

SALARY RECOMMENDATION FOR SERVICES SUPPORT ASSISTANT III – MERIT

Note: Each Merit System Services (MSS) County is allowed to establish unique job titles that may differ from those established by MSS or other MSS Counties. To minimize confusion, the job titles referred to in this report reflect those established by El Dorado County (even where different job titles have been established for the same classifications by MSS or other MSS Counties).

Background

A classification study was conducted by Merit System Services (MSS) of the Office Assistant III positions assigned MediCal Eligibility Determination System (MEDS) clerical duties in the Health and Human Services Agency (HHS). MSS determined that two (2) positions should be reclassified to the newly created Services Support Assistant III classification. HHS has requested a salary range be established for this newly created classification. Based on the duties and responsibilities of this position, the department has suggested that the salary be set between that of the Office Assistant III and the Eligibility Systems Specialist (MSS classification of System Support Analyst). This report reflects the analysis done and the resulting salary recommendation.

Methodology

In order to determine the appropriate salary for the classification of Services Support Assistant III, the following was done:

- A review of the class specifications for Eligibility Systems Specialist, Services Support Assistant III and Office Assistant III.
- A review of various specialized administrative support classifications utilized within the county.
- A review of other MSS counties' compensation plans who utilize the classification of Services Support Assistant III.

Findings

Comparison of Job Duties of Identified Classifications

The Eligibility Systems Specialist is a higher level classification from that of the Services Support Assistant III. The Eligibility Systems Specialist functions as the main resource for users of a statewide automated system and related systems which support public assistance and/or child welfare services. Incumbents are expected to have and apply extensive knowledge of multiple systems, computer hardware equipment and software applications. They are responsible for answering questions and resolving problems related to the use, application, and operation of a statewide automated system utilized in the HHS.

This differs from the responsibilities of the Services Support Assistant III who operates automated systems or specialized software programs (such as MEDS, C-IV, CWS/CMS,

CMIPS, etc.); performs complex program support functions; and performs a variety of specialized duties in support of professional and technical staff.

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

Salaries of Specialized Administrative Support Classes

The County has various specialized administrative support classification series (Medical Office Assistant, Legal Office Assistant, and Account Clerk). The salary rate differential between the advanced journey level (Office Assistant III) and the advanced journey level of the specialized class series range between seven and a half percent (7.5%) and twenty percent (20%).

Salaries Setting Methodology of Other MSS Counties

Only one MSS County (Merced) utilizes the classification of Service Support Assistant III. They also utilize the classification of Eligibility Systems Specialist. Merced County has set the salary for the Support Services Assistant III midway between the Office Assistant III and the Eligibility Systems Specialist (10% above and 10% below, respectively).

Recommendation

It is recommended that the salary for the Support Services Assistant be set ten percent (10%) above the Office Assistant III classification.

Within the job specification for the Services Support Assistant III, it is defined as an administrative support class that performs specialized and/or complex work and is distinguished from the classification of Office Assistant III. For that reason, it is appropriate to set the salary for Service Support Assistant III in relation to the salary of the Office Assistant III (as opposed to that of the Eligibility Systems Specialist).

While the number of MSS counties that utilize the Services Support Assistant classification is limited, the ten percent (10%) salary differential implemented by Merced County follows El Dorado County's practice of recognizing the duties and responsibilities associated with the specialized administrative support classifications with salary differentials of varying degrees. The fact that the salary also falls ten percent (10%) below the Eligibility Systems Specialist shows that the HHS suggestion to set the salary between the salary of the Office Assistant III and the Eligibility Systems Specialist is reasonable. A ten percent (10%) salary differential is the same as set by Merced County and falls within the parameters with other salary differentials El Dorado County has set for its specialized administrative support classifications.