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COUNTY OF SONOMA

HUMAN RESOURCES DEPARTMENT

Christina Cramer, HR Director

Employment • Classification • Employee Relations • EEO • Training • Risk Management

DATE: May 2, 2019

TO: Grant Davis, General Manager; Michael Thompson, Assistant General Manager; Susanne Oliver, Interim Administrative Services Division Manager

CC: Christina Cramer, Director of Human Resources; Carol Allen, Deputy Director Human Resources; Spencer Keyword, Recruitment & Classification Manager; Maggie Miller, Principal Classification Analyst; Janie Carduff, Employee Relations Manager; Jeremie Jenkins, Employee Relations Analyst

FROM: Amy Kraus, Human Resources Analyst

RE: Classification Study – Administrative Aide (Water Agency Human Resources)

Recommendation:

Approve the reclassification of one Administrative Aide (Working Title: Recruitment Coordinator) position assigned to the Administrative Services Division of the Sonoma County Water Agency to Department Analyst and retain the incumbent pursuant to Water Agency Personnel Policy, Article V. Reclassification.

Background:

Human Resources received a request to study the Administrative Aide position which functions as the Sonoma County Water Agency's Recruitment Coordinator. The request asserts that the position's responsibilities encompass professional-level support for a broad range of Human Resources functions within the department such as leading recruitment and hiring processes; and providing analyses, interpretations, recommendations, and reports related to MOUs, information requests, contract negotiations, and payroll. The position also oversees and manages the Agency's Career Pathways and Maintenance Worker development programs, the Performance Evaluation Pilot, the AmeriCorps Fellows training, the AB 1825 Compliance project, and the Job Demands Analysis project. Given the lead role that the position takes for these administrative areas and Agency projects, the Agency asked that HR determine whether the position is appropriately classified.

The Position

Through the standard class study process, HR found that the position performs a broad range of administrative and Human Resources duties and responsibilities which include:

Human Resources (40% of Time): The position supports Agency Human Resources functions such as directing and coordinating recruitment and interview processes; drafting related documents and candidate correspondence; and providing subject matter expertise to

Administrative support staff. The position serves in an advisory capacity to managers and supervisors on recruitments, resource allocation and staffing concerns, other issues including the related policies and laws, the performance management and discipline processes, and MOU research and interpretation.

Administrative Services Division Support (40% of Time): This position provides logistical support for initiatives including organizing and attending requested meetings; making recommendations on confidential staffing issues; providing data and reports for public information and internal department requests; leading the Job Demands Analysis project coordination; creating and revising internal guidelines and policies; tracking AB 1825 training compliance; and drafting internal announcements, newsletters, and communications.

Career Pathways Program Lead (5% of Time): This position plays a leadership role with the Career Pathways Program within the Agency. The Sonoma County Youth Ecology Corps program provides extended internship opportunities within affiliated County departments and external agencies. To support internship opportunities through this program, this position is responsible for organizing Intern Expos and creating intern placements with department managers. This position is also responsible for resolving intern placement issues.

Payroll Lead & Support (5% of Time): The incumbent provides day-to-day lead direction to the Payroll Clerk and researches and analyzes related MOU policies, complex employee issues, and medical leave processes. This position is the escalation point of contact when employees are non-responsive to Payroll Clerk requests and when complex issues need to be explained or other issues arise.

Miscellaneous Duties (10% of Time): The various other duties assigned to this position include supporting a new Performance Evaluation Pilot program, organizing employee events, and providing administrative support to process a variety of County and department forms. The incumbent provides support and advice to employees to participate in training and career development opportunities, oversees policies related to extra-help staff driving County vehicles, and provides training and onboarding for AmeriCorps participants. As the foregoing demonstrates, the position has professional-level responsibilities related to human resources and department operations, and provides subject matter expertise and analysis for complex employee and staffing issues.

Analysis:

Based on the position's range of administrative duties, HR determined that the appropriate comparator classifications to be evaluated as appropriate alternatives are the incumbent's current class of Administrative Aide, Department Analyst, and Administrative Services Officer I.

Administrative Aide: The Administrative Aide classification is a paraprofessional class characterized by "technical administrative, accounting, and/or human resources work in support of administrative management professionals or of a small service program." An incumbent may provide support and assistance to Department Analysts, Administrative Analysts, Administrative Service Officers, and it is



these latter classes that perform assignments requiring higher-level analytical skills and work with greater independence.

The typical duties for this classification include:

- Performs technical administrative work of a small service program
- Assists professional staff with long-term and special administrative projects that require research, budgetary, legislative analysis, and research
- Gathers, tabulates, and assists in analyzing factual data; drafts reports, and other documents
- Provides and recommends solutions to complex problems within assigned program(s)
- Analyzes data relating to operations including policies, legislation, and functions
- Confers with management and others to gather necessary information
- Assists in preparing information on operations and activities for dissemination to various communication media
- Assists in various aspects of general administrative processes such as accounting, purchasing, facilities operations, office automation, safety, human resources, customer service, and public information
- Participates in meetings and presents data to assist managers in making operational and administrative decisions
- May be assigned to supervise a small number of general office support employees

As the foregoing duties indicate, this class is typically responsible for performing technical work in a support role for administrative management. However, it does not encompass the level of independence, judgment, or initiative required of the studied position. The position provides subject matter expertise for complicated, HR-related issues, leads and oversees a variety of Agency processes and initiatives, and independently develops reports and conducts analyses for the Administrative Division. Therefore, HR has determined that this is not the most appropriate match classification.

Department Analyst: The Department Analyst classification is characterized by its “responsibility to plan, organize and perform professional and journey level staff work in supporting department operations, programs, and/or services in one or more areas” such as fiscal operations, budgeting, contract management, human resources, and staffing. Furthermore, an incumbent frequently serves as the expert or resource in assigned areas of responsibility.

The typical duties for this classification include:

- Conducts analytical studies of organizational and operational activities
- Reviews and makes recommendations concerning operational requirements for efficiencies in fiscal, contracts, data processing applications, and legislative compliance
- Reviews work methods and systems to determine possible modifications to increase service efficiency and effectiveness; develops and recommends various policies and procedures; develops written procedures to implement adopted policy, changed regulations, or to clarify and describe standard practices; designs forms to expedite procedures; coordinates publication and dissemination of such material



- Serves as liaison with clients and representatives of private and government agencies to coordinate special projects and represent the department in the development and/or change in programs and regulations in assigned studies
- Reviews present and pending legislation to determine effect on departmental/agency organization or programs and presents recommendations based on these evaluations
- Prepares a variety of reports, records, correspondence, and other documents
- Participates in meetings and presents requested and independently gathered data to assist managers in making operational and administrative decisions
- May select, train, and supervise technical and/or office support staff as well as student interns and volunteers; may be responsible for the training program of a department/agency
- Enters and retrieves data from electronic data processing systems; establishes and updates information, generates documents and correspondence, communicates with others; updates computer system files

Department Analyst provides professional-level analytical and administrative work that requires a considerable level of independence, judgement, and technical expertise. The studied position oversees multiple internal programs, provides analyses and recommendations for Administrative functions such as interpreting MOUs for complicated payroll issues, and leads the recruitment and hiring processes for the Agency. This scope along with the level of duties and responsibilities detailed above is appropriately aligned with the studied position; making Department Analyst an appropriate match class.

Administrative Services Officer I: With direction, the Administrative Services Officer I plans, organizes, performs, and supervises one or more central administrative functions, such as budgeting, accounting, management, and human resources analysis, for an operating department or major division; and may supervise a staff performing administrative support functions. The studied position is not responsible for the overall planning, organization, and performance of the Water Agency's HR function. Therefore, Administrative Services Officer I is not an appropriate classification for the studied position.

Conclusion:

Human Resources found that the majority of the position's job duties exceed the scope appropriate for the Administrative Aide classification, but are appropriately aligned with the Department Analyst classification given the amount of independence, judgement, and expertise required. Therefore, Human Resources recommends approving the reclassification of one Administrative Aide (Working Title: Recruitment Coordinator) position assigned to the Human Resources division of the Sonoma County Water Agency to Department Analyst. Additionally, Human Resources recommends that the incumbent be retained pursuant to Water Agency Personnel Policy, Article V. Reclassification.

