

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 May 28, 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. 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 23, 2025

4. Reports

Commission President
Commission Counsel
Commission Outside Counsel
Commission Secretary

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

- a. Enterprise Resource Planning System Analyst (New)
- b. 4H Program Assistant (Revised)

6. Public Comment on Closed Session Item

Members of the public wishing to address the Civil Service Commission on Closed Session matters agendaized here may do so when recognized by the President. Presentations are limited to three minutes per individual.

7. CLOSED SESSION: Conference with County Labor Negotiator regarding Civil Service

Rule Update. (Gov Code Section 54957.6): Agency designated representative: Jamie Russell or designee

8. Adjournment

Civil Service Commission



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Minutes

County of San Luis Obispo Civil Service Commission

Regular Session Meeting

Wednesday, April 23, 2025 @ 9:00 a.m.

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

Present: Commissioners: President Nicholson, Vice President Baltodano, Commissioner Santos, Commissioner Warren, Commissioner Sibbach

Staff: Commission Secretary Jamie Russell
Commission Clerk Shaley Salsbury

County Counsel: Daniel Solish

Absent: 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. All Commissioners were present.

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. Minutes

The following draft minutes are submitted for approval:

a. March 19, 2025

Commission President Nicholson invited public comment. There was none. Commissioner Warren motioned to approve the minutes as presented. Commissioner Santos seconded the motion. The motion to approve the minutes from March 19, 2025, as presented passed 5-0-0.

Civil Service Commission

4. Reports

Commission President - None

Commission Counsel – Mr. Solish introduced himself to the Commission.

Commission Outside Counsel – Absent

Commission Secretary – Jamie Russell introduced Human Resources Analyst Miranda Wall. Ms. Wall requested the Commission hold August 26-28, 2025, as potential hearing dates.

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

a. Risk Manager (New)

Deputy Director of Human Resources Mark Zeltmann and Human Resources Analyst Mackenzie Lawrie introduced the proposed new specification. Vice President Baltodano requested amendment to relocate the bullet point on page 5a.006, lines 26-30, beginning with “provide leadership...” from the *knowledge of* subsection to the *ability to* subsection of the specification. Commissioner Santos requested amendment to page 5a.007 line 26 to read, “Formulate policies necessary to minimize and avoid risk, and plan, coordinate, and initiate actions necessary to implement those policies.” At the suggestion of both Commissioner Santos and Vice President Baltodano, Mr. Zeltmann dictated amendment of page 5a.008 line 15 to read, “...administration, finance, risk management, public administration, or a closely related field...” Commission President Nicholson suggested the addition of a training or certificate of completion related to OSHA. Mr. Zeltmann suggested the additional requirement of completion of an OSHA 30 hour course within 12 months of appointment. Following a short break in the meeting, Ms. Lawrie presented the Commission with an updated draft specification reflecting the requested amendments for review.

President Nicholson invited public comment. SLOCEA Senior Labor Representative Theresa Schultz discussed the continued need for staff education to mitigate risk at individual contributor and supervisory staff levels. Commission Vice President Baltodano motioned to approve the new specification as amended. Commissioner Warren seconded the motion. The motion to approve the new specification as amended passed 5-0-0.

6. Adjournment

President Nicholson adjourned the meeting at 10:21 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

FROM: Taj D'Entremont, Principal Human Resources Analyst

DATE: May 28, 2025

SUBJECT: New Classification: Enterprise Resource Planning System Analyst

Department: Multiple Departments

Appointing Authority: Jamie L. Russell, Human Resources Director

RECOMMENDATION

It is recommended that the Commission approve the proposed new classification and specification, Enterprise Resource Planning System Analyst.

BACKGROUND

The County is preparing to implement a new Enterprise Resource Planning (ERP) system that will replace the County's existing system, which was implemented in 2005. An ERP system is an integrated software platform used by organizations to manage core business functions such as finance, procurement, payroll, human resources, budgeting, and asset management. The ERP system acts as a centralized hub allowing data to flow between departments and enabling a consistent, organization-wide approach to operations. The current system, SAP ECC 6.0, will no longer be supported by the vendor as of December 2027. In addition to the end of vendor support, the current system has grown increasingly outdated and is no longer able to meet the County's operational or technical needs.

While SAP has served the County for nearly two decades, it has become increasingly difficult to maintain and adapt. The system relies on manual workarounds, lacks integration with many of the County's ancillary systems, and makes it difficult to access accurate, real-time data. Over

time, departments have adopted additional third-party systems to fill functionality gaps, leading to duplicated efforts and fragmented processes.

By moving to a modern, cloud-based ERP system, the County aims to streamline business operations, improve data integrity, and support informed decision-making. The new system will provide a more intuitive user experience for County employees and make it easier to complete routine tasks like requesting leave, accessing payroll, enrolling in training, and completing performance evaluations. It will also support broader goals such as improved service delivery, compliance with evolving regulations, and more efficient use of public resources.

This is a significant organizational change for the County. The implementation of the new ERP system will affect every County department, improve operational alignment, and ensure our systems are ready to meet current and future demands. Most importantly, this investment will allow the County to continue delivering high-quality public services well into the future.

The ERP replacement will be a major undertaking for County staff. The project is expected to span approximately two years and will require full-time participation and engagement of employees from multiple departments. To ensure the success of this implementation, departments have been asked to identify staff with strong operational knowledge to be reassigned to the ERP project team. While most of these individuals will remain in their existing classifications, a limited number of employees will be taking on project implementation and design responsibilities that will require them to perform duties outside the scope of their current paraprofessional roles. The ERP team met with other counties that have recently completed ERP implementations, and the strategic value of having dedicated full-time project staff, supported by management, compensated appropriately for their increased and elevated duties, and backfilled in their home offices to meet day-to-day operational needs, was strongly emphasized as critical to ERP project success by our colleagues in each of these conversations.

DISCUSSION

The two classifications below are examples where incumbents are being assigned to the ERP project and will be performing tasks that exceed the responsibilities of their current classification:

- Human Resources Technician
- Accounting Technician

These employees will be transferred to the project where they will work in a full-time capacity and will be relieved of their regular duties in their respective departments. Their responsibilities will include providing professional-level analysis, recommendations, and decision-making for how the system will be designed and configured in line with its functionality; collaborating with management staff, both inside and outside of the organization, to facilitate the building and implementation of the system; developing business processes in the new system; advising on cross-departmental policy decisions; and involvement in change management. Given the duration of the project and time commitment, recognizing their expanded responsibilities and providing equitable compensation is warranted. Therefore, in instances where an employee would be working out of class, the recommended course of action would be to promote them to an appropriate entry-level professional classification for the duration of the project.

To formally recognize the elevated, professional-level work being performed by these individuals and to ensure alignment with the County's classification and compensation structure, we are proposing the establishment of a new classification - Enterprise Resource Planning System Analyst.

The use of a project-specific ERP classification provides the necessary flexibility to respond to changing project demands. While we are currently aware of two classifications with incumbents

who will need to be temporarily promoted to support the ERP project, it is possible that a handful of additional employees in other paraprofessional classifications may also be expected to operate at a higher professional level for the duration of the project. Because the County is still in contract negotiations with the ERP vendor, we are unable to determine the full scope of functional roles that will be required. Additionally, staffing needs may shift over time due to changes in project direction or natural turnover within departments. These factors make it impractical to identify all impacted classifications in advance. Establishing a dedicated Enterprise Resource Planning System Analyst classification allows the County to respond quickly and equitably to these emerging needs without disrupting the existing classification structure.

RESULT

The proposed specification accurately describes the classification's duties and employment standards and is consistent with current format, terminology, and titling standards. This 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

County Counsel, the Administrative Office, and departments dedicating staff to the project, including the Auditor-Controller-Treasurer-Tax-Collector, Public Works, Information Technology, and Central Services, were involved in the development of this proposal.

1 **HUMAN RESOURCES DEPARTMENT**

2 **County of San Luis Obispo**

3

4 **ENTERPRISE RESOURCE PLANNING SYSTEM ANALYST**

5

6 **DEFINITION:**

7 Under direction, performs a variety of professional-level duties in the design, development, and
8 implementation of the Countywide Enterprise Resource Planning (ERP) system in response to
9 business needs in a specific functional area, such as fiscal/accounting, human resources, and payroll.

10

11 **TYPICAL TASKS AND REPRESENTATIVE DUTIES:**

12 (Not in order of importance)

- 13 • Serves as a member of the ERP project team, representing the County's interests within a specific
14 functional area such as human resources, payroll, or fiscal/accounting.
- 15 • Participates in the design and implementation of ERP system modules by making
16 recommendations that align system configuration with County policies, legal requirements, best
17 practices, and operational needs.
- 18 • Collaborates with internal departments and external consultants to define and document
19 business processes, decision points, and system requirements.
- 20 • Participates in data validation, user acceptance testing, and readiness assessments to ensure
21 system outputs meet functional and operational expectations.
- 22 • Contributes to the development of training content, support tools, and change management
23 strategies to prepare staff across the organization for go-live.
- 24 • Assists in identifying and resolving functional issues that arise during implementation, escalating
25 concerns as appropriate to project managers.
- 26 • Participates in project planning meetings, design sessions, and decision-making forums as a
27 functional subject matter expert.
- 28 • Performs other related work as required.

29

30 **EMPLOYMENT STANDARDS:**

1 **Knowledge of:**

- 2 • Principles, practices, and technical aspects of applicable functional areas, programs, and
- 3 procedures
- 4 • Principles of cross-functional collaboration and consensus-building
- 5 • Applicable federal, state, and local laws and regulations related to the functional area
- 6 • Computer software, including word processing, spreadsheet, and applicable database
- 7 applications.
- 8

9 **Ability to:**

- 10 • Analyze, apply, explain, and ensure compliance with applicable laws and regulations
- 11 • Analyze situations, assess alternatives, and use independent judgment to implement effective
- 12 recommendations or solutions
- 13 • Represent department and functional interests during ERP design, testing, and implementation
- 14 discussions
- 15 • Understand and interpret ERP system features and their impact on functional workflows and
- 16 policies
- 17 • Develop, document, and present recommendations related to policy, process, and system
- 18 decisions
- 19 • Communicate effectively verbally and in writing to a diverse population of individuals and groups
- 20 • Foster effective and positive working relationships with individuals from diverse perspectives by
- 21 demonstrating strong interpersonal skills, including active listening, effective communication,
- 22 advisory expertise, mediation, conflict resolution, and consensus building
- 23 • Contribute to the development of training and support materials
- 24 • Conduct functional testing and identify gaps or inconsistencies
- 25 • Manage workload and meet deadlines in a fast-paced, evolving project environment
- 26

27 **EDUCATION AND EXPERIENCE:**

28 A combination of education, training, and experience resulting in the required knowledge, skills, and

29 abilities. An example of qualifying education and experience includes:

30

1 Graduation from an accredited four-year college or university with a bachelor's degree in a field
2 related to a functional area supported by an Enterprise Resource Planning system.

3
4 In addition, three years of increasingly responsible experience performing duties that demonstrate
5 subject matter expertise in one or more functional areas supported by an Enterprise Resource
6 Planning system.

7
8 **LICENSES AND CERTIFICATES:**

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

12
13 **SPECIAL SUBCLASS RECRUITMENT:**

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



TO: Civil Service Commission

DATE: May 28, 2025

FROM: Mackenzie Lawrie, Human Resources Analyst

SUBJECT: Revised Classifications: 4-H Program Assistant

Department: University of California Cooperative Extension

Appointing Authority: Shannon Klisch, San Luis Obispo, Santa Barbara,
Ventura Counties Area Director

RECOMMENDATION

It is recommended that the Commission approve the revisions to the 4-H Program Assistant specification as proposed.

BACKGROUND

The University of California Cooperative Extension (UCCE) in San Luis Obispo County is a partnership between the County and federal, state, and private resources. The County maintains this partnership with the UCCE through a Memorandum of Understanding outlining the County's commitment to providing support staff and resources that enable UCCE to deliver research-based programs in agriculture, natural resources, nutrition, and youth development to support local communities, industries, and the environment. Programs offered include 4-H Youth Development, Master Food Preserver, Master Gardener, CalFresh Healthy Living, Oak Woodland Research and Education, and Watershed Natural Resources and Range Management.

The 4-H Program is a key component of UCCE's mission to support youth through hands-on, project-based learning in areas such as agriculture, science, healthy living, and citizenship through clubs, camps, and school enrichment programs. UCCE supports 4-H by providing academic oversight, staff coordination, volunteer training, and program development aligned with research-based best practices. San Luis Obispo County has one of the largest 4-H programs in the state of California with over 20 clubs, 300 volunteers, and 1,400 youth participants.

DISCUSSION

The current 4-H Program Assistant classification specification was originally created in 1950 and last updated in 2001. With the recent retirement of the long-term incumbent who held the position for twenty years, this vacancy presents a timely opportunity to modernize the specification. The proposed revisions focus on updating outdated language, improving clarity, and aligning the document with the County's current formatting and classification standards.

Although the core duties and minimum qualifications of the classification remain unchanged, the revised specification more clearly reflects the day-to-day responsibilities of the role as it functions today within the 4-H program. This position provides crucial support to the 4-H program by coordinating day-to-day operations, managing communications and records, supporting event logistics, and ensuring compliance with policies and procedures across more than 20 clubs. These updates will enhance transparency for prospective applicants and support the effective use of the specification in recruitment, classification, and performance management processes.

RESULT

The proposed specification accurately describes the classification's 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 University of California Cooperative Extension and the representing union, SLOCEA, were involved in the revisions of this specification and concur with them as proposed.

Attachments:

1. Proposed Specification for 4-H Program Assistant – Track Changes
2. Proposed Specification for 4-H Program Assistant – Clean
3. Organizational Chart

HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

4-H PROGRAM ASSISTANT

DEFINITION:

Under direction, performs a wide variety of administrative, ~~secretarial~~, and clerical duties for the University of California Cooperative Extension (UCCE) Department and the San Luis Obispo County 4-H Program; acts as the confidential secretary ~~to for the UCCE Director~~ and/or their designee in support of the 4-H ~~Youth Development Advisor (4-H YDA);~~program; interacts and coordinates with the UCCE office administrative staff, 4-H Program Representative staff and ~~other academics, and~~ 4-H staff ~~volunteers~~; and does other related work as required.

TYPICAL TASKS AND REPRESENTATIVE DUTIES:

- ~~Is Serves as the UCCE and~~ 4-H Office Secretary/office receptionist and ~~secretary to the 4-H YDA~~ acts as a liaison between 4-H clientele and the University of California 4-H Program in San Luis Obispo County.
- ~~S~~s Serves clientele by answering questions, giving instructions, and resolving problems ~~relative~~related to UCCE, and 4-H Program events and activities, and 4-H policies and procedures.
- ~~r~~r Receives and accounts for a large volume of physical and electronic mail/email, monies, and materials ~~relative~~related to member/leader enrollment, projects, and participation in local, regional, state, and national 4-H events.

- ~~;-p~~ Performs ~~computer data~~ entry and retrieval for member/leader enrollment and project records of more than ~~3520~~ 4-H ~~C~~clubs; ~~works independently in composing, designing, desktop publishing,~~
- ~~a~~ Assists in the enforcement of 4-H enrollment policies related to youth protection by preparing and handling confidential documents and ensuring the completion of required forms for staff, participants, and volunteers.
- ~~;-p~~ Advises on and assists with the ~~P~~rocessing of reimbursement requests and editing ~~of~~ in accordance with purchasing and recordkeeping procedures.
- ~~;-W~~ Worker Coordinates and collaboratively compiles content; designs, distributes, and edits newsletters, ~~e-mails, and letter~~ correspondence, reports, ~~news~~ articles, press releases, social media posts, website pages, special activity flyers, and event programs; ~~reviewing; reviews content~~ for correct grammar, spelling, punctuation and style, and ADA accessibility.
- ~~;-P~~ Prepares and distributes high-volume mailings and manages large-scale email distribution lists; ~~r~~ Reproduces, collates, and processes large bulk mailings;
- ~~;-m~~ Manages a large and varied filing and calendar system for a yearly cycle of 4-H and UCCE events and programs.
- ~~;-p~~ Processes confidential and routine correspondence, club rosters, outside agency, and University of California contracts, and other miscellaneous materials.
- ~~;-i~~ Initiates and implements ~~upon approval desirable~~ new office improvements and systems, upon supervisory approval.
- ~~;-m~~ Maintains publications and awards inventory; ~~anticipating~~ assists with organizing, inventorying, checking out, and maintenance of all 4-H program supplies located both onsite and offsite; anticipates needs and ordering for annual events and general office programming.
- ~~;-c~~ Consults with ~~supervisory~~ staff to review progress of current activities and to plan future activities; contacts outside agencies to arrange facility use, may prepare and process facility use permits and evaluation tools for 4-H UCCE events.

- ;-pPerforms routine statistical compilation for documentation of 4-H affirmative action compliance and evaluation data.
- ;-o~~Operates~~Utilizes ~~automated~~ office technology and operates modern office equipment including ~~word processors, personal~~ computers, ~~data processing equipment, facsimile, electronic fax machines,~~ copiers, printers, ~~adding machines, calculators, laminators, phones, audiovisual equipment for meetings and workshops, and credit card readers and other modern office equipment.~~
- -Assists with 4-H program activities and events held throughout the County, including occasional evening and weekend assignments.
- May serve as the Department Safety Coordinator and represent UCCE at County meetings and trainings.

EMPLOYMENT STANDARDS:

Knowledge of:

- Modern ~~o~~Office practices and procedures
- ;-automated~~Modern~~ office equipment
- ;-proper~~Accurate and professional~~ business correspondence and report styles and formats, ~~word processing and desktop publishing software~~
- ;-Standard office applications and software including Microsoft Office Suite
- ;-Graphic design tools such as Canva or Adobe Creative Suite, email marketing/newsletter platforms like Constant Contact, and website content management systems
- Verbal and written communication skills
- Interpersonal skills ~~using~~demonstrated through tact, patience, and professionalism~~courtesy~~

Ability to:

- ~~Type at a speed of 50 net wpm; perform~~Perform administrative, ~~secretarial~~ and clerical tasks requiring independent judgment and action
- ~~Learn to operate~~ automated/modern office equipment;
- ~~Learn, interpret, and apply University of California 4-H Program and County policies and procedures~~
- ~~Provide accurate information and high-quality service to clients and the public across multiple platforms, including in-person, email, and phone interactions, while maintaining professionalism and responsiveness~~assume duties to relieve 4-H Youth Development Advisor of certain administrative duties; Meet clientele and general public knowledgeably, tactfully, and courteously to answer questions and/or perform services in person, and over the phone
- ~~Understand and carry out~~ oral-verbal and written directions accurately and efficiently
- ~~Apply good judgment in identifying and handling confidential information and records~~
- ~~establish and maintain effective, cooperative working relationship with 4-HUCCE clientele, staff members and general public~~
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, conflict resolution, and consensus building
- ~~Organize and use files and records; keep inventory of 4-H publications, forms and supplies in order as needed~~
- Learn and apply proper cash handling procedures and principles.
- Work independently, manage multiple priorities, and meet strict deadlines throughout the program year
- Lift and carry program materials and supplies up to 40 pounds
- ~~Sit at a desk, work at a computers, and greet the public for large portions of the day~~Communicate effectively verbally and in writing to a diverse population of individuals and groups

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: One year of experience in youth education or a youth development program (such as: ~~Boy/g~~ Girl Scouts, Scouting America, ~~e~~ Camp ~~f~~ Fire, YMCA) or a volunteer management program which included responsibility for ~~secretarial and~~ administrative duties;

Or B: Three years of journey-level ~~worker~~ clerical experience ~~is required.~~

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.

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 ResourcesPersonnel Department at ~~(805.)~~781.-5959.

1

2 Adopted: 04-22-87

3 Revised: 08-22-01

4

DRAFT

HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

4-H PROGRAM ASSISTANT

DEFINITION:

Under direction, performs a wide variety of administrative and clerical duties for the University of California Cooperative Extension (UCCE) Department and the San Luis Obispo County 4-H Program; acts as the confidential secretary for the UCCE Director and/or their designee in support of the 4-H program; interacts and coordinates with the UCCE office administrative staff, 4-H Program staff and academics, and 4-H volunteers; and does other related work as required.

TYPICAL TASKS AND REPRESENTATIVE DUTIES:

- Serves as the UCCE and 4-H office receptionist and acts as a liaison between 4-H clientele and the University of California 4-H Program in San Luis Obispo County.
- Serves clientele by answering questions, giving instructions, and resolving problems related to UCCE, 4-H Program events and activities, and 4-H policies and procedures.
- Receives and accounts for a large volume of physical and electronic mail, monies, and materials related to member/leader enrollment, projects, and participation in local, regional, state, and national 4-H events.
- Performs data entry and retrieval for member/leader enrollment and project records of more than 20 4-H clubs.
- Assists in the enforcement of 4-H enrollment policies related to youth protection by preparing and handling confidential documents and ensuring the completion of required forms for staff, participants, and volunteers.

- 1 • Advises on and assists with the processing of reimbursement requests in
2 accordance with purchasing and recordkeeping procedures.
- 3 • Coordinates and collaboratively compiles content; designs, distributes, and edits
4 newsletters, e-mails, letter correspondence, reports, articles, press releases, social
5 media posts, website pages, special activity flyers, and event programs; reviews
6 content for correct grammar, spelling, punctuation, style, and accessibility.
- 7 • Prepares and distributes high-volume mailings and manages large-scale email
8 distribution lists.
- 9 • Manages a large and varied filing and calendar system for a yearly cycle of 4-H and
10 UCCE events and programs.
- 11 • Processes confidential and routine correspondence, club rosters, outside agency
12 and University of California contracts, and other miscellaneous materials.
- 13 • Initiates and implements new office improvements and systems, upon supervisory
14 approval.
- 15 • Maintains publications and awards inventory; assists with organizing, inventorying,
16 checking out, and maintenance of all 4-H program supplies located both onsite and
17 offsite; anticipates needs and ordering for annual events and general office
18 programming.
- 19 • Consults with staff to review progress of current activities and to plan future
20 activities; contacts outside agencies to arrange facility use, may prepare and process
21 facility use permits and evaluation tools for UCCE events.
- 22 • Performs routine statistical compilation for documentation of 4-H affirmative action
23 compliance and evaluation data.
- 24 • Utilizes office technology and operates modern office equipment including
25 computers, fax machines, copiers, printers, laminators, phones, audiovisual
26 equipment for meetings and workshops, and credit card readers.
- 27 • Assists with 4-H program activities and events held throughout the County,
28 including occasional evening and weekend assignments.

- May serve as the Department Safety Coordinator and represent UCCE at County meetings and trainings.

EMPLOYMENT STANDARDS:

Knowledge of:

- Modern office practices and procedures
- Modern office equipment
- Accurate and professional business correspondence and report styles and formats
- Standard office applications and software including Microsoft Office Suite
- Graphic design tools such as Canva or Adobe Creative Suite, email marketing/newsletter platforms like Constant Contact, and website content management systems
- Verbal and written communication skills
- Interpersonal skills demonstrated through tact, patience, and professionalism

Ability to:

- Perform administrative and clerical tasks requiring independent judgment and action
- Learn to operate modern office equipment
- Learn, interpret, and apply University of California 4-H Program and County policies and procedures
- Provide accurate information and high-quality service to clients and the public across multiple platforms, including in-person, email, and phone interactions, while maintaining professionalism and responsiveness
- Understand and carry out verbal and written directions accurately and efficiently
- Apply good judgment in identifying and handling confidential information and records

- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, conflict resolution, and consensus building
- Organize and use files and records; keep inventory publications, forms and supplies in order as needed
- Learn and apply proper cash handling procedures and principles.
- Work independently, manage multiple priorities, and meet strict deadlines throughout the program year
- Lift and carry program materials and supplies up to 40 pounds
- Communicate effectively verbally and in writing to a diverse population of individuals and groups

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: One year of experience in youth education or a youth development program (such as: Girl Scouts, Scouting America, Camp Fire, YMCA) or a volunteer management program which included responsibility for administrative duties; **Or B:** Three years of journey-level clerical 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.

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

1 class may vary from the duties of other positions within the class. Accordingly, the essential
2 functions of a particular position (whether it be a multi-position class or a single-position
3 class) will be identified and used by medical examiners and hiring authorities in the
4 selection process. If you have any questions regarding the duties or the working conditions
5 of the position, please contact the Human Resources Department at 805.781.5959.

6
7 Adopted: 04-22-87

8 Revised: 08-22-01

DRAFT



University of California Cooperative Exchange (UCCE) Organizational Chart

