

# 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, May 22, 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. March 27, 2013 – Regular
4. **Reports**
  - a. Commission President
  - b. Commission Counsel
  - c. Commission Secretary
5. **Job Class Specification – Revised**
  - a. Program Manager I/II
  - b. Sheriff's Correctional Captain
6. **Closed Session (per Government Code Section 54957.9(d)(2)): Conference with Legal Counsel – Existing/ Potential Litigation**
7. **Adjournment**

# Civil Service Commission

**DRAFT**

The 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



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

## MINUTES

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 9:00 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**

March 27, 2013

Commissioner Tappan moved to approve the March 27, 2013 regular meeting minutes as written; Commissioner Nash seconded; the motion carried 5-0-0.

**4. Reports**

**a. Commission President**

President Bergman: proposed 1:00 PM start time of April 24, 2013 regular CSC meeting due to morning ethics training scheduled for 2 Commissioners. All agreed to the afternoon start time of 1:00 PM. Commissioner Chapman added that he will be absent that day.

**b. Commission Counsel**

Tim McNulty: no report.

**c. Commission Secretary**

Tami Douglas-Schatz: commented that the AB 1234 ethics training has already been addressed; nothing further to report.

**5. Job Class Specification – For Informational Purposes Only**

Senior Buyer

The Commission reviewed the Senior Buyer job specification that was approved as amended at the February 27, 2013 meeting. Commissioner Chapman confirmed that the recommended changes were made.

3a-1

6. **Job Class Specification – Revised**

Buyer I and II

Mark McKibben Personnel Analyst: explained revisions to the document and organizational chart since the February 27, 2013 meeting and confirmed that the term, “negotiate” will remain in the job specification and deferred questions to the Commission.

Commissioner Tappan and Caruthers: Commented on revisions and asked clarifying questions.

President Bergman: Opened for public comment.

SLOCEA General Manager Kimm Daniels: Commented.

Commissioner Chapman: Asked a question regarding Purchasing Agent.

General Services Department Administrator Cody VanDorn: Commented and explained process.

SLOCEA General Manager Kimm Daniels: Explained historic practice of negotiations.

Commissioner Chapman: Referred to other agencies’ purchasing practice.

Commissioner Nash: Commented regarding her impression after the February meeting and asked Ms. Daniels for explanation of issues.

SLOCEA General Manager Kimm Daniels: Responded to Commissioner Nash’s question.

General Services Department Administrator Cody VanDorn: Commented.

SLOCEA General Manager Kimm Daniels: Commented.

General Services Buyer Debbie Belt: Explained impact the change would have on her.

Commissioner Caruthers: Asked about quantity of overtime and commented about lack of overtime.

Commissioner Chapman: Clarified the Commission’s role in classification issues versus Management’s role in organizational and workload issues.

Commissioner Tappan: Clarified the controversy is the negotiation aspect of the job description.

General Services Department Administrator Cody VanDorn: Stated that he would monitor training and impacts on staff.

Personnel Analyst Mark McKibben: Commented that comparable counties include negotiation requirements.

President Bergman: Being no further requests to speak; he closed public comment.

Commissioner Chapman made a motion to approve revision as written; Commissioner Caruthers seconded; the motion carried 5-0-0.

7. **Job Class Specification – New**

a. Sheriff's Records Manager

Personnel Analyst Megan Fisher: introduced Chief Rob Reid from the Sheriff's Department and presented the new specification. The Sheriff Department Organizational Chart (\*Attachment 1) was distributed to the Commissioners and they asked clarifying questions and made recommendations.

President Bergman: Opened for public comment. Being no further requests to speak, he closed the public comment period.

Commissioner Tappan: made a motion to approve the specification as amended; Commissioner Nash seconded; the motion carried 5-0-0.

b. Supervising Collections Officer

Personnel Analyst Megan Fisher: introduced Jim Salio and Ed Liebscher from the Probation Department and stated that she was worked with Personnel Analyst Maricela Havard on the new specification that was presented.

Commissioner Tappan: asked clarifying questions and made recommendations.

President Bergman: Opened for public comment. Being no further requests to speak, he closed the public comment period.

Commissioner Nash: made a motion to approve the specification as amended; Commissioner Caruthers seconded; the motion carried 5-0-0.

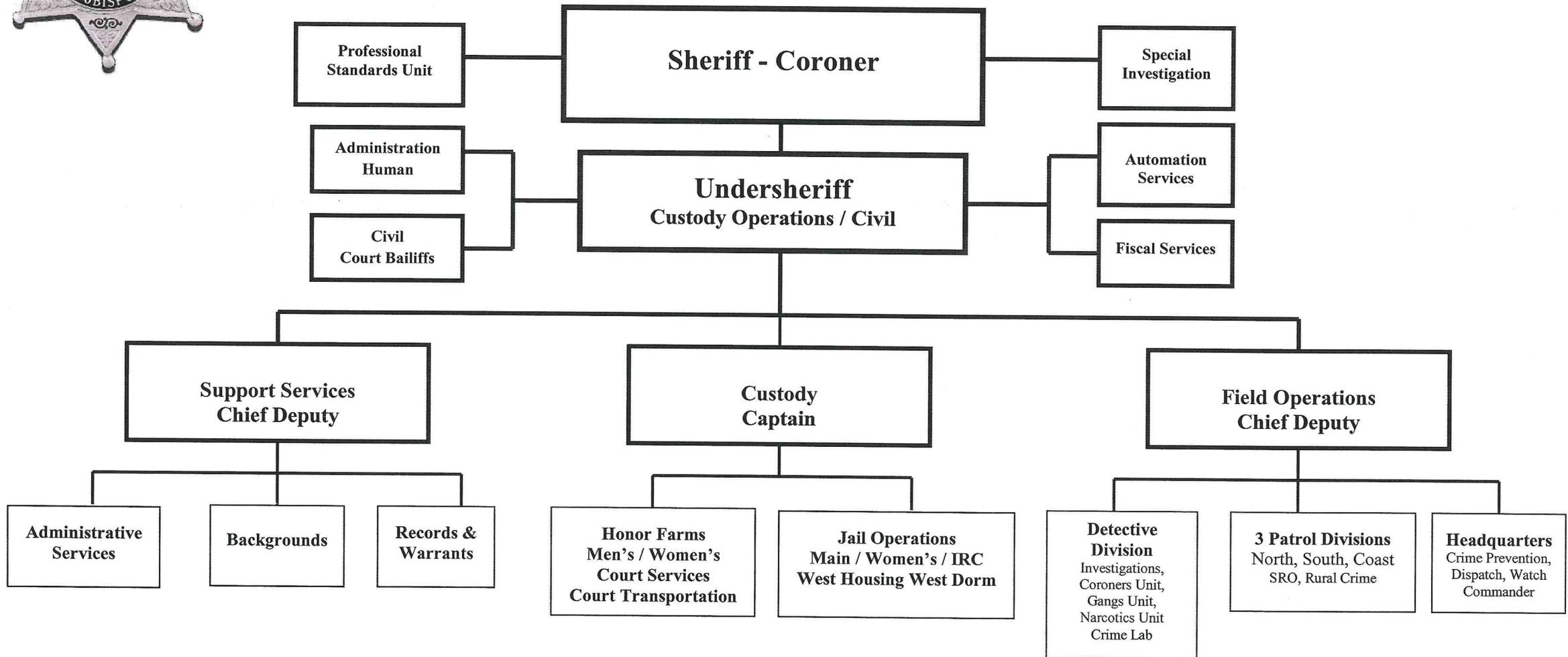
8. **Adjournment**

Being no further business, President Bergman adjourned the meeting at 9:40 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.



# SAN LUIS OBISPO COUNTY SHERIFF'S OFFICE ORGANIZATIONAL CHART



ATTACHMENT 1

3a-4



# Human Resources Department

## SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,  
Director

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](mailto:hr@co.slo.ca.us)

**TO:** Civil Service Commission

**DATE:** May 22, 2013

**FROM:** Ken Tasseff, Personnel Analyst

**SUBJECT:** Revised Class Specification – Program Manager I/II

### **RECOMMENDATION:**

It is recommended that your Commission approve the revised Program Manager I/II job specification as proposed.

### **DISCUSSION:**

The Program Manager classification was adopted in April 2004 as a result of a broad scoped Management Classification Study. Over the past several years, this classification has emerged as an effective and flexible choice for a broad range of program management positions within the Health Agency and Social Services. There is no comparable classification that is dedicated to managing programs that are not health or social services related. The classification was last updated in 2006.

As part of the AB-109 correctional realignment initiative, new prisoner rehabilitation programs were mandated and funded by the State of California. A portion of the funding was to be used for management of these new social programs within the Sheriff's Department and Probation Department. The Human Resources department reviewed the proposed new positions and determined that Program Manager was the most appropriate classification. The board of Supervisors then allocated Program Manager positions in the Sheriff's Office and Probation Department. The duties assigned to these positions are consistent with the Program Manager class specification, however the Human Resources department recommends updating this specification to clarify that it may be used in any County department. In addition, we recommend removing restrictive references to health and social programs.

The proposed revisions remove references to health or social programs. By removing these references, the classification may be used for management of any program without materially changing the duties or employment standards of the classification. Additional revisions have been proposed to the definition, distinguishing characteristics and representative duties sections which update language to current HR standards, provide more accurate descriptions, and correct grammatical errors.

5a-1

The proposed revisions also modify the language in the minimum qualifications section of the specification. While the requirement for a bachelor's degree and the length of related experience will not change, language describing the type of college degree and the type of experience will be replaced by language indicating that the degree and experience must be program related. These revisions will not adversely affect the use of the classification in managing health or social programs.

The current class specification contains language for the allowance of subclass recruitments. No change is recommended to that section and recruitments will continue to be conducted in accordance with the existing HR practices. Information related to the specific vacancy will be identified at the time of recruitment and will include licensure and education requirements for the specific program.

**OTHER AGENCY INVOLVEMENT:**

The Health Agency, Department of Social Services, Probation Department, Sheriff, and Public Works have reviewed the revisions to these specifications and concur with the specifications as proposed. The County Administrative Office has reviewed and commented on the proposed specifications.

Attachments:

Original Program Manager I/II Class Specification  
Track Change Program Manager I/II Class Specification  
Final Program Manager I/II Class Specification

**PROGRAM MANAGER I, II**  
**(Career Series)**

**DEFINITION:**

Under direction, performs a variety of professional program activities in the planning, organizing and administering of operations in support of designated health or social programs or associated automated systems of an assigned division or department; provides leadership and administrative support in the review, analysis, development and implementation of designated programs; may collaborate with governmental agencies, other departments and community organizations to provide community information, outreach, and advocacy for services; may supervise, train, and evaluate assigned staff; and does other related work as required.

**DISTINGUISHING CHARACTERISTICS:**

The Program Manager I classification is the entry-level position in the series. Incumbents work under supervision, perform professional-level planning and organizing duties and have significant administrative responsibilities in support of major health or social programs or associated automated systems of an assigned division.

The Program Manager II classification is the experienced-level position in the series. Incumbents work under general supervision, perform complex professional-level planning and organizing duties, implement special programs or projects, and provide broad administrative direction for large or varied health or social programs.

**REPRESENTATIVE DUTIES:**

(Not in order of importance)

- Perform a variety of professional program activities in the planning, organizing and administering of operations in support of designated programs or associated automated systems of an assigned division or department; participate in or lead the development, organization and implementation of policies and programs for assigned division and assure activities comply with established rules, regulations, ordinances, and procedures.
- Provide leadership and administrative support in the review, analysis, development, and implementation of designated programs or associated automated systems; research and analyze a variety of regulations and revisions for County and other governmental programs to assure accurate compliance in division activities; analyze operations to identify and implement recommendations concerning trends and policy changes.
- Coordinate activities to assure organizational effectiveness; collaborate with others to assure cross-functional projects align with departmental and County-wide goals and objectives; monitor, develop and provide training, evaluate and implement recommendations regarding program or associated automated system enhancement and modification.

- Supervise, train and evaluate the performance of designated personnel as assigned; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work for accuracy, completeness and compliance with established requirements.
- Provide consultation and recommendations to administrators and personnel concerning assigned areas, division activities and related functions; respond to inquiries, resolve issues and conflicts and provide detailed and technical information concerning related standards, practices, laws, codes, regulations, policies and procedures.
- Prepare and maintain a variety of reports and documentation related to division or program activities, project scheduling, requests for proposal, and related activities. May develop, prepare, analyze and review program budgets, grant proposals, quarterly and annual summary as required; respond to audit reports and inquiries; maintain research analysis summaries, trend review reports, charts, memorandums and other documentation as needed for effective research collection and policy implementation practices.
- Provides technical information, assistance or direction in the administration of department or program activities, needs and issues; assist in the formulation, development, implementation, and interpretation of policies, procedures and programs; researches, analyzes and interprets laws, codes, rules, regulations, data from automated systems, and pending legislation; provides recommendations to assure compliance with local, State and federal requirements as appropriate.
- Coordinates, facilitates, and participates in a variety of meetings; serves on committees and review boards; communicates with personnel and various outside agencies to exchange information, coordinate activities and resolve issues; and enlists the support of diverse agencies and community organizations and individuals as appropriate.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- Principles, practices and technical aspects of applicable activities, programs and implementation procedures
- Techniques and methods of research, analysis, and report writing
- Community outreach techniques
- Principles of supervision
- Basic public relations techniques
- Effective oral and written communication and interpersonal skills.
- Principles and practices of program planning, monitoring and evaluation

### **Ability to:**

- Take a leadership role in performing a variety of professional program activities in the planning, organizing, implementing, and administering of operations in support of designated programs or automated systems of an assigned division or department
- Coordinate activities with related Departments and outside organizations to assure program effectiveness
- Provide consultation to County department personnel and outside agencies

- Monitor, evaluate and provide recommendations regarding program enhancement and modification
- Supervise, train and evaluate the performance of assigned personnel
- Communicate effectively both orally and in writing
- Interpret, apply and explain rules, regulations, policies, procedures and legislation
- Establish and maintain cooperative and effective working relationships with others
- Analyze research data and prepare reports, summaries and recommendations
- Plan own work and work of others for successful results
- Operate standard office equipment including a computer and assigned software

## **EDUCATION AND EXPERIENCE:**

**Program Manager I:** Graduation from an accredited four-year college or university with a bachelor's degree in social science, health science, or health, business or 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 performing supervisory, administrative, analytical or fiscal work in a public social services/welfare department or a community-based social services agency, health agency, hospital setting.

**Program Manager II:** One year experience at level of Program Manager I.

## **LICENSES AND OTHER REQUIREMENTS:**

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.

## **SPECIAL SUBCLASS RECRUITMENT:**

Recruitment for these positions may be conducted according to the department in which a vacancy exists and the special requirements for each position.

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 Department at (805) 781-5959.

Adopted: 04-28-04  
Revised: 06-22-04  
Revised: 04-27-06

1 **PERSONNEL DEPARTMENT**  
2 ***San Luis Obispo County***  
3  
4

5 **PROGRAM MANAGER I, II**  
6

7 **DEFINITION:**  
8

9 Under direction, performs a variety of professional level duties in the management and  
10 administration of assigned programs or program related automation systems~~program activities~~  
11 ~~in the planning, organizing and administering of operations in support of designated health or~~  
12 ~~social programs or associated automated systems of an assigned division or department;~~  
13 provides leadership and administrative oversight~~support~~ in the ~~review,~~ development,  
14 implementation, operations and analysis of designated programs; may collaborate with  
15 governmental agencies, other departments and community organizations to provide ~~community~~  
16 information, outreach, and advocacy for services; ~~may supervise, train, and evaluate assigned~~  
17 ~~staff;~~ and does other related work as required.  
18

19 **DISTINGUISHING CHARACTERISTICS:**  
20

21 The Program Manager classification is distinguished from general management classifications  
22 such as Administrative Services Officer or Division Manager by the level of specialization and  
23 focus of the assignment. While the Administrative Services Officer and Division Manager  
24 classifications manage the administrative, budgetary and/or human resources functions across  
25 entire departments or divisions, Program Managers have oversight of defined programs,  
26 established in support of the department's mission.  
27

28 The Program Manager classification also manages and supports program related automation  
29 systems. It is distinguished from information technology management classifications by the  
30 level of program knowledge required and the focus on *program* related automation.  
31

32 ~~The Program Manager I classification is the entry-level position in the series. Incumbents work~~  
33 ~~under general supervision and, perform professional-level administrative, operational and~~  
34 ~~analytical duties in the overall management and oversight of assigned programs or program~~  
35 ~~related automation systems.~~ planning and organizing duties and have significant administrative  
36 responsibilities in support of major health or social programs or associated automated systems  
37 of an assigned division.  
38

39 ~~The Program Manager II classification is the journeyexperienced-level position in the series.~~  
40 ~~Incumbents work under direction andgeneral supervision, perform complex professional-level~~  
41 ~~administrative, operational and analytical planning and organizing duties in the overall~~  
42 ~~management and oversight of, implement special programs or projects, and provide broad~~  
43 ~~administrative direction for large or varied health or social programs or program related~~  
44 ~~automation systems. Programs managed at this level are generally larger in scope, have a~~  
45 ~~higher level of complexity, higher consequence of error, require additional knowledge and~~  
46 ~~abilities, and have a broader span of control than those managed at the Program Manager I~~  
47 level.  
48

49 **REPRESENTATIVE DUTIES:**  
50

51 (Not in order of importance)

- 52
- 53 • Perform a variety of professional ~~level~~program activities in the planning, organizing and
- 54 administering of operations in support of designated programs or ~~related~~associated
- 55 ~~automated~~systems of an assigned division or department; participate in or lead the
- 56 development, organization and implementation of policies and programs for ~~assigned~~
- 57 ~~division~~ and ~~ensure~~assure activities comply with established rules, regulations,
- 58 ordinances, and procedures.
- 59
- 60 • Provide leadership and administrative ~~oversight~~support in the review, analysis,
- 61 development, and implementation of designated programs or ~~related~~associated
- 62 ~~automated~~systems; research and analyze a variety of regulations and ~~revisions~~ for
- 63 County and other governmental programs to ensure ~~accurate~~ compliance in
- 64 program~~division~~ activities; analyze program operations to identify and implement
- 65 recommendations concerning trends and policy changes.
- 66
- 67 • Coordinate activities to ~~assure~~ensure operational and organizational effectiveness;
- 68 collaborate with others to ~~assure~~ensure cross-functional projects align with departmental
- 69 and County-wide goals ~~and objectives~~; monitor, develop and provide training, evaluate
- 70 and implement program related recommendations, ~~regarding program or associated~~
- 71 ~~automated system enhancement and modification~~.
- 72
- 73 • May supervise, train and evaluate the performance of designated personnel as assigned;
- 74 interview and select employees and recommend transfers, reassignment, termination
- 75 and disciplinary actions; establish work schedules, assign employee duties and review
- 76 work for accuracy, completeness and compliance with established requirements;
- 77 establish and maintain time lines and priorities; implement County safety programs and
- 78 ensure employee compliance with all safety rules and regulations; respond to hazard
- 79 reports; investigate and report accidents and injuries.
- 80
- 81 • Provide program related consultation and recommendations to administrators, staff and
- 82 ~~the public~~personnel concerning assigned areas, ~~division activities and related functions~~;
- 83 respond to inquiries, resolve issues and conflicts and provide detailed and technical
- 84 information concerning related standards, practices, laws, codes, regulations, policies
- 85 and procedures.
- 86
- 87 • Prepare and maintain a variety of reports and documentation related to department
- 88 ~~division~~ or program activities, project scheduling, requests for proposal, and related
- 89 activities. May develop, ~~prepare~~, analyze and ~~monitor~~review program budgets, grant
- 90 proposals, quarterly and annual summary as required; respond to audit reports and
- 91 inquiries; maintain research analysis summaries, trend review reports, charts,
- 92 memorandums and other documentation as needed for effective research collection and
- 93 policy implementation ~~practices~~.
- 94
- 95 • Provide technical information, assistance or direction in the administration of department
- 96 or program activities, needs and issues; assist in the formulation, development,
- 97 implementation, and interpretation of policies, procedures and programs; researches,
- 98 analyzes and interprets laws, codes, rules, regulations, data from automated systems,
- 99 and pending legislation; provide recommendations to ~~assure~~ensure compliance with
- 100 local, State and federal requirements as appropriate.

- 101  
102  
103  
104  
105  
106  
107
- Coordinate, facilitate, and participate in a variety of meetings; serve on committees and review boards; communicate with ~~staff~~ personnel and various outside agencies to exchange information, coordinate activities and resolve issues; and enlist the support of diverse agencies and community organizations and individuals as appropriate.

108 **EMPLOYMENT STANDARDS:**

109  
110 **Knowledge of:**

- 111  
112  
113  
114  
115  
116  
117  
118  
119  
120  
121  
122  
123  
124  
125
- Principles, practices and technical aspects of applicable activities, programs and implementation procedures
  - Current developments and industry trends in program related areas
  - Techniques and methods of research, analysis, and report writing
  - Community outreach and basic public relations techniques
  - ~~Principles of supervision~~
  - Effective verbal~~al~~ and written communication techniques and interpersonal skills.
  - Interpersonal skills using tact, patience and courtesy
  - Principles and practices of program planning, monitoring and evaluation
  - Applicable local, state and federal rules, regulations and laws
  - Principles and practices of budget planning, monitoring and administration
  - Principles and practices of management, administration, supervision and training
  - Departmental organization, procedures and standards as well as strategic direction and goals

126 **Ability to:**

- 127  
128  
129  
130  
131  
132  
133  
134  
135  
136  
137  
138  
139  
140  
141  
142  
143  
144  
145  
146  
147
- Take a leadership role in the management and administration of assigned program performing a variety of professional program activities in the planning, organizing, implementing, and administering of operations in support of designated programs or automated systems of an assigned division or department
  - Coordinate activities with related departments and outside organizations to assure ensure program effectiveness
  - Provide consultation to County department personnel and outside agencies
  - Monitor, evaluate and provide recommendations regarding program enhancement and modification
  - Support and follow departmental policies, goals, guiding principles and Mission – Vision – Values Statement
  - Supervise, train and evaluate the performance of assigned personnel
  - Communicate effectively both verbally~~ally~~ and in writing
  - Interpret, apply and explain rules, regulations, policies, procedures and legislation
  - Establish and maintain cooperative and effective working relationships with others
  - Analyze research data and prepare reports, summaries and recommendations
  - Plan own work and work of others for successful results
  - Operate standard office equipment including a computer and assigned software
  - Maintain a safe and orderly work area

148 **EDUCATION AND EXPERIENCE:**

149

150 **Program Manager I:** Graduation from an accredited four-year college or university with a  
151 bachelor's degree in a program social science, health science, or health, business or public  
152 administration or a closely related field. (Job-related experience may substitute for the required  
153 education on a year-for-year basis.) In addition, two years performing supervisory,  
154 administrative, analytical or fiscal work in a program related field ~~public social services/welfare~~  
155 ~~department or a community-based social services agency, health agency, hospital setting.~~

156  
157 **Program Manager II:** One year of experience equivalent to ~~at level of~~ Program Manager I.

158  
159  
160 **LICENSES AND OTHER REQUIREMENTS:**

161 Certain positions within this classification may require specialized licensure. When such  
162 licensure is required, it will be required at the time of application and must be maintained  
163 throughout employment. Required licensure will be listed in the job announcement.

164  
165 **In Addition:** Certain positions within this classification may require driving. When driving is  
166 an essential function of the position a valid CALIFORNIA driver's license will be required at the  
167 time of appointment and must be maintained throughout employment.

168  
169  
170 **SPECIAL SUBCLASS RECRUITMENT:**

171  
172 Recruitment for these positions may be conducted according to the department in which a  
173 vacancy exists and the special requirements for each position.

174  
175  
176 This class specification generally describes the duties and responsibilities characteristic of the  
177 position(s) within this class. The duties of a particular position within a multi-position class may  
178 vary from the duties of other positions within the class. Accordingly, the essential functions of a  
179 particular position (whether it be a multi-position class or a single-position class) will be  
180 identified and used by medical examiners and hiring authorities in the selection process. If you  
181 have any questions regarding the duties or the working conditions of the position, please  
182 contact the Personnel Department at (805) 781-5959.

183  
184  
185  
186  
187  
188  
189

Adopted: 04-28-04  
Revised: 06-22-04  
Revised: 04-27-06  
Revised: 05-22-13

5 **PROGRAM MANAGER I, II**  
6

7 **DEFINITION:**  
8

9 Under direction, performs a variety of professional level duties in the management and  
10 administration of assigned programs or program related automation systems; provides  
11 leadership and administrative oversight in the development, implementation, operations and  
12 analysis of designated programs; may collaborate with governmental agencies, other  
13 departments and community organizations to provide information, outreach, and advocacy for  
14 services; and does other related work as required.  
15

16 **DISTINGUISHING CHARACTERISTICS:**  
17

18 The Program Manager classification is distinguished from general management classifications  
19 such as Administrative Services Officer or Division Manager by the level of specialization and  
20 focus of the assignment. While the Administrative Services Officer and Division Manager  
21 classifications manage the administrative, budgetary and/or human resources functions across  
22 entire departments or divisions, Program Managers have oversight of defined programs,  
23 established in support of the department's mission.  
24

25 The Program Manager classification also manages and supports program related automation  
26 systems. It is distinguished from information technology management classifications by the  
27 level of program knowledge required and the focus on *program* related automation.  
28

29 Program Manager I is the entry-level position in the series. Incumbents work under general  
30 supervision and perform professional-level administrative, operational and analytical duties in  
31 the overall management and oversight of assigned programs or program related automation  
32 systems.  
33

34 Program Manager II is the journey-level position in the series. Incumbents work under  
35 direction and perform complex professional-level administrative, operational and analytical  
36 duties in the overall management and oversight of large or varied programs or program related  
37 automation systems. Programs managed at this level are generally larger in scope, have a  
38 higher level of complexity, higher consequence of error, require additional knowledge and  
39 abilities, and have a broader span of control than those managed at the Program Manager I  
40 level.  
41

42 **REPRESENTATIVE DUTIES:**

43 (Not in order of importance)  
44

- 45 • Perform a variety of professional level activities in the planning, organizing and  
46 administering of operations in support of designated programs or related automation  
47 systems of an assigned division or department; participate in or lead the development,  
48 organization and implementation of policies and programs and ensure activities comply  
49 with established rules, regulations, ordinances, and procedures.  
50

- 51 • Provide leadership and administrative oversight in the review, analysis, development,  
52 and implementation of designated programs or related automation systems; research  
53 and analyze a variety of regulations for County and other governmental programs to  
54 ensure compliance in program activities; analyze program operations to identify and  
55 implement recommendations concerning trends and policy changes.
- 56
- 57 • Coordinate activities to ensure operational and organizational effectiveness; collaborate  
58 with others to ensure cross-functional projects align with departmental and County-wide  
59 goals; monitor, develop and provide training, evaluate and implement program related  
60 recommendations.
- 61
- 62 • May supervise, train and evaluate the performance of designated personnel as assigned;  
63 interview and select employees ~~and recommend transfers, reassignment, termination~~  
64 and disciplinary actions; establish work schedules, assign employee duties and review  
65 work for accuracy, completeness and compliance with established requirements;  
66 establish and maintain time lines and priorities; implement County safety programs and  
67 ensure employee compliance with all safety rules and regulations; respond to hazard  
68 reports; investigate and report accidents and injuries.
- 69
- 70 • Provide program related consultation and recommendations to administrators, staff and  
71 the public; respond to inquiries, resolve issues and conflicts and provide detailed and  
72 technical information concerning related standards, practices, laws, codes, regulations,  
73 policies and procedures.
- 74
- 75 • Prepare and maintain a variety of reports and documentation related to department or  
76 program activities, project scheduling, requests for proposal, and related activities. May  
77 develop, analyze and monitor program budgets, grant proposals, quarterly and annual  
78 summary as required; respond to audit reports and inquiries; maintain research analysis  
79 summaries, trend review reports, charts, memorandums and other documentation as  
80 needed for effective research collection and policy implementation.
- 81
- 82 • Provide technical information, assistance or direction in the administration of department  
83 or program activities, needs and issues; assist in the formulation, development,  
84 implementation, and interpretation of policies, procedures and programs; researches,  
85 analyzes and interprets laws, codes, rules, regulations, data from automated systems,  
86 and pending legislation; provide recommendations to ensure compliance with local,  
87 State and federal requirements as appropriate.
- 88
- 89 • Coordinate, facilitate, and participate in a variety of meetings; serve on committees and  
90 review boards; communicate with staff and various outside agencies to exchange  
91 information, coordinate activities and resolve issues; enlist the support of diverse  
92 agencies and community organizations and individuals as appropriate.
- 93
- 94

95 **EMPLOYMENT STANDARDS:**

96

97 **Knowledge of:**

- 98 • Principles, practices and technical aspects of applicable activities, programs and  
99 implementation procedures
- 100 • Current developments and industry trends in program related areas

- 101 • Techniques and methods of research, analysis, and report writing
- 102 • Community outreach and basic public relations techniques
- 103 • Effective verbal and written communication techniques
- 104 • Interpersonal skills using tact, patience and courtesy
- 105 • Principles and practices of program planning, monitoring and evaluation
- 106 • Applicable local, state and federal rules, regulations and laws
- 107 • Principles and practices of budget planning, monitoring and administration
- 108 • Principles and practices of management, administration, supervision and training
- 109 • Departmental organization, procedures and standards as well as strategic direction and
- 110 goals

- 111
- 112 **Ability to:**
- 113 • Take a leadership role in the management and administration of assigned program
  - 114 • Coordinate activities with related departments and outside organizations to ensure
  - 115 program effectiveness
  - 116 • Provide consultation to County department personnel and outside agencies
  - 117 • Monitor, evaluate and provide recommendations regarding program enhancement and
  - 118 modification
  - 119 • Support and follow departmental policies, goals, guiding principles and Mission – Vision
  - 120 – Values Statement
  - 121 • Supervise, train and evaluate the performance of assigned personnel
  - 122 • Communicate effectively both verbally and in writing
  - 123 • Interpret, apply and explain rules, regulations, policies, procedures and legislation
  - 124 • Establish and maintain cooperative and effective working relationships with others
  - 125 • Analyze research data and prepare reports, summaries and recommendations
  - 126 • Plan own work and work of others for successful results
  - 127 • Operate standard office equipment including a computer and assigned software
  - 128 • Maintain a safe and orderly work area

129

130

131 **EDUCATION AND EXPERIENCE:**

132

133 **Program Manager I:** Graduation from an accredited four-year college or university with a

134 bachelor's degree in a program related field. (Job-related experience may substitute for the

135 required education on a year-for-year basis.) In addition, two years performing supervisory,

136 administrative, analytical or fiscal work in a program related field.

137

138 **Program Manager II:** One year of experience equivalent to Program Manager I.

139

140

141 **LICENSES AND OTHER REQUIREMENTS:**

142 Certain positions within this classification may require specialized licensure. When such

143 licensure is required, it will be required at the time of application and must be maintained

144 throughout employment. Required licensure will be listed in the job announcement.

145

146 **In Addition:** Certain positions within this classification may require driving. When driving is

147 an essential function of the position a valid **CALIFORNIA** driver's license will be required at the

148 time of appointment and must be maintained throughout employment.

149

150

151 **SPECIAL SUBCLASS RECRUITMENT:**

152

153 Recruitment for these positions may be conducted according to the department in which a  
154 vacancy exists and the special requirements for each position.

155

156

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

164

165

166

167

168

169

170

Adopted: 04-28-04  
Revised: 06-22-04  
Revised: 04-27-06  
Revised: 05-22-13



# Human Resources Department

## SAN LUIS OBISPO COUNTY

Tami Douglas-Schatz,  
Director

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:** May 22, 2013

**FROM:** Megan Fisher, Personnel Analyst

**SUBJECT:** New Specification: Sheriff's Correctional Captain

### RECOMMENDATION

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

### DISCUSSION

As part of the FY 2013/14 budget, the Sheriff's Office has requested approval of a new position that will oversee the Sheriff's Custody Operations. The "Correctional Captain" classification will address the workload demands, liabilities, and complexities that have increased over time and with the implementation of AB 109/realignment in October of 2011.

The Sheriff's Office is responsible for the detention of incarcerated inmates as required by state, federal, case law, and applicable regulations. The Undersheriff oversees 3 divisions: Support Services, Patrol/Field Operations, and Custody. The Patrol/Field Operations Division and the Support Services Division each have a Chief Deputy that manages the operations for each division. However, for the Custody Division, there has been three Correctional Lieutenants reporting directly to the Undersheriff. In March, one of the three Correctional Lieutenants retired. The proposed classification, Correctional Captain, will replace this Correctional Lieutenant and join the two existing Chief Deputy's in serving at the executive management level of command and representing the Custody Division within the Sheriff's Office organization structure.

There is currently no existing classification that addresses the complexity and nature of specialized correctional related duties required, nor the knowledge required to perform those duties. The Sheriff's Office has two distinct and separate career paths for individuals pursuing a career as a sworn Deputy. There is a career path on the custody side, Correctional Deputy, as well as a career path on the patrol side, Deputy Sheriff. On the patrol side, there are four promotional steps that include Senior Deputy Sheriff, Sergeant, Commander, and Chief Deputy. On the custody side there are three promotional steps that include Senior Correctional Deputy, Correctional Sergeant, and Lieutenant. The significant increases in inmate population, overcrowding issues, as well as new requirements for inmate programming are all impacts that require the Sheriff's Office to enhance the current management structure.

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.

56-1

1 **HUMAN RESOURCES DEPARTMENT**

2 **San Luis Obispo County**

3

4 **SHERIFF'S CORRECTIONAL CAPTAIN**

5

6 **DEFINITION:**

7 Under general direction, plans, organizes, controls, and directs the activities of the Sheriff's Custody  
8 division at the executive management level of command; coordinates and directs communications,  
9 resources, and personnel in support of law enforcement services and administration; ensures  
10 effective and efficient operations within the Custody division; and does other related work as  
11 required.

12 **DISTINGUISHING CHARACTERISTICS:**

13 This position is distinguished from the lower level Correctional Lieutenant position in that in  
14 oversees the overall Custody division.

15 **REPRESENTATIVE DUTIES:**

16 (Not in order of importance)

17

18 • Assigns, coordinates, reviews and supervises activities within the Custody division; consults  
19 with and advises the Sheriff and Undersheriff on matters relating to custody operations;  
20 establishes and maintains timelines and priorities; researches and recommends policy  
21 changes; manages the operation and maintenance of a correctional facility within legal  
22 boundaries and requirements; ensures related functions and activities comply with  
23 established standards.

24

25 • Coordinates work of the Custody division with that of the other divisions, as well as other  
26 County agencies; oversees the development and implementation of programs and projects;

27 analyzes and identifies areas for continuous improvement; ensures quality processes are  
28 implemented.

29  
30 • Supervises and evaluates the performance of assigned staff; interviews and selects  
31 employees; recommends appointments, transfers, reassignments, terminations, and  
32 disciplinary actions; resolves personnel issues in a timely, appropriate manner; coordinates  
33 subordinate work assignments and reviews work to ensure compliance with established  
34 standards, requirements, and procedures.

35  
36 • Assists and takes an active part in both budget preparation and administration; monitors and  
37 analyzes Custody division programs, activities and related law enforcement activities for  
38 financial effectiveness and operational efficiency; controls and authorizes expenditures  
39 related to custody operations, alternative sentencing unit, and inmate welfare fund in  
40 accordance with established limitations; prepares a variety of financial, statistical and  
41 operating reports; ensures mandated reports are completed and submitted to appropriate  
42 local, State or Federal agencies according to established timelines; reviews reports prepared  
43 by subordinate personnel.

44  
45 • Enforces federal, state and local laws, ordinances and regulations; maintains effective  
46 relations by collaborating with other law enforcement officials, courts, and agencies on  
47 matters pertaining to the incarceration, prosecution, transport, care and custody of inmates  
48 in the facility; appears in court to give testimony.

49

50 **EMPLOYMENT STANDARDS:**

51

52 **Knowledge of:**

- 53 • Principles, practices, and procedures of criminal justice and administration  
54 • Laws governing a county jail  
55 • Modern methods and techniques in the control and custody of prisoners  
56 • Modern penal principles, methods and practices as they relate to the operations of a jail

57 and/or honor farm  
58 • Departmental rules and regulations, pertinent Federal and State laws, and County  
59 ordinances  
60

61 **Ability to:**

- 62 • Plan, assign, instruct, and manage the work of subordinate personnel
- 63 • Analyze situations quickly and objectively and determine the proper course of action
- 64 • Enforce laws related to the Custody division firmly, tactfully, and impartially
- 65 • Establish and maintain cooperative, effective, and collaborative relations with others
- 66 • Skillfully and properly use and care for firearms
- 67 • Maintain good physical, emotional and mental condition to satisfactorily perform the  
68 functions of the position
- 69 • Utilize effective written communication skills to prepare clear, concise, and accurate  
70 reports, correspondence, policies, procedures, and written materials
- 71 • Evaluate problems and present corrective alternatives, solutions, and recommendations
- 72 • Mediate, facilitate effective outcomes, and positively influence group problem solving
- 73 • Maintain confidentiality and exercise discretion
- 74 • Operate a computer and assigned office equipment

75

76 **EDUCATION AND EXPERIENCE:**

77 Any combination of 60 semester or 90 quarter units of college level coursework equivalent to  
78 two years of full-time college work and two years of experience as a peace officer in the State of  
79 California equivalent to a San Luis Obispo County Sheriff's Correctional Lieutenant or  
80 Commander, or higher level of command.

81

82 **LICENSES/CERTIFICATES:**

83

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

86

87 At time of application, must possess and maintain valid First Aid and CPR certificates. Must have  
88 proof of completing the following courses or equivalent waiver: California Department of  
89 Corrections and Rehabilitation (CDCR) approved Jail Operations, CDCR Supervisor's, Penal Code  
90 Section 832. A manager/administrator's course approved by the CDCR must be completed  
91 within one year from date of hire.

92

93 **Note:** Proof of licensure/certification and educational courses must be submitted at the time of  
94 application.

95

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

97

98 **OTHER CONDITIONS OF EMPLOYMENT:**

99

100 **Citizenship:**

101 All applicants must be a United States citizen or permanent residence alien who are eligible for  
102 and have applied for citizenship at least one year before application for employment. Written  
103 proof of the foregoing is required.

104

105 **Physical/Psychological Exam:**

106 In accordance with Government Code Section 1031, candidate's physical, emotional and mental  
107 health will be evaluated and must be free from any condition which might adversely affect the  
108 exercise of the powers of a peace officer or performance of the duties of this position.

109

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

117

118

119

Adopted: X-X-13

120

BOS Approved: X-X-13

121

122