

# **CIVIL SERVICE COMMISSION**

**Thursday, April 1, 2021**

**3:30 p.m.**

**In accordance with Executive Orders N-25-20 and N-29-20 the April 1, 2021 Civil Service Commission meeting will be held virtually.**

## **MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON**

The April 1, 2021 Civil Service Commission will be facilitated virtually through Zoom.

1. Join the Zoom meeting application on your computer, tablet or smartphone:

Go to:

<https://sonomacounty.zoom.us/j/99813930216?pwd=SUZQOFNqWldzTW16eDZSTnBWTURUUT09>

2. Call-in and listen to the meeting:

By telephone:

Number: +1 (669) 900-9128

Webinar ID: 998 1393 0216

Password: 915284

**PUBLIC COMMENT PRIOR TO THE COMMISSION MEETING:** Public Comment may be submitted via email.

**EMAIL PUBLIC COMMENT:** To submit an emailed public comment to the commission secretary email [marissa.georges@sonoma-county.org](mailto:marissa.georges@sonoma-county.org) by March 29, 2021. Please provide your name, the agenda items on which you wish to speak, and your comment. These comments will be emailed to all Civil Service Commission members.

**PUBLIC COMMENT DURING THE COMMISSION MEETING:**

**PUBLIC COMMENT USING ZOOM:** Members of the public who join the Zoom meeting, either through the Zoom app or by calling in, will be able to provide live public comment at specific points throughout the meeting.

**DISABLED ACCOMMODATION:** If you have a disability which requires an accommodation or an alternative format to assist you in observing and commenting on this meeting, please contact the Commission Secretary at (707) 565-6195 or by email [marissa.georges@sonoma-county.org](mailto:marissa.georges@sonoma-county.org) by 12pm Monday, March 29, 2021 to ensure arrangements for accommodation.

**The rules for public observation and comment supersede and replace the standard provisions on page two for the duration of the public health emergency.**

# **CIVIL SERVICE COMMISSION AGENDA**

**April 1, 2021**

**Disabled Accommodation:** If you have a disability which requires an accommodation, an alternative format, or requires another person to assist you while attending this meeting, please contact Marissa Georges at (707) 565-6195, as soon as possible to ensure arrangements for accommodation.

**Public Comment:** Any member of the public may address the Commission on a matter listed on the agenda. Commenters are requested to come forward to the podium when recognized by the Commission Chair. Please state your name and limit your comments to the agenda or report item under discussion. Available time for comments is determined by the Commission Chair based on agenda scheduling demands and total number of speakers.

Materials related to an item on this Agenda submitted to the Commission after distribution of the agenda packet are available for public inspection in the Human Resources office at the above address during normal business hours.

**I. Call to Order**

**II. Approval of Minutes of February 18, 2021**

**III. Director's Report**

**IV. Public Comment**

Any member of the public may address the Commission on a matter not listed on the agenda. Please state your name and who you represent, if applicable. Comments will be limited to 3 minutes.

**V. Agenda Items**

**VI. Reports**

**A. Senior Office Assistant - Human Resources Department - Position Review Study**

**Recommendations:** Approve the reclassification of one Senior Office Assistant to Human Resources Technician, and retain the incumbent in accordance with Civil Service Rule 3.3B.

Gail Papworth, Human Resources Analyst

**VII. Appeals**

**VIII. Other Scheduling Matters**

**IX. Commissioners Closed Session**

**X. Reconvene from Closed Session**

**XI. Commissioners Open Session**

**XII. Adjourn**

**CIVIL SERVICE COMMISSION AGENDA**

**April 1, 2021**

The next Civil Service Commission meeting will be **Thursday, April 15, 2021** at 3:00 p.m., virtually with Zoom. The Agenda deadline for this meeting is 2:00 p.m., Monday, April 5, 2021.



**REPORT TO THE CIVIL SERVICE COMMISSION  
POSITION REVIEW STUDY**

|  |  |
|--|--|
| <b>Job Classification Studied:</b>   | Senior Office Assistant                            |
| <b>Department/Division:</b>  | Human Resources Department – Workforce Development |
| <b>Position Reports to (Classification):</b>   | Workforce Development Manager                      |
| <b>Incumbent:</b>  | Ann Larkin   |
| <b>Study Requested by:</b>   | Human Resources Department                         |
| <b>Recommendation:</b>   |  |
| Reclassify one Senior Office Assistant position to Human Resources Technician, and retain the incumbent in accordance with Civil Service Rule 3.3B.  |  |
| <b>Justification:</b>  |  |
| The Human Resources Department (HRD) requested a class study for one position of Senior Office Assistant within the Workforce Development division. The request states that with the introduction of the County’s new learning management system (LMS), “sonoma higher ed”, the position’s duties and responsibilities have expanded to support the system’s development and delivery. Identified new duties included acting as the system’s liaison to County departments training administrators, registrars, and end users, assisting with the set up/delivery of online training content, and advising on training delivery with the LMS system. Given the stated expanded duties for this Senior Office Assistant position, the request was approved for study. |  |
| <b>Methodology:</b>  |  |
| Human Resources (HR) utilized the following methodology for this classification study. <ul style="list-style-type: none"> <li>– Review of Position Description Questionnaire received from the incumbent in the studied position.</li> <li>– Desk Audit Interview with the incumbent and interview with the Workforce Development Manager.</li> <li>– Review of initial development, set up, and implementation of the “sonoma higher ed”, and current County office and technical support classifications.</li> </ul>   |  |
| <b>Background:</b>   |  |
| In 2019, the County implemented its new learning management system, sonoma higher ed. The new learning management system (LMS) replaced four (4) existing systems previously in use: <ol style="list-style-type: none"> <li>1. Training Management System (TMS): an ad hoc training and tracking system used by the Probation and Sheriff to track training hours and State certification specific to correctional and patrol personnel</li> <li>2. SCORS: Sonoma County Online Registration System</li> <li>3. Target Solutions online training: for safety and risk-related training</li> </ol>  |  |

4. Sonoma Training Partner: an ad hoc training, certification, and licensing tracking system used by the Human Services Department

At the time of adoption of the LMS, the administration role was assigned to the Human Resources Department's Workforce Development division. Corresponding departmental roles of Learning Administrator and Registrar ensured all departments had the ability to coordinate, assign, develop, and track trainings specific to their department's programs and services. Additionally, the Human Resources Information Systems (HRIS) team was assigned to work with the LMS software vendor on the implementation, delivery, and maintenance of the system, and to provide support for systems business analysis associated with the current and future development and delivery of LMS training. The assigned HRIS staff person troubleshoots and assists with complex technical systems support issues for LMS reporting per a department's request.

System oversight

The County has convened the Sonoma Higher Education Governance Group to provide oversight for the LMS. This group is charged with setting guidelines and making decisions that allow the LMS to meet its potential across the County. The Governance Group consists of HR management representatives, one HRIS representative, and two individuals from heavy user departments/divisions, as well as one HR Risk Management/Safety member.

**Findings /Analysis/Conclusion:**

With the review of the incumbent's duties, Human Resources conducted a comparison of the broad clerical support class of Senior Office Assistant, and the Human Resources specific para-professional administrative support class of Human Resources Technician. This latter class was identified the closest comparable class within the county system based on the required knowledge in Human Resources services (training) and technical support for online training delivery.

Senior Office Assistant

The Senior Office Assistant classification performs highly responsible and specialized clerical technical office support activities and frequently serves as a lead worker over clerical staff. Incumbents handle the more complex incoming queries from employees and the public explaining rules, policies, and operations related to department records, programs, and services. This typically includes regularly performing the highest-level clerical tasks and those that are the most complex or have the highest consequence of error and independence. Considerable knowledge of clerical and department practices, procedures, programs, services, policies, and regulations is required and requires two years as an Office Assistant II with the County or two years of comparable work experience in an office environment will provide this opportunity. Due to the generalist nature of these assignments and the lead worker status, the Senior Office Assistant class is not an appropriate match for the studied position.

Human Resources Technician

The Human Resources Technician classification is solely assigned to the Human Resources Department and performs a variety of technical, administrative, and advanced administrative support and clerical duties within an assigned area. The positions within this class work independently providing a broad spectrum of administrative support work in the area of assignment from general operational assistance to employees, departments and external customers to high

level technical administrative work in supporting administrative systems including payroll, budget, position control, recruiting systems, risk management and safety, employee relations, and employee benefits and leaves. The Human Resources Technician is distinguished from other administrative support positions by the technical and specialized nature of the work performed.

### Workforce Development

The studied Senior Office Assistant position is the sole administrative support for the unit and for County-wide training programs. The work assigned includes support for Workforce Development training classes such as keeping attendance, uploading materials, scheduling and assigning training to users utilizing the online scheduling process, creating related tracking reports, keeping training classroom schedules, ordering, collating, and distributing training materials, and the setup and coordination of all in-house and off-campus training and workshops. Along with administrative support duties for the division, the incumbent also currently supports the County's learning management system.

Due to COVID-related restrictions on in-person classroom training, the percentage of general administrative support performed by the incumbent is currently estimated at 10-15%, which is less than it was pre-pandemic. As a result, the position is currently spending the preponderance of its time, estimated at 80-90%, supporting the County's LMS. However, even with the County's return to in-person classroom training, this assignment will continue to dedicate the majority of its time to performing work associated with the administration of the LMS as the County continues its current levels of online training, and expands the online training calendar and its utilization of the sonoma higher ed platform.

The duties that will continue to be assigned to this position after the restrictions lift include administration of LMS registration and coordinating delivery of online training; maintenance and updates to the County's training website including input of calendared events; assistance with employee training tracking and assignment; troubleshooting issues for departments and end users; providing assistance and training on the LMS features and functions to department Training Coordinators and Registrars; supporting department representatives in training module development and online workshop settings; and LMS reporting regarding individual and group trainings. These duties will be in addition to in-house classroom training support and calendars.

For continued successful performance of the position's administrative support and LMS duties, the incumbent will require considerable knowledge and familiarity of the system's capabilities including LMS training setup and delivery, related independence of action and decision making, and the ability to recognize technical system issues that may require systems maintenance, repair, and/or additional software training modular development. The incumbent in the SOA position has obtained this knowledge and ability through participation in the procurement, implementation, and administration of the LMS system.

### Conclusion

While a review of the position indicates that some clerical work is performed, Human Resources analysis determined that the preponderance of the duties is technical and specialized in nature as associated with the administration of the LMS. As a result, the position requires more than just considerable knowledge of clerical skills, it also requires administrative and technical knowledge and expertise related to the County's associated training objectives and programs; knowledge of the

technical abilities and limitations of the LMS to successfully assist and guide departments in the delivery of online training; the ability to review, research and analyze frontline issues for end users and departments; and the ability to enter, retrieve, and report system generated data.

Given the technical administrative nature of the position and knowledge required, HR has determined that the duties of the studied position are most consistent with the job classification of Human Resources Technician.

**Recommendation**

Reclassify one Senior Office Assistant position to Human Resources Technician, and retain the incumbent in accordance with Civil Service Rule 3.3B.

|                            |   |
|----------------------------|---|
| <b>Report Prepared by:</b> | Gail Papworth, Human Resources Analyst                  |
| <b>Report Approved by:</b> | Spencer Keyword, Recruitment and Classification Manager |
| <b>Date:</b>               | 4/1/21  |



COUNTY OF SONOMA (CA)  
Established Date: Oct 1, 2004  
Revision Date: Oct 3, 2013

## HUMAN RESOURCES TECHNICIAN

Class Code:  
7803

Bargaining Unit: SCCEA-51

### SALARY RANGE

\$26.02 - \$31.63 Hourly  
\$2,088.73 - \$2,539.06 Biweekly  
\$4,525.57 - \$5,501.30 Monthly  
\$54,306.86 - \$66,015.61 Annually

### DEFINITION:

Under general supervision, performs a variety of technical, administrative and advanced clerical duties in a variety of areas related to the provision of human resources and risk management services, and performs related duties as required.

#### Distinguishing Characteristics

This is the paraprofessional level class performing technical human resources work. Initially, work is closely supervised and assignments are closely reviewed, but as experience, knowledge, and skills are gained, supervision becomes more general.

Incumbents provide support and assistance to professionals and managers in the Human Resources Department. Direction is given on the priority of projects, on the nature and purpose of assignments and initially on work methods and techniques necessary to complete assignments. This class is distinguished from positions in the clerical series by the technical and specialized nature of the work performed. It differs from Analysts in the Human Resources Department in that duties assigned are more routine in nature, and do not require the analytical ability of an analyst. Decisions are made within established procedures, requiring general program knowledge, and are subject to more frequent and detailed review. This class is also intended to serve as a bridge from technical and clerical classes into professional human resources work.

### TYPICAL DUTIES:

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



Assists professional Human Resources Department staff in a variety of human resources service areas.

Advises, provides information to, and answers routine questions of departments, employees, and/or members of the public, on a variety of human resources activities and topics; creates communications and correspondence on human resources related topics and activities.

Serves as chief proctor for a variety of employment tests and arranges for application appraisal and oral interview panels; may interview candidates.

Assists in conducting a variety of studies by collecting and providing data related to negotiations, recruitments, compensation, position control, benefits, safety, disability management, liability, training, and other Human Resources functions; assembles collected data into appropriate format; participates in meetings and presents data to assist professional and management staff in making operational and administrative decisions.

Uses County and other database systems to input, verify, reconcile, and analyze data; troubleshoots errors; generates custom reports from database systems.

Reviews, tracks, and performs data entry related to position control, employee and retiree benefits, EEO complaints, worker's compensation and disability management cases, claims and lawsuits, and employee applications; ensures compliance with Civil Service Rules, Administrative Policies, the Salary Resolution, Memoranda of Understanding (MOUs), contracts, and applicable federal and state regulations.

Plans and coordinates Human Resources trainings and activities such as annual employee benefit enrollment, benefit and wellness related programs and/or events; may assist with employee recognition, service, or other award/retention programs.

Researches County human resources policies and regulations, personnel and payroll records; compiles information for reports; and prepares a variety of written reports and spreadsheets.

Performs related duties as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:** basic human resources principles and procedures; personnel and payroll records and documentation; arithmetic (addition, subtraction, multiplication, division, decimals, percentages, fractions), administrative techniques and principles of organization; techniques and practices of research methodology, data collection, and preliminary analysis; report writing; application and use of basic statistics; interview techniques sufficient to obtain information related to employment; written and oral communications, including language mechanics, syntax and English composition; modern office methods and procedures; database, spreadsheet, word processing applications, and presentation software, including basic methods of graphic presentations.

**Ability to:** read, understand, and explain human resources policies, procedures, and rules; communicate clearly and effectively in front of groups and on a one-on-one basis; learn effective

interviewing techniques; exercise good judgment; collect, compile and analyze qualitative and quantitative data; understand and explain laws, regulations and policies governing program operations; communicate effectively orally and in writing; establish and maintain effective working relationships with management, employees, clients, and the public; organize and prioritize work assignments; use and understand common database, spreadsheet and word processing applications; learn specialized computer applications.

## **MINIMUM QUALIFICATIONS:**

**Education and Experience:** Any combination of education, training, and experience which would likely provide the required knowledge and abilities listed. Normally, academic course work in human resources administration, public administration, business administration, management, accounting, political science, economics, statistics, English composition, psychology or closely related courses and one year of full-time experience performing varied and complex clerical work, related to human resources, including explaining policies to the general public and/or internal customers.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

**CIVIL SERVICE COMMISSION MINUTES**  
Sonoma County Human Resources Department  
**February 18, 2021**

**PRESENT**

|                        |   |
|------------------------|---|
| Commissioners:         | John Hadzess, Jerry Dunn, Anthony Withington, Pat Sabo  |
| Human Resources Staff: | Spencer Keywood, Amy Kraus, Colleen Goetz, Gail Papworth, Eric Payne, Michael Nielsen, Jennifer Tamayo, Paul Carroll, Marissa Georges |
| Commission Counsel:    | Not Present   |

**I. CALL TO ORDER**

The virtual meeting was called to order at 3:00 p.m.

**II. APPROVAL OF MINUTES**

**Motion:** Commissioner Sabo

**Second:** Commissioner Withington

**Ayes - Roll Call Vote:** 3 **Abstain:** 1 **Absent:** 1

**III. DIRECTOR'S REPORT**

Christina Cramer, HR Director did not have any items to report.

**IV. PUBLIC COMMENT**

**V. AGENDA ITEMS**

**VI. REPORTS**

**A. Human Services Systems and Programming Analyst – Human Services Department – Position Classification Study**

Gail Papworth reported

**Motion:** Commissioner Withington

**Second:** Commissioner Sabo

Roll Call Vote: **Ayes:** 4 **Absent:** 1

**VII. APPEALS**

**VIII. OTHER SCHEDULING MATTERS**

**IX. COMMISSIONERS CLOSED SESSION**

**X. RECONVENE FROM CLOSED SESSION**

**XI. COMMISSIONERS OPEN SESSION**

**XII. ADJOURN**

The Civil Service Commission meeting adjourned at 3:30 p.m.