Civil Service Commission

1055 MONTEREY STREET, SUITE D-250 ◆ SAN LUIS OBISPO, CALIFORNIA 93408 ◆ 805.781.5959

San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday, March 27, 2013 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

AGENDA

MEMBERS OF THE COMMISSION
President Robert Bergman
Vice President Arthur Chapman
Wayne Caruthers
Betsey Nash, SPHR
William Tappan

1. **Call to Order / Flag Salute / Roll Call**

2. **Public Comment Period**
   Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. **Minutes**
   The following minutes are submitted for approval:
   a. February 27, 2013 – Regular

4. **Reports**
   a. Commission President
   b. Commission Counsel
   c. Commission Secretary

5. **Job Class Specification – For Informational Purposes Only**
   a. Senior Buyer

6. **Job Class Specification – Revised**
   a. Buyer I and II

7. **Job Class Specification – New**
   a. Sheriff's Records Manager
   b. Supervising Collections Officer

8. **Adjournment**

Civil Service Commission

The San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday February 27, 2013 @ 9:00 A.M.
1055 Monterey Street, Suite D-271, San Luis Obispo, CA

MINUTES

MEMBERS OF THE COMMISSION
Robert Bergman, President
Arthur Chapman, Vice President
Wayne Caruthers
Betsey Nash, SPHR
William Tappan

Present: President Robert Bergman, Vice President Arthur Chapman, Commissioner Wayne Caruthers Commissioner Betsey Nash, Commissioner Bill Tappan

Staff: Commission Secretary Tami Douglas-Schatz, Commission Clerk Robin Mason

Counsel: Commission Counsel Tim McNulty

1. Call to Order/ Flag Salute/ Roll Call
Commissioner Bergman called the meeting to order at 9:05 A.M. and led the flag salute.

2. Public Comment Period
President Bergman addressed the audience asking for anyone wishing to speak to the Commission during the Public Comment Period on any matter that is not listed on today's agenda. Being none, President Bergman closed the Public Comment Period.

3. Minutes
January 23, 2013
Commissioner Chapman moved to approve the January 23, 2013 regular meeting minutes as written; the motion carried 5-0-0.

4. Reports

a. Commission President
President Bergman: no report.

b. Commission Counsel
Tim McNulty: no report.

c. Commission Secretary
Commission Calendar
Tami Douglas-Schatz: stated that the hearing calendared for March was settled and no further dates were needed.

Job Class Specification Process
Tami Douglas-Schatz: introduced Personnel Analysts Ken Tasseff and Mark McKibben presented a training session for the Commissioners as well as the general public.

There were many questions and comments during the presentation, which lasted approximately 20 minutes. The official recording is posted and the presentation can be viewed online by using this link: http://www.slocounty.ca.gov/Assets/PE/CSC/CSC+Supporting+Docs/2-27-2013+Classification+Orientation.pdf

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President Bergman: Thanked Mark McKibben and Ken Tasseff for a good presentation and confirmed with Ms. Douglas-Schatz that Secretary's time was concluded.

5. **Job Class Specification – Revised**

Buyer I and II

Mark McKibben introduced Cody Van Dorn from General Services Agency Purchasing Department and explained the need for the revision to the job specification. After much discussion among HR, the Commission and SLOCEA General Manager Kimm Daniels, the Commission directed staff to maintain the core concepts as recommended and submit revisions for review next month. The Commission also requested a report regarding a training plan for the new duties expected of existing staff.

6. **Job Class Specification – New**

Senior Buyer

Personnel Analyst Mark McKibben presented a new specification to the Commission and after discussion, Commissioner Caruthers made a motion to approve the specification as amended; Commissioner Tappan seconded; the motion carried 5-0-0.

7. **Adjournment**

Being no further business, President Bergman adjourned the meeting at 10:21 A.M.

** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.*

HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

SENIOR BUYER

DEFINITION:

Under direction, this classification is assigned leadworker responsibilities for staff involved in the procurement of materials, supplies, services and equipment for County departments and related agencies; performs the most difficult and complex work of the unit and is assigned other related work as required.

DISTINGUISHING CHARACTERISTICS:

This is the advanced-journey level position and is distinguished from the lower level Buyer II position by this position's lead worker responsibilities.

REPRESENTATIVE DUTIES:

- Keeps supervisor appraised of purchasing operations, staffing and resource needs; distributes work assignments; provides input on staff performance.
- Coordinates and reviews the work of assigned staff; provides technical assistance and training to staff engaged in the procurement of materials, services and equipment.
- Prepares and reviews contracts and related documents.
- Interprets departmental policies, rules, regulations and legislative data governing purchasing.
- Administers the most complex purchase requests for materials and services.
- Negotiates with selected vendors and administers contracts.
- Recommends changes to purchasing policies and procedures and implements recommendations as approved.
- Develops and maintains measures of workload and productivity for the unit; calculates costs of alternate purchasing procedures; provides input on staffing levels and equipment for inclusion in budget.

- Investigates unusual issues or complaints and provides assistance to subordinates; resolves problems with vendors and/or agencies/departments.
- Meets with county departments and other clients to become acquainted with their specific needs.
- Prepares written reports and may make oral presentations.

EMPLOYMENT STANDARDS:

Knowledge of:

- Accepted methods of employee training, work planning and supervision
- General laws of contracting and regulations pertaining to the solicitation of bids and proposals
- Principles, practices and methods of public agency purchasing
- Vendor practices regarding pricing, performance management, material management, shipping, warranties, and invoicing
- Techniques for establishing local and national sources of supply
- Bid preparation, solicitation and evaluation; quality control and competitive bidding practices
- Negotiation techniques and practices consistent with the objectives of the purchasing program
- Office procedures, accounting and budgetary controls
- Market research techniques and data analysis
- Mathematics and basic financial accounting principles
- Computer systems and procedures including the use of SAP, common spreadsheet and word processing software
- Techniques of effective written and verbal communication

Ability to:

- Coordinate, monitor and train staff in the performance of their duties
- Assess the purchasing program and implement approved changes

- Effectively interact with personnel at all organizational levels and function in stressful situations
- Advise and resolve differences between departments, purchasing and/or vendors
- Assess customer's needs and ensure receipt of needed materials and services
- Exercise appropriate judgment in answering questions and releasing information
- Source vendors and make recommendations for selection
- Collect and interpret financial, budgetary and vendor performance data
- Maintain accurate records and clearly document actions taken
- Make accurate mathematical calculations
- Communicate clearly and effectively, both verbally and in writing
- Operate standard office equipment including a computer and assigned software

EDUCATION/EXPERIENCE:

Bachelors Degree from an accredited four-year college or university in Business Administration or related field. (Job-related experience may substitute for the required education on a year-for-year basis.)

In Addition: Either A: Two years of experience performing purchasing duties as a Buyer II for San Luis Obispo County; Or B: Four years of complex buying experience, two years of which must be in a public agency.

LICENSE/CERTIFICATES:

Within six months of appointment, must possess Certified Professional Supply Management (C.P.S.M.) or a Certified Professional Public Buyer (C.P.P.B.) or a Certified Professional Contract Manager (C.P.C.M.).

Certain positions in this classification may require driving. When driving is an essential function of the position, a valid **CALIFORNIA** driver's license will be required at the time of appointment and must be maintained throughout employment.

HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it is a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: February 27, 2013

Effective: TBD

Human Resources Department

Tami Douglas-Schatz, Director

SAN LUIS OBISPO COUNTY

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: March 27, 2013

FROM: Mark McKibben, Personnel Analyst

SUBJECT: Revised Specification: Buyer I and II

RECOMMENDATION

It is recommended that the Commission approve the revised Buyer I and II class specification as submitted.

DISCUSSION

This class specification was first presented to your Commission on February 27, 2013. The suggestions made by the Commission have been reviewed and incorporated in the specification being presented today. During the hearing, SLOCEA presented testimony that suggested the term "negotiates" was not an appropriate amendment to the specification. The Commission directed staff to retain that term, but requested that the General Services Agency present a "Statement of Assurance" as related to the training that will be provided to staff so as to address the concerns raised by SLOCEA. Finally, a formatting error in the printed documents led to confusion on what language was in the existing specification versus new language. This error has been rectified as follows:

- ✓ Existing language appears with no modifications
- ~~✓ Existing language removed is displayed in strikeout format~~
- ✓ <u>Added language is underlined</u>

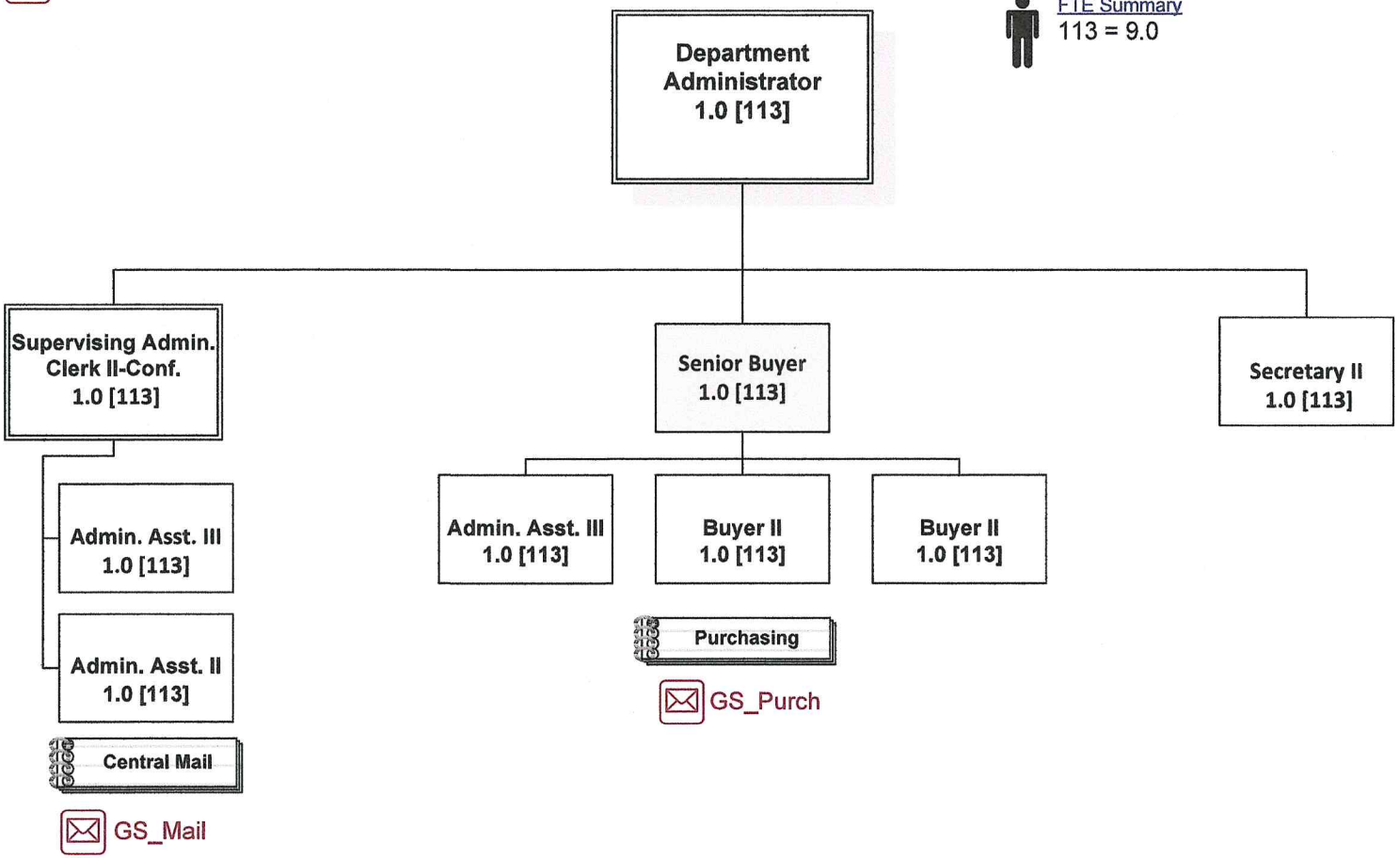
Administration

GSA_Admin

Organizational Chart (Detail)	Proposed	General Services Agency

= eMail Groupname

FTE Summary
113 = 9.0



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HUMAN RESOURCES DEPARTMENT

San Luis Obispo County

BUYER I & II

(Career Series)

DEFINITION:

~~Under general supervision~~Classes in this series perform a variety of technical-level administrative duties associated with the procurement of~~, purchases~~ materials, supplies, services and equipment for County departments and related agencies; negotiates with vendors and suppliers; prepares ~~product~~ specifications, bids and contracts and performs other related work as required.

DISTINGUISHING CHARACTERISTICS:

Buyer I: This is the entry-level position in the series. Under ~~general~~ supervision, incumbents perform routine and less complex purchasing assignments. Incumbents may be considered for promotion to the Buyer II level based upon demonstrated progressively responsible job assignments, performance level, independence of action, decision making and attainment of the required experience.

Buyer II: This is the journey-worker level in the series. Under general supervision, ~~performs~~incumbents perform the most complex ~~assignments~~duties and responsibilities of the class. ~~This is the fully qualified journey-worker level in the series.~~ Incumbents in this position work independently and are fully experienced in all major aspects of the public purchasing functions.~~; may act as team leader or be assigned supervisory responsibilities in the absence of the Central Services Manager.~~

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Receives, reviews and evaluates requisitions for materials, supplies, services, and equipment.
- Creates and maintains vendor source lists and notifies departments of appropriate sources of service and supply.
- ~~Consults with departmental representatives to acquaint them~~Assists departments with purchasing policies and procedures and ~~regarding~~ in the development of specifications.
- ~~Issues quotations and invites bids, evaluates prices, discounts, delivery conditions, and products and services offered~~Reviews bids for accuracy, price and acceptability of items in compliance with specifications; assists in vendor selection.
- Negotiates with vendors and ~~Reviews~~ reviews contracts for policy, format and suitability; prepares and issues purchase orders; ~~conducts follow-up to assure~~ ensures that requested materials and services have been received.
- Arbitrates receiving departments' complaints; evaluates vendor performance and develops new sources of supply.
- Consults with department representatives to become acquainted with their needs; keeps departments informed on new products, sources and policies.
- Confers with vendors and manufacturers to acquaint them with the purchasing policies and procedures of the County and to obtain information on their products and services.
- Completes special projects; prepares necessary correspondence and reports.
- May review procurement and purchasing operations and recommend new or alternate types of purchasing programs.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles, practices and ethics of purchasing for a government agency
- Supplies, materials and equipment used by various County departments
- Methods and procedures used in competitive bidding and evaluation
- Laws and regulations applicable to purchasing transactions
- Vendor practices regarding pricing, shipping, warranties and invoicing
- Contract negotiation techniques and methods of preparing contracts
- Techniques for establishing sources of supply, product and vendor information

- Current market conditions and prices
- Sources of supplies and services
- Accounting practices~~ and~~, budgetary controls and vendor payment analysis
- ~~Office equipment and procedures~~ Current computer applications and office equipment
- Effective verbal and written communication techniques

Ability to:

- Make sound decisions in selecting where to buy and in what quantities and quality
- Analyze requisitions and prepare product specifications and contracts
- Evaluate bids and make awards
- Establish and maintain effective working relationships with ~~others~~staff and vendors
- Keep current with changes in the field of buying
- ~~Effectively operate office machines including personal and mainframe computer applications~~Operate standard office equipment including a computer and assigned software
- ~~Prepare correspondence and maintain records~~ Communicate clearly both verbally and in writing
- Negotiate with vendors and suppliers and prepare contract documents
- Collect and evaluate budgetary, statistical and accounting data

EDUCATION/EXPERIENCE:

Buyer I: ~~Any combination of education and job-related experience equivalent to two years of college level coursework from an accredited college or university~~Bachelors degree in Business Administration or related field. (Job-related experience may substitute for the required education on a year-for-year basis.)~~. In addition, one year purchasing experience with a large business or governmental agency.~~

~~An Accredited Purchasing Practitioner (A.P.P.) certificate is desirable.~~

Buyer II: ~~Any combination of education and job-related experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Marketing, Business Administration or a related field. A Certified Purchasing Manager (C.P.M.) certificate is desirable.~~

Bachelors degree in Business Administration or related field. (Job-related experience may substitute for the required education on a year-for-year basis.) In addition: Either A: One year of experience performing purchasing duties as a Buyer I for San Luis Obispo County; Or B: Two years responsible purchasing experience ~~with a large business~~in a centralized procurement function or governmental agency.

LICENSES/CERTIFICATES:

Any current certification(s) from the Universal Public Procurement Certification Council, Institute for Supply Management and/or National Contract Management Association are preferred.

Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver's license will be required at the time of appointment and must be maintained throughout employment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the position, please contact the ~~Personnel~~Human Resources Department at (805) 781-5959.

Adopted: 1-10-63

Revised: 08-28-02

P:\SPECS\ANALYST WORKING DOCUMENTS\A-C\BUYER I II & SUPERVISING BUYER\BUYER I-II 02181. RESUBMITTED MARCH 2013.DOCX~~P:\SPECS\ANALYST WORKING DOCUMENTS\A-C\BUYER I II & SUPERVISING BUYER\BUYER I-II_02181.DOCX~~

Human Resources Department

Tami Douglas-Schatz, Director

SAN LUIS OBISPO COUNTY

County Government Center, 1055 Monterey Street • Ste. D-250, San Luis Obispo, CA 93408

• Telephone: 805.781.5959 • Fax: 805.781.1044 • Email: hr@co.slo.ca.us

TO: Civil Service Commission

DATE: March 27, 2013

FROM: Megan Fisher, Personnel Analyst

SUBJECT: New Specification: Sheriff's Records Manager

RECOMMENDATION

It is recommended that the Commission approve the new Sheriff's Records Manager class specification as proposed.

DISCUSSION

As a result of the 2012 Class Study Open Window period, a re-class request was reviewed for an existing Administrative Services Officer II position overseeing the Sheriff's Office records/warrants unit. Through completion of a desk audit and additional research, it became apparent a new class specification should be developed. There is currently no existing classification that addresses the complexity and nature of specialized law enforcement related duties required by the existing Administrative Services Officer II classification, nor the knowledge required to perform those duties.

Six other agencies were reviewed and most were found to have a similar specialized records management classification similar in description, albeit various titles, and were at the level of organization comparable to Lieutenant. Additionally, they reported to a Captain or Chief Deputy, which is consistent with the organizational structure for this new class specification. This new class specification will be responsible for the entire criminal records processing unit and the direction thereof. With the introduction of this new class specification, one additional Supervising Legal Clerk and their respective direct reports (Correctional Technicians) will shift to report directly to the Sheriff's Records Manager. The title "Sheriff's Records Manager" was selected because it is well-understood in law enforcement agencies and is most reflective of the job responsibilities.

Attached is the new class specification, as well as an organizational chart of the Sheriff's Office.

The department has been involved in the development of this class specification and concurs with the specification as proposed.

Human Resources Department

San Luis Obispo County

SHERIFF'S RECORDS MANAGER

DEFINITION:

Under general direction, performs a variety of activities involved in the overall administrative, budgetary, and personnel management of the Sheriff's Office criminal records management functions; plans and directs business activities and flow of information to ensure effective and efficient business operations; provides specialized criminal, legal processing, and booking support through knowledge and application of law enforcement procedures, practices, and mandated requirements; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single position, non-sworn, supervising classification responsible for the Sheriff's Office records management functions.

REPRESENTATIVE DUTIES (Not in order of importance)

- Oversees a variety of activities involved in the overall administrative, budgetary and personnel management of the Sheriff Office's criminal records management functions; establishes and maintains departmental timelines and priorities; ensures related activities comply with established standards, policies, procedures, legal, and legislative requirements.
- Plans and directs business activities and flow of information for effective and efficient business operations; monitors consistency and accuracy of inter-related processes and

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documents; develops, implements, monitors, and evaluates projects, goals, objectives, and activities; ensures proper and timely resolution of business issues.

- Supervises, trains, and evaluates the performance of assigned personnel; interviews and selects employees; recommends reassignment, termination, and disciplinary actions; ensures proper and timely resolution of personnel issues; oversees the development and maintenance of job standards for criminal records management positions.
- Provides consultation to Sheriff's Office staff concerning administrative activities, records procedures, and specific laws, regulations, and policies related to criminal records handling and processing; researches and responds to complex and unusual inquiries, issues, and conflicts; provides detailed and technical information concerning related standards, requirements, policies, and procedures.
- Provides input in development of the annual budget for assigned areas; reviews and analyzes budgetary and financial data; administers personnel programs and business activities within budgetary priorities.
- Provides technical information and recommendations to management on business operations, needs, and issues; formulates and develops policies, procedures, and programs; maintains current knowledge of laws, codes, rules, regulations, and pending legislation related to records management; provides input for proposed legislation and assists in implementation of legislative changes.
- Maintains integrity of automated databases; acts as liaison to Sheriff's Office IT functions for purposes of resolving issues and interacting with vendors; participates in preparation and response to Department of Justice (DOJ) and Federal Bureau Investigation (FBI) audits and ensures compliance with reporting mandates; maintains a variety of narrative and statistical records, special reports and files related to assigned areas of responsibility.

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- Communicates with other departments, allied agencies, governmental agencies, and others to exchange information, coordinate activities and resolve issues or concerns related to the administrative activities of the Sheriff's Office records management functions; attends and conducts a variety of meetings and prepares and delivers oral presentations as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles, practices, and techniques involved in the administrative, budgetary, and personnel management activities of a law enforcement department
- Principles and practices of law enforcement records management
- Operational structure of a law enforcement agency
- Computer applications and operations
- Research, analysis, and database management techniques
- Criminal, legal processing, booking, and law enforcement laws, codes, regulations and practices

Ability to:

- Utilize effective verbal communication skills
- Establish and maintain cooperative, effective, and collaborative working relationships with others
- Utilize effective written communication skills to prepare clear, concise, and accurate reports, correspondence, policies, procedures, and written materials
- Evaluate administrative management problems and present corrective alternatives, solutions, and recommendations

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- Interpret, apply, and explain complex laws, codes, rules, regulations, policies, and procedures
- Mediate, facilitate effective outcomes, and positively influence group problem solving
- Maintain confidentiality and exercise discretion
- Operate a computer and assigned office equipment

EDUCATION AND EXPERIENCE:

Graduation from an accredited college or university with a Bachelor's degree in criminal justice, business administration, public administration, or a closely related field (Job-related experience may substitute for the required education on a year-for-year basis). In addition, two years of experience at a supervisory or lead level performing criminal records management activities; or four years of experience at a supervisory or lead level performing legal processing support activities.

LICENSES AND OTHER REQUIREMENTS:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required at the time of appointment and must be maintained throughout employment.

Position requires clearance in a Sheriff's Office background investigation.

WORKING CONDITIONS:

<u>Environment</u>:

Office environment

Incumbent may be required to perform duties inside a locked facility

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This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: TBD/13

BOS Approved: TBD/13

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HUMAN RESOURCES DEPARTMENT
SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz, DIRECTOR

County Government Center, 1055 Monterey Street • Suite D-250, • San Luis Obispo, CA 93408

To: Civil Service Commissioners

From: Maricela Havard, Human Resources
Megan Fisher, Human Resources

Date: March 27, 2013

Subject: New Classification of Supervising Collections Officer.

Recommendation
It is recommended that the Commission approve the new classification of Supervising Collection Officer, as presented.

Discussion
The Probation Department has four major divisions in the department that are each overseen by a Chief Deputy Probation Officer. One of these divisions, the Support Services Division, includes five work units -- one of which is the Collections Unit. Supervision of the Department's Collection Unit, previously provided by an incumbent in the classification of Supervising Deputy Probation Officer, is currently and temporarily being provided by the Chief Probation Officer overseeing all of the Support Services Division's five work units.

Recent implementation of the State's Realignment (AB109) program, moved prisoners from state prisons to county jails and required the Probation Department to hire additional Deputy Probation Officer (DPO) staff as part of that Realignment program. As a result, the Supervising Deputy Probation Officer (SDPO) previously overseeing the Collections Unit, was reassigned to the supervision of the additional DPO staff.

That reassignment provided the Probation Department with a timely opportunity to review the effectiveness of the use of an SDPO classification for the supervision of the Collections Unit. The Probation Department enlisted the assistance of the Human Resources Department to identify a classification that would provide improved supervision and oversight of the Collections Unit and have the specific experience and knowledge in the credit and collections field necessary for the effective supervision of the specialized unit.

After review and study of the situation, the classification of Supervising Collections Officer is warranted in order to provide the level of knowledge and expertise in credit and collections required of an incumbent in a position providing supervision to the collections unit. The new classification will result in a more efficient and effective use of department staff and resources and provide the technical expertise required to oversee this specialized unit.

The employee organization, SLOCEA, has been advised of the proposed new job classification.

Attachments:
1 – New Supervising Collections Officer job specification
2 – Current organization chart
3 – Proposed organization chart

Proposed Organizational Chart if Supervising Collection Officer is Approved

San Luis Obispo County Probation Department

COMMUNITY

BOARD OF SUPERVISORS

CHIEF PROBATION OFFICER
JIM SALIO - 781-1039

SUPPORT SERVICES DIVISION
EDWARD LIEBSCHER, CHIEF DEPUTY
781-5310

ACCOUNTS PAYABLE/ RECEIVABLE
JOY MARR, ACCOUNTANT 781-1542

ACCOUNTS PAYABLE
BARBARA PHIMISTER, SR. AC

ACCOUNTS RECEIVABLE
VENEE HETRICK, AC
LETICIA MAGALLON , AC

COLLECTIONS UNIT
VACANT SUP CO

COLLECTION OFFICERS ADULT
OCCUPIED, COLL OFCR II
OCCUPIED, COLL OFCR I
OCCUPIED, COLL OFCR II
OCCUPIED, COLL OFCR I
OCCUPIED, COLL OFCR II
OCCUPIED, COLL OFCR II
OCCUPIED, COLL OFCR II

CLERICAL SUPPORT
BERENICE ARVIZU, AC
ERIKA FLORES, AC
INGER HUDSON, AC
TEMPORARY
SHELLY MATTOCKS, AC

AUTOMATION
AUNG TUN, DAS III
788-2930

ROBERT CLARK, DAS I

COLLECTIONS JUVENILE
MARTHA PATTERSON, COLL OFCR II

CLERICAL SUPPORT
LUCY DESCHUYTTER, AC

TRAINING DPO III
ULIANOS BRINEZ

FIELD TRAINING OFFICER DPO III
ROBERT KRAFT

PERSONNEL and ADULT FRONT DESK SUPERVISOR
KIMBERLY KURTZMAN, SAC I
781-4067

FRONT DESK/ CLERICAL SUPPORT (CASA LOMA)
ALMA MORIN, AA III
JOYCE PATTON, AA III
VACANT AA

FIELD TRAINING OFFICER DPO III
JEREMIAH MALZHAN

ADULT DIVISION
ROBERT REYES, CHIEF DEPUTY
788-2951

GENERAL FIELD SUPERVISION
MIKE CORRAL, SDPO
781-5349
ROSANA ORTIZ, SDPO
781-5303

GENERAL FIELD SUPERVISION
MARIA JOHNSTON, DPO II
DARBY LAMPRECHT, DPO I
OSCAR MARTINEZ, DPO II
TONY MELLO, DPO I
LISA RIVERA, DPO II
ISIDRO SOTO, DPO I
FREDDY SUAREZ-AGUILAR, DPO I
STACY TALBERT, DPO I
VACANT DPO

CLERICAL SUPPORT
LESLIE BECHTEL, LC

PRCS/ SUPVERVISION/GANG/GTF
DAN MATICH, SDPO
781-5320

PRCS
DAVID AGUILAR, DPO II
SUE FOOTE, DPO II
CHARLENE PECH, DPO II
LOYCE TOBLER, DPO II

SEX OFFENDER
BRAD LAROSE, DPO II

NARCOTICS TASK FORCE
LILLIAN SORHEIM, DPO II

GANG TASK FORCE
TONY VERDUGO, DPO II

GANG CASELOAD
NOAH ARNOLD, DPO II

CLERICAL SUPPORT
ALLISON ORDILLE, LC

ADULT TREATMENT COURTS
HEIDI MCNICHOLS, SDPO
781.5334

PROP 36/ATCC
TODD PARAMORE, DPO II

ADULT DRUG COURT
SHERRI HEATH, DPO II

BHTC
DIANA HANNAH, DPO II
LAUREEN KILLENBERGER, DPO I

RE-ENTRY SERVICES
WATSON GOOCH, DPO II

CLERICAL SUPPORT
SUZANNE EVANS, LC

LIMITED SUPERVISION
DENNIS JOHNSON, SDPO
781-4665

LIMITED SUPERVISION
ANNA EVANS, DPO II
DAVE GIBSON, DPO II

DAWN DAWES, PA
MARISOL ROMERO, PA

CLERICAL SUPPORT
ROBIN MUCCITELLI, LC
ALICE VANVALKENBURG ,LC

DNA CLERICAL
VACANT LC (1/2 TIME)

ADULT INVESTIGATIONS/ PRE-TRIAL SERVICES
KIM FELLOWS, SDPO
781.5300

ADULT INVESTIGATIONS
CAROLINA CABRALES, DPO II
DEANN COSSIN, DPO II
SARAH LOWE, DPO II
KRIS SMETZER, DPO II
CINDY SUMMERS, DPO I
AIMEE SWANSON, DPO II
COLLEEN WHITLEY, DPO II

CLERICAL SUPPORT
HEATHER SOWELL, LC

CHIEF'S EXEC ASST
VIRGINIA COLLIE, SAC II
781-5370

JUVENILE HALL SUPERINTENDENT
GARY JORALEMON, CHIEF DEPUTY
781-5378

JUVENILE HALL
MARGUERITE HARRIS, SDPO
781-1348
SEAN MARTIN, SDPO
788.2150
SHANNON MAWHINNEY, SDPO
781-5325

JSO III'S
781.5324 or 781.1348

DOUG BOISSEREE
DENISE DUFRENE
KYLE OWENS
SETH PRICE
DAN TUCKER
AARON DANIELS

JSO I / II'S
MARK W. ALLEN
JIM ANDERSON
TERRANCE BRIDGETT
MARTIN CANO
JEREMY GRIEGO
SALVADOR GUTIERREZ
LYNETTE MORENO
CHRISTOPHER MULLER
MARIA OLIVEROS
PATRICIA OLIVEROS
MELISSA PARAMORE
BRIANA PRECIADO
DONNA RIOS
RICO ROSE
CORMAN ROULLO
JUSTIN SHAVER
SARAH SHAVER
EUGENE SOTO
BRITTNEY TARKINGTON
RYAN VILLARREAL
ADRIENNE WHITE
MELISA ZIMMERMANN

HOME SUPERVISION
MEG SHEPARD

(TEMP)
ERIC DELORME
DAVID KENYON

Vacant I/2 F/T	0.5
Vacant F/T	7

COURT OFFICER/ TRAFFIC COURT DPO III
HEATHER LEAL

CORRECTION TECHS
LYDIA DOPPE
AMY KING
LILLITH TONEY
MARIA TREGUBOFF
ELIZA VAZQUEZ

(TEMP)
BRENDA DIAZ

BUSINESS MANAGER
WENDY WHITE, BUSINESS MANAGER
781-4074

JUVENILE DIVISION
MIKE DUTRA, CHIEF DEPUTY
781-1361

JUV INVESTIGATIONS PRE JURISTICTIONAL
ANNE BARNES, SDPO
788-2118

PRE-JURISDICTIONAL SERVICES
ASHLEE MILLER, DPO I

JUV INVESTIGATIONS
ESMERALDA BARRAGAN, DPO II
CRISTIN NAGORSKI, DPO II
MARTIN MERAZ, DPO I

MIN SUPV
AIMEE BUSSEAU, DPO II

CLERICAL
CHARLES ALEXANIAN, LC
JODYNE FORSMANN, LC

FRONT DESK/CLERICAL SUPPORT
DOLORES MANU, AAIII
SHELLY NELSON, AAIII

FIELD SUPERVISION
KYLE NANCOLAS, SDPO
781.4066

WARD SUPERVISION
CHRISTINE CARLTON, DPO I
DENA TAMEZ, DPO I

INTENSIVE SUPV No Co
ROSA REYES, DPO II

INTENSIVE SUP So Co
JOHNNIE MARTINEZ, DPO II

NORTH COUNTY GANG
JASON HENDRIX, DPO I

SOUTH COUNTY GANG
JULIE ELISALDA, DPO II

TRANSITIONAL AGE YOUTH (TAY)
ARNOLD CASTILLO, DPO II

790 CASELOAD
VACANT DPO

PLACEMENT
TOM MILDER, SDPO
788-2116

PLACEMENT
SABRINA CORTEZ, DPO II
TYLER GIBSON, DPO I
LARRY SMITH, DPO II

SHARON LOVELADY, PA
VACANT PA

FILLED		VACANT	ALLOCATED
CPO	1		1
CHIEF DEPUTY	4		4
ASM	1		1
SDPO	14		14
DPO I/II	53	VACANT 3	56
DPO III	4		4
JSO III	5	VACANT 1	6
JSO I/II	23		23
PROB ASST	3	VACANT 1	4
ACCOUNTANT	1		1
ACCT CLK	6		6
SR ACCT CLK	1		1
LEGAL CLERK	7	VACANT 1.5	8.5
AA III	4	VACANT 1	5
DAS	2		2
CORR TECH	5		5
SAC I	1		1
SAC II	1		1
COLL OFCR	8		8
	144.00	+VACANT 7.5	151.5

JUVENILE REVIEW/
ARMIDA MADRID, SDPO
781-1362

SO CO DIVERSION
TODD BARNES, DPO II
TINA LEBSCHER, DPO II

YOUTH IN ACTION
PEDRO ARROYO, DPO II
LETICIA ZENDEJAS, DPO II

DIVERSION /COMMUNITY SCHOOL/ ATAS UNIFIED SCHOOL TRUANCY/ JUV DRUG CT
LENORE GALLAGHER, SDPO
781-4383

AUSD-TRUANCY
JARED FREITAS, DPO II

JUVENILE DRUG CT
ADAM CHAMBERS, DPO II

COMMUNITY SCHOOLS
San Luis Obispo
CARLOS SOSA (TEMP DPO)

Loma Vista
DINO GEMIGNANI, DPO II

Chalk Moutain
JUSTIN OLMOS, DPO II

Mesa View

76-2

PROPOSED NEW SPECIFICATION

March 2013

Human Resources Department

San Luis Obispo County

SUPERVISING COLLECTIONS OFFICER

DEFINITION:

Under direction, oversees the overall activities of a collection unit within an assigned department. Supervises a group of collection officers and support staff, and monitors the collection and accounting of current and delinquent accounts, and directs and reviews a variety of information, reports, and data pertaining to collection and operation activities.

REPRESENTATIVE DUTIES: (not in order of importance)

- Supervises and evaluates the performance of assigned staff; interviews and selects employees; recommends appointments, transfers, reassignments, terminations, and disciplinary actions; assigns employee duties and reviews work to ensure accuracy, completeness, and compliance with established standards, requirements, and procedures;
- Directly oversees, or may personally handle, the most complex, difficult, and/or high profile collection cases including negotiations of repayment agreements, approval of settlements, and represents the department in court; reviews uncollectable accounts to determine the proper course of action;
- Makes determination of ability to pay court-ordered fines, fees, and restitution; establishes terms and methods of payment; investigates changes in financial status;

- Files legal actions to effect collections; files claims against estates of deceased persons; appears in court when necessary;
- Works cooperatively with other County departments and outside agencies for the purpose of collections;
- Assists with problems and recommends methods to increase efficiency of collection efforts; analyzes, recommends, and implements policies and procedures for the collections program and staff;
- Explains laws affecting payment of accounts to probationers, the public, and staff; reviews changes in laws and regulations affecting collections;
- Directs the preparation and review of a variety of reports and statistical data and information pertaining to collection and operations activities;
- Performs related duties and responsibilities as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles, methods, and techniques of credit and collection work;
- Laws, rules, and regulations governing collection work;
- Business management techniques and procedures;
- Automated collections systems;
- Accepted practices of employee supervision and evaluation.

Ability to:

- Communicate effectively verbally and in writing in a professional manner;
- Establish and maintain effective relations with the public, County employees, and other organizations under conditions requiring tact, firmness, integrity, ingenuity, and perseverance;
- Exercise sound judgment in evaluating situations and making decisions;
- Effectively explain collection rationale to offenders and others;

- Interpret policies and legal requirements involved in collection work;
- Perform accurate mathematical calculations;
- Problem solve issues between staff and others;
- Plan, direct, and evaluate the work of subordinate staff as assigned;
- Work effectively in an environment that includes resistance from creditors, pressure to achieve expected collection outcomes, and critical oversight of work output.

EDUCATION/EXPERIENCE:

Either A: Two (2) years of experience as a Collections Officer II in San Luis Obispo County or B: Graduation from an accredited four-year college or university with a bachelor's degree in accounting or closely related field AND: two years experience equivalent to a Collections Officer II in San Luis Obispo County. (Job related experience equivalent to a Collections Officer II may substitute for the required education on a year-for-year basis.)

LICENSES / CERTIFICATES:

Certain positions within this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver's license will be required at the time of appointment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also be made available for review at the time of any recruitment for that position and at such other times as reasonably required.

Adopted: 3-27-2013

Effective: