REPORT TO THE CIVIL SERVICE COMMISSION
POSITION REVIEW STUDY

Job Classification Studied:	Senior Office Assistant
Department/Division:	Human Resources Department – Workforce Development
Position Reports to (Classification):	Workforce Development Manager
Incumbent:	Ann Larkin
Study Requested by:	Human Resources Department

Recommendation:

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

Justification:

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.

Methodology:

Human Resources (HR) utilized the following methodology for this classification study.
- Review of Position Description Questionnaire received from the incumbent in the studied position.
- Desk Audit Interview with the incumbent and interview with the Workforce Development Manager.
- Review of initial development, set up, and implementation of the "sonoma higher ed", and current County office and technical support classifications.

Background:

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:

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
2. SCORS: Sonoma County Online Registration System
3. Target Solutions online training: for safety and risk-related training

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 ed 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.

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