

CIVIL SERVICE COMMISSION – COUNTY OF KERN
1115 Truxtun Avenue
Bakersfield, California 93301

Regular Meeting
Monday, September 12, 2022
5:30 pm

THIS MEETING WILL BE HELD IN THE BOARD OF SUPERVISORS CHAMBERS

AMERICANS WITH DISABILITIES ACT
(Government Code Section 54953.2)

The Board of Supervisors Chambers is accessible to persons with disabilities. Disabled individuals who need special assistance to attend or participate in a meeting of the Civil Service Commission may request assistance at the Human Resources Division – County of Kern or by calling (661) 868-3962. Every effort will be made to reasonably accommodate individuals with disabilities by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance, whenever possible.

All Civil Service Commission agenda item supporting documentation is available for public review at the County of Kern Human Resources Division, 1115 Truxtun Avenue First Floor, Bakersfield, CA, 93301 during regular business hours, 8:00a.m. – 5:00 p.m., Monday through Friday, following the posting of the agenda. Any supporting documentation that relates to an agenda item for an open session of any regular meeting that is distributed after the 72-hour posting period and prior to the meeting will also be available for review. This disclosure does not pertain to closed session items and/or those that are not otherwise public.

PUBLIC SESSION

1. Public Presentations

This portion of the meeting is reserved for persons desiring to address the Commission on any matter not on this agenda or wishing to place the item on the next agenda and over which the Commission has jurisdiction. Please note that no response is required from the Commission or staff and no action can be taken on non-agenda items; however, the Commission may instruct staff to place the item on the agenda for a future meeting. Speakers are limited to three minutes. Please state and spell your name for the record before making your presentation.

PUBLIC REQUESTS

2. Request of Ryan Makaiwi to address the Commission regarding Recruitment for the position of Firefighter Recruit, Exam No. 8333.

***CONSENT AGENDA:** All items listed with asterisk (*) are considered routine and non-controversial by Commission staff. Consent items will be considered first and may be approved by one motion if no member of the Commission or public comments were submitted for discussion. If discussion is desired, the item will be removed from the consent agenda and will be considered in listed sequence.

***3. Approval of Minutes**

Regular meeting on August 8, 2022; **APPROVE**

- *4. Examination Schedule:** The following examinations have been scheduled in accordance with Civil Service Rules and established procedures; **APPROVE**

8616) Animal Care Worker-Shift

8620) Public Works Maintenance Technician I/II

- 8621) Social Service Supervisor I-Mojave-DP-DHS
- 8622) Coordinator of Administrative & Legislative Analysis
- 8623) Supervising Appraiser-Department Promotional
- 8624) Auditor-Appraiser
- 8625) Office Services Assistant
- 8626) Agricultural Biologist/Weights & Measures Inspector I
- 8627) Human Services Program Director-DP-DHS
- 8628) Firefighter-DP
- 8629) Sheriff Records Unit Supervisor
- 8630) Librarian III-DP-Shift-Library
- 8631) Assistant Chief Information Technology Officer
- 8632) Social Service Worker I-Bilingual-Aging and Adult Services
- 8634) Staff Development Specialist
- 8635) Senior Groundskeeper-DP
- 8636) Program Coordinator-DP
- 8637) Supervising Staff Development Specialist
- 8638) Office Services Technician-Bilingual-Shafter
- 8639) Deputy Fire Chief-DP-Fire
- 8640) Fire Division Chief-DP-Fire
- 8641) Human Services Technician I
- 8642) Fiscal Support Supervisor-DP-Fire
- 8643) Airport Police Officer I/II Shift
- 8644) Legal Process Technician I/II
- 8645) Fiscal Support Specialist-Bilingual
- 8646) Technology Services Manager-DP-Probation
- 8647) Departmental Analyst I/II
- 8648) Supervising Therapist
- 8649) Paralegal
- 8650) Deputy Clerk of the Board II
- 8651) Environmental Health Technician I-DP-Public Health
- 8652) Heavy Equipment Mechanic
- 8653) Technical Support Specialist I/II
- 8654) Social Service Worker III-Aging and Adult
- 8655) Supervising Legal Process Technician
- 8656) Elections Process Clerk I/II/III
- 8657) Marketing and Promotions Associate II-DP-Library
- 8658) Real Property Agent III
- 8659) Sheriff's Senior Dispatcher-DP-Sheriff
- 8660) Job Developer I/II-Bilingual
- 8661) Office Services Technician-Mojave
- 8662) Office Services Technician-Lake Isabella
- 8663) Senior Groundskeeper
- 8664) Administrative Coordinator-DP-General Services
- 8665) Behavioral Health Recovery Specialist I/II

5. **New Specification(s):** The following job specification(s) have been created and approved by the Chief Human Resources Officer and are submitted for the Commission's review in accordance with Civil Service Rule 204.21. **REVIEW, RECEIVE, AND FILE**

- a) Victim Witness Program Supervisor, Item No. 0874
- b) KCERA Communications Manager and KCERA Senior Communications Manager, Item

No. 0778 and 0777

6. **Revised Specification(s):** The following job specification(s) have been revised and approved by the Chief Human Resources Officer and are submitted for the Commission's review in accordance with Civil Service Rule 204.21; **REVIEW, RECEIVE, AND FILE**
 - a) Electronic Health Record Specialist/Senior and Electronic Health Record Support Supervisor
Item No. 3954 and 3952
 - b) Social Service Worker I/II/III, Item No. 3662, 3661, and 3660
 - c) Information Technology Services Manager and Deputy Chief Information Technology Officer,
Item No. 0480 and 0479
7. First Reading of Revised Amendment to Rule 400 of the Civil Service Commission; **WAIVE READING; APPROVE**
8. **Civil Service Rule 1800 Update:** Counsel to the Civil Service Commission to provide report on status of Rule 1800 investigations and revisions.
9. **Civil Service Rules Revisions Update:** Commission Secretary to provide report on status pertaining to Civil Service Rules revisions.
10. **Commission Secretary Items/Report:** Commission Secretary to present to the Commission and to the public, information, announcements, and items pertaining to the Secretary's activities.
11. **Human Resources Division Items/Report:** Chief Human Resources Officer to present to the Commission and to the public, information, announcements, and items pertaining to the Human Resources Division that are pertinent to Commission business.
12. **Commission Member Presentations or Announcements:** On their own initiative, Commission members may make a brief announcement or a brief report on their own activities (Government Code § 54954.2 (a)).

Adjourn to Closed Session: The Commission will adjourn to closed session to consider the appointment, employment, evaluation of performance, discipline, or dismissal of public employees or to hear complaints or charges brought against employees by another person or employee. If an employee chooses to have his or her matter heard in public session, it will be heard at this time, prior to adjournment to closed session.

CLOSED SESSION (Government Code § 54957)

13. Public Employee Appointment/Recruitment – Title: Civil Service Commission Secretary.
(Government Code § 54957(b))
14. Reconvene from Closed Session; Adjourn to Regular Meeting to be held on Monday,
October 10, 2022, at 5:30 p.m.

SUMMARY OF PROCEEDINGS

CIVIL SERVICE COMMISSION – COUNTY OF KERN
1115 Truxtun Avenue
Bakersfield, California 93301

Regular Meeting
Monday, August 8, 2022
 5:30 p.m.

PRESENT: Commissioners Agbalog, Holt, Oliver, and Price

ABSENT: Commissioner Rose

OTHERS: Devin Brown, Michael Goulart, Gurujodha Khalsa, Brenda Leyva, Maria Murbach, and others.

NOTE: Ag, Ho, Ol, Pri, and Ro are abbreviations for Commissioners Agbalog, Holt, Oliver, Price, and Rose. For example, Ho/Pri denotes Commissioner Holt made the motion and Commissioner Price seconded the motion. The abbreviations “ab” means absent and “abd” abstained.

COMMISSIONER ACTION IS SHOWN IN CAPS AFTER EACH ITEM

President Holt called the meeting to order at 5:30 p.m.
 Commissioner Agbalog joined the meeting to order at 5:44 p.m.

PUBLIC SESSION

1. **Public Presentations**
 None

***CONSENT AGENDA**

- *2. **Approval of Minutes**
 Regular Meeting on July 11, 2022; NO PUBLIC COMMENT; **APPROVED**; Ol/Pri – 3 ayes/2 ab (Ag/Ro)
- *3. **Examination Schedule:** The following examinations have been scheduled in accordance with Civil Service Rules and established procedures; NO PUBLIC COMMENT; **APPROVED**; Ol/Pri – 3 ayes/2 ab (Ag/Ro)

8509) Fire Dispatch Assistant-Shift
 8589) Sheriff's Detentions Sergeant-DP
 8591) Program Support Supervisor
 8592) Public Works Maintenance Worker I/II/III
 8593) Public Works Maintenance Worker I/II/III-East Kern County
 8594) Health Education Assistant I/II
 8595) Park Supervisor
 8596) Mail Clerk
 8597) Sheriff's Records Specialist-Shift
 8598) Sheriff's Records Supervisor-Shift
 8599) Librarian I-Shift-Bakersfield
 8600) Health Plan Services Coordinator

- 8601) Deputy Chief Human Resources Officer-DP-CAO
- 8602) Human Services Supervisor-Bilingual-DP-DHS
- 8603) Principal Treasury Investment Officer-Countywide Promotional
- 8604) Senior Human Resources Manager-DP-BHRS
- 8605) Child Support Customer Service Representative
- 8606) Senior Deputy Sheriff-DP
- 8607) Fiscal Support Supervisor-Bilingual
- 8608) Sheriff's Senior Support Specialist-Shift
- 8609) Sheriff's Lieutenant-DP
- 8610) Chief Deputy Sheriff-DP
- 8611) Senior Engineer
- 8612) Clinical Supervisor
- 8613) Human Resources Specialist/Senior Human Resources Specialist-Confidential
- 8614) Fiscal Support Specialist-DP-Agriculture & Measurement Standards
- 8615) Public Health Fleet Specialist

4. **New Specification(s):** The following job specification(s) have been created and approved by the Chief Human Resources Officer and are submitted for the Commission's review in accordance with Civil Service Rule 204.21. **REVIEWED, RECEIVED, AND FILED**

a) Assistant Chief Information Technology Officer, Item No. 0478; *Pri/OI – 3 ayes/2 ab (Ag/Ro)*
Devin Brown, Chief Human Resources Officer, provided a summary. No public comment.

b) Human Services Internal Investigator, Item No. 4430; *Pri/OI – 3 ayes/2 ab (Ag/Ro)*
Mr. Brown provided a summary. No public comment.

5. **Revised Specification(s):** The following job specification(s) have been revised and approved by the Chief Human Resources Officer and are submitted for the Commission's review in accordance with Civil Service Rule 204.21; **REVIEWED, RECEIVED, AND FILED**

a) Supervising Staff Development Specialist, Item No. 1299; *OI/Pri - 3 ayes/2 ab (Ag/Ro)*
Mr. Brown provided a summary. No public comment.

b) Public Works Manager, Item No. 0473; *OI/Pri - 3 ayes/2 ab (Ag/Ro)*
Mr. Brown provided a summary. No public comment.

c) Engineering Manager, Item No. 0730; *Pri/OI - 3 ayes/2 ab (Ag/Ro)*
Mr. Brown provided a summary. No public comment.

6. **Abolish Eligible List(s):** Abolishment of the following eligible list(s) is recommended by the Chief Human Resources Officer and by the affected Department Head; **APPROVED**

a) Airport Police Officer I/II-Shift, Exams No. 8133 and 8229; *Pri/OI – 4 ayes/1 ab (Ro)*
Mr. Brown provided a summary. President Holt noted that an objection letter had been submitted and received by the Commission.

Mr. Roy Salazar stated he was ranked number 3 on the current eligibility list and asked if the position would be opening up soon or if the list would be continued to the end of November or if he would have to reapply again. President Holt asked Mr. Brown to respond. Mr. Brown stated that the Department's intent, if the Commission approved their request, would be to reopen the recruitment for this position and he referred to Mr. Brewster. He stated Mr. Salazar would be able to apply if the position opened up. Ron Brewster, Director of Airports, stated it was the intent of the Department to establish a new list, open up a recruitment, and fill the position with a successful candidate that could get through the process.

Commissioner Price stated that the Commission had received an objection letter alleging that there was a position filled but the title letter for the abolish request stated that no candidate was hired. He asked if it was correct that no candidate had been hired from the current eligibility list. Mr. Brewster stated that was correct. They had made three separate attempts to hire from the two lists but had been unsuccessful to date.

Vice President Oliver stated that the candidates had made it to the current eligibility lists and asked if there was a reason why they were not able to hire from those lists. Mr. Brewster stated, without going into detail, that they were unsuccessful in passing the background check.

- b) Chief Deputy Sheriff-DP, Exam No. 8334; *OI/Ag – 4 ayes/1 ab (Ro)*
Mr. Brown provided a summary. No public comment.

7. Second Reading of Amendment to Rule 300 of the Civil Service Commission; **WAIVED READING; APPROVED and ADOPTED**; *Pri/OI – 4 ayes/1 ab (Ro)*
Commission Secretary provided a summary. No public comment.

8. Civil Service Rule 1800 Update:

Gurujodha Khalsa, Chief Deputy County Counsel, reported that there was one open investigation beyond the timeline, everything else has been completed or was moving on as scheduled.

9. **Civil Service Rules Revisions Update:** Maria Murbach, Commission Secretary, reported that staff was currently working on proposed revisions for CS Rule 400 and were working with the Ad-Hoc Committee and hoped to bring a draft at the next meeting. Commission legal counsel continued with his research for CS Rule 200 and staff hoped to bring a draft in the near future.

10. **Commission Secretary Monthly Report:**
None

11. Human Resources Division Items/Report:

Mr. Brown reported that HRD was planning and scheduling a first inaugural Kern County Career Expo at the 1115 Truxtun location on September 17, 2022, and they were looking forward to that event from 9 am to 1 p.m. They were expecting and inviting all of the County departments to participate and bring all of their open positions to offer and discuss with candidates who are interested in County careers. He stated they would be using the BOS Chambers, the Rotunda, and were hoping for moderate weather. All were invited to attend and there were many vacancies throughout the County that they were hoping to fill.

12. Commission Member Presentations or Announcements:

President Holt stated he would miss the next two meetings and Vice President Oliver stated he would miss the September meeting.

Adjourn to Closed Session: at 5:58 p.m., the Commission adjourned to closed session to consider the appointment, employment, evaluation of performance, discipline, or dismissal of employees or to hear complaints or charges brought against employees by another person or employee.

CLOSED SESSION (Government Code § 54957)

13. PUBLIC EMPLOYMENT – Personal Necessity Leave Request

Medical Assistant (Public Health) – Case No. 2022-0104; **CONTINUED TO NEXT REGULAR MEETING ON SEPTEMBER 12, 2022.**

14. PERFORMANCE EVALUATION - Consideration of the evaluation of performance of the Civil Service Commission Secretary (Govt Code § 54957(b)(1)); **NO REPORTABLE ACTION.**

15. President Holt adjourned the meeting at 6:35 p.m. to the next Regular Meeting to be held on Monday, September 12, 2022, at 5:30 p.m.

Test Schedule						
Exam #	Recruitment Title	Open Date	Close Date	Recruiter Assigned	Action	Requestor
8616	Animal Care Worker - Shift	8/8/2022	8/15/2022	KAS	Open	KAS
8620	PUBLIC Works Maintenance Technician I/II	8/1/2022	8/15/2022	KAS	Open	
8621	Social Service Supervisor I-Mojave-DP-DHS	8/8/2022	8/12/2022	DMR	DP	DMR
8622	Coordinator of Administrative & Legislative Analysis	8/2/2022	8/9/2022	MJG	Open	MJG
8623	Supervising Appraiser-Department Promotional	8/3/2022	8/12/2022	MGV	DP	MGV
8624	Auditor-Appraiser	8/2/2022	Continuous	MGV	Open	MGV
8625	Office Services Assistant	8/3/2022	8/23/2022	NA	Open	NA
8626	Agricultural Biologist/ Weights & Measures Inspector I	8/4/2022	Continuous	MJG	Open	MJG
8627	Human Services Program Director-DP-DHS	8/8/2022	8/12/2022	DMR	DP	DMR
8628	Firefighter - DP	8/9/2022	8/9/2022	KPP	DP	KPP
8629	Sheriff Records Unit Supervisor	8/8/2022	8/22/2022	NA	Open	NA
8630	Librarian III-DP-Shift-Library	8/8/2022	8/12/2022	DG	DP	DG
8631	Assistant Chief Information Technology Officer	8/10/2022	8/10/2022	DG	DG	DG
8632	Social Service Worker I - Bilingual - Aging and Adult Services	8/15/2022	Continuous	MES	MES	MES
8634	Staff Development Specialist	8/11/2022	8/25/2022	MJG	Open	MJG
8635	Senior Groundskeeper-DP	8/11/2022	11/18/2022	DG	DP	DG
8636	Program Coordinator - DP	8/15/2022	8/19/2022	MJ	DP	MJ
8637	Supervising Staff Development Specialist	8/11/2022	8/25/2022	MJG	Open	MJG
8638	Office Services Technician-Bilingual-Shafter	8/15/2022	Continuous	DMR	Open	DMR
8639	Deputy Fire Chief - DP - Fire	8/15/2022	8/19/2022	KPP	DP	KPP
8640	Fire Division Chief - DP - Fire	8/15/2022	8/19/2022	KPP	DP	KPP
8641	Human Services Technician I	8/16/2022	Continuous	DMR	Open	DMR
8642	Fiscal Support Supervisor-DP-DHS	8/16/2022	8/22/2022	DMR	DP	DMR
8643	Airport Police Officer I/II Shift	8/17/2022	9/9/2022	KAS	Open	KAS
8644	Legal Process Technician I/II	8/18/2022	9/2/2022	MGV	Open	MGV
8645	Fiscal Support Specialist-Bilingual	8/22/2022	Continuous	DMR	Open	DMR
8646	Technology Services Manager - DP - Probation	8/22/2022	8/24/2022	MES	DP	MES
8647	Departmental Analyst I/II	8/22/2022	9/2/2022	DG	Open	DG
8648	Supervising Therapist	8/22/2022	Continuous	KAS	Open	KAS
8649	Paralegal	8/22/2022	9/2/2022	DMR	Open	DMR
8650	Deputy Clerk of the Board II	8/23/2022	9/2/2022	DG	Open	DG
8651	Environmental Health Technician I - DP - Public Health	8/22/2022	8/26/2022	KAS	DP	KAS
8652	Heavy Equipment Mechanic	8/22/2022	Continuous	KAS	Open	KAS
8653	Technical Support Specialist I/II	8/22/2022	Continuous	MGV	Open	MGV
8654	Social Service Worker III - Aging and Adult	9/13/2022	9/23/2022	MES	Open	MES
8655	Supervising Legal Process Technician	8/29/2022	9/9/2022	DMR	Open	DMR
8656	Elections Process Clerk I/II/III	8/26/2022	9/2/2022	MGV	Open	MGV
8657	Marketing and Promotions Associate II-DP-Library	8/25/2022	8/31/2022	DG	DP	DG
8658	Real Property Agent III	8/29/2022	9/9/2022	DG	Open	DG
8659	Sheriff's Senior Dispatcher - DP - Sheriff	8/29/2022	Continuous	NA	DP	NA
8660	Job Developer I/II - Bilingual	8/29/2022	9/12/2022	MJG	Open	MJG
8661	Office Services Technician - Mojave	8/30/2022	Continuous	MES	Open	MES
8662	Office Services Technician - Lake Isabella	8/30/2022	Continuous	MES	Open	MES
8663	Senior Groundskeeper	8/30/2022	9/6/2022	DG	Open	DG
8664	Administrative Coordinator-DP-General Services	9/1/2022	9/8/2022	DG	DP	DG
8665	Behavioral Health Recovery Specialist I/II	9/1/2022	9/14/2022	MJ	Open	MJ
LT093	Social Service Worker III - Aging and Adult	8/29/2022	Continuous	MES	Open	MES

Green Exam #: Change to existing exam #
 Grey line: History
 White line: Most up to date information for exam #
 Blue "Continuous" and Red "?": informational purposes
 Yellow "Hold": on hold

Dates that ALL exams were closed:
 7/25/2019
 3/16/2020



September 12, 2022

Civil Service Commission
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield, CA 93301

**PROPOSED NEW SPECIFICATION FOR
VICTIM WITNESS PROGRAM SUPERVISOR**

Attached for your review is the proposed job specification for the Victim Witness Program Supervisor. The Human Resources Division has prepared the specification at the request of District Attorney Cynthia Zimmer.

The newly created Victim Witness Program Supervisor is a mid-management-level classification that requires a background in administration of a Victim/Witness program. This position will manage, plan, organize and supervise the staff of the District Attorney's Family Justice Center and Victim/Witness programs. This position will assist with recruitment, hiring, and staffing functions and confer with the District Attorney regarding policies and procedural changes.

The District Attorney's Office is anticipating the opening of a satellite branch of the Family Justice Center in Lamont. There are also additional grant funding opportunities that will allow enhancements to victim services. These opportunities will require staff that is fully conversant in the Family Justice System model. The proposed new classification of Victim Witness Program Supervisor will allow the department to take advantage of additional funding opportunities and provide a level of oversight that is critical to the expanding services provided by the Victim/Witness program.

This is an unrepresented mid-management level position.

Therefore, IT IS RECOMMENDED that the proposed classification of Victim Witness Program Supervisor be REVIEWED, RECEIVED, AND FILED.

Sincerely,

A handwritten signature in blue ink, appearing to read "D Brown", written over a horizontal line.

Devin Brown
Chief Human Resources Officer

Attachment

cc: Cynthia J. Zimmer, District Attorney

Victim Witness Program Supervisor
Bargaining Unit: D
Salary Range 66.0 (\$6145-7344)

Description:

Under direction, manage, plan, organize, and supervise the work of staff within the District Attorney's Family Justice Center and Victim/Witness Programs. This classification operates at a supervisory level within the District Attorney's Office over all Victim/Witness Program functions and coordinates the efforts of the supervised programs with prosecution, investigation, and clerical units within the District Attorney's Office.

Essential Functions:

- Plans, organizes, coordinates, and supervises the work of all Victim/Witness Program staff.
- Assists in recruitment, hiring, and staff retention; and makes recommendations regarding promotions, salary increases, disciplinary actions and/or terminations.
- Confers with the District Attorney and Assistant District Attorneys regarding policies, procedures, personnel, operations, and workloads.
- Confers with supervisors and staff on any policy or procedural changes and maintains oversight for grant conditions and reporting.
- Interprets and communicates policies/procedures to staff.
- Evaluates supervisor performance, prepares performance evaluations, and reviews evaluations of line staff.
- Recommends process and procedural improvements to comply with grant requirements and position the department for future grant funding opportunities.
- Plans program implementation, workload capacities, and balances staffing for program needs.
- Represents the District Attorney in contacts with other governmental and community agencies regarding Victim/Witness programs.
- Conducts public presentations, training events, and organizes other functions as required related to Victim/Witness activities.
- Ensures reports, correspondence, and grant requirements are completed timely and submitted appropriately.
- Coordinates and consults with representatives from other departmental programs and partner agencies, regarding operational programs, policies, agreements, and procedures.
- Participates in the development and implementation of new operational procedures.
- Assists with budget preparation and tracking.
- Performs other job-related duties as assigned.

Employment Standards:

Five (5) years of program management or administration within a California Family Justice Center or California Victim/Witness Program of which one (1) year must have consisted of direct grant management and development within the program.

OR

A Bachelor's degree in sociology, psychology, criminal justice, victimology, or a related field AND one (1) year of program management or administration experience within a California Family Justice Center or California Victim/Witness Program which included direct grant management and development within the program

OR

Five (5) years supervisory experience in a public, non-profit, or private agency providing services to victims of violent crime or closely related field.

OR

Any equivalent combination of education, training and experience that includes one (1) year of supervisory experience in a public, non-profit, or private agency providing services to victims of violent crime or a closely related field.

Possession of a valid California Class C drivers license is required upon appointment.

Knowledge of: criminal justice system; crisis intervention practices; interviewing; community resources; violent crime victimization, victims rights and advocacy techniques; basic case record-keeping practices.

Ability to: communicate effectively with victims, defendants, witnesses, and the public; coordinate and maintain effective working relationships with various agencies and individuals; interpret and explain procedures and processes; maintain confidentiality of sensitive information; work in an environment providing support to victims of various and/or violent crimes; make public presentations; and collect, interpret, and evaluate case-related data.

A background check is conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to

remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

Cynthia Zimmer
DEPARTMENT HEAD

8-26-22
DATE

[Signature]
CHIEF HUMAN RESOURCES OFFICER

8/29/22
DATE

Item #	0874
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	E
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	66.0
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	3
Bargaining Unit	D
HR Analyst	Michael Goulart
Reviewed By	Tracey Eldridge
CAO Analyst	Joseph Arriola
Chief HR Officer	Devin Brown
FLSA	Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	New



September 12, 2022

Civil Service Commission
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield, CA 93301

**PROPOSED NEW JOB SPECIFICATIONS TITLED KCERA COMMUNICATIONS
MANAGER AND KCERA SENIOR COMMUNICATIONS MANAGER**

The Kern County Employees' Retirement Association requests approval of new specifications titled KCERA Communications Manager and KCERA Senior Communications Manager.

The newly created specifications will assist KCERA in being competitive in the talent marketplace, retaining staff, and implementing succession planning. The proposed classifications identify tasks that are specific and necessary to the performance of communication and outreach to members and sponsors in a pension administration environment.

The KCERA Communications Manager will be responsible for planning, developing, and implementing a comprehensive proactive communications strategic plan and program for customers under the direction of the KCERA Administrative Services Officer. The KCERA Senior Communications Manager is the advanced journey-level position that performs the same duties but at a higher level of independence in the organization.

The KCERA Communications Manager and KCERA Senior Communications Manager are unrepresented, mid-management classifications.

Therefore, IT IS RECOMMENDED that your Commission REVIEW, RECEIVE, and FILE the proposed new specifications titled KCERA Communications Manager and KCERA Senior Communications Manager.

Sincerely,

A handwritten signature in blue ink, appearing to read "Devin Brown", with a stylized flourish extending to the right.

Devin Brown
Chief Human Resources Officer

Attachments

cc: Dominic Brown, KCERA CEO

KCERA Communications Manager
Bargaining Unit D
Salary Range 64.9 (\$5,817-\$6,952)

Definition:

Under direction of the KCERA Administrative Services Officer, the Communications Manager plans, develops and implements a comprehensive proactive communications program, including member and plan sponsor outreach programs; and other related work as required. This position is a junior professional position and is characterized by responsibility to build and administer a robust and effective communications function for KCERA, including all technical and administrative components. This position reports directly to and receives oversight from the Administrative Services Officer and works with various levels of management and staff to ensure awareness and understanding of retirement benefits, plan information, legislation, policies and processes to members, plan sponsors, KCERA staff and the general public, through various communication platforms including, but not limited to, written/oral communication, informational material and website content.

This is the first level in the KCERA Communications Manager flexible classification series. The KCERA Communications Manager classification is distinguished from the KCERA Senior Communications Manager classification by the degree of complexity and sensitivity of projects assigned, discretion exercised, and supervision received. Promotion to KCERA Senior Communications Manager is based on the KCERA Administrative Services Officer's recommendation, as approved by the KCERA Chief Executive Officer, and the incumbent's consistent and capable performance of independent work of a more complex and sensitive nature and difficulty.

Essential Functions:

- Develops a comprehensive strategic communication plan, including effective communications programs and media initiatives for KCERA.
- Evaluates needs and implements recommendations to effectively increase awareness and understanding of retirement benefits, policies and processes; analyzes the extent of member, plan sponsor and community understanding of the programs administered by KCERA and determines the need for further educational activities.
- Formulates, recommends and implements strategies for providing responsive customer service to KCERA stakeholders.
- Consults with the KCERA Administrative Services Officer and leadership to recommend, update and communicate policies and procedures throughout the organization, and to plan sponsors, stakeholders and members.
- Serves as ongoing liaison and represents KCERA in public forums with plan sponsors, member and retiree organizations, and other related organizations; attends meetings, answers questions and provides information on KCERA programs and projects; takes proactive steps to build positive relationships with plan sponsors and key stakeholders.

- Plans, coordinates, and facilitates a variety of outreach seminars to promote the programs and services offered by KCERA for members and plan sponsors, utilizing both in-person and online formats, in collaboration with KCERA Member Services staff.
- Prepares, publishes and distributes accurate retirement information to membership and plan sponsors through publications such as bulletins, brochures, special announcements, videos and new media; oversees video production, editing and equipment maintenance and operation.
- Assists in the development, design and publication of KCERA informational material including, but not limited to, narrative and statistical information for retirement system benefits, annual comprehensive financial report, and other public documents.
- Develops and maintains KCERA's website and online content, media relations and social media programs; develops content and ensures regular updates of various outlets and sites; creates and monitors web analytics and reports including specific codes for accurate measurements of goals and initiatives.
- Assists with building and maintaining the online member components of the KCERA website by developing interactive forms and tools for members, retirees and beneficiaries in collaboration with other KCERA divisions and in conjunction with KCERA Member Portal.
- Develops, coordinates, and analyzes survey data to identify perceptions, while developing and applying performance metrics to ascertain the effectiveness of communication programs, and provides recommendations to senior leadership.
- Implement KCERA branding initiatives including style guides, format and design concepts for correspondence, forms, web content, policies, procedures, presentations, financial and account statements and investment reports.
- Prepare, edit, and coordinate form and process revisions with KCERA management, information systems, and Legal Counsel to ensure standard language and consistency of all forms and processes.
- Provides assistance with and coordinates document production and website content across KCERA divisions, including providing written content, copyediting, proofreading web and written content, and technical development and maintenance.
- Stays current on developments and best practices in the communications field and presents recommendations on program design modifications and makes proposals regarding the procurement of system and communication equipment.
- Performs other related duties as assigned.
- Plans, organizes, facilitates and/or participates in meetings and conferences.
- Represents department management at meetings and conferences, makes presentations; and leads small group discussions.
- Performs other job-related duties as required

Employment Standards

- Graduation from an accredited college or university with a Bachelor's degree in Public Relations, Communications, Marketing, Journalism or a closely related field and three (3) years of progressively responsible professional experience involving the development and coordination of public relations programs and projects, managing a broad range of communications projects, in-house publications, websites, and presentation videos, including at least one (1) year in a management or supervisory capacity.
- Or an equivalent combination of training and experience sufficient to obtain the knowledge and skill to successfully perform the essential functions of the job. An equivalent combination of experience and education may be considered. Public engagement certification not required but highly desirable.

Knowledge of: communications and public relations theory, concepts, practices, and customer service, principles and strategies; principles and practices of public and/or business administration; methods, techniques and styles of appropriate business language and article writing, organization, spelling, grammar, editing, punctuation and word usage; public presentation methods and practices, through both in-person and online formats; techniques of graphic design, layout, print production and implementation of communications and advertising programs; website development and content management; information dissemination techniques and methods; records, storage and handling techniques; and automated office equipment and state-of-the-art software programs.

Ability to: communicate effectively and persuasively both orally and in writing with KCERA personnel, plan sponsor representatives, community representatives, and members, both individually and in groups; take complex information and communicate it in a format that is easily understood; make presentations to large groups, including public meetings, through both in-person and online formats; prepare written reports with recommendations and a variety of other written material such as memoranda, letters and news bulletins, and informational brochures; analyze situations accurately and adopt an effective course of action in a fast-paced environment and meet deadlines that may be rigid or subject to change on short notice; work under pressure, use diplomacy, discretion, and good judgment when disseminating information; exercise appropriate judgment in answering questions and releasing information; understand and effectively communicate the governing laws and provisions of the County Retirement Law of 1937 and related benefit laws under direction of with KCERA leadership and Legal Counsel; stay abreast of trends, changes and best practices in the communications field, including methodology and technology changes related to print and electronic media; operate a computer and assigned office equipment; demonstrate professionalism, integrity and compliance with applicable laws and regulations at all times; and establish, maintain and foster effective working relationships with those contacted in the course of work.

This position may require a valid California Driver's License upon appointment.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.


DEPARTMENT HEAD

8/31/22
DATE


CHIEF HUMAN RESOURCES OFFICER

8/31/22
DATE

Item #	0778
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-weekly
Approved Salary Range	64.9
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	2
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	3
Bargaining Unit	D
HR Analyst	Keri Pharris
Reviewed By	Tracey Eldridge
CAO Analyst	Eric Nisbett
Chief HR Officer	Devin Brown
FLSA	Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Creation Date	September 2022

KCERA Senior Communications Manager
Bargaining Unit D
Salary Range 67.9 (\$6,756--\$8,074)

Definition:

Under direction of the KCERA Administrative Services Officer, the KCERA Senior Communications Manager plans, develops and implements a comprehensive proactive communications program, including member and plan sponsor outreach programs; and other related work as required. This position is senior level professional position and characterized by responsibility to build and administer a robust and effective communications function for KCERA, including all technical and administrative components. This position reports directly to and receives oversight from the Administrative Services Officer and works with various levels of management and staff to ensure awareness and understanding of retirement benefits, plan information, legislation, policies and processes to members, plan sponsors, KCERA staff and the general public, through various communication platforms including, but not limited to, written/oral communication, informational material and website content.

This is the senior level in the KCERA Communications Manager flexible classification series. The KCERA Senior Communications Manager classification is distinguished from the KCERA Communications Manager classification by the degree of complexity and sensitivity of projects assigned, discretion exercised, and supervision received. Promotion to KCERA Senior Communications Manager is based on the KCERA Administrative Services Officer's recommendation, as approved by the KCERA Chief Executive Officer, and the incumbent's consistent and capable performance of independent work of a more complex and sensitive nature and difficulty.

Essential Functions:

- Develops a comprehensive strategic communication plan, including effective communications programs and media initiatives for KCERA.
- Acts as a lead over junior level professional staff and support staff.
- Evaluates needs and implements recommendations to effectively increase awareness and understanding of retirement benefits, policies and processes; analyzes the extent of member, plan sponsor and community understanding of the programs administered by KCERA and determines the need for further educational activities.
- Formulates, recommends, and implements strategies for providing responsive customer service to KCERA stakeholders.
- Consults with the KCERA Administrative Services Officer and leadership to recommend, update and communicate policies and procedures throughout the organization, and to plan sponsors, stakeholders and members.

- Serves as ongoing liaison and represents KCERA in public forums with plan sponsors, member and retiree organizations, and other related organizations; attends meetings, answers questions and provides information on KCERA programs and projects; takes proactive steps to build positive relationships with plan sponsors and key stakeholders.
- Plans, coordinates, and facilitates a variety of outreach seminars to promote the programs and services offered by KCERA for members and plan sponsors, utilizing both in-person and online formats, in collaboration with KCERA Member Services staff.
- Prepares, publishes and distributes accurate retirement information to membership and plan sponsors through publications such as bulletins, brochures, special announcements, videos and new media; oversees video production, editing and equipment maintenance and operation.
- Assists in the development, design and publication of KCERA informational material including, but not limited to, narrative and statistical information for retirement system benefits, annual comprehensive financial report, and other public documents.
- Develops and maintains KCERA's website and online content, media relations and social media programs; develops content and ensures regular updates of various outlets and sites; creates and monitors web analytics and reports including specific codes for accurate measurements of goals and initiatives.
- Assists with building and maintaining the online member components of the KCERA website by developing interactive forms and tools for members, retirees and beneficiaries in collaboration with other KCERA divisions and in conjunction with KCERA Member Portal.
- Develops, coordinates, and analyzes survey data to identify perceptions, while developing and applying performance metrics to ascertain the effectiveness of communication programs, and provides recommendations to senior leadership.
- Implement KCERA branding initiatives including style guides, format and design concepts for correspondence, forms, web content, policies, procedures, presentations, financial and account statements and investment reports.
- Prepare, edit, and coordinate form and process revisions with KCERA management, information systems, and Legal Counsel to ensure standard language and consistency of all forms and processes.
- Provides assistance with and coordinates document production and website content across KCERA divisions, including providing written content, copyediting, proofreading web and written content, and technical development and maintenance.
- Stays current on developments and best practices in the communications field and presents recommendations on program design modifications and makes proposals regarding the procurement of system and communication equipment.
- Performs related duties as assigned.
- Plans, organizes, facilitates and/or participates in meetings and conferences.
- Represents department management at meetings and conferences, makes presentations; and leads small group discussions.
- Performs other job-related duties as required

Employment Standards:

- Graduation from an accredited college or university with a Bachelor's degree in Public Relations, Communications, Marketing, Journalism or a closely related field and five (5) years of progressively responsible professional experience involving the development and coordination of public relations programs and projects, managing a broad range of communications projects, in-house publications, websites, and presentation videos, including at least three (3) years in a management or supervisory capacity.
- Or an equivalent combination of training and experience sufficient to obtain the knowledge and skill to successfully perform the essential functions of the job. An equivalent combination of experience and education may be considered. Public engagement certification not required but highly desirable.

Knowledge of: communications and public relations theory, concepts, practices, and customer service, principles and strategies; principles and practices of public and/or business administration; methods, techniques and styles of appropriate business language and article writing, organization, spelling, grammar, editing, punctuation and word usage; public presentation methods and practices, through both in-person and online formats; techniques of graphic design, layout, print production and implementation of communications and advertising programs; website development and content management; information dissemination techniques and methods; records, storage and handling techniques; and automated office equipment and state-of-the-art software programs.

Ability to: communicate effectively and persuasively both orally and in writing with KCERA personnel, plan sponsor representatives, community representatives, and members, both individually and in groups; take complex information and communicate it in a format that is easily understood; make presentations to large groups, including public meetings, through both in-person and online formats; prepare written reports with recommendations and a variety of other written material such as memoranda, letters and news bulletins, and informational brochures; analyze situations accurately and adopt an effective course of action in a fast-paced environment and meet deadlines that may be rigid or subject to change on short notice; work under pressure, use diplomacy, discretion, and good judgment when disseminating information; exercise appropriate judgment in answering questions and releasing information; understand and effectively communicate the governing laws and provisions of the County Retirement Law of 1937 and related benefit laws under direction of with KCERA leadership and Legal Counsel; stay abreast of trends, changes and best practices in the communications field, including methodology and technology changes related to print and electronic media; operate a computer and assigned office equipment; demonstrate professionalism, integrity and compliance with applicable laws and regulations at all times; and establish, maintain and foster effective working relationships with those contacted in the course of work.

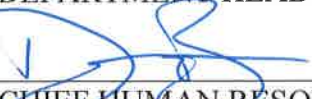
This position may require a valid California Driver's License upon appointment.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.


 DEPARTMENT HEAD

8/31/22
 DATE


 CHIEF HUMAN RESOURCES OFFICER

8/31/22
 DATE

Item #	0777
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-weekly
Approved Salary Range	67.9
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	2
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	3
Bargaining Unit	D
HR Analyst	Keri Pharris
Reviewed By	Tracey Eldridge
CAO Analyst	Eric Nisbett
Chief HR Officer	Devin Brown
FLSA	Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Creation Date	September 2022



September 12, 2022

Civil Service Commission
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield CA 93301

**PROPOSED REVISED JOB SPECIFICATIONS FOR ELECTRONIC HEALTH RECORD
SPECIALIST/SENIOR AND ELECTRONIC HEALTH RECORD SUPPORT SUPERVISOR**

Kern Behavioral Health and Recovery Services requests approval of revised specifications titled Electronic Health Record Specialist (formerly Electronic Health Record Specialist I/II), Senior Electronic Health Record Specialist (formerly Electronic Health Record Specialist III), and Electronic Health Record Support Supervisor.

The Board of Supervisors approved a collapsing of the Electronic Health Record Specialist series into a two-tiered classification series titled Electronic Health Records Specialist/Senior. The revisions to the specifications reflect a title change in addition to the deletion of language referencing combined classifications and other minor changes related to formatting and/or updating standard language. No substantive changes were made throughout the job specifications.

These positions are represented by Service Employees' International Union, Local 521 and they have agreed to these changes.

Therefore, IT IS RECOMMENDED that your Commission REVIEW, RECEIVE, AND FILE the proposed specifications Electronic Health Record Specialist, Senior Electronic Health Record Specialist, and Electronic Health Record Support Supervisor.

Sincerely,

A handwritten signature in blue ink, appearing to be "Devin Brown", written over a circular blue stamp or seal.

Devin Brown
Chief Human Resources Officer

Attachments

cc: Stacy Kuwahara, Director of Behavioral Health and Recovery Services

Electronic Health Record Specialist-I
Bargaining Unit: 3
Salary Range 57.9(\$4,103 - \$4,903/mo.)

Definition:

Under direct supervision, provides technical expertise, direct support and ongoing training to end users on the use of electronic health record software of the Department of Behavioral Health and Recovery Services. Provide support in resolving technical problems received by telephone, electronic mail, and/or in person. Maintain, track and create reports of calls and electronic request for assistance received.

The Electronic Health Record Specialist I is the entry level in the Electronic Health Record Specialist flexible classification series. Incumbents perform the basic technology support and training functions in an enterprise computer system. Promotion to Senior Electronic Health Record Specialist II is considered on a merit basis upon completion of the minimum qualifications, is subject to the recommendation of the Director of Behavioral Health and Recovery Services, ~~and the approval of the Chief Human Resources Officer.~~

Incumbents may be required to work flexible hours including evenings and weekends.

Essential Functions:

- Assists with providing individual and classroom training to Department staff, Contract Provider Staff, Medical Staff and program clients on the usage of the Department's electronic health record software.
- Assists with the evaluation of training materials and selection of the most appropriate modules; develops course outlines and handout materials.
- Continually learns updated versions of the Department's electronic health record software and assists in modifying the training curriculum accordingly.
- Assists with maintaining on-line training curriculum, including on-line quizzes and on-line certification testing.
- Assists in maintaining security of electronic data and in training staff on security protocols.
- Processes forms and documentation related to computer training, Electronic Health Record access and security and prepares the computer training environment as required.
- Ensure timely acknowledgement of incoming requests from customers.
- Assist in evaluating, prioritizing, and resolving basic incoming electronic health record requests from end users.
- Meet and/or exceed service response time between electronic health record support team and end users.

- Represent Department to end users every day by being professional and responsive to their needs.
- Thoroughly document all research and end user interactions to ensure product and service reliability.
- May travel to remote locations within Kern County to meet the training needs of the Department.
- Performs other job-related functions as assigned.

Employment Standards:

High School Diploma, G.E.D. or equivalent and one (1) year of education, training and/or experience directly related to the area of assignment sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

ADDITIONAL REQUIREMENTS:

Possession of a valid Class C California driver's license is required.

Knowledge of: basic teaching methodology; Windows operating environments; word processing, spreadsheet, data base, usage of Internet and E-mail; basic troubleshooting techniques. Knowledge of the use of an electronic health record. Principles of customer service; public relations; and documentation, record keeping practices. Basic knowledge of local area and wide area networking is preferred.

Ability to: follow written and oral instruction to evaluate and modify training curriculum; explain technical information in easily understandable terms; respond to questions and inquiries from end users in a timely and efficient manner; communicate effectively both orally and in writing; work effectively with clients from diverse socioeconomic backgrounds; maintain accurate records.

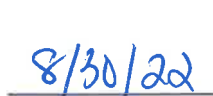
A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.


 DEPARTMENT HEAD


 DATE


 CHIEF HUMAN RESOURCES OFFICER


 DATE

Item #	3954
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	E
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	57.9
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	1
Bargaining Unit	3
HR Analyst	Michael Johnston
Reviewed By	Tracey Eldridge
CAO Analyst	Julia Carlson
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022

Senior Electronic Health Record Specialist-III

Bargaining Unit: 3

Salary Range 59.9 (\$4,533 - \$5,418/mo.)

Definition:

Under limited supervision, provides specialized technical expertise, direct support and ongoing training to end users on the use of electronic health record software of the Department of Behavioral Health and Recovery Services. Provides support in resolving the most complex technical problems received by telephone, electronic mail, and/or in person. Develop, maintain, and track reports of calls and electronic requests for assistance received.

The Senior Electronic Health Record Specialist III is the journey level in the Electronic Health Record Specialist flexible classification series. Incumbents are expected to work independently, use good judgment and provide a high degree of complex technology support and advanced training functions in an enterprise computer system. Positions may supervise the work of the lower levels in the Electronic Health Record support Specialist series.

Incumbents may be required to work flexible hours including evenings and weekends.

Essential Functions:

- Serve as a lead, to include assigning and monitoring work, training employees on work methods, and providing direction.
- Develop and provides individual and classroom training to Department staff, Contract Provider Staff, Medical Staff and program clients on the usage of the Department's electronic health record software.
- Create and evaluates training materials and selects the most appropriate modules; develops course outlines and handout materials.
- Stay abreast of updated versions of the Department's electronic health record software and develops and modifies training curriculum accordingly.
- Develop and maintains on-line training curriculum, including on-line quizzes and on-line certification testing.
- Adhere to security protocols in protecting electronic Protected Health Information and trains end users on maintaining security protocols.
- Develop, revise and process forms and documentation related to Electronic Health Record training, access and security and prepares the computer training environment as required.
- Ensure timely acknowledgement of incoming requests from customers.
- Evaluate, prioritize, and resolve incoming electronic health record requests from end users.

- Assist lower-level electronic health record staff in meeting and/or exceeding service response time between electronic health record support team and end users.
- Represent Department to end users and management staff every day by being professional and responsive to their needs.
- Develop methods to thoroughly document all research and end user interactions to ensure product and service reliability.
- Compiles and analyzes a variety of data and information and prepares related reports.
- May travel to remote locations within Kern County to meet the training needs of the Department.
- Perform other job-related functions as assigned.

Employment Standards:

High School Diploma, G.E.D. or equivalent and three (3) years of education, training and/or experience directly related to the area of assignment sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

ADDITIONAL REQUIREMENTS:

Possession of a valid Class C California driver's license is required.

Knowledge of: training and teaching methodologies; Windows operating environments; word processing, spreadsheet, database, usage of Internet and E-mail; electronic health record troubleshooting techniques. Advanced knowledge of the use of an electronic health record. Effective principles of customer service; public relations; and documentation, record keeping practices. Advanced knowledge of local area and wide area networking is preferred.

Ability to: provide written and oral instruction to electronic health record support team to evaluate and modify training curriculum; thoroughly explain technical information in easily understandable terms; respond to questions and inquiries from end users and management staff in a timely and efficient manner; communicate effectively both orally and in writing; work effectively with clients from diverse socioeconomic backgrounds; maintain accurate records.

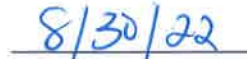
A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.


 DEPARTMENT HEAD


 DATE


 CHIEF HUMAN RESOURCES OFFICER


 DATE

Item #	3952
EEO Code -- Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	59.9
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	2
Bargaining Unit	3
HR Analyst	Michael Johnston
Reviewed By	Tracey Eldridge
CAO Analyst	Julia Carlson
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022

Electronic Health Record Specialist Supervisor

Bargaining Unit: 1

Salary Range 61.9 (\$5,009 - \$5,986/mo.)

Definition:

Under general direction, to supervise and train electronic health record specialist staff and coordinate and train volunteers. Incumbents may be "working" supervisors in that they perform the same tasks as the staff they supervise. Incumbents must possess advanced specialized technical expertise, and advanced knowledge of direct support and end user training of the electronic health record software of the Department of Behavioral Health and Recovery Services.

This is the supervisory level of the electronic health record specialist series. The Electronic Health Record Support Supervisor is distinguished from the Senior Electronic Health Record Specialist III by its full supervisory responsibilities. Incumbents must have full supervisory authority over two or more specialized electronic health record specialist staff and may supervise other staff as assigned.

Incumbents may be required to work flexible hours including evenings and weekends.

Essential Functions:

- Plans, implements, and coordinates daily activities and assignments within assigned area of responsibility.
- Supervises electronic health record support staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination and disciplinary recommendations.
- Keeps abreast of changes in policies, procedures, and partner relationships; informs staff of changes.
- Participates in a variety of meetings and training sessions.
- Responds to electronic health record support inquiries and requests from the internal departments and external agency providers; maintains.
- Establishes and maintains electronic health record support procedures and training programs.
- Compiles a variety of electronic health record support data and prepares related reports.
- Assists staff with complex electronic health record support issues.
- Responsible for creating and maintaining a variety of records, forms, databases, presentations, procedural manuals, and/or other related information.
- Develops, implements, and audits the individual and classroom trainings for Department staff, Contract Provider Staff, Medical Staff and program clients on the usage of the Department's electronic health record software.
- Perform other job-related functions as assigned.

Revised Job Specification

September 12, 2022

Item No. 3951

Employment Standards:

High School Diploma, G.E.D. or equivalent and five (5) years of education, training and/or experience directly related to the area of assignment sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

ADDITIONAL REQUIREMENTS:

Possession of a valid Class C California driver's license is required.

Knowledge of: supervisory principles; applicable local, state, and federal laws, rules, regulations, and guidelines; public relations principles; mathematical principles; group and individual training principles. Windows operating environments; word processing, spreadsheet, data base, usage of Internet and E-mail; electronic health record support troubleshooting techniques. Advanced knowledge of the use of an electronic health record, documentation and record keeping practices. Advanced knowledge of local area and wide area networking is preferred.

Ability to: monitor and evaluate work; prioritize and assign work; reading, comprehending, and explaining applicable laws, rules, regulations, policies, and guidelines; supervising electronic health record support activities; preparing and presenting presentations; speaking in public; recording and transmitting information; handling multiple tasks simultaneously; resolving conflict; conducting research; using a computer and related software applications; conducting interviews; and, communicating both orally and in writing sufficient to exchange or convey information and to receive work direction.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

Electronic Health Record Specialist Supervisor

Page 3



DEPARTMENT HEAD

8/29/22
DATE

CHIEF HUMAN RESOURCES OFFICER

8/30/22
DATE

Item #	3951
EEO Code -- Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	61.9
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	3
Bargaining Unit	1
HR Analyst	Michael Johnston
Reviewed By	Tracey Eldridge
CAO Analyst	Julia Carlson
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022



September 12, 2022

Civil Service Commission
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield, CA 93301

**PROPOSED REVISED SPECIFICATIONS FOR SOCIAL SERVICE WORKER I/II/III
FLEXIBLE CLASSIFICATION SERIES**

The Department of Human Services requested the proposed revisions to the job specifications for the Social Service Worker I/II/III flexible classification series.

Attached for your review are the proposed revised job specifications for the Social Service Worker I/II/III flexible classification series. The Human Resources Division has prepared the job specification revisions by request of the Department of Human Services.

The Department of Human Services and Kern County Human Resources continue to experience difficulties in the recruitment and retention of qualified staff for the Social Service Worker series. Along with recent salary increases for Social Service Worker classifications, the proposed revisions are intended to address these ongoing concerns and position the County as a more competitive option for a finite talent population. The proposed revisions will reduce the qualifying and promotional requirements for the series while maintaining the required educational and professional background that leads to successful performance in the classification.

Other proposed revisions remove obsolete job titles, replace them with contemporary language, and remove the optional requirement of a Typing/Keyboarding certification.

Service Employees International Union (SEIU) agrees with the proposed revisions.

Therefore, IT IS RECOMMENDED that the proposed revisions of the Social Service Worker I/II/III flexible classification series be REVIEWED, RECEIVED, AND FILED.

Sincerely,

A handwritten signature in blue ink, appearing to be "D Brown", written over a horizontal line.

Devin Brown
Chief Human Resources Officer

Attachments

cc: Lito Morillo, Director of Human Services

Social Service Worker I
Bargaining Unit: 5
Salary Range 57.2 (\$3,962-\$4,753/mo.)

Definition:

Under close supervision, learn to assess needs and provide basic social services to individuals and families; promote client self-sufficiency; carry a limited non-complex caseload.

This is the entry level in the flexible classification of Social Service Worker I/II/III/IV/V. Incumbents work in a trainee capacity in assessing problem situations and formulating plans for services. This leads progressively toward competency as a Social Service Worker II upon one-year of satisfactory service. Promotion to Social Service Worker II is considered on a merit basis subject to recommendation of the Department Head and approval by the Director of Personnel.

Essential Functions:

- Interviews individuals and families to assess needs and strengths and develops case plans.
- Takes proactive role in engaging individuals and families to value and secure self-sufficiency.
- Studies and applies the principles and techniques of social work to a caseload.
- Under close supervision, monitors, evaluates, and implements case plans and, if applicable, compliance with court orders.
- Interprets rules, regulations and policy to individuals, families and the general public when within the scope of job responsibility.
- Evaluates socioeconomic factors affecting self-sufficiency, such as homelessness, low level education, drug addiction, employment, domestic abuse, mental illness, child abuse and neglect, etc.; provides case management, information or referral to individuals and families for social problems.
- Provides case management and individual and family needs assessment to identify self-sufficiency barriers; makes appropriate referrals to other agencies.
- Authorizes supportive services, such as foster care, transportation, child care reimbursement, respite care, In-Home Supportive Services, or if applicable, elderly and disabled services as needed.
- Creates, processes, and completes necessary case records and reports manually and electronically, within mandated time frames, to meet federal audit requirements and meet outcome performance objectives.
- Makes home calls or field visits in connection with case management assignments (which could include potentially volatile situations).
- Transports individuals and families for court appearances, scheduled appointments, required activities, visitations or other purposes.
- Maintains records, inputs data and retrieves information from case management computer systems.
- Functions as a mandated reporter, reports possible abusive situations to appropriate social service programs.
- Reports, investigates and acts to protect vulnerable adults and children.

- Evaluates personal risk and uses good judgement to avoid harm.
- Consults supervisor when problems are complex.
- Works cooperatively with representatives from other agencies with related goals.
- Attends training courses designed to further understanding of the social work processes and to increase technical competence.
- Administers drug tests (witness urine samples given by clients).
- Prepares court reports and legal documents.
- Performs other job-related duties as required.

Employment Standards:

Graduation from an accredited college or university with a Bachelor's degree in **a behavioral science or related field** ~~any field which includes a minimum of 12 semester or 20 quarter units in behavioral science,~~ **OR** ~~or~~ a Bachelor's degree **AND** ~~and~~ six months experience equivalent to a Human Services Technician I, ~~Employment Counselor II,~~ Job Developer I, or Eligibility Technician **Worker, or Program Specialist I** in the Kern County classification system.

Possession of a **valid** ~~Class C~~ California **D**river's **L**icense is required ~~upon appointment.~~
Incumbent must have the ability to travel to designated locations.

Appointees are subject to fingerprinting for the purpose of a criminal record check as authorized by Section 16501 of the California Welfare and Institutions Code and Section 11105.3 of the California Penal Code.

~~Positions assigned to Kern Medical Center require possession and maintenance of a current American Heart Association Healthcare Provider Basic Life Support (BLS) card. Appointees not possessing the BLS card must successfully complete appropriate training and qualify for the BLS card within 60 days of appointment.~~

~~Some departments may require a Certification of Typing/Keyboarding speed of 25 net words per minute.~~

Knowledge of: Socioeconomic conditions and trends; basic principles of individual and group behavior; principles of interviewing and problem solving; effective public speaking and public relations methods; cultural diversity.

Ability to: Identify and assess conditions of individuals and families; obtain facts and recognize the relevant and significant dynamics of individuals and families; develop and implement a plan to address assessed needs; coach, mentor and advocate for individuals and families; establish and maintain working relationships with individuals and families; organize and maintain workload; learn and apply ethical standards of professional behavior; communicate effectively both verbally and in writing, including preparation and delivery of effective presentations; demonstrate appropriate and effective interpersonal skills; establish and build relationships in the community and with internal and external partner agencies; utilize and profit from supervision in achieving agency goals; understand and implement agency programs, policies and procedures; travel and locate individuals, families, and resources in the community; respect and maintain confidentiality; use computers and other technological devices in the scope of work; follow courtroom protocol; project appropriate courtroom demeanor; understand and prepare legal reports and documents.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

W. Morillo
DEPARTMENT HEAD

8/30/22
DATE

[Signature]
CHIEF HUMAN RESOURCES OFFICER

9/1/22
DATE

Item #	3662
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	57.2
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	1
Bargaining Unit	5
HR Analyst	Deonka Rufus
Reviewed By	Michael Goulart
CAO Analyst	Eric Nisbett
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022



DEPARTMENT HEAD

Jeremy Oliver

8/30/22
DATE

CHIEF HUMAN RESOURCES OFFICER

DATE

Item #	3662
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	57.2
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	1
Bargaining Unit	5
HR Analyst	Deonka Rufus
Reviewed By	Michael Goulart
CAO Analyst	Eric Nisbett
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022

Social Service Worker II
Bargaining Unit: 5
Salary Range 58.2 (\$4,165-\$4,977/mo.)

Definition:

Under general supervision, assesses needs and provides comprehensive social services to individuals and families, and promotes client self-sufficiency.

This is the journey level in the flexible classification of Social Service Worker I/II/III/IV/V. Incumbents are expected to utilize greater skills and depth of job knowledge than a Social Service Worker I in assessing problem situations and formulating plans for services. Positions in this class differ from Social Service Worker III, in that the latter level is normally assigned to the most difficult cases, or to a specialized function, or to a geographic or functional area where supervision may not be immediately available. Promotion to Social Service Worker III is considered on a merit basis, subject to recommendation of the Department Head ~~and approval by the Director of Personnel.~~

Essential Functions:

- Interviews individuals and families to assess needs and strengths and develop case plans.
- Takes proactive role in engaging individuals and families to value and secure self-sufficiency.
- Interprets and applies the principles and techniques of social work to a caseload.
- Interprets the policies, rules and regulations to individuals, families and the general public within the scope of job responsibility.
- Evaluates socioeconomic factors affecting self-sufficiency, such as homelessness, low level education, drug addiction, employment, domestic abuse, mental illness, child abuse and neglect, etc.; provides case management, information or referral to individuals and families for social problems.
- Provides case management and individual and family needs assessment to identify self-sufficiency barriers; makes appropriate referrals to other agencies.
- Authorizes supportive services, such as foster care, transportation, child care reimbursement, respite care, In-Home Supportive Services, or if applicable, elderly and disabled services as needed.
- Creates, processes, and completes necessary case records and reports manually and electronically, within mandated time frames, to meet federal audit requirements and meet outcome performance objectives.
- Monitors, evaluates, and implements case plans and, if applicable, compliance with court orders.
- Makes home calls or field visits in connection with case management assignments.
- Transports individuals and families for court appearances, scheduled appointments, required activities, visitations or other purposes.
- Maintains records, inputs data and retrieves information from case management computer systems.
- Functions as a mandated reporter, reports possible abusive situations to appropriate social service programs.
- Reports, investigates and acts to protect vulnerable adults and children.
- Evaluates personal risk and uses good judgement to avoid harm.

- Consults supervisor when problems are complex.
- Works cooperatively with representatives from other agencies with related goals.
- Attends training courses designed to further understanding of social work processes and to increase technical competence.
- Administers drug tests (witness urine samples given by clients).
- Prepares court reports and legal documents.
- Performs other job-related duties as required.

Employment Standards:

Graduation from an accredited college or university with a Bachelor's degree ~~in any field which includes a minimum of 12 semester or 20 quarter units in a~~ behavioral science **or related field** and six (6) months of experience as a Social Service Worker in the Kern County classification system

OR

~~or a Bachelor's degree~~ **AND** ~~and six (6) months experience equivalent to a Human Services Technician II, Employment Counselor II, Program Specialist I, Job Developer II, or Eligibility Technician~~ **Worker**, in the Kern County classification system and six (6) months of experience as a Social Service Worker in the Kern County classification system

**AND
OR**

~~One (1) year of social service case management experience.~~

OR

~~Bachelor's degree in Social Work and six (6) months of social casework experience.~~

OR

Bachelor's degree and successful completion of 24 semester or 40 quarter units of a Master's degree in Social Work or a Counseling program, from an accredited college or university, emphasizing Marriage, Family and Child Counseling or Marriage and Family Therapy, Gerontology or Clinical Psychology.

~~Qualifying case management/work experience must include: responsibility for a long term caseload, development of service/treatment plans; monitoring compliance through home calls, field calls and other personal contact; modification of treatment plans as needed/required; and authority to impose/recommend sanctions for non-compliance, impacting benefits or services (i.e. case closures, terminate benefits and or program participation).~~

Possession of a **valid** ~~Class C~~ California **D**river's **L**icense is required ~~upon appointment~~. Incumbent must have the ability to travel to designated locations.

~~Some departments may require a Certification of Typing/Keyboarding speed of 25 net words per minute.~~

~~Positions assigned to Kern Medical Center require possession and maintenance of a current American Heart Association Healthcare Provider Basic Life Support (BLS) card. Appointees not possessing the BLS card must successfully complete appropriate training and qualify for the BLS card within 60 days of appointment.~~

Appointees are subject to fingerprinting for the purpose of a criminal record check as authorized by Section 16501 of the California Welfare and Institutions Code and Section 11105.3 of the California Penal Code.

Knowledge of: Socioeconomic conditions and trends; basic principles of individual and group behavior; principles of interviewing and problem solving; effective public speaking and public relations methods; cultural diversity; laws, rules and regulations governing the operations of the public welfare agency, or aging agency on the federal, state, and local level; services and resources provided through other governmental agencies and community-based organizations; patterns of stability affecting individuals and families and barriers to self-sufficiency (such as drug abuse, unemployment, domestic abuse, and other conditions).

Ability to: Identify and assess conditions of individuals and families; obtain facts and recognize the relevant and significant dynamics of individuals and families; develop and implement a plan to address assessed needs; coach, mentor, and advocate for individuals and families; establish and maintain working relationships with individuals and families; organize and maintain workload; communicate effectively both verbally and in writing, including preparation and delivery of effective presentations; demonstrate appropriate and effective interpersonal skills; establish and build relationships in the community and with internal and external partner agencies; understand and implement agency programs, policies, and procedures; travel and locate individuals, families, and resources in the community; respect and maintain confidentiality; use computers and other technological devices in the scope of work; follow courtroom protocol, project appropriate courtroom demeanor; demonstrate ethical standards of behavior; work independently and utilize supervision when needed in achieving agency goals; apply education and experience in developing skills in interviewing and case recording, assessment, and overall caseload management; analyze and adopt a plan to address assessed needs; understand and prepare legal reports and documents.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

Social Service Worker II

Page 4



DEPARTMENT HEAD

8/30/22

DATE



CHIEF HUMAN RESOURCES OFFICER

9/1/22

DATE

Item #	3661
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	58.2
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	1
Bargaining Unit	5
HR Analyst	Deonka Rufus
Reviewed By	Michael Goulart
CAO Analyst	Eric Nisbett
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022

Social Service Worker II

Page 4



DEPARTMENT HEAD

Jeremy Oliver

8/30/22
DATE

CHIEF HUMAN RESOURCES OFFICER

DATE

Item #	3661
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	58.2
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	1
Bargaining Unit	5
HR Analyst	Deonka Rufus
Reviewed By	Michael Goulart
CAO Analyst	Eric Nisbett
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022

Social Service Worker III
Bargaining Unit: 5
Salary Range 61.2 (\$4,837-\$5, 780/mo.)

Definition:

Under direction, assesses needs and provides comprehensive social services to individuals and families, and promotes client self-sufficiency. Performs assignments involving individualized treatment and specialized application of casework methods and skills.

This is the advanced journey level in the flexible classification of Social Service Worker I/II/III/IV/V. This classification is distinguished from Social Service Worker II by assignment to the most difficult social service cases, to a specialized function requiring a high degree of perception and creativity, or to a geographic or functional area where supervision may not be immediately available. Social Service Worker III's are expected to perform with a high degree of technical competence and independence. They may assist in training co-workers and oversee special projects. Promotion to Social Service Worker IV is subject to recommendation of the Department Head, and approval by the Director of Personnel.

Essential Functions:

- Interviews individuals and families to assess needs and strengths and develop case plans
- Responds to reports of abuse requiring immediate investigation; drives to and locates individuals and families in the field, often under time constraints and stressful conditions.
- Reports, investigates, and acts to protect vulnerable adults and children.
- Acts as lead worker in an assigned unit and in the absence of a supervisor when designated.
- Evaluates socioeconomic factors affecting self-sufficiency, such as homelessness, aging process (if applicable), low level education, drug addiction, employment, domestic abuse, mental illness, child abuse and neglect, etc.; provides case management, information or referral to individuals and families for social problems.
- Provides case management and individual and family needs assessment to identify self-sufficiency barriers; makes appropriate referrals to other agencies.
- Monitors, evaluates, and implements case plans and, if applicable, compliance with court orders.
- Authorizes supportive services, such as foster care, transportation, child care reimbursement, respite care, or if applicable, elderly and disabled care, etc.
- Takes proactive role in engaging individuals and families to value and secure self-sufficiency.
- Makes home calls or field visits in connection with case management assignments that could be high risk.
- Transports individuals and families for court appearances, scheduled appointments, required activities, visitations or other purposes.
- Evaluates personal risk and uses good judgment to avoid harm.
- Creates, processes, and completes necessary case records and reports manually and electronically, within mandated time frames, to meet federal audit requirements and meet outcome performance objectives.
- Interprets policies, rules and regulations to individuals, families and the general public within the scope of job responsibility.
- Functions as a mandated reporter, reports possible abusive situations to appropriate social service programs.
- Works cooperatively with representatives from other agencies with related goals.

- Consults supervisor when problems are complex.
- Studies and applies the principles and techniques of social work to a caseload.
- Attends training courses designed to further understanding of social work processes and to increase technical competence.
- Maintains records, inputs data and retrieves information from case management computer systems.
- Administers drug tests (witness urine samples given by clients).
- Prepares court reports and legal documents.
- Conducts forensic interviews.
- Conducts training presentations in specialized areas of expertise for staff and community.
- Performs other job-related duties as required.

Employment Standards:

Graduation from an accredited college or university with a Bachelor's degree ~~which includes a minimum of 12 semester or 20 quarter units in a behavioral science or related field, and~~ **eighteen months (18 mo.) of experience equivalent to a Social Service Worker in the Kern County classification system.**

OR

~~or~~ **G**raduation from an accredited college or university with a Bachelor's degree **and** and six (6) months experience equivalent to a Human Services Technician II, ~~Employment Counselor II, Job Developer II, Program Specialist I or Eligibility Worker Technician,~~ in the Kern County classification system— **and eighteen months (18 mo.) of experience equivalent to a Social Service Worker in the Kern County classification system.**

AND

~~Two (2) years of social service case management experience.~~

OR

~~Bachelor's degree in Social Work and eighteen (18) months of social casework experience.~~

OR

Bachelor's degree and successful completion of 24 semester or 40 quarter units of a Master's degree program in Social Work, or a Counseling program from an accredited college or university, emphasizing Marriage, Family and Child Counseling or Marriage and Family therapy, Gerontology or Clinical Psychology, ~~and~~ **AND** twelve (12) months of social casework experience.

~~Qualifying case management/work experience must include: responsibility for a long term caseload, development of service/treatment plans; monitoring compliance through home calls, field calls and other personal contact; modification of treatment plans as needed/required; and~~

~~authority to impose/recommend sanctions for non-compliance, impacting benefits or services (i.e. case closures, terminate benefits and or program participation).~~

Possession of a **valid** ~~Class C~~ California ~~Driver's~~ License is required ~~upon appointment~~. Incumbent must have the ability to travel to designated locations.

~~Some Departments may require a Certification of Typing/Keyboarding speed of 25 net words per minute.~~

~~Positions assigned to Kern Medical Center require possession and maintenance of a current American Heart Association Healthcare Provider Basic Life Support (BLS) card. Appointees not possessing the BLS card must successfully complete appropriate training and qualify for the BLS card within 60 days of appointment.~~

Appointees are subject to fingerprinting for the purpose of a criminal record check as authorized by Section 16501 of the California Welfare and Institutions Code and Section 11105.3 of the California Penal Code.

Knowledge of: Socioeconomic conditions and trends; principles of individual and group behavior; principles of interviewing and problem solving; effective public speaking and public relations methods; cultural diversity; laws, rules, and regulations governing the operations of the public welfare agency, or aging agency on the federal, state, and local level; services and resources provided through other governmental agencies and community-based organizations; patterns of stability affecting individuals and families and barriers to self-sufficiency (such as, drug abuse, unemployment, domestic abuse, etc.); human development and indicators of maltreatment; principles of investigative techniques; professional ethics.

Ability to: Identify and assess conditions of individuals and families; obtain facts and recognize the relevant and significant dynamics of individuals and families; develop and implement a plan to address assessed needs; coach, mentor, and advocate for individuals and families; establish and maintain working relationships with individuals and families; organize and maintain workload; communicate effectively both verbally and in writing, including preparation and delivery of effective presentations; demonstrate appropriate and effective interpersonal skills; establish and build relationships in the community and with internal and external partner agencies; understand and implement agency programs, policies, and procedures; travel and locate individuals, families, and resources in the community; respect and maintain confidentiality; use computers and other technological devices in the scope of work; follow courtroom protocol; project appropriate courtroom demeanor; demonstrate ethical standards of behavior; work independently and utilize supervision when needed in achieving agency goals; apply education and experience in developing skills in interviewing and case recording, assessment, and overall caseload management; analyze and adopt a plan to address assessed needs; train and mentor co-workers; assess levels of risk in individuals and families, and act appropriately; work independently in making decisions and managing a caseload; review casework and evaluate for quality, consistency, and compliance; understand and prepare legal reports and documents.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

M. Ulori/h
DEPARTMENT HEAD

8/30/22
DATE

[Signature]
CHIEF HUMAN RESOURCES OFFICER

9/1/22
DATE

Item #	3660
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	61.2
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	2
Bargaining Unit	5
HR Analyst	Deonka Rufus
Reviewed By	Michael Goulart
CAO Analyst	Eric Nisbett
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022

Social Service Worker III

Page 5

Jeremy Oliver **Jeremy Oliver** 8/30/22
 DEPARTMENT HEAD DATE

CHIEF HUMAN RESOURCES OFFICER DATE

Item #	3660
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Para Professional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	B
Basis of Pay (Bi-Weekly/Hourly)	Bi-Weekly
Approved Salary Range	61.2
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	2
Bargaining Unit	5
HR Analyst	Deonka Rufus
Reviewed By	Michael Goulart
CAO Analyst	Eric Nisbett
Chief HR Officer	Devin Brown
FLSA	Non-Exempt
Civil Service (Yes/No)	Yes
Retirement = General/Safety	General
Revision Date	09/12/2022

Revised Job Specification
 September 12, 2022
 Item No. 3660



September 12, 2022

Civil Service Commission
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield, CA 93301

PROPOSED REVISED JOB SPECIFICATIONS FOR INFORMATION TECHNOLOGY SERVICES MANAGER AND DEPUTY CHIEF INFORMATION TECHNOLOGY OFFICER

The Human Resources Division requests approval of the revised job specifications for the classifications titled Information Technology Services Manager and Deputy Chief Information Technology Officer.

In effort to broaden the candidate pool, we are updating the employment standards. Since these positions were created this past Spring, we have run recruitments and found that requiring a degree without any equivalency option for qualification significant limits our internal and external candidate pools. Attached for your review are the proposed specifications that have been prepared at the request of Chief Information Technology Officer Mark Buonauro.

The proposed specifications fall within the unrepresented mid-management and management bargaining units.

Therefore, IT IS RECOMMENDED that your Commission REVIEW, RECEIVE, and FILE the proposed revised specifications for Information Technology Services Manager and Deputy Chief Information Technology Officer.

Sincerely,

A handwritten signature in blue ink, appearing to be "Devin Brown", written over a blue circular stamp.

Devin Brown
Chief Human Resources Officer

Attachments

cc: Mark Buonauro, Chief Information Technology Officer

Information Technology Services Manager
Bargaining Unit: D
Salary Range: 69.4 (\$7,281-\$8,701/mo.)

Definition

Under direction, to manage the activities related to the planning, acquisition, implementation, maintenance, and operation of a diverse range of information technologies utilized across the County enterprise and by departments supported by Information Technology Services (ITS) relating to applicable mainframe, client server, internet, and e-commerce applications. Plan, coordinate and supervise the activities of subordinate staff engaged in supporting enterprise information systems, data processing, telecommunications, or computer-based office services within ITS supported departments.

This classification is a supervisory management level position. The ITS Manager coordinates closely with the Deputy Chief Information Technology Officer (CITO) in the management of a diverse range of information technologies that span the enterprise and the departments supported by ITS. Applications include, but are not limited to, infrastructure, operations, development, and administration. The ITS Manager is distinguished from the Deputy CITO by its responsibility for the supervision of vendors, professional, technical, and clerical staff with responsibilities across multiple County departments. Incumbents within this classification work for the ITS Division of the County Administrative Office.

Essential Functions

- Provides technical expertise, direction and functional management of the implementation, administration and maintenance of projects, programs, applications, and enterprise services across the County and the departments supported by ITS.
- Manages assigned staff supporting multiple departments by evaluating, planning, and distributing assignments; determines staffing requirements; identifies, develops, and schedules staff training.
- Coordinates with designated team leads regarding the supervision of day-to-day tasks and activities in the execution of assigned projects and assignments. Consults with and advises ITS supported departments in the development of automated systems, technologies, telecommunications, and solutions.
- Designs, implements, and administers information technology systems for the enterprise and ITS supported departments including the selection and performance of hardware and software purchases, upgrades, designs and configurations, installation and maintenance of network-related components including Internet related applications.
- Develops procedures to monitor performance of installed systems; ensures that proper backup, restart, and security procedures for information technology systems are developed and defined.
- Directs, plans, and reviews the work performed by vendors.

- Assists in the preparation, review, and evaluation of Request for Proposals (RFPs) for information technology systems; and participates in contract negotiations.
- Confers with and advises management on the activities of technology staff; assists in identifying and establishing information technology-related goals and objectives of staff.
- Reviews and analyzes existing technical and systems operations and procedures and makes recommendations for enhancements.
- Coordinates research, development, and the application of technical solutions to departmental requirements.
- Assists in the development of budget-related items, and monitors information technology related expenditures.
- Acts as liaison with other County departments, public and private entities.
- Establishes communications with the County's computer systems, other outside systems and remote connections relating to information technology.
- Prepares correspondence and presents staff reports.
- Attends and participates in professional group meetings.
- Performs other related duties as required.

Core Competencies

Employees in this position will exhibit a high level of performance and capability in the following core competencies:

- Leadership
- Critical thinking
- Communication
- Collaboration
- Decision-making
- Judgment
- Technical/functional expertise

Employment Standards

Minimum Qualifications:

- Bachelor's Degree from an accredited college or university in Computer Science, Information Systems, Business Administration, or a closely related field.
- Four years of progressively responsible information systems experience. Qualifying experience must have been within the last **seven eight** years.

OR

- **Equivalent combination of education or experience.**

Preferred Qualifications:

- Master's Degree from an accredited college or university in Computer Science, Information Systems, Business Administration, or a closely related field.
- Certification in project management or IT infrastructure library (ITIL).
- A green belt or higher designation in the Lean Six Sigma discipline.

Possession of a valid California Driver's License is required upon appointment.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.



DEPARTMENT HEAD

09/01/2022

DATE



CHIEF HUMAN RESOURCES OFFICER

9/1/22

DATE

Item #	0480
EEO Code– Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Paraprofessional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	A
Basis of Pay (Bi-Weekly/Hourly)	Bi-weekly
Approved Salary Range	69.9
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	4
Bargaining Unit	D
HR Analyst	Michelle Venegas
Reviewed By	Tracey Eldridge
CAO Analyst	Alex Alva
Chief HR Officer	Devin Brown
FLSA	Exempt
Civil Service (Yes/No)	No
Retirement = General/Safety	General
Creation Date	September 12, 2022

Deputy Chief Information Technology Officer
Bargaining Unit: M
Salary Range: 71.5 (\$8,085-\$9,662/mo.)

Definition

Under direction of the Chief Information Technology Officer (CITO), assists in planning, organizing, and directing the activities of the County's enterprise information technology services; confers with and advises County management on technical issues related to information technology, security, policy development, and resource management; provides input into strategic planning of Countywide enterprise information systems, and technology initiatives of supported County departments; collaborates with other County department leadership on their mission and service objectives.

The Deputy CITO executes and implements the strategic vision of the CITO, providing strategic leadership to the Division of Information Technology Services (ITS) in functional areas that include infrastructure, operations, development, and security. Incumbents collaborate with the departments supported by ITS to achieve departmental information technology-oriented goals and objectives. This is a management-level position, requiring application of effective management practices and skills in planning, organizing, coordinating, and directing the activities of ITS.

Essential Functions

- Plans, organizes, and directs information technology services which assist to support County departments with their functions and services, in accordance with the overall strategic vision of the Chief Information Technology Officer.
- Manages activities to ensure responsive customer services related to information systems support of County departments and the enterprise environment.
- Develops and implements the strategic plan for the department, in accordance with the overall strategic vision of the Chief Information Technology Officer.
- Develops, implements, and maintains comprehensive Information Security program for the County, including policy creation, governance, training/awareness, audit/reporting, and compliance.
- Provides management oversight for technical services and advises County departments on information technology systems support.
- Keeps abreast of technological developments and communicates those developments to County departments as needed.
- Advises and works with County departments to formulate and ensure County-wide policy concerning the application and use of information processing systems is followed.
- Supervises and reviews the selection, training, and placement of personnel for the Information Technology Services department.
- Confers with and advises subordinates on administrative policies and procedures, technical problems, and service priorities.
- Confers with hardware and software vendors, and technical consultants, and acts as liaison to negotiate and facilitate County departmental accessibility for acquisition of products and services.

- Facilitates contractual arrangements with computer consultants and oversees the administration of contracts with other public and private entities.
- Represents the County with respect to County-wide public and private information technology projects.
- Assists in the preparation and execution of the annual operating budget for Information Technology Services.
- May be assigned to act on behalf of the Chief Information Technology Officer in that person's absence.
- Performs other related duties as required.

Infrastructure Function:

- Manages the storage and compute infrastructure of the enterprise and all ITS supported departments, including the datacenters and related resources.
- Manages the data network and telecommunication infrastructure of the enterprise, for new and existing County facilities across Kern County, including internet and telecom services to and from the County network.
- Facilitates and assists with the storage, compute, and network requirements of other County departments.
- Prepares budget and controls expenditures for the assigned function area and the Information Technology Services departmental budget.
- Recommends IT Services sourcing and vendor management strategies, and participates in negotiations for hardware purchases, support agreements, and other equipment, supplies and services.
- Reviews, evaluates, and monitors contracts and/or agreements related to IT infrastructure.

Operations Function:

- Manages the operations, scheduling, and staffing of the Information Technology Services helpdesk and operations services that provide tier-one, tier-two, and tier-three support to the enterprise and to the County departments supported by Information Technology Services.
- Confers with and manages the business relationships with County departments as the first line of technical support for desktop and applications.
- Oversees the coordination and execution of nightly batch processing of mainframe jobs and server tasks.
- Prepares budget and controls expenditures for the assigned function area and the Information Technology Services departmental budget.
- Recommends IT Services sourcing and vendor management strategies, and participates in negotiations for operational purchases, support agreements, and other supplies and services.
- Reviews, evaluates, and monitors contracts and/or agreements related to IT operations.

Development Function:

- Manages the operations, scheduling, and staffing of the Information Technology Services development teams for the County's enterprise applications including fiscal, human resource, payroll, budget, criminal justice, and the County's public and internal websites.
- Oversees the coordination of development support and maintenance for the major applications of supported County departments, including oversight and management of commercial systems for the departments supported by Information Technology Services.
- Confers with and manages the business relationships with County departments on application and development initiatives.
- Prepares budget and controls expenditures for the assigned function area and the Information Technology Services departmental budget.
- Recommends IT Services sourcing and vendor management strategies, and participates in negotiations for software purchases, support agreements, and other supplies and services.
- Reviews, evaluates, and monitors contracts and/or agreements related to IT development.

Security Function:

- Develop, implement, and maintain a comprehensive security program providing governance, risk management, and compliance across all information technology Countywide.
- Designs, implements, and manages global security policies, standards, guidelines, and procedures to ensure ongoing security maintenance; recommends security improvements; provides input into information technology decisions to ensure compliance with the county's enterprise security architecture.
- Plans and performs security audits in compliance with all applicable state and federal laws, rules and regulations, internal and external auditing requirements.
- Leads an incident response team to contain, investigate and prevent security breaches; performs vulnerability scans and threat assessments; evaluates security incidents, develops solutions, and makes recommendations to management.
- Provides technical direction and assistance to county departments for information security assessments; educates staff about security policies and procedures; and collaborates on security solutions with departments.
- Confers with and advises management of risks and best security practices; researches and recommends hardware and software products in relation to information security; evaluates and makes recommendations on vendor products and services.
- Reviews, evaluates, and monitors contracts and/or agreements related to information security.

Core Competencies

Employees in this position will exhibit a high level of performance and capability in the following core competencies:

New Job Specification
September 12, 2022
Item No. 0479

- Leadership
- Critical thinking
- Communication
- Collaboration
- Decision-making
- Judgment
- Technical/functional expertise
- Project management

Employment Standards

Minimum Qualifications:

- Bachelor's Degree from an accredited college or university in Computer Science, Information Systems, Business Administration, or a closely related field.
- Four years of progressively responsible information systems experience, with a minimum of two years of responsible management ~~and~~ **or** supervisory experience. Qualifying experience must have been within the last ~~seven~~ **eight** years.

OR

- **Equivalent combination of education or experience.**

Preferred Qualifications:

- Master's Degree from an accredited college or university in Computer Science, Information Systems, Business Administration, or a closely related field.
- Certification as a Certified Information Systems Security Professional.
- Certification in project management or IT infrastructure library (ITIL).
- A green belt or higher designation in the Lean Six Sigma discipline.

Possession of a valid California Driver's License is required upon appointment.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.



DEPARTMENT HEAD

09/01/2022
DATE

New Job Specification
September 12, 2022
Item No. 0479



CHIEF HUMAN RESOURCES OFFICER

9/1/22
DATE

Item #	0479
EEO Code – Job Category A = Official & Administrative B = Professional C = Technician D = Protective Services E = Paraprofessional F = Office & Clerical G = Skilled Craft H = Services & Maintenance O = Other	A
Basis of Pay (Bi-Weekly/Hourly)	Bi-weekly
Approved Salary Range	72
Rate of Compensation Code 0 = No Provisional 1 = Range & Step 2 = Flat Unit Rate 3 = Flat Hourly 4 = Flat Bi-Weekly	1
Salary Ordinance Code 0 = Elected Officials 1 = Bi-Weekly Salary	1
Job Level Code 1 = Entry 2 = Intermediate 3 = Supervisor 4 = Executive	4
Bargaining Unit	M
HR Analyst	Michelle Venegas
Reviewed By	Tracey Eldridge
CAO Analyst	Alex Alva
Chief HR Officer	Devin Brown
FLSA	Exempt
Civil Service (Yes/No)	No
Retirement = General/Safety	General
Creation Date	September 12, 2022

New Job Specification
September 12, 2022
Item No. 0479

401.00 EXAMINATION MANAGEMENT OBJECTIVE

It shall be the objective of the Commission to develop and administer examinations (selection processes) for each class of position, which conform as closely as possible to accepted test and measurement standards for validity and reliability. The ~~Director~~ **Chief Human Resources Officer** shall, as necessary, establish policies or procedures consistent with these Rules, which will contribute to this objective.

402.00 CALL FOR EXAMINATION

Subject to the approval of the Commission, the ~~Director~~ **Chief Human Resources Officer** shall call open or promotional examinations to fill vacancies in the classified service or to provide eligible lists for classes of positions where vacancies are likely to occur and shall prepare, announce, and conduct same in the manner hereinafter provided.

403.00 CHARACTER AND PREPARATION OF EXAMINATION

Examinations may consist of any one, or combinations of, the following as determined by the ~~Director~~ **Chief Human Resources Officer**.

403.01 Written examination,

403.02 Performance examination,

403.03 Oral interview,

403.04 Physical ability examination,

403.05 Rating of education, training, and experience,

403.06 Assessment center,

403.07 Work sample exercises.

403.10 Examinations shall be practical in nature and shall be related to such matter as will test fairly and practically the ability of the applicant to perform the essential functions of the position to which he/she seeks appointment, and such as will reveal his general background and related knowledge. No questions pertaining to religious or political opinions or affiliations shall be asked of any applicant.
(Rev. 11/13)

403.20 Examinations shall be prepared under the direction of the ~~Director~~ **Chief Human Resources Officer**, who may request or employ persons of recognized attainments, other personnel agencies, personnel consultants or experts, officers or employees of the County, or such other assistance as deemed necessary, to assist in the preparation, conduct, or grading of such examinations.

- 403.21 No person who participates in the examination process including the creation of some or all of the exam component(s); reviewing of exam materials, or who participates in an oral interview panel, shall individually or in cooperation with other person(s), furnish confidential examination materials to anyone for promotion or appointment. Unauthorized disclosure of confidential examination materials, including verbal dissemination of examination questions, will result in disqualification by the Civil Service Commission from future participation in the preparation, conduct or grading of examinations. (~~Rev. 11/13~~)

404.00 NOTICE OF EXAMINATION

Examination announcements shall be written or printed and shall contain

- 404.01 The title, class, and salary range for the classification to be filled;
- 404.02 The period during which applications for open examinations will be received and final filing date;
- 404.03 The period during which applications for promotional examinations will be received and final filing date;
- 404.04 The subjects of examination and their respective weights and a statement of the scope of the job duties, including the essential and non-essential functions of the job. (~~Rev. 8/92~~)
- 404.05 Any special physical or medical requirements and examinations where such requirements are included in the examination and any special minimum qualifications of education, training, or experience required of applicants;
- 404.06 Restrictions, if any, as to previous service, age, sex, or residence, and such other qualifications as may be required.
- 404.10 Except in cases of promotional examinations, notice of examination shall be given at least five (5) calendar days prior to the closing date fixed for filing applications by posting copies of the announcement on a bulletin board designed by the Commission and by publicly announcing the same in such manner as will, in the judgment of the ~~Director~~Chief Human Resources Officer, attract qualified persons to compete therein. Copies of said announcements may also be sent to the County departments, institutions, and boards concerned. Examinations may be postponed or canceled by order of the Commission. (~~Rev. 3/15~~)

405.00 COMPETITION

All open examinations for positions in the classified service of the County shall be public, competitive, and open to the applicants who meet the requirements as provided by the Civil Service Ordinance and Rules of the Commission and who have not been debarred for cause in accordance with the provisions of said Rules.

- 405.10 In those instances where the ~~Director~~ **Chief Human Resources Officer** determines in open recruitment that there is sufficient cause to limit the size of the applicant pool for a specific examination, he may take action through the testing procedure to limit the number of applicants to such multi-component examination or any specific phase of the examination provided the procedures for such limitation are indicated on the examination announcement. In the event that an unacceptably high number of applications are received for an examination after the examination has been announced and no procedures for applicant limitation have been specified in the announcement, the ~~Director~~ **Chief Human Resources Officer** may, through the testing procedure, take such action as has been approved by the Commission for the purpose of applicant limitation. (~~Rev. 12/86~~)
- 405.20 Any applicants appearing late for a written examination shall not be admitted thereto after any candidate has completed his work and left the examination room.
- 405.30 The rules governing promotional examination will be found in Rule 900.

406.00 EXAMINATION PROCEDURE

Unless otherwise ordered by the Commission, all examinations shall be conducted under the supervision of the ~~Director~~ **Chief Human Resources Officer**. The Commission may, when deemed advisable, appoint competent persons to conduct all or any part of an examination and to rate the persons participating therein.

- 406.10 Applicants participating in a written examination or an examination having a writing requirement shall write his/her name and other requested information upon an identification form, in a manner as defined by the examination instructions. Any examination paper bearing a name, number, sign, mark, or character of any kind other than as specified in the examination instructions, which might disclose the identity of the applicant shall be rejected. (~~Rev. 03/05~~)
- 406.20 No explanation of any examination question shall be made to any individual applicant and no remarks relating thereto which might assist in its solution shall be made by the examiner or proctor. Any explanation, which may be deemed necessary, shall be made to the entire group. (~~Rev. 03/05~~)
- 406.30 No conversation or communication between applicants during an examination shall be permitted nor shall any applicant be permitted to retain in his or her possession any written, printed matter, electronic device, or other media, which might serve as an aid in the examination, unless expressly permitted. Evidence of copying or collusion by an applicant, shall constitute good cause for the rejection of his/her examination papers and debarment from future examinations. Copies of the questions in an examination shall not be made nor shall they be taken from the examination room. (~~Rev. 03/05~~)
- 406.40 No applicant(s) shall discuss or disseminate the content or nature of any component in general or specific terms of an examination once beginning the exam process. Disclosures of examination materials, including verbal

dissemination of examination questions or topics, will result in disqualification by the Civil Service Commission from the examination and future examinations with the County of Kern for a period of two (2) years. (Rev. 11/13)

407.00 RATING OF EXAMINATIONS

The various subjects in an examination, which are graded independently, shall be assigned weights representing their relative values in ascertaining the fitness of the applicant. These weights shall represent the value of each subject in the whole examination. Unless otherwise provided in the announcement, applicants will be graded on a scale in which 100 percent represents the highest degree of competency, which reasonably can be expected, and, unless otherwise ordered by the Commission, an earned average of 70 percent shall represent the lowest acceptable degree of competency. Final earned scores (a composite of all component scores) shall be rounded up to the next whole percentage point for all entry-level examinations (Veterans' Preference Credits apply). Scores in promotional examinations shall be reported to two decimal places.

- 407.03 Notwithstanding the provisions of 407.00, the ~~Director~~ Chief Human Resources Officer may report examinee scores for entry-level examinations to two decimal places when, in his judgment, the examination is sufficiently valid and reliable and founded in job analysis.
- 407.10 A minimum grade in any specifically named subject or component below which any grade attained shall disqualify the applicant in the entire examination may be established by announcing such required minimum grade in the examination notice.
- 407.20 Any applicant who received the minimum acceptable grade on the various subjects of the examination, other than promotional, who qualifies as a veteran under provisions of the Civil Service Ordinance 3.04.060-H and Rule 310.00, shall be given a preferential credit of five percent of the total credits earned for such examination, which added to his/her actual rating shall constitute the total rating. An additional credit of five (5) percent shall also be given to all such persons who are presently receiving compensation for military service-connected disability of 10% or more.
- 407.30 Failure by an applicant to attain a passing grade in any component of an examination shall eliminate such applicant from competing in any further portion of the examination. Any applicant so eliminated shall be notified immediately in writing.
- 407.40 The grade of an applicant in the Qualifications Appraisal procedure shall be the average of the ratings assigned by each individual rater.
- 407.41 If the applicant received a majority of passing ratings, the applicant will be considered to have passed in this part of the examination. However, his or her actual score for this part of the examination will be the average of the ratings given by each individual rater, and this score will be weighed in with other parts of the examination provided for in the examination announcement. In such

case, it is possible for an applicant to pass this part of the examination but receive a score of less than 70 percent.

- 407.42 Conversely, if an applicant receives a majority of failing ratings, he or she shall be considered to have failed in this part of the examination.

408.00 NOTICE OF RESULTS OF EXAMINATION

As soon as the rating of an examination has been completed and the eligible list established, each applicant shall be notified either electronically or by mail of the examination results and, if successful, of his or her final earned percentage and relative position upon the eligible list. The applicant may request his or her earned score on each component of the examination. (~~Rev. 07/15~~)

409.00 INSPECTION AND REVIEW OF INDIVIDUAL APPLICATION MATERIALS AND TEST PAPERS

The application and examination papers of an applicant shall be treated as confidential records of the Commission and shall not be removed from its office. (~~Rev. 03/05~~)

- 409.01 Examination papers shall not be available for an applicant's review. However, an applicant, within five (5) working days after the tests have been graded and test results mailed, may petition the ~~Director~~ **Chief Human Resources Officer** in writing to review and confirm the accuracy of the tabulation. The applicant shall be promptly notified of the results of this review. (~~Rev. 03/05~~)
- 409.02 Applicants are permitted to challenge and appeal any item on a written examination. The appeal shall be prepared on the form prescribed by the Commission and submitted to the ~~Director~~ **Chief Human Resources Officer** within three (3) working days after the date of the examination. The applicant shall be as specific as possible in describing the reason for the challenge. Any appeal, which fails to clearly set forth the reason or authority for the challenge will not be considered. (~~Rev. 03/05~~)
- 409.03 The ~~Director~~ **Chief Human Resources Officer** shall investigate the appeal as promptly as possible. After considering all facts, the ~~Director~~ **Chief Human Resources Officer** shall make the final ruling and, thereafter, the examination papers shall be scored according to the ~~Director~~ **Chief Human Resources Officer's** decision. The results of the investigation and decision on the appeal shall be promptly provided to the applicant. (~~Rev. 03/05~~)
- 409.04 Examination booklets containing test items and examination requirements, or instructions shall not be available for applicant review after the applicant has left the examination area. (~~Rev. 03/05~~)

410.00 SERIES EXAMINATIONS

A series of open examinations for the same class of positions may be announced by a single notice. Such examination may be administered from time to time as applicants are available or as appointments are necessary. A separate eligible

list shall be created for each examination of the series in which there are successful applicants, provided, however, the ~~Director~~ Chief Human Resources Officer may prescribe in the examination announcement that the names of all applicants who qualify in any examination of the series shall be placed on the eligible list in the order of their final grades. Names shall be removed from such eligible list one (1) year after the date they were placed thereon, unless the Commission extends the period not more than one additional year.

411.00 APPEAL FROM QUALIFICATION APPRAISAL BOARD

Within ten (10) days after the notice of the examination results has been sent, a competitor disqualified by a Qualifications Appraisal Board may appeal in writing to the Commission only upon the grounds of irregularity, bias, or fraud, but no such appeal will be considered unless it contains specific allegations citing the exact cause therefore. The Commission shall rule upon such appeals, and, if it grants the appeal, it shall give the competitor a rating of 70 percent on education, experience, and personal qualifications, except that if the Commission finds that the Qualifications Appraisal Board acted fraudulently, it shall give the competitor such passing rating as it may decide. (~~Rev. 03/14~~)

412.00 APPEAL ON DISCRIMINATION

Within five (5) working days after notice of disqualification, an employee or person seeking appointment to the classified service may appeal in writing to the Commission upon the grounds of discrimination for political or religious affiliation because of race, national origin, sex, age, physical disability, or other non-merit factor, but no such appeal will be considered unless it contains specific allegations together with documented evidence supporting the appellant's position. The Commission shall hear the appeal, consider the testimony and evidence from interested parties, and render a decision.

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It shall be the objective of the Commission to develop and administer examinations (selection processes) for each class of position, which conform as closely as possible to accepted test and measurement standards for validity and reliability. The Chief Human Resources Officer shall, as necessary, establish policies or procedures consistent with these Rules, which will contribute to this objective.

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