

# Civil Service Commission



**Jed Nicholson** *Commission President, District 1*

**Lesley Santos** *District 2*

**Erica Flores Baltodano** *Commission Vice President, District 3*

**David Warren** *District 4*

**Gere Sibbach** *District 5*

**Jamie L. Russell** *Commission Secretary*

## AGENDA

**County of San Luis Obispo Civil Service Commission**

**Regular Session Meeting**

**Wednesday March 19, 2025 @ 9:00 a.m.**

**1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408**

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

**2. Election of Officers**

**3. 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.

**4. Minutes**

The following draft minutes are submitted for approval:

- a. January 22, 2025

**5. Reports**

Commission President

Commission Counsel

Commission Outside Counsel

Commission Secretary

**6. Request to Approve New Job Specification(s) and Approve Revised Job Specification(s):**

- a. County Social Services Director (Revised & Retitled)
- b. Land Use Technician I-II (Revised & Retitled)
- c. Senior Permit Technician (New)
- d. Program Coordinator (New)
- e. Administrative Services Coordinator (New)

**7. Adjournment**

# Civil Service Commission



**Jed Nicholson** *Commission President, District 1*  
**Lesley Santos** *District 2*  
**Erica Flores Baltodano** *Commission Vice President, District 3*  
**David Warren** *District 4*  
**Robert Bergman** *District 5*

**Jamie L. Russell** *Commission Secretary*

## Minutes

### County of San Luis Obispo Civil Service Commission Regular Session Meeting

**Wednesday, January 22, 2025 @ 9:00 a.m.**

**1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408**

**Present:** Commissioners: President Nicholson, Vice President Baltodano,  
Commissioner Warren

Staff: Commission Secretary Jamie Russell  
Commission Clerk Steven Guevara

County Counsel: Jon Ansolabehere

**Absent:** Commissioners: Commissioner Bergman, Commissioner Santos  
Outside Counsel: Steve Simas

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

Commission President Nicholson called the meeting to order at 9:00am and led the flag salute. Roll was called. Commissioners Bergman and Santos were absent.

#### 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. There was no public comment.

#### 3. Reports

**Commission President** - None

**Commission Counsel** - Mr. Ansolabehere introduced Ms. Nicole Radakovich, a new employee to County Counsel who would be assisting with Commission related matters.

**Commission Outside Counsel** - Absent

**Commission Secretary** - Jamie Russell thanked Acting Commission Clerk Steven Guevara for his service to the Commission.

# Civil Service Commission

Principal Human Resources Analyst Mark McKibben addressed dates for upcoming hearings. Mr. McKibben requested the Commission release dates February 25<sup>th</sup> and 26<sup>th</sup> and requested the Commission hold March 18<sup>th</sup>, 19<sup>th</sup>, and 20<sup>th</sup>, and April 22<sup>nd</sup>, 23<sup>rd</sup>, and 24<sup>th</sup> as potential hearing dates.

## 4. Minutes

The following draft minutes are submitted for approval:

- a. December 9, 2024

Commission President Nicholson invited public comment. There was none. Commission Vice President Baltodano motioned to approve the minutes as presented. Commissioner Warren seconded the motion. The motion to approve the minutes from December 9, 2024, as presented passed 3-0-2.

## 5. Request to Approve Revised Job Specification(s):

- a. Agricultural/Weights and Measures Inspector I, II, III
- b. Supervising Agricultural/Weights and Measures Inspector

President Nicholson suggested review and approval of the items jointly. The specifications were presented by Human Resources Analyst Teresa McCarthy White and Department Head of Agriculture/Weights & Measures Marty Settevendemie. Vice President Baltodano requested amendment to both specifications to include language regarding interpersonal communication and diversity. Following a short pause, Ms. McCarthy White presented updated item documents to the Commission, reflecting the following changes to both the Agricultural/Weights and Measures Inspector I, II, III and the Supervising Agricultural/Weights and Measures Inspector specifications: "Communicate effectively verbally and in writing..." was updated to include, "to a diverse population of individuals and groups," and the statement "establish and maintain effective working relationships with coworkers the public and others" was replaced with "work effectively and maintain positive working relationships with others including those of diverse perspectives and possess strong interpersonal skills such as listening, speaking, advisory mediation, reconciliation, and consensus building."

President Nicholson invited public comment. There was none. Commissioner Warren motioned to approve the specifications as amended. Vice President Baltodano seconded the motion. The motion to approve the specifications as amended passed 3-0-2.

## 6. Adjournment

President Nicholson adjourned the meeting at 9:30 am.

**\* 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: March 19, 2025

FROM: Mark McKibben, Principal Human Resources Analyst

SUBJECT: Revised Classification: County Social Services Director

Proposed New Title: Director of Social Services

Department: Department of Social Services

Appointing Authority: Devin Drake, County Social Services Director

### **RECOMMENDATION**

It is recommended that the Commission approve the proposed revisions to the County Social Services Director specification.

### **BACKGROUND**

The Social Services Department is comprised of 544.5 FTE employees across seven County locations. The department provides services and support to adults, families, and children with food assistance, personal care, family support, foster care, housing, and adoptions.

In December 2018, your Commission approved a reclassification that changed the leadership structure of the department from a single Assistant model to a three Deputy model. The department's organizational structure was amended February 5, 2019. In February 2024 the structure was further amended to add a Deputy Director over a new division of Homeless Services. Adult Services was subsequently moved to the new division, resulting in a four Deputy organizational structure.

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This Department Head classification is unique, as it is one of only two job classes at this level that are included in the classified service, Library Director being the other. The *California Welfare & Institutions Code section 10801* states that the Social Services Director “shall be appointed in each county by the board of supervisors...subject to either local merit system standards or to standards prescribed under the merit system required by state law.” County Ordinance 2.40.060 states that all positions are part of the Classified Service, unless otherwise expressly identified as being a part of the unclassified service. Therefore, it is appropriate that proposed revisions to this job specification fall to your Commission for review and approval.

## **DISCUSSION**

This job specification has not been updated since the Board of Supervisors approved the creation and placement of a Division of Homeless Services within the Department of Social Services. Additionally, the department's Director has expressed concerns that the current minimum qualifications requiring a master's degree hinders his ability to effectively implement succession planning within his leadership team. To address these issues, the proposed revisions now include references to homeless services and updates the minimum qualifications to align with the County's Classification Plan.

A survey of similar counties revealed that our county is the only one to require a master's degree to qualify for the Director position. Other counties surveyed either did not refer to a master's degree or only listed it as preferred. Our proposal adds the minimum qualification preamble language and removes the master's degree requirement to be consistent with all other positions in the classified service.<sup>1</sup> The combination of these updates more accurately reflects the current scope of services provided by the Department of Social Services, provides the

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<sup>1</sup> Only positions requiring education and/or experience pursuant to State or Federal licensing requirements are exempt.

flexibility in minimum qualifications to attract a larger candidate pool for future vacancies, and maintains consistency with other country and industry standards.

Additionally, the same survey of similar counties revealed that the current title of “County Social Services Director” is not aligned with the industry standard or with the County’s titling convention. The revised title of “Director of Social Services” better reflects our market and aligns with the majority of our County’s Department Head titles.

## **RESULT**

As stated above, the proposed revisions to the County Social Services Director specification will create an expanded promotional opportunity among the leadership ranks within the department and provide necessary updates that accurately reflect the full scope of the Director’s job responsibilities.

## **OTHER AGENCY INVOLVEMENT**

The Department of Social Services was involved in the creation and revisions of this specification and supports the proposed amendments.

### **Attachments:**

1. Proposed Specification for Director of Social Services – Track Changes version
2. Proposed Specification for Director of Social Services – Clean version
3. Social Services Focused Organizational Chart: Deputy Directors

## HUMAN RESOURCES DEPARTMENT

### County of San Luis Obispo~~County~~

#### COUNTY DIRECTOR OF SOCIAL SERVICES~~DIRECTOR~~

##### DEFINITION:

Under general administrative direction, plans, directs, manages, and oversees the activities and operations of the Department of Social Services in compliance with county, state, and federal laws and regulations; coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the County Administrative Officer.

##### DISTINGUISHING CHARACTERISTICS:

This Department Head classification is responsible for directing the activities of the Department of Social Services. The position at this class level serves as a member of the County's senior management team and provides advice and counsel to the County Administrative Officer regarding strategic policy and problem-solving issues relating to the ~~assigned department~~Department of Social Services and the County overall. Department Heads provide policy advice and recommendations to the Board of Supervisors.

##### TYPICAL TASKS AND ~~&~~ REPRESENTATIVE DUTIES:

(Not in order of importance)

- Act as liaison between the County Administrative Officer, Board of Supervisors, and the divisions of the Department of Social Services to ensure that County policies are followed and that the department has adequate resources to maintain both mandated and expected levels of service.

29  
30 • Direct, coordinate, and participate in the development and implementation of  
31 department goals, objectives, policies, procedures, and priorities that balance both  
32 mandated services and community social service needs; provide staff leadership on  
33 policy planning for social service delivery and related activities.

34 •

35 • Plan, direct, and coordinate multi-disciplinary related social services and programs  
36 including needs assessment, program design and planning, implementation,  
37 evaluation, and reporting.

38 •

39 • Direct the preparation of the department budget; administer and monitor the  
40 budget to ensure the accomplishment of objectives within budget restrictions.

41 •

42 • Coordinate department activities with those of other departments and outside  
43 agencies and organizations; provide staff assistance to the County Administrative  
44 Officer and Board of Supervisors; prepare and present staff reports and other  
45 necessary correspondence.

46 •

47 • Provide guidance on homelessness issues and oversee the County's efforts to  
48 address homelessness; coordinates homeless services in partnership with other  
49 departments and outside agencies.

50 •

51 • Select, supervise, train, and evaluate managerial, professional, technical, and clerical  
52 subordinates.

53 •

54 • Perform related duties as assigned.



## EMPLOYMENT STANDARDS:

### Knowledge of:

- Principles and practices of social welfare and integrated social services policy and administration, including current trends in service delivery planning, policy, management, program evaluation, and related issues
- County, sstate and ffederal legislative processes and legislative developments applicable to contemporary social service issues
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs
- Pertinent local, sState, and fFederal laws, rules, and regulations
- Principles of financial administration, including public budgeting, alternative financing methods, and funding sources
- The principles and best practices of homeless services and community approaches to prevent and reduce homelessness

### Ability to:

- Plan, organize, direct, and coordinate the activities of a complex and diverse social services agency
-

- 84 • Properly interpret and make decisions in accordance with appropriate laws,  
85 regulations, and policies
- 86 •
- 87 • Successfully develop, control and administer the department budget and  
88 expenditures
- 89 •
- 90 • Work cooperatively and effectively with the Board of Supervisors, County  
91 Administrative Officer, other departments and officials and employees, other  
92 agencies, commissions, and advisory boards
- 93 •
- 94 ~~— Foster effective and positive working relationships with individuals from diverse~~  
95 ~~perspectives by demonstrating strong interpersonal skills, including active listening,~~  
96 ~~effective communication, advisory expertise, mediation, conflict resolution, and~~  
97 ~~consensus building~~
- 98 ~~— Foster effective and positive working relationships with individuals from diverse~~  
99 ~~perspectives by demonstrating strong interpersonal skills, including active listening,~~  
100 ~~effective communication, advisory expertise, mediation, conflict resolution, and~~  
101 ~~consensus building.~~
- 102 •
- 103 ~~— Communicate effectively verbally and in writing to a diverse population of~~  
104 ~~individuals and groups~~
- 105 ~~• Communicate effectively both orally and in writing~~
- 106 •
- 107 • Maintain liaison with various private and public agencies, and deal successfully with  
108 the public and other interested groups
- 109 •
- 110 • Select, supervise, train, and evaluate staff

## EDUCATION AND EXPERIENCE:

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Graduation from an accredited four-year college or university with a bachelor's degree in business administration, public administration, social sciences, or a closely related field.

~~Additionally, a~~ master's degree in a related field is ~~required~~preferred.

In addition, six years of progressively responsible administrative experience in the human services, social welfare, or health services field, at least two years of which involved directing, planning, organizing, and coordinating social service programs and personnel, or equivalent senior level management experience in a public agency.

## LICENSES AND CERTIFICATES:

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

## SPECIAL SUBCLASS RECRUITMENT:

This class specification generally describes the duties and responsibilities characteristic of the positions(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.

142

143 Adopted: 03-21-41

144 ~~Revised: MM-DD-YY~~

145 Revised: 10-27-93

146 Revised: 07-27-16

DRAFT

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

3  
4 **DIRECTOR OF SOCIAL SERVICES**

5  
6 **DEFINITION:**

7 Under general administrative direction, plans, directs, manages, and oversees the activities  
8 and operations of the Department of Social Services in compliance with county, state, and  
9 federal laws and regulations; coordinates assigned activities with other departments and  
10 outside agencies; and provides highly responsible and complex administrative support to  
11 the County Administrative Officer.

12  
13 **DISTINGUISHING CHARACTERISTICS:**

14 This Department Head classification is responsible for directing the activities of the  
15 Department of Social Services. The position at this class level serves as a member of the  
16 County's senior management team and provides advice and counsel to the County  
17 Administrative Officer regarding strategic policy and problem-solving issues relating to the  
18 Department of Social Services and the County overall. Department Heads provide policy  
19 advice and recommendations to the Board of Supervisors.

20  
21 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

22 (Not in order of importance)

- 23 • Act as liaison between the County Administrative Officer, Board of Supervisors, and  
24 the divisions of the Department of Social Services to ensure that County policies are  
25 followed and that the department has adequate resources to maintain both  
26 mandated and expected levels of service.

- Direct, coordinate, and participate in the development and implementation of department goals, objectives, policies, procedures, and priorities that balance both mandated services and community social service needs; provide staff leadership on policy planning for social service delivery and related activities.
- Plan, direct, and coordinate multi-disciplinary related social services and programs including needs assessment, program design and planning, implementation, evaluation, and reporting.
- Direct the preparation of the department budget; administer and monitor the budget to ensure the accomplishment of objectives within budget restrictions.
- Coordinate department activities with those of other departments and outside agencies and organizations; provide staff assistance to the County Administrative Officer and Board of Supervisors; prepare and present staff reports and other necessary correspondence.
- Provide guidance on homelessness issues and oversee the County's efforts to address homelessness; coordinates homeless services in partnership with other departments and outside agencies.
- Select, supervise, train, and evaluate managerial, professional, technical, and clerical subordinates.
- Perform related duties as assigned.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

- Principles and practices of social welfare and integrated social services policy and administration, including current trends in service delivery planning, policy, management, program evaluation, and related issues
- County, state and federal legislative processes and legislative developments applicable to contemporary social service issues
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs

- Pertinent local, state, and federal laws, rules, and regulations
- Principles of financial administration, including public budgeting, alternative financing methods, and funding sources
- The principles and best practices of homeless services and community approaches to prevent and reduce homelessness

**Ability to:**

- Plan, organize, direct, and coordinate the activities of a complex and diverse social services agency
- Properly interpret and make decisions in accordance with appropriate laws, regulations, and policies
- Successfully develop, control and administer the department budget and expenditures
- Work cooperatively and effectively with the Board of Supervisors, County Administrative Officer, other departments and officials and employees, other agencies, commissions, and advisory boards
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus building
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Maintain liaison with various private and public agencies, and deal successfully with the public and other interested groups
- Select, supervise, train, and evaluate staff

**EDUCATION AND EXPERIENCE:**

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Graduation from an accredited four-year college or university with a bachelor's degree in business administration, public administration, social sciences, or a closely related field. A master's degree in a related field is preferred.

In addition, six years of progressively responsible administrative experience in the human services, social welfare, or health services field, at least two years of which involved directing, planning, organizing, and coordinating social service programs and personnel, or equivalent senior level management experience in a public agency.

**LICENSES AND CERTIFICATES:**

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

**SPECIAL SUBCLASS RECRUITMENT:**

This class specification generally describes the duties and responsibilities characteristic of the positions(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: 03-21-41

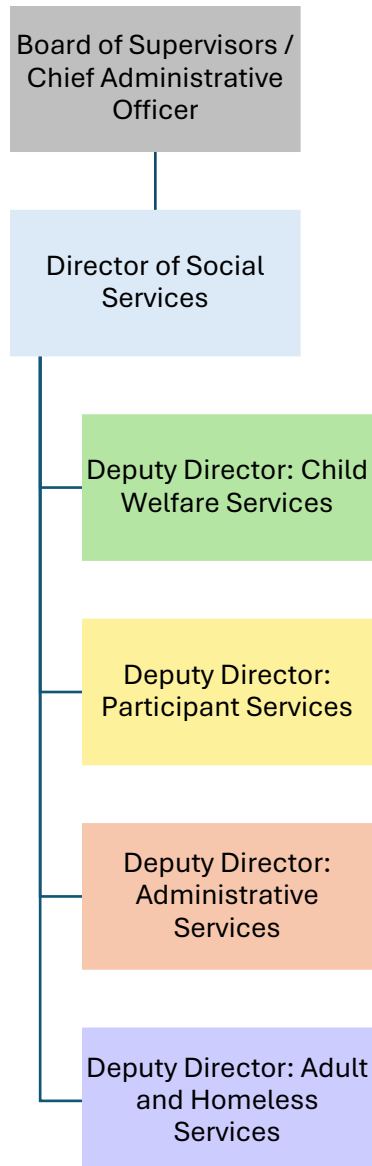
Revised: 10-27-93

Revised: 07-27-16



# Department of Social Services

## Focused Organizational Chart: Deputy Directors





TO: Civil Service Commission

DATE: March 19, 2025

FROM: Mackenzie Lawrie, Human Resources Analyst

SUBJECT: Revised Classification: Land Use Technician

Proposed New Title: Permit Technician I-II

New Classification: Senior Permit Technician

Departments: Department of Planning & Building  
Department of Social Services

Appointing Authorities: Trevor Keith, Director of Planning & Building  
Devin Drake, Director of Social Services

### **RECOMMENDATION**

It is recommended the Commission approve the revisions to the Land Use Technician classification and the creation of the Senior Permit Technician classification and specification as proposed. The proposed revisions to the Land Use Technician job specification will retitle the classification to the industry standard title "Permit Technician," establish a I-II class series, and promote retention of qualified incumbents through further development of a career pathway. The creation of the Senior Permit Technician classification will enable the department(s) to employ positions that will perform permit review of the most complex projects, support the division supervisor with special projects, and train and lead other staff.

### **BACKGROUND**

History Within Departments

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### *Department of Planning & Building*

As a result of the rapid changes brought on by the COVID-19 pandemic, the Board of Supervisors identified process and staffing improvement opportunities within the Permit Center at the Department of Planning & Building. Over the last five years, the Board has approved several actions with the goal of improving processing times and enhancing the customer experience at the Permit Center. This division is essential for issuing building and land use permits, which are required before any construction can begin throughout the unincorporated areas of the County. These permits not only serve as a regulatory step but are also a significant source of revenue for the County. However, the Permit Center has been experiencing high turnover rates resulting in a significant loss of institutional knowledge, extending wait times for permits. This has led to inefficiencies in the permitting process, which in turn affects the County's ability to generate revenue and meet the demand for construction projects.

### *Department of Social Services*

In August 2022, the Board of Supervisors approved a resolution to adopt the San Luis Obispo Countywide Plan to Address Homelessness. This resolution created the Homeless Services Division in the Department of Social Services. A significant initiative of this Plan is the creation of more housing opportunities for individuals who are experiencing homelessness or are at risk of homelessness. Land use and permit compliance, plan review, and construction inspection procedure information are important parts of increasing housing opportunities for affected community members.

### Identified Issues

Turnover issues, concerns about customer service, and the growing need for affordable housing have been identified as key pain points impacting the efficiency of the Permit Center and the community's development goals.

## **DISCUSSION**

### **Land Use Technician**

#### *Title History and Recommended Change*

The Land Use Technician specification was established in 2012. It was originally titled Permit Technician and then retitled to Land Use Technician in the same year.

Restoring the “Permit Technician” title is consistent with statewide and industry nomenclature and standards. The majority of our comparable agencies use the “Permit Technician” title. Aligning with this trend ensures the County remains consistent and competitive in recruitment and retention. Additionally, this change reflects widely recognized industry terminology as organizations such as the California Building Officials Corporation offers a Permit Technician Career Advancement Academy, and the International Code Council offers a Permit Technician certification.

#### *Creation of a Class Series*

Transitioning from a single classification to a two-level class series will enhance employee retention, preserve valuable industry knowledge, and provide a clear growth path for incumbent employees to further develop their skills and expertise. It is anticipated that this will in turn improve the overall customer experience, as well as reduce the volume of errors and questions from both customers and staff, ultimately resulting in more efficient operations and higher satisfaction for both employees and customers alike.

#### *Senior Permit Technician*

The creation of a competitive Senior level, separate from the series, aims to establish a structured path for employees in the Permit Center to advance from line-level work to professional-level positions. The Senior position will alleviate the workload on the Division

Manager by handling the most complex type of work and answering complicated questions from customers and staff. Additionally, the Senior Permit Technician will be required to obtain an International Code Council Permit Technician certification, which will ensure that the Senior Permit Technician has a higher level of knowledge and training. By introducing this classification, we expect to enhance the organizational structure, allowing for more efficient delegation of responsibilities and promoting a smoother transition for employees seeking to move into professional-level roles. This initiative will not only strengthen internal talent development but also improve overall operational efficiency within the division.

## **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. Additionally, this will create alignment with our comparable market, provide employees the opportunity to grow in their careers within the Permit Center and the County, and foster retention of critical knowledge and experience within the division.

## **OTHER AGENCY INVOLVEMENT**

The Department of Planning & Building, the Department of Social Services, and the representing union, SLOCEA, were involved in the creation and revisions of these specifications and concur with them as proposed.

## **Attachments:**

1. Proposed Specification for Permit Technician I-II – Track Changes version
2. Proposed Specification for Permit Technician I-II – Clean Version
3. Proposed Specification for Senior Permit Technician

4. Planning & Building Focused Organizational Chart: Permit Center
5. Social Services Focused Organizational Chart: Homeless Services Division

# HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo~~County~~

## LAND-USEPERMIT TECHNICIAN I, II

(Career Series)

### DEFINITION:

Under general supervision, performs a variety of paraprofessional duties in support of the permit and land use work of the department~~Planning and Building department~~; receives, reviews, and processes permits and applications; provides information regarding laws, ordinances, rules, regulations, and departmental services to ~~Planning and Building department~~ staff, partners, and customers and ~~the public~~; and performs other related work as required.

### DISTINGUISHING CHARACTERISTICS:

Permit Technician I: This classification is the entry-level position in the series. Incumbents work under close supervision to learn departmental procedures, policies, and regulations; review, approve, and renew permits and applications for construction and land use; analyze, record, and correct permit codes; provide customer service and support to other County departments and to the public~~customers.~~

Permit Technician II: This classification is the journey-level position in the series. Incumbents work under general supervision; possess thorough understanding of departmental procedures, policies, and regulations; review, approve, and renew permits and applications for construction and land use; analyze, record, and correct permit codes; provide customer service and expertise to other County departments and to customers~~the public~~; assist in providing training and support to other staff; and perform other related work as required. Permit Technician II is expected to perform complex Permit Technician assignments in a majority of program areas.

### TYPICAL TASKS AND REPRESENTATIVE DUTIES:

(Not in order of importance)

- Provides timely information to builders, architects, engineers, contractors, staff, and or the public about the construction permit, land use permit, and land division application processes as well as construction inspection procedures and fees; directs applicants to appropriate individuals, agencies, or other sources necessary to complete the application process; notifies applicants of application status.
- ~~Assists customers in the permitting, planning, review, and approval process.~~
- Checks land use and land division applications for basic compliance with submittal requirements; coordinates the processing of applications.
- Reviews construction permit, land use permit, and land division application packages for appropriate approvals.
- Calculates and reviews permit fees, collects fees, and issues receipts; issues permits following established guidelines.
- Completes planning and building review approval process on plot and site plans to ensure code compliance; resolves moderately complex issues of compliance; reviews and approves plans and accompanying documents on ~~over-the-counter~~ physical and digital permits; routes information to appropriate divisions within the department and outside agencies.
- Conducts research and provides land use, building, and zoning information including land use development, permit history, contractor information, and other technical information and data.
- Provides and interprets information from maps, easements, and recorded information.
- Performs general administrative and technical duties in support of the ~~Planning and Building Department~~ department; prepares a variety of written correspondence, reports, and other written materials; distributes to departmental staff and various governmental offices.
- Conducts a range of related document control functions such as file, review, organize, index, scan, and electronically archive building and land use permits and other related documents; files and ~~catalogues~~ catalogs maps, photos, and other planning exhibits and documents.
- Assists in the maintenance of data in the permit tracking system, website, and other information systems in the department; operates standard office equipment including ~~computer~~ computers, and ~~applicable assigned~~ permitting software, and applicable fund tracking software.



- Reviews building and land use permit applications through the lens of grant approval, including evaluating project feasibility, timelines, and funding alignment with grant requirements.
- Performs other related work as required.

## EMPLOYMENT STANDARDS:

### Knowledge of:

#### Permit Technician I:

- Methods and techniques of public contact and problem resolution
- Office operations, including record-keeping and general clerical procedures
- Topographic maps and construction drawings
- Basic computer software including those applications pertinent to ~~the Planning and Building Department permitting and land use~~
- Applicable Federal, State, and local laws, codes, regulations, policies, ~~technical processes,~~ procedures, and requirements related to building, engineering, land use, and/or urban planning; ~~sufficient to answer questions and provide information to the public;~~ applicable building codes, zoning, and related laws and regulations
- Business mathematics and basic statistical techniques
- ~~Planning and Building Department~~ Office organization, procedures, and standards as well as strategic direction and goals; basic organization, procedures, operation, and services of local government
- ~~Current technological developments and industry trends in area of expertise~~
- Interpersonal skills using tact, patience, and courtesy
- Oral-Verbal and written communication skills

#### Permit Technician II (in addition to the above):

- Moderately complex computer software including those applications pertinent to permitting and land use
- Current technological developments and industry trends in area of expertise

1  
2 **Ability to:**

3 **Permit Technician I:**

- 4 • Understand and explain department policies, procedures, fees, and basic planning and building  
5 codes and regulations to the public, permit applicants, and staff
- 6 • Support customers with applicable computer software and report technical issues
- 7 • Read and interpret simple construction plans and specifications, site plans, and tentative maps
- 8 • Locate property based on legal descriptions or assessor parcel information
- 9 • Understand and apply construction codes and ordinances and land use regulations
- 10 • Calculate square footage, fees, and/or penalties from plans, and fees for zoning permit applications
- 11 • Perform detailed, technical, and specialized planning and zoning and/or permit support work
- 12 • Perform a full range of office and administrative support duties
- 13 • Operate an automated permit tracking system, including entering accurate application information,  
14 completing permit "signoff," and calculating fees; operate a computer and assigned office  
15 equipment
- 16 • Effectively prioritize workload in an environment of regular interruption
- 17 • Maintain record-keeping and filing systems
- 18 • Establish and maintain effective working relationships with coworkers, county staff, property  
19 owners, developers, architects, engineers, contractors, and the public
- 20 • Accurately perform basic mathematical and statistical calculations
- 21 • ~~Communicate clearly and concisely, both orally and in writing~~
- 22 • Embrace and follow the ~~Planning and Building department's~~department's policies, goals, guiding  
23 principles, and Mission-Vision-Values Statement(s)
- 24 • ~~Foster a spirit of teamwork and support when interacting with staff and others~~Communicate  
25 effectively verbally and in writing to a diverse population of individuals and groups
- 26 • Foster effective and positive working relationships with individuals from diverse perspectives by  
27 demonstrating strong interpersonal skills, including active listening, effective communication,  
28 advisory expertise, mediation, conflict resolution, and consensus building
- 29 • ~~Maintain a safe and orderly work area~~

30  
31 **Permit Technician II (in addition to the above):**

- Read and interpret complex construction plans and specifications, site plans, and tentative maps
- Effectively prioritize workload in an environment of regular interruption
- Complete typical tasks with a high level of independence
- Proactively identify possible issues with plans and permits and suggest appropriate solutions
- May assist with training as assigned

## **EDUCATION AND EXPERIENCE:**

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Permit Technician I: **Either A:** Two (2) years of clerical level and/or customer service experience; in planning, building, public works, construction, and/or a closely related field; **Or B:** Two (2) years of closely related coursework (60 semester units or 90 quarter units) at an accredited college or university.

Permit Technician II: **Either A:** Two (2) years of paraprofessional-level experience equivalent to a Permit Technician I; **Or B:** a bachelor's degree in architecture, planning, civil engineering, construction technology, or a closely related field.

~~OR C:~~ Any combination of the abovementioned experience or college level coursework that equals two years. (Possession of a current International Code Council (ICC) Permit Technician Certificate may substitute for one year of the required education/experience).

## **LICENSES AND CERTIFICATES:**

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

## **SPECIAL SUBCLASS RECRUITMENT:**

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class.- The duties of a particular position within a multi-position class may vary from the duties of other positions within the class.- Accordingly, the essential duties of a particular position (whether it be

1 a multi-position class or a single-position class) will be identified and used by medical examiners and hiring  
2 authorities in the selection process. ~~This information will also be made available for review at the time of~~  
3 ~~any recruitment for that position and at such other times as reasonably required. If you have any questions~~  
4 ~~regarding the duties or the working conditions of the position, please contact the Human Resources~~  
5 ~~Department at 805.781.5959.~~

6  
7 Adopted: 8-23-89

8 Revised: 04-25-01

9 Revised: 03-28-12 ~~(Re-titled from Permit Technician)~~

10 BOS Approved: 08-07-12

# HUMAN RESOURCES DEPARTMENT

## County of San Luis Obispo

### PERMIT TECHNICIAN I, II

#### (Career Series)

#### DEFINITION:

Under general supervision, performs a variety of paraprofessional duties in support of the permit and land use work of the department; receives, reviews, and processes permits and applications; provides information regarding laws, ordinances, rules, regulations, and departmental services to department staff, partners, and customers; and performs other related work as required.

#### DISTINGUISHING CHARACTERISTICS:

Permit Technician I: This classification is the entry-level position in the series. Incumbents work under close supervision to learn departmental procedures, policies, and regulations; review, approve, and renew permits and applications for construction and land use; analyze, record, and correct permit codes; provide customer service and support to other County departments and to customers.

Permit Technician II: This classification is the journey-level position in the series. Incumbents work under general supervision; possess thorough understanding of departmental procedures, policies, and regulations; review, approve, and renew permits and applications for construction and land use; analyze, record, and correct permit codes; provide customer service and expertise to other County departments and to customers; assist in providing training and support to other staff; and perform other related work as required. Permit Technician II is expected to perform complex Permit Technician assignments in a majority of program areas.

#### TYPICAL TASKS AND REPRESENTATIVE DUTIES:

(Not in order of importance)

- Provides timely information to builders, architects, engineers, contractors, staff, or the public about the construction permit, land use permit, and land division application processes as well as construction inspection procedures and fees; directs applicants to appropriate individuals,

1 agencies, or other sources necessary to complete the application process; notifies applicants of  
2 application status.

- 3 • Assists customers in the permitting, planning, review, and approval process. Checks land use and  
4 land division applications for basic compliance with submittal requirements; coordinates the  
5 processing of applications.
- 6 • Reviews construction permit, land use permit, and land division application packages for  
7 appropriate approvals.
- 8 • Calculates and reviews permit fees, collects fees, and issues receipts; issues permits following  
9 established guidelines.
- 10 • Completes planning and building review approval process on plot and site plans to ensure code  
11 compliance; resolves moderately complex issues of compliance; reviews and approves plans and  
12 accompanying documents on physical and digital permits; routes information to appropriate  
13 divisions within the department and outside agencies.
- 14 • Conducts research and provides land use, building, and zoning information including land use  
15 development, permit history, contractor information, and other technical information and data.
- 16 • Provides and interprets information from maps, easements, and recorded information.
- 17 • Performs general administrative and technical duties in support of the department; prepares a  
18 variety of written correspondence, reports, and other written materials; distributes to departmental  
19 staff and various governmental offices.
- 20 • Conducts a range of related document control functions such as file, review, organize, index, scan,  
21 and electronically archive building and land use permits and other related documents; files and  
22 catalogs maps, photos, and other planning exhibits and documents.
- 23 • Assists in the maintenance of data in the permit tracking system, website, and other information  
24 systems in the department; operates standard office equipment including computers, applicable  
25 permitting software, and applicable fund tracking software.
- 26 • Reviews building and land use permit applications through the lens of grant approval, including  
27 evaluating project feasibility, timelines, and funding alignment with grant requirements.
- 28 • Performs other related work as required.

## 30 **EMPLOYMENT STANDARDS:**

### 31 **Knowledge of:**

1 Permit Technician I:

- 2 • Methods and techniques of public contact and problem resolution
- 3 • Office operations, including record-keeping and general clerical procedures
- 4 • Topographic maps and construction drawings
- 5 • Basic computer software including those applications pertinent to permitting and land use
- 6 • Applicable Federal, State, and local laws, codes, regulations, policies, procedures, and requirements
- 7 related to building, engineering, land use, and/or urban planning; applicable building codes, zoning,
- 8 and related laws and regulations
- 9 • Business mathematics and basic statistical techniques
- 10 • Office organization, procedures, and standards as well as strategic direction and goals; basic
- 11 organization, procedures, operation, and services of local government
- 12 • Interpersonal skills using tact, patience, and courtesy
- 13 • Verbal and written communication skills

14  
15 Permit Technician II (in addition to the above):

- 16 • Moderately complex computer software including those applications pertinent to permitting and
- 17 land use
- 18 • Current technological developments and industry trends in area of expertise

19  
20 **Ability to:**

21 Permit Technician I:

- 22 • Understand and explain department policies, procedures, fees, and basic planning and building
- 23 codes and regulations to the public, permit applicants, and staff
- 24 • Support customers with applicable computer software and report technical issues
- 25 • Read and interpret simple construction plans and specifications, site plans, and tentative maps
- 26 • Locate property based on legal descriptions or assessor parcel information
- 27 • Understand and apply construction codes and ordinances and land use regulations
- 28 • Calculate square footage, fees, and/or penalties from plans, and fees for zoning permit applications
- 29 • Perform detailed, technical, and specialized planning and zoning and/or permit support work
- 30 • Perform a full range of office and administrative support duties

- Operate an automated permit tracking system, including entering accurate application information, completing permit "signoff," and calculating fees; operate a computer and assigned office equipment
- Effectively prioritize workload in an environment of regular interruption
- Maintain record-keeping and filing systems
- Establish and maintain effective working relationships with coworkers, county staff, property owners, developers, architects, engineers, contractors, and the public
- Accurately perform basic mathematical and statistical calculations
- Embrace and follow the department's policies, goals, guiding principles, and Mission-Vision-Values statement(s)
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus building

Permit Technician II (in addition to the above):

- Read and interpret complex construction plans and specifications, site plans, and tentative maps
- Complete typical tasks with a high level of independence
- Proactively identify possible issues with plans and permits and suggest appropriate solutions
- May assist with training as assigned

**EDUCATION AND EXPERIENCE:**

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Permit Technician I: **Either A:** Two (2) years of clerical and/or customer service experience; **Or B:** Two (2) years of coursework (60 semester units or 90 quarter units) at an accredited college or university.

Permit Technician II: **Either A:** Two (2) years of paraprofessional-level experience equivalent to a Permit Technician I; **Or B:** a bachelor's degree in architecture, planning, civil engineering, construction technology, or a closely related field.



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**LICENSES AND CERTIFICATES:**

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

**SPECIAL SUBCLASS RECRUITMENT:**

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. 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: 8-23-89
- Revised: 04-25-01
- Revised: 03-28-12
- BOS Approved: 08-07-12

# **HUMAN RESOURCES DEPARTMENT**

## **County of San Luis Obispo**

### **SENIOR PERMIT TECHNICIAN**

#### **DEFINITION:**

Under direction, performs a variety of paraprofessional duties in support of the permit and land use work of the department; receives, reviews, and processes permits and applications; provides information regarding laws, ordinances, rules, regulations, and departmental services to departmental staff, partners, and customers; and performs other related work as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The Senior Permit Technician is an advanced journey-level classification. The Senior Permit Technician is distinguished from Permit Technician II in that the latter works under general supervision and may perform complex assignments, while the Senior Permit Technician works under direction, possesses a greater scope of decision-making, and is expected to serve as an expert resource and may be assigned as a lead worker.

#### **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

(Not in order of importance)

- Provides timely information to builders, architects, engineers, contractors, staff, or the public about the construction permit, land use permit, and land division application processes as well as construction inspection procedures and fees; directs applicants to appropriate individuals, agencies, or other sources necessary to complete the application process; notifies applicants of application status.
- Assists customers in the permitting, planning, review, and approval process.
- Checks land use and land division applications for basic compliance with submittal requirements; coordinates the processing of applications.
- Reviews construction permit, land use permit, and land division application packages for appropriate approvals.

- 1 • Calculates and reviews permit fees, collects fees, and issues receipts; issues permits following  
2 established guidelines.
- 3 • Completes planning and building review approval process on plot and site plans to ensure code  
4 compliance; resolves complex issues of compliance; reviews and approves plans and  
5 accompanying documents on physical and digital permits; routes information to appropriate  
6 divisions within the department and outside agencies.
- 7 • Conducts research and provides land use, building, and zoning information including land use  
8 development, permit history, contractor information, and other technical information and data.
- 9 • Provides and interprets information from maps, easements, and recorded information.
- 10 • Performs general administrative and technical duties in support of the department; prepares a  
11 variety of written correspondence, reports, and other written materials; distributes to  
12 departmental staff and various governmental offices.
- 13 • Conducts a range of related document control functions such as file, review, organize, index, scan,  
14 and electronically archive building and land use permits and other related documents, files and  
15 catalogs maps, photos, and other planning exhibits and documents.
- 16 • Assists in the maintenance of data in the permit tracking system, website, and other information  
17 systems in the department; operates standard office equipment including computers, applicable  
18 permitting software, and applicable fund tracking software.
- 19 • Reviews building and land use permit applications through the lens of grant approval, including  
20 evaluating project feasibility, timelines, and funding alignment with grant requirements.
- 21 • Keeps supervisor apprised of permit technician staffing and resource needs; distributes work  
22 assignments; provides input on staff performance.
- 23 • May be assigned specialized projects.
- 24 • Performs other related work as required.

## 26 **EMPLOYMENT STANDARDS:**

### 27 **Knowledge of:**

- 28 • Methods and techniques of public contact and problem resolution
- 29 • Office operations, including record-keeping and general clerical procedures
- 30 • Topographic maps and construction drawings
- 31 • Complex computer software including those applications pertinent to permitting and land use

- Applicable Federal, State, and local laws, codes, regulations, policies, procedures, and requirements related to building, engineering, land use, and/or urban planning, applicable building codes, zoning, and related laws and regulations
- Business mathematics and basic statistical techniques
- Office organization, procedures, and standards as well as strategic direction and goals; basic organization, procedures, operation, and services of local government
- Current technological developments and industry trends in multiple areas of expertise
- Verbal and written communication skills
- Subject matter expertise on permitting computer software, including those applications pertinent to permitting and land use
- Practices and methods of employee training and work planning

**Ability to:**

- Understand and explain department policies, procedures, fees, and basic planning and building codes and regulations to the public, permit applicants, and staff
- Support customers with applicable computer software and report technical issues
- Read and interpret simple and/or complex construction plans and specifications, site plans, and tentative maps
- Locate property based on legal descriptions or assessor parcel information
- Understand and apply construction codes and ordinances and land use regulations
- Calculate square footage, fees, and/or penalties from plans, and fees for zoning permit applications
- Perform detailed, technical, and specialized planning and zoning and/or permit support work
- Perform a full range of office and administrative support duties
- Operate an automated permit tracking system, including entering accurate application information, completing permit "signoff," and calculating fees; operating a computer and assigned office equipment
- Effectively prioritize workload in an environment of regular interruption

- Maintain record-keeping and filing systems
- Establish and maintain effective working relationships with coworkers, county staff, property owners, developers, architects, engineers, contractors, and the public
- Accurately perform basic mathematical and statistical calculations
- Embrace and follow the department's policies, goals, guiding principles, and Mission-Vision-Values statement(s)
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus building
- Read and interpret complex construction plans and specifications, site plans, and tentative maps
- Complete typical tasks with a high level of independence
- Proactively identify possible issues with plans and permits and suggest appropriate solutions
- Train, assign, prioritize, and review work of others
- Coordinate the work of others and communicate unit needs to supervisors
- Process and complete the most complicated permit issues and projects

#### **EDUCATION AND EXPERIENCE:**

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Two years of increasingly responsible work experience in permitting, zoning, and customer service at the Permit Technician II level or an equivalent classification.

#### **LICENSES AND CERTIFICATES:**

1 Possession of a valid International Code Council (ICC) Permit Technician Certificate, or comparable  
2 certificate, is desired at the time of employment, but must be obtained within six months of  
3 appointment.

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

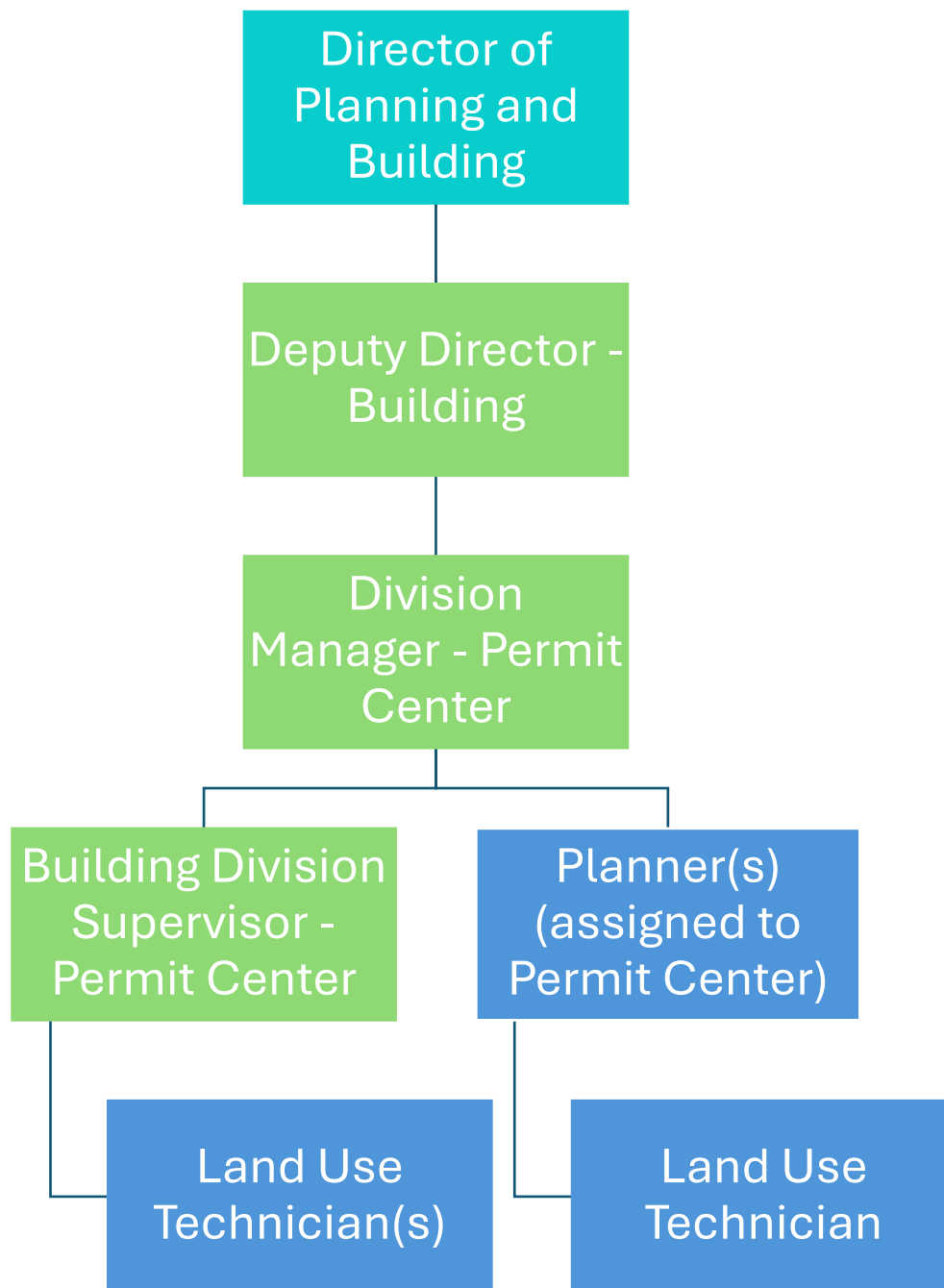
8  
9 **SPECIAL SUBCLASS RECRUITMENT:**

10 This class specification generally describes the duties and responsibilities characteristic of the position(s)  
11 within this class. The duties of a particular position within a multi-position class may vary from the duties  
12 of other positions within the class. Accordingly, the essential duties of a particular position (whether it be  
13 a multi-position class or a single-position class) will be identified and used by medical examiners and  
14 hiring authorities in the selection process. If you have any questions regarding the duties or the working  
15 conditions of the position, please contact the Human Resources Department at 805.781.5959.

16  
17 Adopted: 00-00-00  
18 BOS Approved: 00-00-00  
19 Revised: 00-00-00

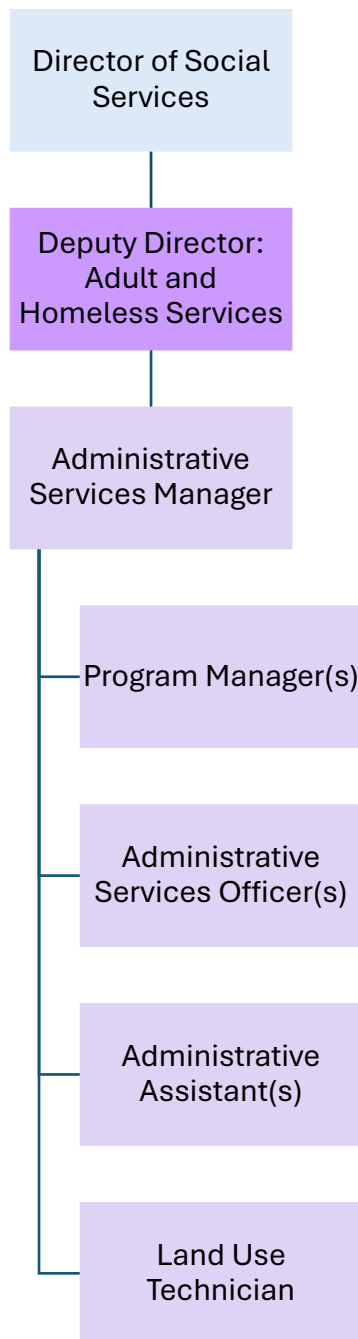
# Department of Planning & Building

## Focused Organizational Chart: Permit Center



# Department of Social Services

## Focused Organizational Chart: Homeless Services







TO: Civil Service Commission

DATE: March 19, 2025

FROM: Mackenzie Lawrie, Human Resources Analyst

SUBJECT: New Classifications: Program Coordinator  
Administrative Services Coordinator

Department: County-wide

Appointing Authority: Jamie L. Russell, Human Resources Director

**RECOMMENDATION:**

It is recommended that the Commission approve the new classifications and specifications for Program Coordinator and Administrative Services Coordinator as proposed.

**BACKGROUND:**

In the past few years, the Classification & Compensation division has observed an increase of incumbents in clerical classifications requesting classification changes to higher-level classifications such as Administrative Services Officer I-II. The skillset and experience necessary to be successful in these classes are not always available at the clerical level. Therefore, the County identified a need for paraprofessional-level “bridge” classifications between clerical positions and the higher-level supervisory and professional roles, similar to how Analysts and Accountants have Technician-level positions to provide support. Creating these bridge classifications is consistent with the County’s Classification Plan and supports career growth and longevity by having clerical, paraprofessional, and professional classes clearly aligned.

## **DISCUSSION**

### **Program Coordinator**

The County currently has a management-level Program Manager classification that is responsible for program management and may supervise other classifications supporting the program. However, there is no dedicated classification for performing paraprofessional support work within a program. The Program Coordinator will play a key role in filling this gap by assisting with the day-to-day operations of assigned programs. This role will perform a variety of paraprofessional duties, including coordinating program activities, ensuring policy compliance, and supporting program development and implementation. The Program Coordinator will also prepare and maintain reports, train staff, and provide guidance to internal teams and the public. Additional responsibilities will include assisting with program budget management and handling grant and contract documentation.

The Program Coordinator will also help maintain program standards by ensuring compliance with relevant laws, codes, and regulations, and recommending improvements. This role will typically report to a management classification, such as a Program Manager, and may involve overseeing or mentoring other paraprofessional or clerical staff.

### **Administrative Services Coordinator**

The Administrative Services Coordinator will provide paraprofessional support in the administrative, budgetary, financial, and personnel operations of a County department. This position involves coordinating office activities, maintaining records and reports, assisting in budget management, and ensuring compliance with department policies. The Administrative Services Coordinator will also play a key role in implementing departmental initiatives, improving processes, and communicating with various stakeholders, including the public and other departments.

Additionally, the Administrative Services Coordinator may serve as a lead worker, train and oversee staff, and contribute to scheduling and task assignments. The position will typically report to professional or management-level staff and will help ensure smooth administrative operations within the department.

## **RESULTS**

By creating these paraprofessional classifications, the County provides clarity between clerical, paraprofessional, and professional classes and supports career growth and longevity. Moreover, the new structure better aligns with the structure of other organizations and the labor market. The proposed specifications accurately describe the duties and employment standards of the proposed classifications and are consistent with the County's Classification Plan.

## **OTHER AGENCY INVOLVEMENT**

The representing union, SLOCEA, is supportive of the Program Coordinator classification specifications as proposed. The Administrative Services Coordinator will be an unrepresented position.

### **Attachments:**

1. Proposed Specification for Program Coordinator
2. Proposed Specification for Administrative Services Coordinator

# **HUMAN RESOURCES DEPARTMENT**

## **County of San Luis Obispo**

### **PROGRAM COORDINATOR**

#### **DEFINITION:**

Under general supervision, performs a variety of paraprofessional duties in the coordination and administration of assigned programs; coordinates and monitors the day-to-day operations and activities of the assigned program area; assists professional and management staff in program development, implementation, and management. Incumbents typically report to management positions, including Program Manager, and may provide training and technical oversight for other staff as assigned.

#### **DISTINGUISHING CHARACTERISTICS:**

The Program Coordinator is distinguished from the lower-level Supervising Administrative Clerk in that the latter primarily performs complex clerical duties and supervises clerical staff members, whereas the Program Coordinator provides paraprofessional-level support to an assigned program area.

The Program Coordinator classification is distinguished from the higher-level Program Manager classification in that the latter is responsible for managing large or complex County programs and performs professional-level analytical duties, whereas the Program Coordinator provides paraprofessional-level support and typically has a narrower span of control.

#### **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

(Not in order of importance)

- Performs a variety of paraprofessional-level activities in the coordination, organization, and monitoring of designated programs; assists in the development of policies and procedures and monitors activities for compliance with established requirements; makes recommendations for program improvement.
- Prepares and maintains a variety of narrative, financial, and statistical reports and documents; develops and coordinates training, media communications, and other informational materials

relating to program operations or functions; reviews and revises program materials for accuracy; coordinates and participates in a variety of meetings.

- Provides program-related guidance and customer service to managers, staff, and members of the public.
- Coordinates activities and reports issues or concerns related to the program or function; provides detailed information concerning program standards, laws, codes, regulations, policies, and procedures.
- Assists in the coordination and monitoring of the assigned program budget and other financial and narrative documents related to grants, contracts, and quarterly and annual summaries.
- Trains and provides technical oversight to staff as assigned.
- Performs other related work as required.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

- Current office practices and procedures
- Basic principles of training
- Basic mathematics including fractions and percentages
- Program planning, organization, and coordination principles
- Recordkeeping, report preparation, and filing methods
- Principles and practices for writing narrative, financial, and technical reports
- Computer applications and operations
- Effective verbal and written communication and interpersonal skills

##### **Ability to:**

- Perform a variety of activities involved in the overall coordination, implementation, and monitoring of assigned program(s)
- Learn the principles and practices of serving as a lead, including planning and organizing work for self and others
- Perform moderately basic arithmetical calculations

- Learn to operate automated office equipment, computer, and computer applications
- Understand, interpret, and apply laws, codes, rules, regulations, policies, and procedures
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus-building

#### **EDUCATION AND EXPERIENCE:**

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

**Either A:** Two (2) years of closely related coursework (60 semester units or 90 quarter units) at an accredited college or university; **Or B:** One year of experience in program support, coordination, planning, or a closely related field; **Or C:** Two years performing work equivalent to a Supervising Administrative Clerk; **Or D:** Four years of experience performing clerical work equivalent to an Administrative Assistant III.

#### **LICENSES AND CERTIFICATES:**

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

#### **SPECIAL SUBCLASS RECRUITMENT:**

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.

- 1 Adopted: 00-00-00
- 2 BOS Approved: 00-00-00
- 3 Revised: 00-00-00

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## **HUMAN RESOURCES DEPARTMENT**

### **County of San Luis Obispo**

#### **ADMINISTRATIVE SERVICES COORDINATOR**

##### **DEFINITION:**

Under general supervision, performs a variety of paraprofessional administrative duties; assists and coordinates activities involved in the administrative, financial, budgetary, and/or personnel activities of a designated County department; may be assigned as a lead worker. Incumbents typically report to professional or management-level positions.

##### **DISTINGUISHING CHARACTERISTICS:**

The Administrative Services Coordinator is distinguished from the lower-level Supervising Administrative Clerk in that the latter primarily supervises clerical staff members and performs complex clerical duties, whereas the Administrative Services Coordinator provides paraprofessional-level support to a division or department and may have a broader span of control.

The Administrative Services Coordinator is distinguished from the Program Coordinator in that the latter supports assigned county program(s), whereas the Administrative Services Coordinator supports centralized office management and administrative activities within a department.

The Administrative Services Coordinator is distinguished from the higher-level Administrative Services Officer in that the latter performs professional-level analytical duties for multiple functional areas in the overall administrative, financial, and personnel management activities, whereas the Administrative Services Coordinator provides paraprofessional-level support and may have a narrower span of control.

##### **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

(Not in order of importance)



- Performs a variety of paraprofessional-level activities in the administrative, budgetary, and personnel operations of a designated County department; assists in the organization, implementation, and maintenance of policies and programs and monitors activities for compliance with established standards and requirements.
- Prepares and maintains a variety of narrative, financial, and statistical records, reports, and documents; develops and coordinates training.
- Coordinates office and business activities, flow of information, and communication; assists in the development, implementation, and evaluation of department projects and objectives; participates in automation and process improvement activities for administrative and functional areas.
- May be assigned as a lead worker to train and provide input on the performance of assigned staff; makes recommendations regarding selection and discipline; develops schedules, assigns duties and reviews work of assigned staff.
- Reviews and tracks expenses for assigned administrative functions; assists in the development and monitoring of departmental budget(s) and other financial documents.
- Communicates with the public, departments, businesses, and governmental agencies to address concerns related to the administrative activities of the department.
- Performs other related work as required.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- Modern office practices and procedures
- Basic practices of administrative, financial, and personnel management activities
- Applicable local, state, and federal rules, regulations, and laws
- Basic mathematics including fractions and percentages
- Basic principles of governmental budget preparation
- Principles and best practices of employee supervision, training, and evaluation
- Recordkeeping, report preparation, and filing methods
- Project management and evaluation
- Computer applications and operations
- Effective verbal and written communication and interpersonal skills

1  
2 **Ability to:**

- 3 • Perform a variety of activities involved in the overall administrative, budgetary, and personnel  
4 management activities of a designated County department
- 5 • Understand, interpret, and apply laws, codes, rules, regulations, policies, and procedures
- 6 • Principles and practices of personnel management; planning and organizing work for self and  
7 for other staff
- 8 • Perform moderately basic arithmetical calculations
- 9 • Learn to operate automated office equipment, computer, and computer applications
- 10 • Communicate effectively verbally and in writing to a diverse population of individuals and  
11 groups
- 12 • Foster effective and positive working relationships with individuals from diverse perspectives by  
13 demonstrating strong interpersonal skills, including active listening, effective communication,  
14 advisory expertise, mediation, conflict resolution, and consensus building
- 15

16 **EDUCATION AND EXPERIENCE:**

17 A combination of education, training, and experience resulting in the required knowledge, skills, and  
18 abilities. An example of qualifying education and experience includes:

19

20 **Either A:** Completion of 60 semester units or 90 quarter units from an accredited college or university;  
21 **Or B:** One year of experience assisting in administrative, budgetary, financial and/or personnel  
22 operations; **Or C:** Two years of experience performing work equivalent to a Supervising Administrative  
23 Clerk; **Or D:** Four years performing clerical work equivalent to an Administrative Assistant III.

24

25 **LICENSES AND CERTIFICATES:**

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

1

2 **SPECIAL SUBCLASS RECRUITMENT:**

3 This class specification generally describes the duties and responsibilities characteristic of the  
4 position(s) within this class. The duties of a particular position within a multi-position class may vary  
5 from the duties of other positions within the class. Accordingly, the essential functions of a particular  
6 position (whether it be a multi-position class or a single-position class) will be identified and used by  
7 medical examiners and hiring authorities in the selection process. If you have any questions regarding  
8 the duties or the working conditions of the position, please contact the Human Resources Department  
9 at 805.781.5959.

10

11 Adopted: 00-00-00

12 BOS Approved: 00-00-00

13 Revised: 00-00-00

DRAFT