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 draft minutes are submitted for approval:
   a. April 24, 2019

4. Request to Approve Revised Job Specification(s):
   a. Family Support Officer

5. Request to Approve New Job Specification(s):
   a. Terminal Services Worker

6. Request to Reschedule June 26, 2019 Civil Service Commission Regular Meeting to Tuesday, June 25, 2019


8. Reports
   Commission President
   Commission Counsel
   Commission Outside Counsel
   Commission Secretary

9. Adjournment
Civil Service Commission

Regular Session Meeting
Wednesday April 24, 2019
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

Present: President Bergman, Commissioner Ohannesian, Vice President Nix and Commissioner Nicholson

Staff: Acting Commission Secretary, Frank Stapleton
Commission Clerk, Rosa Reyes

Counsel: Nina Negranti, County Counsel

Outside Counsel: Steve Simas, Attorney

1. Call to Order / Flag Salute / Roll Call
President Bergman called the meeting to order and led the flag salute. Roll was called. All Commissioners were present. (District Three is currently vacant)

2. Public Comment Period
President Bergman asked if there were any members of the public wishing to address the Commission at this time. Seeing none, he moved to item 3 on the Agenda.

3. Minutes
   a. March 06, 2019
   b. March 27, 2019

The Commission first addressed the minutes from the Special Hearing on March 06, 2019. Vice President Nix moved to approve the minutes as presented. Commissioner Ohannesian seconded the motion. Motion passed 4-0-0.

The Commission next considered the minutes from the Regular Meeting on March 27, 2019. Commissioner Ohannesian moved to approve the minutes as presented and Vice President Nix seconded the motion. Motion passed 3-0-1. Commissioner Nicholson abstained because he was absent at the Regular Meeting.
Civil Service Commission

4. Request to Approve Revised Job Specification(s):

   a. Family Support Officer (FSO)

   Stephanie Price, Human Resource Analyst introduced Natalie Walter, Director of Child Support Services. The Family Support Officer (FSO) is the paraprofessional role within Child Support Services. Ms. Price provided a synopsis of the duties and roles of an FSO. Ms. Price stated the corrections to the job specification were mostly changing inadvertent statements in the current job specification, modernizing the language in the format of the spec and proposing a name change. It was requested FSO be changed to Child Support Specialist (CSS). This name change aligns more with the County's naming convention of “Specialist” within these types of roles. The staff of Child Support Services is also in support of this name change.

   There were also updates to the Minimum Qualifications section. The job duties for this position are similar to that of other county positions, including, Employment Resource Specialist (ERS) at the Department of Social Services (DSS) and Veteran Services Representative. It was the intent to have the Minimum Qualifications match with these types of positions.

   President Bergman asked if there was any public comment on this revised job specification. Seeing none, he opened the matter up for the Commissioners to comment or ask questions. There were noted concerns that some of the descriptive language implied that an FSO was analyzing or interpreting the law, which is the responsibility of an attorney. It was made clear by Ms. Walter, that the department attorney is the one who interprets and analyzes the law as applied to child support cases. Ms. Price and Ms. Walter discussed language changes that would more adequately reflect the FSO’s case management of their caseload.

   It was asked that this job specification be brought back before the Commission at the next Regular Meeting with the recommended changes.

   b. Supervising Family Support Officer

   Next, Ms. Price brought forward the Supervising Family Support Officer job specification. She reported the proposed changes were similar to the changes recommended in the FSO specification, including updating the language and template, changing the name of the position to remain consistent, and changes to the Minimum Qualifications. Ms. Price explained that the Department of Child Support Services recently went through a reorganization. Two new positions were added to focus on training and quality assurance within the department. These positions fall between a CSS and Supervisor. The intent was to make clear to staff that this position was a good way to acquire the knowledge, skills and abilities to be a competent supervisor.
Civil Service Commission

President Bergman asked if there was any public comment on this revised job spec. Seeing none, he opened the matter up for the Commissioners to comment or ask questions. Ms. Price provided insight as to why certain years of experience are required from a Program Review Specialist and a CSS III. The Program Review Specialist is an elevated position and the employees in this position would be working in a lead capacity. It is likely that someone in this position would have already worked their way up through the levels of Child Support Specialist.

The Commission brought forth concerns that wording in the specification also implied the Supervising CSS would be interpreting and applying laws, codes and ordinances. This is the job of the department attorney. Ms. Walter explained this wording applied to case management and not legal interpretation; however, taking the concerns presented into consideration the wording would be changed so the expectations were clearer.

President Bergman advised the Commission would vote on Item 4b. Commissioner Nicholson made the motion to approve the job specification as revised. Vice President Nix seconded the motion. Motion passed 4-0-0.


President Bergman moved to Item 7 (reports) on the Agenda before going into Closed Session. After reports were concluded President Bergman reported the Commission would take a 10-minute break and reconvene into closed session after the break. There were no members of the public wishing to address the Commission on both Closed Session items.

President Bergman moved the meeting into Open Session. He reported the Commission discussed these matters and have given direction to their counsel.


President Bergman read the Commission’s decision. Based on the Findings of Fact, Conclusions of Law and weighing all the evidence and circumstances in this matter, the Commission concludes that the appropriate discipline is termination and Respondent’s Final Order of Medical Separation. Commissioner Nicholson moved to have the President sign the Order. Vice President Nix seconded the motion. Roll was called. Commissioner Ohannesian-Yes, Vice President Nix- Yes, Commissioner Nicholson- Yes and President Bergman-Yes. Motion passed 4-0-0.
7. **Reports:**
   President Bergman had nothing to report but stated he would have Commissioner Ohannesian give a report. Commissioner Ohannesian reported on April 9 the Board reappointed him to this position. He further stated he enjoys this position and took the oath and was duly sworn in on April 22. Commission Counsel and Commission Outside Counsel had no reports. Acting Commission Secretary Frank Stapleton deferred to Mark McKibben (Human Resources Analyst) to discuss potential calendaring dates reserved for upcoming hearings.

   Mr. McKibben reconfirmed the Special Hearing Meetings dates on May 6/7 and June 24/25. The Regular Hearing now scheduled on Wednesday, June 26 would be moved to one of the Special Hearing dates in June. Special Hearing dates on July 23/24 were also confirmed. There were concerns discussed regarding the hearing on July 23/24. Mr. McKibben asked the Commission to remove the Special Hearing dates previously scheduled on June 11/12 from their calendars.

   It was requested that moving the Regular Meeting in June to a different date be put on the agenda in May, so the Commission can take formal action.

8. **Adjournment:**
   President Bergman adjourned the meeting.

*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.*
TO: Civil Service Commission

DATE: May 22, 2019

FROM: Stephanie Price, Human Resources Analyst

SUBJECT: Revised Class Specifications: Family Support Officer I/II/III

Department: Department of Child Support Services

Appointing Authority: Natalie Walter, Director

RECOMMENDATION

It is recommended that the Commission approve the revisions to the Family Support Officer I/II/III as proposed.

BACKGROUND

This specification was brought before your commission at the regular meeting on April 24, 2019. At that time, Commissioner Nicholson expressed concerns regarding some of the job duties as they were written. The concerns were noted, and adjustments have been made. As the commission has already reviewed this specification, areas changed from the last meeting have been highlighted in yellow. For additional background information, see attached memo.

RESULT

The proposed specification accurately describes the classifications’ duties and employment standards, and are consistent with current format, terminology, and titling standards. These improvements will serve to accurately describe the classification to potential applicants and current employees and will be used as a basis for classification, compensation and performance management.
OTHER AGENCY INVOLVEMENT
The Department of Child Support Services and SLOCEA were involved in the revisions of these specifications and concur with the specifications as proposed.

Attachments:

3. Cover Memo from April 24, 2019 CSC Meeting
4. Current Organizational Chart
5. Proposed Organizational Chart
HUMAN RESOURCES DEPARTMENT
San Luis Obispo County

FAMILY SUPPORT OFFICER I, II, & III

DEFINITION:
Classes in this series work for the local child support agency to determine and initiate legal action to locate non-custodial parents and custodial parties, to establish and enforce child and medical support orders, to resolve questions of paternity based on legal requirements and state and federal mandates, and to do other related work as required.

DISTINGUISHING CHARACTERISTICS:
The Family Support Officer I is the entry-level position in the series. Incumbents work under close supervision, maintain a general caseload and receive training while performing a full range of child support duties. The FSO I is distinguished from the FSO II and III levels in that it operates with little or no independence and may not orient, train, or supervise other employees.

The Family Support Officer II is the journey-level position in the series. Incumbents work under supervision and independently maintain a general caseload. The FSO II is further distinguished from the FSO I in that incumbents may research questions of law and evidence relative to support matters, and may work on special reports and data clean-up projects in conjunction with case management. The FSO II may also assist in the orientation of new employees.

The Family Support Officer III is the advanced-level position in the series. Incumbents work under general supervision and act as lead-worker in handling the more complex and sensitive cases. The FSO III is distinguished from the FSO I and II in that incumbents may assist the Supervising Family Support Officer with training of Family Support Officers and/or supervise subordinate staff on a project or short-term basis. The FSO III may also assist the Supervising Family Support Officer in performing legal research, acting as a resource person, assisting in the interpretation and implementation of regulations and new procedures, or as needed.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Manages a general caseload and effects case management based on state and federal compliance criteria and performance measures.
- Analyzes cases to determine appropriate course of legal action, generates appropriate legal documents and initiates legal proceedings in compliance with state and federal mandates involving child, spousal and medical support.
- Assists local Child Support Agency attorneys by interviewing case participants, locating non-custodial parents and custodial parties, and obtaining documentary evidence. Assists in the interpretation and application of federal laws, California laws, and the laws of other states and nations.
- Explains child support procedures to case participants and other agencies, calendars matters for court, prepares subpoenas for witnesses and documentary evidence, coordinates genetic testing to resolve questions of paternity, and appears in court to testify in civil and criminal cases.
- Accesses computer based information systems on a daily basis to monitor case management and payment records, inputs and/or updates data to maintain current records, and ensures appropriate record keeping for audits.
• Applies legal actions to establish and enforce child and medical support, uses the Disso-Master computer program and applies the Uniform State Child Support Guidelines pursuant to Family Code 4055 to calculate child support.
• Accesses and utilizes the Department of Social Services and a variety of local and wide area network computer systems for information, analyzes government records and reports, and exchanges information with courts and/or agencies in other jurisdictions as required and allowed by state and federal mandates.
• Orient, trains, leads and/or supervises new employees or subordinate staff.

EMPLOYMENT STANDARDS:
Knowledge of:

• Principles, methods, and techniques of effective interviewing and case management
• Basic data processing practices, record keeping and computer based information systems
• Proper grammar, spelling, and punctuation
• Effective writing and verbal communication skills
• Basic Mathematical skills
• Principles of effective record keeping

Ability to:

• Elicit information from a variety of individuals and resources
• Understand and apply regulations and laws
• Operate a personal computer and assigned software
• Deal with stressful situations and hostile clients, while maintaining confidentiality
• Cultivate and maintain positive working relationships with members of the public, community organizations and representatives of other government agencies
• Maintain a general caseload and analyze information in order to take the next step
• Communicate effectively both orally and in writing
• Work effectively with law enforcement and other agencies, including those of diverse perspectives and/or limited background, and possess strong interpersonal skills such as listening, speaking, advisory, mediation, reconciliation and related skills.
• Handle multiple tasks and prioritize them to complete assignments

EDUCATION AND EXPERIENCE:
Family Support Officer I: Graduation from an accredited four-year college or university with a Bachelor’s degree. (Job-related experience in a related field may be substituted for the required education on a year-for-year basis.)

Family Support Officer II: The above, plus two years of experience as a Family Support Officer I or an equivalent position.

Family Support Officer III: The above, plus two years of experience as a Family Support Officer II or an equivalent position.

OTHER CONDITIONS OF EMPLOYMENT:
Character:
Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.
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 Human Resources Department at (805) 781-5959.

Adopted: Unknown
Revised: 04-24-02
Revised: 08-08-07
FAMILY-SUPPORT-OFFICER
CHILD SUPPORT SPECIALIST I, II, & III
(Career Series)

DEFINITION:

Classes in this series work for the local child support agency, County's Department of Child Support Services to determine and initiate legal action to locate non-custodial parents and custodial parties, to establish and enforce child and medical support orders, and resolve questions of paternity based on legal requirements and state and federal mandates. Works under the direction of the Child Support Attorney to ensure compliance with all laws and regulations, and to do other related work as required.

DISTINGUISHING CHARACTERISTICS:

The Family Child Support Officer Specialist (CSS) I is the entry-level position in the series. Incumbents work under close supervision, maintain a general caseload, and receive training while performing the full range of child support duties. While gaining knowledge and experience, they perform tasks that are less difficult and complex in nature and assist in performing more difficult and complex tasks.

The Specialist I is distinguished from the FSO-II Specialist II and III levels in that it operates with little or no independence and may not orient, train, or supervise other employees.

The Family Child Support Officer Specialist II is the journey-level position in the series. Incumbents work under supervision and independently, perform the full scope of the duties and maintain a

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general caseload. Independently. The FSO Specialist II is further distinguished from the FSO Specialist I in that incumbents may research questions of law and evidence relative to support matters, and may work on special reports and data clean-up projects in conjunction with case management. The FSO Specialist II may also assist in the orientation of new employees.

The Family Support Officer III (FSS III) is the advanced-level position in the series. Incumbents work under general supervision and act as lead worker in handling the more complex and sensitive cases. The FSO III is distinguished from and serve as a technical subject matter expert and/or lead for junior staff. Independently performs and leads the FSO most complex and specialized assignments and projects, and has considerable latitude for independent judgment and action. In that incumbents may assist the Supervising Family Support Officer with training of Family Support Officers and/or supervise subordinate staff on a project or short-term basis. The FSO Incumbents may assist in the development and implementation of policies and procedures. The Specialist III may also assist the Child Support Attorney with various assigned tasks. assist the Supervising Family Support Officer in performing legal research, acting as a resource person, assisting in the interpretation and implementation of regulations and new procedures, or as needed.

REPRESENTATIVE DUTIES:

(Not in order of importance)

- Manages a general child support caseload and effects case management based on-in accordance with state and federal compliance criteria and department policy and performance measures.

- Analyzes Reviews child support cases caseload to determine appropriate course of legal action.

- Generates appropriate legal documents and initiates legal proceedings in compliance with state and federal mandates involving related to child, spousal and medical support.

- Assists local Child Support Agency attorneys by interviewing case participants, locating non-custodial parents and custodial parties, and obtaining documentary evidence.
appropriate action in the interpretation, compliance with and application of federal laws, California laws, and the laws of other states and nations.

- Explains child support procedures to case participants and other agencies, calendars matters for court, prepares subpoenas for witnesses and documentary evidence, coordinates genetic testing to resolve questions of paternity, and appears in court to testify in civil and criminal cases.
- Calendars matters for court and prepares subpoenas for witnesses and documentary evidence.
- Coordinates genetic testing to resolve questions of paternity.
- Appears in court to testify in civil and criminal cases.
- Accesses computer-based information systems on a daily basis to monitor and maintain case management and payment records, inputs and/or updates data to maintain current records, and ensures appropriate record keeping for audits.
- Applies legal actions as directed by the court, to establish and enforce child and medical support, uses the Disso-Master computer program and applies the Uniform State Child Support Guidelines pursuant to Family Code 4055 to calculate child support.
- Accesses and utilizes information from the Department of Social Services and a variety of local and wide area network computer-based systems for information; analyzes government records and reports; exchanges information with courts and/or agencies in other jurisdictions as required and allowed by state and federal mandates.
- Orients, trains, leads and/or supervises new employees or subordinate staff.
- Identifies and refers participants to available county and community services.
- Appropriately applies interpretation of law to all child support cases as instructed by the Child Support Attorney.
- Performs related duties as required.

EMPLOYMENT STANDARDS:

Knowledge of:
• Professional standards for verbal and written communication

• Basic mathematics including fractions and percentages

• Modern office procedures, practices, and equipment

• Basic personal computer usage and common software, including word processing, spreadsheet, calendar, and email

• Principles, methods, and techniques of effective interviewing and case management

• Basic data processing practices, record keeping and computer based information systems

• Proper grammar, spelling, and punctuation

• Effective writing and verbal communication skills

• Basic Mathematical skills

• Principles of effective record keeping

Ability to:

• Elicit information from a variety of individuals, research effectively and resources

• Understand and apply rules, regulations, directives and legislation

• Operate a personal computer and assigned software

• Deal with stressful situations and hostile clients, while maintaining confidentiality

• Cultivate and uphold appropriate laws, codes, ordinances, regulations, policies, procedures, and guidelines

• Accurately, tactfully, clearly, and concisely convey complex laws, procedures, and benefits both verbally and in writing; present information effectively at meetings

• Communicate effectively both orally and in writing; and maintain positive working relationships with members of the public, community organizations and representatives of other government agencies

• Maintain a general caseload and analyze information in order to take the next step

• Communicate effectively both orally and in writing

• Work and communicate effectively with law enforcement and other agencies, including those of diverse perspectives and/or limited background, and possess strong interpersonal skills such as listening, speaking, advisory, mediation, reconciliation and related skills

• Foster a spirit of teamwork and support when interacting with staff and others
• Remain calm and perform effectively during stressful situations and when working with hostile clients
• Handle multiple tasks and prioritize them to complete assignments
• Develop techniques to successfully question, interview, counsel and advise persons
• Operate a computer and assigned office equipment
• Organize and maintain work and records
• Obtain and recognize relevant and significant facts
• Problem solve and make appropriate decisions
• Communicate effectively with others from diverse socioeconomic and cultural backgrounds
• Establish and maintain the confidence and cooperation of participants
• Develop, establish and maintain cooperative working relationships with agency staff and the general public, as well as with community employers, to facilitate job development and opportunities
• Work effectively amid interruptions
• Maintain confidentiality according to policies and guidelines
• Contribute to and help maintain the organization’s mission and culture

In addition, Family Support Officer II:
• Manage a larger caseload
• Work with greater independence
• Use community collaboration to expand available resources

In addition, Family Support Officer III:
• Train, mentor, and lead staff
• Coordinate and oversee the work of others
• Manage projects

EDUCATION AND EXPERIENCE:
Family Support Officer I A combination of education, training and experience which could provide the required knowledge and abilities listed. This may include:
Child Services Specialist I:
Two years education in an accredited college or university with a major in Public Administration, Business Administration, Social Science or a closely related field.

Child Services Specialist II:
Either A: Two years of experience as a Child Services Specialist I or an equivalent position;
Or B: Graduation from an accredited four-year college or university with a Bachelor’s degree. (Job-related experience in Public Administration, Business Administration, Social Science or a closely related field may be substituted for the required education on a year-for-year basis.)

Family Support Officer II: The above, plus two years of experience as a Family Support Officer I or an equivalent position.

Family Support Officer III: The above, plus two years of experience as a Family Support Officer involving interviewing or counseling.

Child Services Specialist III: Two years of experience as a Child Services Specialist II or an equivalent position.

OTHER CONDITIONS OF EMPLOYMENT:
Character:
Good moral character as determined by a thorough background investigation including a fingerprint and record check. No conviction by any State, the Federal Government or a foreign government of a crime which could have been punishable by imprisonment in a Federal Penitentiary or a State prison.

LICENSES/CERTIFICATES:
Certain positions within this classification may require driving. When driving is an essential function of the position, a valid California driver license will be required at the time of appointment and must be maintained throughout employment.
SUBCLASS RECRUITMENT:

Recruitments for this classification may be conducted according to the divisions or programs in which the vacancy exists and the requirements of the 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 minimum qualifications, duties, or the working conditions of the position, please contact the Human Resources Department at (805) 781-5959.

Adopted: Unknown
Revised: 04-24-02
Revised: 08-08-07
TO: Civil Service Commission

DATE: April 24, 2019

FROM: Stephanie Price, Human Resources Analyst

SUBJECT: Revised Class Specifications: Family Support Officer I/II/III

Supervising Family Support Officer

Department: Department of Child Support Services

Appointing Authority: Natalie Walter, Director

RECOMMENDATION

It is recommended that the Commission approve the revisions to the Family Support Officer I/II/III and Supervising Family Support Officer as proposed.

BACKGROUND

Many years ago, the Department adopted a “one size fits all” approach to classifications and narrowed the number of unique classifications in the Department to two basic classifications; Legal Clerk and Family Support Officer. This approach was successful in providing the department the ability to rotate staff to address business needs. However, this also limited the potential for growth and diversity for employees in positions. The Department faces unique challenges in ever changing State mandates, and the original allocations limited the ability to meet needs of changing requirements. On March 26, 2019, the Board of Supervisors approved a reorganization, removing clerical positions, and adding two Program Review Specialists.

The new organizational structure will provide the ability to meet the requirements of numerous program changes coming from the State Child Support Department, and meet the department’s increasing need for training, outreach, accuracy and case growth. Closely associated with these reorganization efforts is the need to update the existing specifications to modernize language,
and make adjustments to the minimum qualifications to address the needs above, as well as of the changing workforce.

**DISCUSSION**

**Family Support Officer**
First, the proposed revisions to this specification seek to correct inadvertent errors in the job duties and delete duties that are no longer being performed, such as supervision of less senior staff at the entry level of the series.

Second, the minimum qualifications are revised to more accurately align with classifications of a similar level and with similar duties throughout the County such as the Veteran's Services Representative and Employment Resource Specialist. By comparison, the proposed minimum qualifications are consistent with the qualifications of similar classifications in other counties. While a bachelor’s degree is desirable, it is not required in order to demonstrate the requisite knowledge, skills and abilities of this position. These revisions will bring this classification in line with our comparator agencies and allow for more flexibility for our employees to transfer or promote between similar positions in different departments.

The final proposed revision to this specification is to change, the title from Family Support Officer to Child Support Specialist. This recommended change is consistent with naming conventions across the County and other among other counties and agencies.

**Supervising Family Support Officer**
The proposed revisions to this specification are recommended to modernize the language and format, as well as more accurately describe the duties being performed by the classification.

It is recommended that the minimum qualifications be revised to reflect the reorganization efforts within the department. A review of comparator counties shows that our previous requirement of five years of experience is much higher than other counties And a review of other entry level supervisors within the county also supports the changes being requested.

Additionally, both of the specifications have been revised to include the following statement directly following the Education and Experience section heading: “A combination of education, training and experience which could provide the required knowledge and abilities listed. This
may include:” to ensure that, with our changing workforce, all paths to gaining the appropriate knowledge, skills, and abilities are included.

Finally, it is proposed that the title be changed from Supervising Family Support Officer to Supervising Child Support Specialist to be consistent with standard, modernized terminologically and naming conventions across counties and industries.

RESULT
The proposed specifications accurately describe the classifications’ duties and employment standards, and are consistent with current format, terminology, and titling standards. These improvements will serve to accurately describe the classifications to potential applicants and current employees and will be used as a basis for classification, compensation and performance management. With the new department reorganization, the changes will clarify to existing and incoming employees what experience is needed in order to advance within the department.

OTHER AGENCY INVOLVEMENT
The Department of Child Support Services and SLOCEA were involved in the revisions of these specifications and concur with the specifications as proposed.

Attachments:
2. Current Specification for Supervising Family Support Officer
7. Current Organizational Chart
8. Proposed Organizational Chart
TO: Civil Service Commission

DATE: May 22, 2019

FROM: Mark Zeltmann, Human Resources Analyst

SUBJECT: New Specification: Terminal Services Worker
Department: Airports
Appointing Authority: Kevin Bumen, Director of Airports

RECOMMENDATION:
It is recommended that the Commission approve the new Terminal Services Worker class specification as proposed.

BACKGROUND:
The County of San Luis Obispo is responsible for all aspects of managing the San Luis Obispo County Regional Airport, including facilities cleaning and maintenance, parking, traffic control, safety and security in the terminal and on the airfield, as well as, in the adjacent parking areas. These services are performed by County employees; no services are contracted to other service providers.

The Airport’s service levels have increased considerably over the past few years. Beginning in 2016, airports began an expansion in passenger service and loads ranging from 13% to 24% each year. The first quarter of 2019 the airport experienced an increase of 15% as compared to 2018. Overall passenger counts have increased from 292,462 at the end of 2015 to 485,911
at the end of 2018 representing an overall increase in passenger traffic of 60.2%. Airports is anticipating another year of significant passenger increases as more service is added.

At the end of 2017, the Airport opened a new terminal to address the increase in passenger counts as well as meet Federal Aviation Administration (FAA) design requirements for the runway and taxiways. The old terminal measured approximately 14,500 square feet while the new terminal measures 50,000 square feet of enclosed space, 7,000 square feet of courtyard space and about 10,000 square feet of front of terminal and curb space. This represents addition facility demands of more than 4 times the size of the original terminal.

During this same period, staffing levels have increased by two (2) FTE or approximately 1.2%. This year, with the increases in flights and passengers, curbside and facility traffic will increase, and the parking lots are expected to reach full capacity.

**DISCUSSION:**

Facilities cleaning and maintenance are currently performed by incumbents in the Airports Maintenance Worker class. Maintenance Workers perform a wide variety of unskilled and semi-skilled duties, including: inspection and preventative maintenance of airport buildings and premises, cleaning of facilities, maintenance and repair of equipment and facilities, groundskeeping, terminal and parking regulation enforcement, and customer service. Given the current levels of staffing and flight/customer traffic, the Maintenance Workers do not have the capacity to meet the “air-side” demands of facilities, airfield, and equipment maintenance, and simultaneously clean the facilities, monitor and enforce parking and curbside traffic, and provide information and direction to customers. Airside demands are significantly geared toward safety and have a much higher priority than terminal duties. They include inspections of runway, taxiways, safety areas and other movement areas. Should an issue arise, the maintenance worker must respond to the airside as a matter of higher priority. As a result, custodial services are not always up to standard, maintenance projects are delayed, parking revenue is limited, and curbside security compliance is vulnerable.
The proposed classification will focus specifically in the custodial services, parking and curbside enforcement, and customer service duties contained in the Airport Maintenance Worker classification allowing those employees to focus on the safety and federally mandated aspects of the Airport.

**PROPOSED DEPARTMENT STRUCTURE**

The proposed Terminal Services Worker classification will report to the Airport Operations Supervisor classification which also supervises the Airport Maintenance Workers.

**RESULT**

The addition of a Terminal Services Worker classification will enable the Airports Department to add needed staff at a lower cost than the Airport Maintenance Worker, and focus the work of the Airport Maintenance Worker on duties that require greater technical skill such as facilities, airfield, and equipment maintenance.

The proposed specification accurately describes the purpose, essential functions, primary duties, and employment standards of the position. As such, it will enable effective recruitment, compensation management, performance management, and succession planning.

**OTHER AGENCY INVOLVEMENT:**

The Airports Department, Administrative Office, and SLOCEA were involved in creating the specification and concur with the specification as proposed.

Attachments:

1. Terminal Services Worker specification - proposed
2. Airports Department organizational chart – proposed
TERMINAL SERVICES WORKER

DEFINITION:
Under supervision, performs janitorial services to maintain assigned airport facilities and their surroundings in a clean and orderly condition; conducts enforcement of airport terminal road, curb, and parking rules and regulations; provides customer service; and performs other related duties to support airport operations and maintenance.

DISTINGUISHING CHARACTERISTICS:
This classification is distinguished from the Airport Maintenance Worker in that the latter performs semi-skilled duties in facilities and grounds maintenance including equipment inspections and repairs and performs maintenance of the Airport runway Operations Area. It is distinguished from the Airport Operations Specialist, in that the latter is assigned as a lead worker of the Terminal Services Worker class.

REPRESENTATIVE DUTIES:
(Not in order of importance)
- Cleans and disinfects offices, workstations, restrooms and other facilities including but not limited to walls, equipment, drinking fountains, and outside walks and areas; cleans, dusts and polishes furniture and woodwork; washes windows, walls, ceilings and a variety of window coverings.
- Sweeps, mops, strips and waxes floors and stairways using various types of floor care equipment; vacuums, spot cleans, removes stains and shampoos carpets.
- Collects and removes trash, recycled materials and food waste in all areas of the airport and empties and cleans trash receptacles.
- Provides high quality customer service through positive interaction with the public, visitors, tenants, tenants’ staff and other airport staff in accordance with customer service standards.
This may include but is not limited to instruction on use of parking system, directions to local areas of interest, rental car and/or airline information, and lost and found information.

- Conducts enforcement of Airport parking rules and regulations; patrols parking lots, checks parking permits, and issues parking citations.
- Conducts enforcement of terminal road and curb approach on foot to ensure federal security requirements are met; directs drivers to move their vehicles from the road or curb to the appropriate parking facilities; issues citations as needed in accordance with Transportation Security Administration (TSA) security requirements and airport policy.
- Completes incident reports on a computer for noteworthy incidents such as injuries, requests for emergency or law enforcement services.
- Documents maintenance issues and creates work order entries; maintains, orders and stocks custodial supplies.
- Responds to various alarms, such as doors or systems, and notifies appropriate parties according to established procedure.
- Assists in setting up, breaking down and moving folding tables; moves and arranges furniture and equipment.
- Turns out lights and locks doors and windows.
- Foster a spirit of teamwork and support when interacting with staff and others
- Assists with facility maintenance and other staff as directed.
- Maintains and respects customer, tenant and employee confidentiality.
- Performs other related functions as required.

EMPLOYMENT STANDARDS:

Knowledge of:

- Building cleaning methods, supplies and equipment
- Safe working methods and procedures
- Interpersonal skills using tact, patience and courtesy

Ability to:

- Follow verbal and written instructions
- Use a hand-held radio
• Maintain calm demeanor while having difficult conversations with upset customers
• Perform heavy manual work
• Develop and maintain positive working relationships; communicate and work effectively with others
• Operate a computer and assigned office equipment
• Complete standardized reports
• Maintain safe and orderly work areas

EDUCATION AND EXPERIENCE:
Graduation from High School or GED.

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

OTHER CONDITIONS OF EMPLOYMENT:
Employees in this classification may be required to work holidays, weekends and irregular hours.
Must pass the FBI Criminal History Records Check and the Transportation Security Administration Security Threat Assessment background checks at the time of appointment and throughout employment.

SPECIAL SUBCLASS RECRUITMENT:
Recruitments for this classification may be conducted according to the special divisions or programs in which the vacancy exists and the requirements of the 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, working conditions, or required qualifications of the position, please contact the Human Resources Department at 805.781.5959.

Adopted:

Revised:
Department of Airports
2018-19

Director of Airports
1.0 FTE
00239

Deputy Director – Airports
1.0 FTE
00239

Airport Operations Supervisor
1.0 FTE
01403

Airport Operations Specialist
2.0 FTE
01402

Airport Maint Worker
6.0 FTE
02203

Terminal Services Worker
4.0 FTE

Deputy Director – Airports
1.0 FTE
00239

Accountant III
1.0 FTE
00907

Accounting Technician
1.0 FTE
00914

Senior Account Clerk
1.0 FTE
00909

Assistant Real Property Agent
1.0 FTE
00622