duties of a position are preponderant; however, consideration must sometimes be given to the responsibility and complexity of certain duties that do not occupy the majority of the incumbent's time. Overall, the determination of preponderance is a judgment call based on a consistent set of factors.

Level and Not Volume of Work

Position classification is a reflection of the level of work performed by an employee; and thus, it is generally independent of volume. For example, if one employee processes double the work of another, yet the percentages of time spent on those tasks and other duties are comparable, a single classification should be appropriate for both positions. In fact, study questionnaires do not ask for, and HR would not consider, the relative productivity of employees when evaluating positions. Likewise, classifications are not distinguished by the amount of time spent by incumbents on tasks or the volume of work assigned to positions since problems of excessive workload are properly solved by redistributing work or adding employees, and not by creating new classifications.

Determining Classification Breadth and Depth

Classification plans generally establish classifications based on a determination of "sufficient similarity". However, within an individual organization, sufficient similarity can be interpreted to coincide with the

goals and philosophy of the organization. For example, a broad interpretation recognizes positions that share a core set of duties, but accepts substantial variation between positions, resulting in varied assignments within each classification. In contrast, a narrow interpretation might create separate narrow classifications to address such variations.

Allocation Factors

Allocation factors are standards that are used to measure job requirements of individual positions. These factors can be compared in order to measure the similarities and differences among positions. The common allocation factors used to evaluate this study position included:

- Decision Making - Consists of [a] the decision-making responsibility and degree of independence or latitude that is inherent in the position, and [b] the impact of the decisions.
- Scope and Complexity - Defines the breadth and difficulty of the assigned function or program responsibility inherent in the classification.
- Contact with Others Required by the Job - Measures [a] the types of contacts, and [b] the purpose of the contacts.
- Supervision Received and Exercised - Describes the level of supervision received from others and the nature of supervision provided to other workers. It relates to the independence of action inherent in a position.
- Knowledge, Skills, and Abilities - Defines the knowledge, skills, and abilities necessary to perform assigned responsibilities.

Classification Analysis

Ms. Tompkins has been with the County and in her current position for approximately nine and one half (9.5) years. She is currently classified as a Sr. Office Assistant in which she performs front office duties that include assisting customers in person or on a multi-line phone, receiving and routing incoming mail, logging and data entry of reports and requests, and filing. Specific duties presented in the following Table are taken from the PDQ completed by Ms. Tompkins:

ESSENTIAL JOB FUNCTIONS – Deanna Tompkins		
Task #	Tasks	Percentage of Time
1	Lead in Front Office to assist customers in person or on multi line phone for Ag, Weights & Measures & Wildlife services by announcing callers, relays messages, communicates with biologist for nursery inspection when needed while they are in El Dorado or Alpine County or Wildlife Trapper. Receives, opens, timestamps and routes incoming mail, receipt Device payments, makes appointments for permit renewals on line. Explains complex eligibility standards and procedures to public and assists with filling out proper applications or documents, performs	20%

ESSENTIAL JOB FUNCTIONS – Deanna Tompkins		
Task #	Tasks	Percentage of Time
	difficult or complex technical and specialized office support work that may require independent judgement. Keep forms for programs up to date.	
2	Wildlife calls, logs requests for traps, texts wildlife trapper or texts for animal pick up or livestock kill	13%
3	Daily entry of pesticide use reports in Cal Ag Permit program; call permit holder if incomplete information.	30%
4	Small Farm application intake and work with Deputy Commissioner for her review. Data entry in excel spreadsheet for record keeping. Scan to EID's staff and mail out certificate to applicant.	13%
5	Certified Producer Certification application process, review for content, edit, assign number, Signature from certified biologist after review, emboss and distribute and/or fax to other counties and State Department.	10%
6	Open department mail, distribute mail or contracts, look for time sensitive documents, receipt device registration payments, pull invoice, and receipt HazMat payments.	5%
7	Receive Nursery shipment calls and/or faxes. Text or help assign to appropriate biologist	6%
8	Department mailings as needed; Selling and receipt skunk deodorizer or pesticide signs; Public Records Act Request fax or request to commissioner; Pesticide report filing, process file, pull for biologist label making and receipting annual registrations; Rental Spray equipment, calendar event, collect receipt and rental agreement, calendar biologist for fork lift or equipment check in; Cashbox, receipting, totaling end of day, locking up at end of day; Order copy machine supplies, take inventory of office supplies; Cut out newspaper articles for binder, conduct annual records retention and purge appropriate files.	3%

Supervisor/Manager Comments

A meeting was conducted with Ms. Tompkins' immediate supervisor, Ms. Charlene Carveth, Agricultural Commissioner/Sealer Weights and Measure.

Ms. Carveth affirmed the statements within Ms. Tompkins' PDQ and affirmed that although Ms. Tompkins has many years of experience, the duties that Ms. Tompkins performs are not at the Sr. Office Assistant level, considering that the critical distinction between the Sr. Office Assistant and Office Assistant I/II is the performance of lead direction to a group of lower level office assistants.

Consistent with the information presented in the Table, Ms. Carveth confirmed that the primary duties and responsibilities are spent performing general clerical duties for the department, which include:

- Answering the telephone; communicating with staff in the field
- Handling mail - opening, timestamping, routing
- Logging calls and tracking requests
- Data entry of pesticide use reports
- Assisting the public with filling out applications and forms

After reviewing the documents presented, Ms. Carveth supported the conclusion that the position should be reclassified.

Job Description Content - Sr. Office Assistant (Appendix A)

This classification is defined as one which “Under direction, provides lead direction, including setting priorities, training, and directing the work of assigned staff; provides a limited spectrum of office support activities to an assigned department, which may include word processing, data entry and organization, reprographics, telephone and counter reception, scheduling, updating websites, maintain records, and filing; creates routine forms, memoranda, correspondence, and/or reports; provides information and assistance to staff and the general public.” The critical distinction of this classification is the performance of lead direction to a group of lower level office assistants

The “Examples of Typical Duties” section within the job description further articulates the associated duties and responsibilities assigned to this classification.

Job Description Content - Proposed Office Assistant II (Appendix B)

This classification is defined as one which “Under immediate or general supervision, provides a limited spectrum of office support activities to an assigned department, which may include word processing, data entry and organization, reprographics, telephone and counter reception, scheduling, updating websites, maintain records, and filing; creates routine forms, memoranda, correspondence, and/or reports; performs routine operation of equipment; provides information and assistance to staff and the general public.”

The “Examples of Typical Duties” section within the job description further articulates the associated duties and responsibilities assigned to this classification.

Findings

After review and analysis of the duties and responsibilities assigned to the position encumbered by Ms. Tompkins, HR determined that the preponderant duties are to provide and perform a variety of responsible, routine office support duties, such as word processing, data entry, telephone, and counter reception, scheduling, data entry, and filing. The current classification, to which the position is assigned, Sr. Office Assistant, is not reflective of the work performed since Ms. Tompkins is not functioning as a lead over a group of lower level office assistants and is not responsible for the performance of complex office support duties. Furthermore, the supervision received and exercised by Ms. Tompkins’ position are not consistent with that of a senior level classification.

In reviewing and analyzing the job descriptions for the two classifications noted above, the data provided by the incumbent and the supervisor as compared against the allocation factors noted on page 3, and the current duties and responsibilities; HR finds that Office Assistant II is the appropriate classification. Therefore, HR agrees with K&A's recommendation to reclassify the position to an Office Assistant II. Due to the nature of the reclassification, Ms. Tompkins' salary will be frozen, or "Y-rated", until the time when the salary of the new classification surpasses Ms. Tompkins' current salary. At that time, Ms. Tompkins will become eligible for further salary and equity increases.

Appendix A

Sr. Office Assistant Job Description

SR. OFFICE ASSISTANT

DEFINITION

Under direction, provides lead direction, including setting priorities, training, and directing the work of assigned staff; provides a limited spectrum of office support activities to an assigned department, which may include word processing, data entry and organization, reprographics, telephone and counter reception, scheduling, updating websites, maintain records, and filing; creates routine forms, memoranda, correspondence, and/or reports; provides information and assistance to staff and the general public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced/lead-level classification in the Office Assistant series. Incumbents work under direction and exercise discretion and independent judgment in performing the full range of routine to complex clerical duties. The critical distinction of this classification is the performance of lead direction to group of lower level office assistants.

This class is distinguished from the Office Services Supervisor in that the latter is the full supervisory-level in this series.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides lead direction, training, and work review and evaluation to an office support staff; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
- Provides input into selection decisions and other personnel decisions.
- Performs specialized office support work, which may require the knowledge of detailed or specialized activities related to the department to which assigned.
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic or statistical calculations.
- Provides information to the public or to County staff, which may require some interpretation of rules, policies, and/or procedures.
- Assists staff with the resolution of situations that arise in contact with customers regarding department-related work.
- Organizes and maintains various departmental files.
- Maintains records and processes various forms, applications, permits or other documents specific to the department or division unit.

- Types correspondence, reports, forms, and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated recordings, or brief instructions, using a typewriter or word processor; may compose standard correspondence from brief instructions.
- Proofreads and checks typed and other material for accuracy, completeness, compliance with departmental policies; and correct English usage, including grammar, punctuation, and spelling.
- Enters, edits, and retrieves data, and prepares periodic or special reports from an on-line or personal computer system following established formats and menus; may create report formats using programmed software to meet individual needs.
- Performs other routine clerical support work as required, which may include, but is not limited to, copying documents, filing/retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, scanning/imaging/indexing documents, opening and distributing mail, processing outgoing mail, ordering and maintaining inventory of supplies and forms, etc.
- Establishes and maintains office files; researches and compiles information from such files; purges files as required.
- May serves as a receptionist; receives and screens visitors and telephone calls, and takes messages; provides factual information regarding County or unit activities and functions,
- May compile materials for meetings, prepare agendas, and attend such meetings to take summary notes as required.
- Attends various meetings and training as required or appropriate.
- Performs related duties as assigned.

When assigned to Recorder Clerk:

- Prepares documents of various sizes and shapes, including maps and other large size images, for filming and scanning, by removing staples and clips, placing documents in or on the equipment and arranging documents in date or other order such as document number.
- Scans document utilizing an imaging scanner; maintains quality of images by using prescribed controls and methods as required by the imaging device.
- Operates, adjusts, and performs minor maintenance to microfilming, micro imaging, scanning, imaging, automatic filming, duplicating and copy reproduction equipment, optical disks and other micro imaging equipment.
- Films documents using appropriate equipment and adjusting image to appropriate size utilizing proper density and exposure settings on camera.
- Inspects, edits, and splices film to remove micro imaging errors and ensure appropriate order.
- Identifies, labels, and files film, following established procedures.
- Performs maintenance and makes repairs and adjustments to microfilming, micro imaging and related equipment.

When assigned to Development Services:

- Reviews complex permit applications for completeness and conformance to permit requirements.
- Performs various bookkeeping tasks, which may include, but are not limited to, calculating fees, collecting and receipting monies, and issuing receipts.

When assigned to a Law and Justice Departments:

- Reads and processes various complex legal documents such as court calendars, court orders, booking slips, probation reports, criminal records, petitions, proofs of service, arrest warrants, and other legal information.
- Verifies codes, edits, enters, and retrieves legal data; prepares reports from an on-line or personal

- computer system following established formats; may access confidential statewide data files.
- Receives, reviews, and imports legal documents, arrest, citations, or incident records, probation reports, files, and cases to identify inaccurate, inconsistent and unclear codes, data, and other information; notifies and assigns to the appropriate staff member; may participate in resolving problem situations related to various legal documents received; checks court and legal documents for proper authorization and obtains missing signatures and prepare court files.
- Monitors security cameras of people coming in and out of law and justice department buildings.
- Conducts preliminary screening of offenders for program eligibility, explains the requirements, and provides assistance with completing various forms.
- Determines acceptability of information and proper action to be taken based on established oral or written instructions.
- Contacts various agencies and organizations regarding the status of documents, and provides information on case status to law enforcement agencies as requested.

When assigned to Medical Records:

- Provides information to the public or to County staff that requires the use of judgment and the interpretation of policies, rules or procedures.
- Schedules patient appointments and prepares daily appointment schedule; schedules medical tests and procedures, as assigned.
- Orders, receives and organizes patient charts for daily appointment schedule preparation and varied record keeping activities; may pull and file charts located within assigned area; reviews charts for necessary documentation and diagnostic test authorizations from health care staff; closes patient charts as authorized.
- Provides for intake and registration of patients; interviews patients to obtain medical information and appropriate documentation required to open patient charts.
- Transcribes patient information histories, physical examination notes and related patient medical information containing specialized medical terminology.
- Reviews financial and insurance status of patient; explains treatment costs and methods of payment; performs periodic re-evaluations, re-determinations and adjustments as necessary; collects fees, issues receipts and balances daily monies received.
- Provides necessary back-up for assigned medical office support staff.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Office administrative practices and procedures, including filing and the operation of standard office equipment.
- County and assigned department/division programs, goals, and policies and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Legal documents, forms, and terminology.
- Business arithmetic, including percentages and decimals.
- Basic recordkeeping principles and practices.
- Business letter writing and the standard format for typed materials
- Basic real property description terminology and concepts.
- Medical terminology as related to office support work.
- Victims' Mary's Law rights.

- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department/division or program.
- Operation, adjustment, and minor maintenance of a variety of photo reproduction, microfilming, micro imaging, and imaging equipment.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation

Ability to:

- Plan, organize, and coordinate the work of administrative support staff.
- Train others in work procedures.
- Provide staff leadership and work direction.
- Perform specialized, office support work.
- Analyze and resolve varied office administrative problems.
- Perform legal office support work accurately.
- Type accurately at speeds necessary for successful job performance.
- Research and compile a variety of information and materials.
- Read and interpret rules, policies, and procedures.
- Organize, research, and maintain office files.
- Verify scanned images.
- Read and interpret basic plans, documents, maps, and permit applications.
- Operate, adjust, utilize, and perform minor maintenance to imaging scanners and personal computers, photo reproduction, microfilming, and various micro imaging equipment.
- Make accurate arithmetic calculations.
- Compose routine correspondence from brief instructions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from high school, and two (2) years of office support experience at a level equivalent to the County's class of Office Assistant II.

When assigned to a medical/clinical division, law and justice, Development Services or Recorder Clerk department, previous knowledge and experience in the assigned area is desirable.

Licenses and Certifications:

➤ None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; operate a motor vehicle and visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Depending on the area assigned, employees may interact with members of the public under emotionally stressful conditions.

WORKING CONDITIONS

If assigned to a Law and Justice Department, incumbents must pass a thorough background investigation.

Appendix B

Office Assistant I/II Job Description

OFFICE ASSISTANT I/II

DEFINITION

Under immediate or general supervision, provides a limited spectrum of office support activities to an assigned department, which may include word processing, data entry and organization, reprographics, telephone and counter reception, scheduling, updating websites, maintain records, and filing; creates routine forms, memoranda, correspondence, and/or reports; performs routine operation of equipment; provides information and assistance to staff and the general public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate or general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Office Assistant I: This is the entry-level classification in the Office Assistant series. Initially under close supervision, incumbents learn office and County procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Office Assistant II: This is fully qualified journey-level classification in the Office Assistant series, fully competent to independently perform a variety of responsible office support duties. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Sr. Office Assistant in that the latter functions as a lead over lower level clerical staff.

This class is further distinguished from the Administrative Assistant in that the latter performs a broad range of routine to complex clerical and administrative duties that vary in the scope and variety of duties assigned. In addition, positions may require some programmatic knowledge.

Positions in the Office Assistant class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs a variety of office support duties related to the assigned work unit.
- Gathers information from a variety of sources for the completion and processing of forms, records, applications, etc.; contacts individuals to obtain additional information.
- Serves as a receptionist; receives and screens visitors, and checks them in for appointments; receives and screens telephone calls, and takes messages; provides factual information regarding County, department, or division activities.
- Maintains records, and processes various forms, applications, permits, or other documents specific to the department or division unit.
- Types correspondence, reports, forms, and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated recordings, or brief instructions, using a typewriter or word processor; may compose standard correspondence from brief instructions.
- Proofreads and checks typed and other material for accuracy, completeness, compliance with departmental policies; and correct English usage, including grammar, punctuation, and spelling.
- Enters, edits, and retrieves data, and prepares periodic or special reports from an on-line or personal computer system following established formats and menus; may create report formats using programmed software to meet individual needs.
- Performs other routine clerical support work as required, which may include, but is not limited to, copying documents, filing/retrieving files, processing mail, faxing information, collating documents, maintaining lists and logs, scanning/imaging/indexing documents, opening and distributing mail, processing outgoing mail, ordering and maintaining inventory of supplies and forms, etc.
- Establishes and maintains office files; researches and compiles information from such files; purges files as required.
- compiles materials for meetings, prepare agendas, and attend such meetings to take summary notes as required.
- provides instruction and training to new temporary or part-time staff as assigned.
- Attends various meetings and training as required or appropriate.
- Performs related duties as assigned.

When assigned to Clerk Recorder:

- Prepares documents of various sizes and shapes, including maps and other large size images, for filming and scanning, by removing staples and clips, placing documents in or on the equipment, and arranging documents in date or other order such as document number.
- Scans documents utilizing an imaging scanner; maintains quality of images by using prescribed controls and methods as required by the imaging device.
- Operates, adjusts, and performs minor maintenance to microfilming, micro imaging, scanning, imaging, automatic filming, duplicating and copy reproduction equipment, optical disks, and other micro imaging equipment.
- Films documents using appropriate equipment, and adjusts image to appropriate size utilizing proper density and exposure settings on camera.
- Inspects, edits, and splices film to remove micro imaging errors and ensure appropriate order.
- Identifies, labels, and files film, following established procedures.

When assigned to Development Services:

- Reviews permit applications for completeness and conformance to permit requirements.
- Performs various bookkeeping tasks, which may include, but are not limited to, calculating fees, collecting and receipting monies, and issuing receipts.

When assigned to a Law and Justice Departments:

- Reads and processes various legal documents such as court calendars, court orders, booking slips, probation reports, police reports, criminal records, petitions, proofs of service, arrest warrants, and other legal information.
- Verifies, codes, edits, enters, and retrieves legal data; prepares reports from an on-line or personal computer system following established formats; may access or have access to confidential statewide data files.
- Receives, reviews, and imports legal documents, arrest, citations, or incident records, probation reports, files, and cases to identify inaccurate, inconsistent and unclear codes, data, and other information; notifies and assigns to the appropriate staff member; may participate in resolving problem situations related to various legal documents received; checks court and legal documents for proper authorization and obtains missing signatures and prepare court files.
- Monitors security cameras of people coming in and out of law and justice department buildings.
- Conducts preliminary screening of offenders for program eligibility, explains the requirements, and provides assistance with completing various forms.
- Determines acceptability of information and proper action to be taken based on established oral or written instructions.
- Contacts various agencies and organizations regarding the status of documents, and provides information on case status to law enforcement agencies as requested.
- Processing, maintaining, and distributing case discovery.
- Intakes, reviews, processes victim claims and correspondence.
- Intakes, reviews, processes law enforcement reports.

When assigned to Medical Records:

- Schedules patient appointments and prepares daily appointment schedule; schedules medical tests and procedures, as assigned.
- Orders, receives and organizes patient charts for daily appointment schedule preparation and varied record keeping activities; may pull and file charts located within assigned area; reviews charts for necessary documentation and diagnostic test authorizations from health care staff; closes patient charts as authorized.
- Provides for intake and registration of patients; interviews patients to obtain medical information and appropriate documentation required to open patient charts.
- Transcribes patient information histories, physical examination notes and related patient medical information containing specialized medical terminology.
- Reviews financial and insurance status of patient; explains treatment costs and methods of payment; performs periodic re-evaluations, re-determinations and adjustments as necessary; collects fees, issues receipts and balances daily monies received.

QUALIFICATIONS

Some knowledge and abilities may be performed by positions at the entry (I) level in a learning capacity.

Knowledge of:

- Clerical practices and procedures.
- County and assigned department programs, goals, and policies and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic recordkeeping principles and practices.
- Business letter writing and the standard format for typed materials.
- Legal documents, forms, and terminology.
- Business arithmetic, including percentages and decimals.
- Basic real property description terminology and concepts.
- Medical terminology as related to office support work.
- Victims' Mary's Law rights.
- Methods of preparing and processing various records, reports, forms, and other documents particular to assigned department or program.
- Operation, adjustment, and minor maintenance of a variety of photo reproduction, microfilming, micro imaging, and imaging equipment.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, victims, witnesses, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform specialized processes, procedures, and office support tasks related to the department to which assigned.
- Perform detailed office support work accurately.
- Organize and maintain accurate files and records.
- Type accurately at speeds necessary for successful job performance.
- Perform detailed legal office support work accurately.
- Make accurate arithmetic calculations.
- Research and compile a variety of information and materials.
- Compose routine correspondence from brief instructions.
- Verify scanned images.
- Read and interpret basic plans, documents, maps, and permit applications.
- Operate, adjust, utilize, and perform minor maintenance to imaging scanners and personal computers, photo reproduction, microfilming, and various micro imaging equipment.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socioeconomic and cultural backgrounds.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.

- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Office Assistant I: Equivalent to graduation from high school.

Office Assistant II: Equivalent to graduation from high school, and one (1) year of general clerical or office assistant experience at a level equivalent to the County's class of Office Assistant I when assigned to a medical/clinical division, law and justice, Development Services or Recorder Clerk department, previous knowledge and experience in the assigned area is desirable.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Depending on the area assigned, employees may interact with members of the public under emotionally stressful conditions.

WORKING CONDITIONS

If assigned to a Law and Justice Department, incumbents must pass a thorough background investigation.