

REGULAR MEETING  
STATE CENTER COMMUNITY COLLEGE DISTRICT  
PERSONNEL COMMISSION

District Office Board Room  
1525 E. Weldon Ave  
Fresno, CA 93704

5:30 p.m. – Regular Meeting  
Tuesday, July 26, 2016

AGENDA

- A. Call to Order
- B. Introduction of Guests
- C. Public Comment
- D. Approval of the Minutes of the May 25, 2016 Special Meeting (Tabled June 28, 2016)
- E. Approval of the Minutes of the June 28, 2016 Regular Meeting
- F. Information Items
  - 1. Classification Study Working Report
  - 2. Communication with Personnel Commission
  - 3. Experience and Education Substitution
  - 4. Working out of Classification Status (Tabled June 28, 2016)
- G. Action Items
  - 16-32 Consideration and Approval of Eligibility Lists
    - a. Bookstore Sales Clerk I – Seasonal, Effective 7/5/16
    - b. Bookstore Seasonal Assistant, Effective 7/5/16
    - c. Building Generalist - Continuous, Effective 7/21/16
    - d. Department Secretary PPT – Madera Center, Effective 7/21/16
    - e. College Director of Marketing & Communications – Reedley, Effective 6/28/16
    - f. Cook – Reedley, Effective 7/7/16
    - g. Copy Center Specialist, Effective 7/5/16
    - h. Police Officer – Continuous, Effective 7/5/16
    - i. Systems Technical Resource Analyst, Effective 7/21/16
  - 16-33 Consideration and Approval of Eligibility List Extension for 6-Months
    - a. Upward Bound Assistant, Effective 7/29/15
  - 16-34 Consideration and Approval to Classify New Positions in Established Job Classification Specifications

- a. Financial Aid Manager, FCC, Position #8140
- a. Instructional Technician – Manufacturing FCC, Position #8535
- b. Instructional Technician – Manufacturing (PPT), MC, Position #4059
- c. Student Personnel Services Assistant, FCC, Position #8139

16-35 Consideration and Approval of Revised Classification Specification for Executive Assistant to the Chancellor (Confidential)

16-36 Consideration and Approval of New Classification Specification for Call Center Support Assistant

16-37 Consideration and Approval of New Classification Specification for Call Center Support Specialist

H. Future Agenda Items

I. Director's Report

J. Commissioners' Reports

K. Next Regular Meeting: Tuesday, August 23, 2016

L. Adjournment

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Commission Rule 2-14.5 limits speakers to three minutes. Speakers will be recognized by the Chairperson.

Any person with a disability may request this agenda be made available in an appropriate alternative format. A request for a disability-related modification or accommodation may be made by a person with a disability who requires a modification or accommodation in order to participate in the public meeting to Elba Gomez, Director of Classified Personnel, 1525 East Weldon Avenue, Fresno, CA 93704 (559) 244-5973, 8:00 a.m. to 5:00 p.m. at least 48 hours prior to the meeting.

Any writings or documents that are public records and are provided to a majority of the governing board regarding an open session item on this agenda will be made available for public inspection in the District Office located at 1525 E. Weldon Avenue, Fresno, CA 93704 during normal business hours.

MINUTES OF THE SPECIAL MEETING – PERSONNEL COMMISSION  
STATE CENTER COMMUNITY COLLEGE DISTRICT  
May 25, 2016

Call to Order Ms. Freeman-Fobbs called the meeting to order at 9:03 a.m.

Members Present Members of the Personnel Commission present were:  
Pamela Freeman-Fobbs, Chairperson  
Bradley Tahajian, Vice – Chairperson

Members of the Personnel Commission absent were:  
Tim Liermann, Commissioner


Members of Commission staff present were:  
Elba Gomez, Director of Classified Personnel  
Christine Phillips, Human Resources Analyst

Introduction of Guests The following guests attended:  
Dr. Paul Parnell, DO Chancellor’s Office  
Diane Clerou, DO HR  
Samerah Campbell, DO HR

Public Comment None.

Personnel Commission Workshop The Commissioners, Chancellor and staff received a presentation about “The Successful Merit System” from George Cole, Executive Director

Adjournment Mr. Liermann adjourned the meeting at 11:17 a.m.

  
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Elba Gomez, Director of Classified Personnel  
EG:mf

MINUTES OF THE REGULAR MEETING – PERSONNEL COMMISSION  
STATE CENTER COMMUNITY COLLEGE DISTRICT  
June 28, 2016

- Call to Order Mr. Liermann called the meeting to order at 5:30 p.m.
- Members Present Members of the Personnel Commission present were:  
Bradley Tahajian, Vice – Chairperson  
Tim Liermann, Commissioner
- Members of the Personnel Commission absent were:  
Pamela Freeman-Fobbs, Commissioner
- Members of Commission staff present were:  
Elba Gomez, Director of Classified Personnel  
Christine Ferguson, HR Analyst  
Reshonda Collins, HR Specialist
- Introduction of Guests The following guests attended:  
Donna Baker-Geidner, CSEA  
Samerah Campbell, DO  
Eleanor Bruce, FCC  
Susan Johnson, FCC  
Carol Rains-Heisdorf, FCC  
Carmen Alessandro, DO  
Alex Adams, FCC  
Shannon McKibben, FCC  
Cris Monahan-Bremer, FCC  
Emilee Slater, FCC  
Scott Olds, DO  
Cheryl Sullivan, FCC  
Tammy Maddox, FCC  
Cindy Dunn, FCC
- Public Comment Ms. Baker-Geidner requested a future agenda item regarding minimum qualifications listed on job announcements. Ms. Baker-Geidner stated that minimum qualifications stated on job announcements should be adhered to. Ms. Baker-Geidner also stated her concerns regarding the process for Lateral job postings and requested that past practices be adhered to with regard to a district-wide mail all.
- Ms. Rains-Heisdorf spoke on behalf of herself and Mr. Adams thanking Ms. Gomez for meeting with them and clarifying the class study and answering all their questions.
- Approval of the Minutes The minutes of the May 11, 2016 Regular Meeting were presented for approval.
- Mr. Tahajian stated that Page 6, paragraph 4 was grammatically incorrect and requested corrected verbiage.

Mr. Tahajian moved to approve the May 11, 2016 Regular Meeting minutes as amended. Mr. Liermann seconded the motion, and it carried unanimously.

The motion passed as follows:  
Ayes – Mr. Tahajian, and Mr. Liermann  
Noes – 0

The minutes of the May 25, 2016 Special Meeting were tabled to the July 26, 2016 Regular Meeting.

Information Items

1. Board of Trustees  
Meeting Update

Ms. Gomez stated the Board of Trustees requested a presentation on future Budget reports and asked that the item be removed from the consent agenda.

Mr. Tahajian suggested Ms. Gomez follow-up with the Trustees regarding the Personnel Commission budget.

2. Lateral Transfer  
Procedures

Ms. Bruce stated that several Evaluators missed an opportunity to apply for a lateral transfer.

Ms. Baker-Geidner stated that district-wide lateral email announcements are essential.

Ms. Alessandro read a statement regarding lateral transfer notices by an affected employee. Ms. Alessandro requested procedures be put in place to prevent this from happening in the future. Ms. Gomez stated she is working on corrective actions. A lengthy discussion followed regarding the posting of announcements.

Ms. Baker-Geidner expressed concern that job interest cards are only valid for one year and employees would be required to submit cards annually.

Ms. Maddox stated that managers could request a lateral posting be re-opened if a mail-all notice failed to send.

Mr. Olds stated his department has cross-trained four individuals for mail-all postings to improve efficiency. Mr. Olds also stated that it is his intent to grant access for Personnel Commission and SCCCD Police Department staff to be able to send out their own mail-all's.

Ms. Sullivan stated that managers should receive external and lateral applications at the same time.

Ms. Campbell suggested lateral postings be moved back to 10 days per feedback from managers. Mr. Liermann responded that the Personnel Commission rules state 15 days for postings.

3. Working out of Classification Status Ms. Gomez stated that Mr. Meyers requested this item be tabled until the July 26, 2016 meeting.
4. Classification Study Working Report for Building & Custodial Maintenance, Duplicating, Food Services, Bookstore, Ms. Gomez stated that there will be the removing all flex, part-time, and full-time language on the classification study. There will only be recommended changes to either classifications or if there are adding/abolishing classifications.
- Ms. Gomez stated a change needed to be made to the classification study report; pg. 24. An employee listed in the District Office is listed in the wrong area.
- Ms. Johnson requested that the classification report be uniform in format. Ms. Gomez replied that the report moved to a new format in order to accommodate all information. Ms. Gomez stated that the report is a working report with continual changes.
- Ms. Campbell stated concern has been expressed that the report is labeled a final report. Ms. Campbell wants to ensure that the report can be changed if necessary. Ms. Gomez stated the report would continue to be a working report until all the classification specifications are written and indicated it would become a final report at that point.
5. Classification Study Status Ms. Gomez stated that she and Ms. Ferguson are working on drafting classification specifications. Ms. Gomez suggested that classifications that have a large number of incumbent employees may review the revisions together in a large group instruction format.
- Ms. Campbell stated the timeline provided by Ms. Gomez is ambitious.
- Ms. Gomez stated that recently updated job descriptions may be used as a draft for future job descriptions. Ms. Gomez indicated an updated timeline would be brought at the July 26, 2016 meeting.

Action Items

[16-25] Consideration and Approval of Eligibility Lists

Consideration and Approval of Eligibility Lists

- a. Administrative Secretary, Effective 5/25/16
- b. Assessment Coordinator, Effective 5/19/16
- c. Audio Visual Technician, Effective 6/10/16
- d. Benefits Assistant, Effective 5/19/16
- e. Bookstore Sales Clerk III, Effective 5/17/16
- f. Custodial Manager, Effective 6/17/2016
- g. Director of Admissions and Records, Effective 6/22/16
- h. Early Childhood Education Associate, Effective 6/13/16
- i. Early Childhood Education Specialist, Effective 6/22/16
- j. Executive Assistant to the Chancellor, Effective 6/16/16
- k. Help Desk Technician, Effective, Effective 6/10/16
- l. Instructional Technician – Manufacturing, Effective 6/22/16

- m. Instructional Technician – Welding, Effective 6/22/16
- n. Laboratory Simulation Technician, Effective 5/26/16
- o. Secretary to the Associate Vice Chancellor, Effective 6/10/16

Mr. Liermann moved to approve the eligibility lists as presented. Mr. Tahajian seconded the motion and it carried unanimously.

The motion passed as follows:

Ayes – Mr. Tahajian, and Mr. Liermann

Noes – 0

Absent – Ms. Freeman-Fobbs

[16-26] Consideration and Approval to Classify New Positions in Established Job Classification Specifications

Consideration and Approval to Classify New Positions in Established Job Classification Specifications

- a. Buyer, DO, Position #1198
- b. Department Secretary PPT, FCC, Position #8136
- c. Curriculum Assistant, FCC, Position #8137
- d. Research Assistant, DO, Position #1199
- e. Seasonal College Trainer, CCC, Position #5097
- f. Student Services Specialist, FCC, Position #8542

Mr. Tahajian moved to approve the item as presented. Mr. Liermann seconded the motion and it carried unanimously.

The motion passed as follows:

Ayes – Mr. Tahajian, and Mr. Liermann

Noes – 0

Absent – Ms. Freeman-Fobbs

[16-27] Consideration and Approval to Classify New Positions in New Job Classification Specifications

Ms. Gomez presented this item for consideration and approval. Ms. Gomez stated there is a title change recommendation to, “Professional Development Coordinator”.

Mr. Liermann moved to approve item 16-27 as corrected, Mr. Tahajian seconded the motion, and it carried unanimously.

The motion passed as follows:

Ayes – Mr. Tahajian, and Mr. Liermann

Noes – 0

Absent – Ms. Freeman-Fobbs

[16-28] Consideration and Approval of Revised Classification Specification for Occupational Health and Safety Officer

Ms. Gomez presented this item for consideration and approval.

Mr. Liermann moved to approve item 16-29 as presented, Mr. Tahajian seconded the motion, and it carried unanimously.

The motion passed as follows:

Ayes – Mr. Tahajian, and Mr. Liermann

Noes – 0

Absent – Ms. Freeman-Fobbs

[16-29] Consideration and Approval of Revised Classification Specification for Senior Network & Systems Analyst

Ms. Gomez presented this item for consideration and approval.

Mr. Liermann moved to approve item 16-29 as presented, Mr. Tahajian seconded the motion, and it carried unanimously.

The motion passed as follows:

Ayes – Mr. Tahajian, and Mr. Liermann

Noes – 0

Absent – Ms. Freeman-Fobbs

[16-30] Consideration and Approval of New Classification Specification for Communications and Social Media Specialist

Ms. Gomez stated there is a change to the recommended title to, “Student Communications Specialist”.

Ms. Alessandro requested clarification on what types of communication this position would be assigned.

Ms. Monahan-Bremer clarified the job duties of the position and stated the target is communication with incoming students.

Mr. Tahajian moved to approve item 16-30 as corrected, Mr. Liermann seconded the motion, and it carried unanimously.

The motion passed as follows:

Ayes – Mr. Tahajian, and Mr. Liermann

Noes – 0

Absent – Ms. Freeman-Fobbs

[16-31] Consideration and Approval of funding for HRMS Analyst #1018 and Human Resources Assistant #1003 positions in the Personnel Commission Office

Ms. Gomez requested a budget modification to fund position #1018 50-50 with Human Resources as presented to the Board of Trustees.

Ms. Gomez requested a new permanent part-time position HR Assistant, range 44 using funds from the current budget.

Mr. Tahajian moved to approve item 16-31 as corrected, Mr. Liermann seconded the motion, and it carried unanimously.

The motion passed as follows:

Ayes – Mr. Tahajian, and Mr. Liermann

Noes – 0

Absent – Ms. Freeman-Fobbs

Future Agenda Items

Mr. Tahajian requested a closed session to discuss performance objectives.

Ms. Baker-Geidner requested information on how the public can communicate directly with the Personnel Commissioners.

Director’s Report

Ms. Gomez gave a brief update on pending and anticipated recruitments.



Ms. Gomez stated that the Fresno City College job fair will be occurring in September. Mr. Liermann requested specific information on the schedule and location of this job fair. Ms. Dunn responded to Mr. Liermann that the job fair would take place in September 21, 2016.

Ms. Gomez announced that Ms. Ferguson is now the president of WRIPAC and will be hosting a training/seminar at Bass Lake in October

Ms. Gomez stated that the CSPCA annual conference is in San Francisco in January 2017.

Ms. Gomez stated the upcoming Classified Professionals Leadership graduation is scheduled for December 9, 2016

Commissioners' Report

Mr. Tahajian stated that he attended the Board of Trustees' June meeting as well as Ms. Clerou's retirement party and participated in the Fresno City College President's search forum.

Mr. Liermann stated that he also attended the Board of Trustee's June meeting and that he had the opportunity to sit in as an observer for part of the Executive Assistant to the Chancellor oral board examination.

Adjournment

Ms. Liermann adjourned the meeting at 6:49 p.m.



Elba Gomez, Director of Classified Personnel  
EG:rc

State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT: Discussion of Classification Study Status

ENCLOSURE(S):  
Class Study Timeline

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Information

ITEM NO: 1

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Background:

The Personnel Commission approved a District-wide Classification Study at the June 12, 2012 regular meeting. Commission staff has completed reviewing all the job families and is currently working on the job descriptions. This item being presented as an informational item for discussion purposes and to provide an update to the Personnel Commission.



# Classification Study

## JOB FAMILIES

Management & Confidential

Information Systems, Library & Student Services

Clerical & Secretarial

Instructional Support, Accounting, Miscellaneous Technical &  
Public Information

Building and Custodial Maintenance, Duplicating, Food  
Services, Bookstore, and Police/Safety

Revised 7.22.2016

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# Introduction

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The Personnel Commission approved a District-wide Classification Study at the June 12, 2012 regular meeting. The purpose of the Classification Study is to address changes in district organization and operations over the last several years, which may have affected the type, scope, and level of work being performed.

One way that the Personnel Commission serves the administration and classified employees of the District is by ensuring that their positions are consistently and equitably classified. This is accomplished by conducting classification and reclassification studies

One of the main objectives of the Classification Study is to have a credible Classification Plan that recognizes changes in positions, ensures positions performing similar work with essentially the same level of complexity, responsibility, and knowledge, skills and abilities are classified together. A classification plan provides salaries commensurate with assigned duties, clearly outlines the distinguishing characteristics between classifications in a job family, provides recognizable compensation growth, provides justifiable pay differential between individual classes, and maintains currency with relevant labor markets.

The Personnel Commission directed Commission staff to conduct a District-wide Classification Study. This report is limited to the classification study portion of this project. Recommendations pertaining to the compensation study are will be provided in a separate report.

The scope of this study includes 81 management and confidential positions where an in-depth analysis either for potential reclassification or for determination of FLSA status was completed. The majority of incumbents in these positions completed a Position Information Questionnaire (PIQ) which was reviewed by Commission staff.

This report includes a complete set of proposed classification concepts, including several new classifications, as well as specific allocation analyses and recommendations for each of the positions for which an in-depth analysis was performed. These recommendations were developed using sound classification principles and best practices, and are tailored specifically to reflect the District's functional needs based on how work is currently organized and assigned.

Personnel Commission staff is pleased to present this draft final report describing our findings and recommendations regarding a proposed classification structure for the District's Management & Confidential classifications. The approved final report will be re-submitted to the Personnel Commission when the classifications are presented for approval.

## **Purpose**

The purpose of the study as a whole is to address current classification and compensation issues within the District. The overall scope of the study includes: 1) performing classification analyses on designated positions and making classification recommendations for those positions, 2) reviewing and/or updating current classification specifications, 3) performing salary surveys, and 4) designing an implementation strategy. The study includes approximately 65 employees (50 management and 15 confidential) assigned to 46 classifications.

As noted above this report only addresses item 1 above. Findings on items 2, 3 and 4 will be presented in a separate report.

## Project Methodology

In order to complete the classification phase of the study, the following tasks were performed prior to preparing this report:

- **Conducted initial meetings and communications** – Commission staff met with the District Administrators and Director of Human Resources to determine the full scope of work, clarify issues, and establish the study schedule, procedures, goals, and project deliverables.
- **Determined job evaluation tools and techniques** – Commission staff gathered individual employees' job information by using PIQ forms, supplemented by employee and/or management interviews as appropriate. The incumbents of these positions received the extended version of the PIQ, and Commission staff also performed employee, supervisory, and management interviews as needed to ensure that complete and accurate information regarding District jobs was gathered.
- **Conducted orientation meetings with employees** – Commission staff facilitated informational meetings in order to provide employees with an overview of the study process and detailed instructions regarding completion of the PIQ. Employees were given access to an electronic version of the sample PIQ posted on the Personnel Commission website.
- **Scheduled employee job analysis appointments** – Commission staff scheduled individual and/or group job analysis appointments with the incumbents in order to provide detailed information about the work they performed.
- **Analyzed data and developed initial recommendations** – Commission staff analyzed all the information gathered from all employees to identify job families as well as the scope and different levels of work within each job family (e.g. entry level, intermediate, advanced/lead, supervisory, etc.). Staff also identified typical duties, knowledge, skills, abilities, and other job-related characteristics required to perform the work. Based on this analysis, the staff developed initial classification concepts and recommendations designed to appropriately describe the body of work currently being performed throughout the District.
- **Prepared preliminary Draft Classification Report** – Commission staff prepared a preliminary Draft Classification Report which describes the study methodology, findings, and recommendations and included summaries of all classification concepts that are being proposed for the District.
- **Presented preliminary Draft Classification Report** – The Director of Classified Personnel reviewed the preliminary Draft Classification Report with the Director of Human Resources/Administrators and other key stakeholders via meetings or conference calls to facilitate understanding of our findings and recommendations and to solicit review and comment for distribution to and review by other key individuals as determined by the District.
- **Received, reviewed, and responded to issues or concerns** – Commission staff reviewed and responded to issues or concerns expressed by the District based on its review of the preliminary Draft Classification Report.

The following tasks will be performed after Personnel Commission approval of this report:

- **Develop/update job descriptions** – Commission staff will finalize updated/new job descriptions to ensure they are up-to-date and accurate. The updated/new job descriptions will be provided with this Final Classification Report and Salary Recommendations.
- **Completed FLSA analysis of management positions** – Commission staff analyzed the FLSA exemption status designation of management positions. The proposed FLSA status for each of these positions will be included in the Final Classification Report & Salary Recommendations.

# Conceptual Framework

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An accurate and up-to-date classification system provides an organization with the necessary tools to make administrative, fiscal control, and human resources decisions. Accurate, current, and ADA-compliant classification specifications provide the fundamental and essential building blocks for successfully administering recruitment, performance management, compensation, and succession planning. In addition to providing the basis for these types of human resources management and process decisions, position classification can also effectively support systems of administrative and fiscal control. Grouping positions into an orderly classification system supports organizational planning, budget analysis and preparation, and various other administrative functions.

The methodology used by Commission staff during this study relied upon sound principles of job classification analysis. Using this approach, Commission staff developed a classification structure for the District's Management and Confidential job families that is designed to reflect distinct differences in the levels and types of work through the use of established classification factors and concepts. This section of the report presents the conceptual framework for the methodologies used by Commission staff in developing a proposed classification plan for State Center Community College District. The concepts addressed include the following:

- Point in Time Analysis
- Whole Job Analysis
- Preponderant Duties
- Level and Not Volume of Work
- Classification of the Position, Not the Employee
- Position versus Classification
- Classification versus Allocation
- Broad versus Narrow Classes
- Using Titling Conventions for Consistency
- Occupational Groups and Job Families
- Classification Levels
- Classification Series
- Allocation Factors

(For definitions of levels of supervision, refer to the Proposed Job Description Format section that follows the classification concept table.)

## **General Classification Concepts, Guidelines and Definitions**

### ***Point-in-Time Analysis***

A classification study primarily captures the essential nature of positions at a single point in time. Therefore, recommendations cannot be based upon all possible future changes, particularly in a rapidly changing environment where organizational needs, technologies, and skill requirements are continuously evolving. Commission staff has, to the extent possible, designed a classification structure in line with the District's current goals, recognizing that other additions or deletions from the plan may take place in the future. Overall, the proposed classification structure, the depth of levels of work, and the functional areas identified from both a broad and narrow perspective, should provide a strong foundation for the District's future classification needs.

### ***Whole-Job Analysis***

For purposes of this study, Commission staff used a whole-job analysis approach. This approach compares jobs with one another on the basis of an overall evaluation of difficulty or responsibilities. The entire position, including the skills required, the decision-making authority, the scope, and the magnitude and accountability, is compared as a whole to other positions. Similar comparisons may also be made between groups of positions.

### ***Preponderant Duties***

Classification studies often find that positions are assigned a wide range of duties and that incumbents have various levels of responsibility at any one time. Therefore, the positions must be analyzed based on the preponderant duties. Preponderance is a measure of importance, and the most preponderant duties of a position are those that support the primary purpose of the position. Sometimes the most time-consuming duties of a position are preponderant; whereas, greater consideration must sometimes be given to the responsibility and complexity of certain duties that do not occupy the majority of the incumbent's time. Overall, the determination of preponderance is a judgment call based on multiple factors.

### ***Level and Not Volume of Work***

Position classification is a reflection of the level of work performed by an employee; and thus, it is generally independent of volume. For example, if one employee processes double the work of another, yet the percentages of time spent on those tasks and other duties are comparable, a single classification should be appropriate for both positions. In fact, study questionnaires do not ask for, and Commission staff does not consider, the relative productivity of employees when evaluating positions. Likewise, classifications are not distinguished by the amount of time spent by incumbents on tasks or the volume of work assigned to positions since problems of excessive workload are properly solved by redistributing work or adding employees, and not by creating new classifications.

### ***Classification of the Position, Not the Employee***

Position classifications should be consistent regardless of who holds the position. As such, a classification study process classifies positions, not individual employees. In fact, positions are generally evaluated based on what they would look like if vacant or occupied by other employees.

Furthermore, classification does not consider the capabilities of individual employees or the efficiency and effectiveness of an incumbent. It is not a measure of how well an individual employee performs. Classification is not a tool to reward individual achievement, nor should classifications be created simply to reward length of service.

### ***Classification versus Allocation***

Classification is the process of identifying and describing the various kinds of work in an organization and grouping similar positions together based on job family, classification series, and classification distinctions. Allocation is more specifically tied to the placement and/or budgeting of positions within an organization. Thus, a recommendation to allocate a position within an organization is based on the results of the classification analysis for that position.

### ***Broad versus Narrow Classes***

The implementation of a broad versus narrow classification structure is a policy decision, which is undertaken based upon the organization's goals and objectives. Broad classes have advantages and disadvantages that should be considered when developing a classification plan. The following provides a discussion of the advantages and disadvantages of broad classes and how they apply to specific administrative practices:

#### **General Considerations**

Establishment of a relatively simple, well-delineated and valid classification plan is an important organizational goal. Through the use of such a plan, an organization should be able to identify and maintain consistent structural



relationships, develop equitable compensation plans, and have substantial protection against inappropriate “out-of-class” complaints.

As noted above, classification plans generally place positions into classes based on a determination of “sufficient similarity”. However, within an individual organization, “sufficient similarity” can be broadly or narrowly interpreted. A broad interpretation recognizes positions that share a core set of classification factors presented in the previous section, but accepts substantial variation between positions, resulting in broad classes. In contrast, a narrow interpretation might create separate narrow classes to address such variations.

### **Ease of Administration**

A good classification plan balances “ease of administration” with position classification validity. Complex classification structures with multiple job families, multiple class series, and multiple levels within each series can be difficult to administer. However, when class concepts are excessively broad and/or vague, position classification maintenance (and responding to out-of-class complaints) is often difficult, time consuming, and expensive. In general, when the type of work assigned to different positions varies dramatically, it often makes sense to place them in separate job families so that valid market comparisons can be made. Further, when the level of work within a job family has clear, job-related distinctions, separate classes usually offer the most efficient way to pay for the work that is actually being done. Thus, a realistic and successful plan usually includes both broad and narrow classes.

### **Salary Administration**

Broad classes can be challenging when it comes to salary administration. In determining class salaries, most organizations use a combination of market and internal relationship data, tempered with organizational philosophy and experience. An organization that is having difficulties recruiting for a particular type of position may wish to pay the highest amount possible for that position, and when such positions are part of a broad class, they can impact the salary for the entire class.

For the same reason, organizations may choose to divide a broad class because of salary issues. If it can be demonstrated that certain types of positions within a broad class are unnecessarily influencing the salary for the entire class, the organization may prefer separate classes so that salaries for each position group can be established.

### ***Using Titling Conventions for Consistency***

Within any organization, the use of classification titles and levels should be based on the specific needs of the organization. At the same time, certain standard titling and leveling conventions are commonly used when establishing classification plans.

By themselves, titles do not define positions; but, titles are often one of the most sensitive issues within an organization. Titles are sometimes perceived as a measure of importance, and thus, employees can be concerned about title changes. The use of consistent titling conventions can help an organization present a clear picture of its classification structure and provide a quick visual tool for identifying classification level.

When establishing a classification titling plan, the same numerical or status designators should be used throughout the hierarchy whenever possible. At times, Commission staff may recommend a title that appears inconsistent with typical titling guidelines. In these instances, a particular title may be recommended in order to conform to the titling conventionally used within a respective industry, trade or profession, or to be consistent with the past history within an organization.

### ***Definition of General Classification Terms***

**Specialist** – is a very broad term that can be used to describe multiple positions and multiple levels. However, as a leveling term, it must be defined on a relational basis since it is highly dependent upon the nature of the work assigned to the class. At the very least, a “specialist” is a level above the intermediate level, since the term implies that the duties assigned to the class are “specialized”. When "specialist" is used to identify a particular level in a series, a specialist is responsible for performing specialized work that is not typical of an intermediate level class, yet does not require an in-depth knowledge of technical information related to laws, regulations, and procedures and does not necessarily require formal knowledge or training related to the area of assignment. Since not all work can be “specialized”, it is best used in a limited manner, often to describe the highest level of work assigned within a series.

**Technician** – positions are defined as those that provide specialized work that requires knowledge and skills that have typically been obtained through a formalized course of instruction (such as a vocational training program or through one to two years of college instruction), or through extensive on-the-job training. Technician positions exist in many job families, and the type of technical work performed varies widely. For example, technical financial duties may require the application of basic accounting and bookkeeping principles as well as familiarity with standard laws and regulations associated with public agency financial administration. In contrast, engineering technicians may be required to know and apply the basic principles of engineering in order to perform assigned duties.

**Analyst** – describes positions that are responsible for performing specialized duties where the majority of the work is administrative and analytical in nature. Duties typically involve operational, policy and program research, analysis, reporting, and evaluation. By definition, analytical work involves the breaking down of a problem or question into its smallest parts; methodically evaluating each part in terms of its impact on the whole issue; assembling the parts back into a more whole picture; and providing recommendations as to how to resolve the problem based on the information gathered through the analysis process. Work of this nature requires knowledge and skills regarding how to perform the analytical process. Such knowledge and skills are usually gained through formal (college) coursework.

**Coordinator** – is a functionally descriptive term not limited by class level or series. Coordinator classes describe responsibility for ensuring that work is coordinated among various elements or players. Coordination duties typically involve a specific program or work process, e.g., outreach, payroll, or employment processes. Coordinators ensure that work output conforms, integrates, meshes and/reconciles with established practices and policies.

**Supervisor** – is used for positions that preponderantly have responsibility for full-scope supervision over subordinate positions. Supervisors may also perform day-to-day work similar to their subordinates in type, but usually are responsible for the more difficult or sensitive work in addition to their supervisory duties. Supervisory criteria can vary between organizations, but they most commonly describe supervisors over “regular” positions. Regular positions can be defined as those where the incumbents have statutory employment rights within the organizations requiring that personnel actions such as hiring/firing, corrective action, and performance evaluation must be performed within strict legal, contractual, or policy guidelines.

**Manager** – is the functional term used to describe responsibility for managing a major function and/or operational division within an organization. Managers who have a strong operational management role typically supervise one or more subordinate supervisors. Alternatively, some positions are “managers” based on highly advanced management of a complex function or program.

**Project Manager** – is sometimes used by organizations to identify classifications or positions that work with substantial independence; perform professional, analytical, and project management duties associated with the management of all phases of a major project, usually from inception to conclusion; and lead the implementation of initiatives resulting from the project plan. They may be responsible for administering project contracts, preparing funding documentation, and/or engaging the community in a planning process through a variety of public involvement strategies and methods.

**Director** – is the functional term used to describe responsibility for directing or controlling a major function/department within an organization. Directors who have a strong operational management role typically supervise one or more subordinate managers and or supervisors. Alternatively, some director positions are “managers” based on highly advanced management of a complex function or program. Generally, director level classes can be distinguished from other levels by their: 1) significant responsibility for planning, developing, and administering goals, objectives, strategies, policies and procedures; 2) significant responsibility for organizing the assigned area and determining the best methods to deliver services; 3) significant authority for directing the work of others to accomplish goals and objectives; 4) significant budgetary control over assigned areas; and 5) significant responsibility and authority for determining and implementing staffing plans. Note that some organizations may have more than one level of manager allocated within a job family.

**Executive/Administrative** – is the functional term used to describe the function of someone who is second in command such as vice president to a president or vice chancellor/associate vice chancellor to a chancellor and he/she acts on their behalf in their absence. Executive titles are titles for a person in charge of a specific department or function.

## The Classification Analysis Process

### *Occupational Groups and Job Families*

In a study of this type, positions are initially grouped according to the broad occupational nature of their overall functions and responsibilities and the purposes for which they exist. Within these initial groups, job families are then identified. In a job family, positions are more closely related and usually have some similarities in their employment requirements. For example, within an administrative services group, a financial job family may be identified where all positions in the job family perform some type of work associated with processing, monitoring, tracking, analyzing, developing, planning, and/or managing organizational finances. However, in spite of these similarities, positions in this job family can be distinguished based on the preponderant work performed and may require different levels of education, experience, skill, effort, or responsibility.

### *Classification Levels*

After positions are placed into an appropriate classification series, the classification levels needed within each series are identified. Position classification represents the grouping of all jobs within the District into a systematic classification structure based on the inter-relationship of the duties performed, nature and level of responsibilities, and other work-related requirements of the jobs. Within the overall classification plan proposed for State Center Community College District, Commission staff has placed most classifications into one of the following possible levels within a management or confidential job family:

Entry  
Intermediate  
Advanced/Lead  
Supervisor/Manager  
Director/Vice President/Vice Chancellor

Within each job family or classification series, there may be a classification at every level or only at selected levels. The levels within a job family reflect the organization and should be tailored to that organization's needs and priorities.

In some classification series, there is no need for functions to be performed below the intermediate level; therefore, there would be no entry-level classification in that particular series. Furthermore, it is important to note that while two given job families may both contain, for example, an intermediate classification, the two intermediate classes will likely be treated differently for compensation purposes because they may require different levels of expertise, may perform duties of varying complexity, or the market may simply value them differently. It should further be noted that the first level within a class series may be described as the entry level, simply because it is the "entry point" into that class series. In that sense, each classification series will have an entry level, whether maintenance, clerical, technical, or professional. However, a true entry-level classification does not usually require previous work-related experience.

Distinctions between class levels for all types of job families may be expressed in terms of the general extent of responsibility to be assumed within each class level. The following subsections generally define the responsibilities to be assumed at each class level identified:

- **Entry level** – This is often the trainee-level classification in a multi-level classification series. Most of the entry-level classifications describe positions that provide on-the-job training to employees and thus do not require job applicants to have substantial related work experience. Assignments are generally limited in scope and are performed within a procedural framework established by higher-level employees. As experience is acquired, the employee performs work with less immediate supervision.

As previously indicated, some organizations may permanently assign the most basic and routine duties to a position without an expectation that the level of work will increase over time. In that case, the first classification in the series is still the entry point into the series, but the classification is best defined as the "first working-level" in the series.

For both entry and first working-level classifications, Commission staff recommends using a Clerk or Assistant in the job title, e.g., Payroll Assistant.

- **Intermediate** or "No Designation" Classes – This is usually the second classification in a series. Alternatively, if an intermediate classification is not part of a series, it is often described as the full working-level classification. Incumbents at the intermediate or full working-level classification are expected to be fully competent to independently perform the full range of duties. They may also assist in training and providing direction to others, particularly those at the entry level, and may work outside the immediate proximity of a supervisor.

For intermediate/full working-level classification titles, Commission staff recommends using the Roman numeral I, e.g., Payroll Technician I. However, in a series where an intermediate classification exists but there is no entry-level classification below it, Commission staff recommends that no numerical designation be used, e.g., Payroll Technician.

- **Advanced/Lead level - senior level** – This is typically the next level in a classification series following the intermediate level. Employees are assigned advanced responsibilities that require specialized knowledge, skills, abilities, and experience. Typically, the specialized or complex assignments are not given to all positions in the series and, therefore, only a small number of positions within the organization would be allocated to this level. Depending upon the classification series, the specialized work may emphasize the more complex, difficult,

and/or technical duties assigned to positions in the series. In other situations, the advanced level may be used for positions that provide indirect (lead) supervision to lower level employees. An incumbent may also be responsible for a small program or limited functional area.

Not all classification series include an advanced level such as this. If such a classification level is needed, the duties should be clearly distinguished from the intermediate/full working-level classification. Furthermore, promotion to the advanced level should be based on the assignment of such rather than time-in-grade alone.

For these types of advanced-level classifications, Commission staff usually recommends using the term Senior or Coordinator in the title, e.g., Senior Payroll Technician. Commission staff recommends avoiding using a numerical designation because it can falsely be interpreted as a flexibly-staffed classification, but with this caution, using the Roman numeral II is appropriate. Likewise, if an advanced-level classification is a stand-alone classification with no other levels below it, then the title will not contain a designation such as Lead or Senior.

- **Supervisory level** – These classifications commonly follow either the intermediate level or advanced-level classifications. The primary reason for creating a separate classification for this level is to acknowledge the responsibility and authority to supervise others, particularly those who would otherwise be at the same classification level as the supervisor. Incumbents who are in designated supervisor classifications generally supervise staff as their preponderant responsibility. However, this does not prevent an organization from assigning limited supervisory duties to a non-supervisory classification if the supervisory duties are ancillary, and/or if staff members being supervised are in a much lower classification category, e.g., a professional position may reasonably be assigned to supervise a clerical or technical level position.

Supervisory level positions typically have significant input regarding decisions involving hiring/firing, corrective action, and performance evaluations. The supervisory level position may also have responsibility and authority over a small, well-defined operational activity, business function, or program unit. Supervisors work closely with managers in regard to major or sensitive issues. Supervisors may also perform day-to-day work similar to their subordinates in type but usually only perform the most difficult, advanced, or sensitive work in addition to supervising staff.

For classifications where supervision of staff is a preponderant role, Commission staff recommends the use of the word supervisor in the title. Classifications that describe responsibility for supervising functions but not staff should not include supervisor in the title.

- **Manager** – Where the word “Manager” appears in a job title, it identifies classes that assume full line and functional management responsibility for a division within a department. A manager may be a part of the senior management team.

Management classifications are those that have responsibility for planning, organizing, directing, staffing, and controlling the staff and operations for an assigned work unit, usually (but not always) through subordinate supervisors. For position classification purposes, it is important to distinguish between a manager and an employee who “manages” a set of tasks, functions or program activities. Organizationally, the concept of a manager is linked to high-level, strategic responsibility, and one would expect managers to have extensive authority and autonomy for: planning and establishing short and long-term strategic goals, objectives, and priorities for their assigned work unit; determining how the work is to be done, including the methods and strategies to be used; assigning and directing the work of others, and determining how the work is to be distributed; identifying and obtaining the staff and resources needed to get the work done; and exercising

financial/fiscal control over the work through budget development and administration. Although most managers are also supervisors, the reverse is not necessarily true since supervision is only one aspect of management. Note also that even though serving as a second-level supervisor is a common distinction among manager positions, second-level supervision alone does not automatically justify a manager classification if the other management-level assignments are not present.

Many organizations have both operational and functional managers. Operational managers have full management responsibility for a major division in the organization and typically supervise other employees through lower-level supervisors. Functional managers are responsible for managing a program area and providing subject-matter expertise based upon specialized knowledge, skills, abilities, and experience. A functional manager has significant authority for overseeing the utilization of his/her functional area, often at an organization-wide level. Thus, functional managers typically report to an executive-level manager, which contributes to their manager-level role. A functional manager may or may not directly supervise other employees.

- **Director/Vice President/Vice Chancellor level** – This also describes a senior management-level classification where incumbents perform full-scope management duties as described earlier in this report. However, as used by the District, use of the term Director/Vice President/Vice Chancellor in a job title is restricted to those positions that report to the Chancellor/Board/Commission, are part of the senior management team, and/or serve as department heads. Where the District's use of the term Director/Vice President/Vice Chancellor deviates from the department head distinction, it generally reflects industry practice.

Depending upon an organization's needs and priorities, a particular classification series may include every level identified above or only selected levels.

#### ***Classification Series***

A classification series is a set of two or more classes within a job family that are closely related in terms of work performed and distinguished primarily by the level of responsibility and scope of duties assumed and the level of independence with which the duties are performed. Within a class series, it is possible to distinguish general categories or levels based upon factors such as the scope of responsibility assumed, the training and experience required to perform assigned duties, and the nature of supervision received and exercised. Also, common titling designations are generally used to clearly define the applicable class level. By definition, a classification series consists of more than one classification. However, it is important to note that some classifications are not part of a series, especially in small organizations.

#### ***Allocation Factors***

In order to match individual District positions to the appropriate classification levels as identified above, Commission staff analyzed each District management and confidential position identified for in-depth analysis based on standard classification factors that included the following:

- **Scope and complexity** - defines the breadth and difficulty of the assigned function or responsibility inherent in the classification and the variety and nature of work performed; for management positions, this includes span of control.
- **Decision making/authority** - consists of (a) the decision-making responsibility and degree of authority, independence, or latitude that is inherent in the position and (b) the impact of the decisions.
- **Impact** - defines the impact on the organization, including accountability and the likelihood/consequence of error.

- **Guidelines used for performance of work** - relates to the extent to which performance of the work is controlled or influenced by rules, regulations, manuals, procedures, prescribed work practices, principles, policies, or other written instruction or methods.
- **Contact with others required by the job** - measures (a) the types of contacts, and (b) the purpose of the contacts.
- **Supervision received and exercised** - describes the level of supervision received from others and the nature of supervision provided to other workers, as well as the independence of action inherent in a position.
- **Knowledge, skills and abilities required** - defines the minimum requirements to qualify for the position, including the training, education, experience, licenses, certificates, physical demands, mental exertion, and other factors necessary to perform the assigned responsibilities.
- **Working conditions** - identifies a hazardous, dangerous, or unpleasant environment, and notes any adverse conditions.

Commission staff compared the information gathered in this analysis with the District's current classification structure. Commission staff then evaluated the District's existing classification specifications and identified the need for amended and/or new classification specifications. For purposes of this report, Commission staff has provided recommendations for each classification and used these classification concepts to develop individual position allocation recommendations for the positions identified for in- depth analysis.

## Fair Labor Standards Act (FLSA) Exemptions

The Fair Labor Standards Act (FLSA or the Act) was enacted by the United States Congress in 1938 to eliminate labor conditions injurious to the health and efficiency of workers, as well as unfair methods of compensation based on such conditions. The act has been amended multiple times since initial enactment. It contains provisions that cover minimum wage, child labor, equal pay, and several other employment practices.

As a federal law, all states must comply with the minimum requirements of the FLSA, though some states have enacted legislation that supersedes the FLSA in certain areas. When determining FLSA compliance, it is important to review both federal and state requirements. However, in the final determination, the law which is more beneficial to the employee must be applied. For the most part, California law appears to parallel the FLSA unless specifically noted below. For purposes of this review for the District, Commission did not identify any situations where California State law superseded federal FLSA law.

The FLSA contains language that requires employers to pay overtime to an employee at the rate of one and one-half the employee's regular rate of pay for all hours worked over 40 in a workweek, unless said employee qualifies for an exemption. This overtime pay requirement cannot be waived by agreement between the employer and employee, although the employer can choose to pay overtime to an employee even though the employee qualifies for exemption under the law.

FLSA exemptions do not apply to blue-collar workers; and, non-management production/line workers and non-management employees in maintenance, construction, and similar occupations, such as those who perform repetitive operations with their hands, physical skill and energy, are not exempt from FLSA under any circumstances.

However, Section 13(a)(1) of the FLSA provides an exemption from overtime pay for employees who are bona fide executive, administrative, professional, and outside sales employees. Elsewhere in the act, exemptions can also be found for: attorneys; certain farm workers; full time students; learners and apprentices; seasonal workers; and persons working under qualified union contracts where certain hours are specified. Section 13(a)(1) and Section 13(a) (17) also exempts certain computer-related positions.

To qualify for an exemption, employees must meet both salary and duties tests. The Act also requires that, in order to establish eligibility for an overtime exemption, analyses must be done on a position-by-position basis, with consideration given to the employee's actual job duties, not merely the job description. It should be noted that placement in a supervisory or management bargaining unit, or granting a management benefit package does not make a position exempt from overtime, nor does requiring professional licensure or registration automatically make a position exempt. Consequently, within a single classification, some positions may be exempt and others non-exempt.

Some of the FLSA overtime exemptions are narrowly defined and apply to a very limited employee population, e.g., attorneys. Others are broader and apply to a wider spectrum of employees, e.g., administrative employees. For purposes of this study, several FLSA exemptions categories, e.g., those for farm workers, physicians, teachers, and sales persons, have no application to this study and therefore were not considered. Although State Center Community College District has several computer professional positions, Commission staff did not analyze those positions for exemption, so no recommendations are provided in later reports. Based on the types of District positions included in this study, most of the positions in the study have been analyzed based on the "duties tests" set forth in 29CFR §§ 541.1, 541.2, 541.3, or 541.303, specifically for executive, administrative, or professional employees. This study also considered whether positions qualify for a "combination exemption" as defined in 29CFR §§ 541.708. This type of exemption applies to an employee whose primary duties (usually at least 50% of his or her workweek) meet two or more categories, even though either category, if considered alone, would not meet the 50% criteria.

The concepts and criteria for exemptions are outlined below.

#### Definitions Common to All Positions

When evaluating positions for executive, administrative, or professional exemptions, the following definitions should be considered:

1. While not specifically mentioned in the law, primary duties are generally those that occupy at least 50% of an employee's time.
2. The phrase "customarily and regularly performed" signifies a frequency that is more than occasional but may be less than constant.
3. Duties performed due to the temporary absence of another employee (e.g., acting as a supervisor in the absence of the regular supervisor) are not considered primary.
4. Most exemptions require the employee to customarily and regularly exercise discretion and independent judgment, which involves comparing and evaluating possible courses of conduct and acting or making a decision after considering various possibilities. Generally, employees who meet this criteria:
  - a. Have the power to make independent choices free from immediate supervision and with respect to matters of significance; or
  - b. Are able to make a recommendation for action subject to the final authority of a superior, as long as the employee has sufficient authority for the recommendation to affect matters of consequence to the business or its customers.

Other factors to consider include whether the employee has authority to formulate, affect, interpret, or implement management policies or operating practices; whether the employee carries out major assignments in conducting the operations of the business; whether the employee performs work that affects business operations to a substantial degree; whether the employee has authority to commit the employer in matters that have significant financial impact; and whether the employee has authority to waive or deviate from established policies and procedures without prior approval. The fact that an employee's decisions are reversed after review does not mean that the employee is not exercising discretion and independent judgment. However, the employee must do more than apply well-established techniques, procedures, or specific standards described in manuals or other sources.



An employee who merely applies his/her knowledge in following prescribed procedures or in determining which procedures to follow, or determines whether specified standards are met or whether an object falls into one or another grade or class, is not exercising discretion and judgment of the independent sort associated with exempt status. Furthermore, the decisions made by the employee must involve matters of consequence that are of real and substantial significance to the policies or general operations of the business or its customers. Even if the tasks are related directly to only a particular business segment, they must still have a substantial effect on the whole business. Exercising discretion and independent judgment on matters of consequence is different than making decisions that can lead to serious loss through the choice of wrong techniques, improper application of skills, neglect, or failure to follow instructions.

5. Employees who are in training for an exempt position are not exempt unless they are actually performing the duties of the exempt position.
6. Supervision of student workers is not considered equivalent to directing the work of full-time employees.
7. Directing the work of part-time or extra-help employees is only considered if the time worked by the part-time or extra-help employees equals that of two full-time equivalents.
8. Consulting a manual does not exclude an employee from being exempt.
9. Executive, administrative and professional workers must meet certain compensation criteria. Federal law requires that exempt employees be paid an amount that is above \$455 per week and California law stipulates a higher wage. The higher wage must be applied as it is more beneficial to employees. Compensation must be paid on a salary basis as follows:
  - a. The employee regularly receives a pre-determined amount of compensation each pay period.
  - b. This pre-determined amount cannot be reduced because of variations in the quality or quantity of work produced. However, exempt employees do not need to be paid for any work week in which they perform no work.
  - c. Deductions from pay cannot usually be taken unless the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness, to offset amounts employees receive from jury or witness duty, or military pay. However, deductions are permissible when an exempt employee is absent from work for more than one full day for personal reasons other than sickness or disability, or for penalties/disciplinary actions imposed in good faith. Also, an employer is not required to pay the full salary in the initial or terminal week of employment, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act.Under some circumstances, administrative and professional employees may be paid on a “fee basis” rather than a salary basis. A fee basis may exist when the employee is paid an agreed sum for a single job, regardless of the time required for its completion. Such fee payments are usually for a unique job rather than for a series of jobs repeated a number of times and for which identical payments repeatedly are made. In analyzing positions that are paid this way, it is still necessary to establish whether the payment is at the required rate (\$455 per week).
10. Certain employees who earn at least \$100,000 per year may qualify for exemption as a highly paid employee.

## Study Recommendations

### *Classification Plan Structure*

By definition, classifications are established for the purpose of grouping positions that are sufficiently similar to one another under a single classification title. Although single position classifications can exist, the premise behind an appropriately designed classification structure establishes and identifies the framework which allows the employer to recruit efficiently and effectively by establishing consistent, reasonable, and defensible qualifying criteria for similar positions rather than excessively restrictive criteria of questionable validity that unnecessarily limit the candidate pool. Broad classifications also support an equitable and defensible salary structure because they help identify and maintain appropriate internal position alignment based on class distinctions that are substantive rather than trivial. To assist the

District in administering its classification structure, Commission staff recommends the use of reasonably broad classifications that are clearly distinct from narrower, position, or job-specific duty statements.

### ***Supervisor versus Manager Titling***

Typical of a small organization, we found that some of the "managers" in the District are actually doing work that is more supervisory than true management. In fact, there are very few "supervisor" classes in the District; instead, at the division-head level, (division) manager class titles are used even though the incumbent is not always managing the division in the full sense of the word. Most often, the manager is a first-level supervisor, and also has working-level responsibility for a complex part of the line workload. The incumbent may have a minimal strategic role in the department, depending upon the department head, but that is not the rule.

In larger organizations, these positions would probably be titled as supervisors, not managers. If the District keeps the management titles, the salary survey will need to be sensitive to that. Commission staff recognizes that changing these titles to supervisors would likely be met with great resistance. Thus, we recommend keeping the manager titles for division heads, but will have to carefully consider each position's actual duties and responsibilities (rather than titles) when matching to other agencies.

### ***Proposed Classifications***

This section of the report will provide a brief summary of the recommendations for each of the classifications being proposed by Commission staff, generally grouped by occupational grouping. Commission staff has provided (in Appendix C) a detailed analysis of those positions.

Commission staff recommends that the Personnel Commission delete/abolish any existing classifications that are not specifically described below as they are either not currently allocated in management or confidential classifications, or will not be allocated when the study recommendations are implemented. Unless otherwise indicated, we are proposing only minor title and/or minor classification specification changes.

### ***Proposed Job Description Format***

Commission staff recognizes that classification specifications need to be sufficiently descriptive and explanatory in order to help an organization define its classification structure. Overall, Commission staff recommends that the District consider a new job description format, including rearranging existing sections, so that they contain the following information:

- **Classification Title** – As discussed above, the classification title provides a brief and descriptive designation of the type of work performed. The use of appropriate classification titles will help support a consistent classification structure. It should be understood that the classification title is selected to serve this purpose, and is not to be construed as limiting the use of working titles.
- **Definition** – This section is a general description of the work and includes a concise definition of the primary responsibilities assigned to positions in the classification. This section generally also references the level of supervision provided to positions in the classification.
- **Distinguishing Characteristics** – This section further describes the level of work, and provides comparisons to other levels within a series as appropriate.
- **Supervision Received** – This section outlines the supervision received and exercised by positions in the classification. Supervision received is primarily defined based on the following:
  - Immediate Supervision – The employee works in the presence of his/her supervisor or in a situation of close control and easy reference. Work assignments are given with explicit instructions or are so routine that few, if any, deviations from established practice are made without checking with the supervisor. This type of supervision is common to the entry level in office support, technical, and maintenance series.

- General Supervision – Assigned duties require the exercise of judgment or choice among possible actions, sometimes without clear precedents and with concern for the consequences of the action. The employee may or may not work in proximity to his/her supervisor. This type of supervision typically pertains to the journey level in office support, technical, and maintenance series and to the entry level in professional series.
- Direction – The employee receives general instructions regarding the scope of and approach to projects or assignments, but procedures and techniques are left to the discretion of the employee. This category is usually applied to office support, technical, and maintenance advanced journey-level positions in which employees are expected to operate with a reasonable degree of independence and to the journey level in professional series.
- General Direction – The employee is responsible for a program or functions and is expected to carry out necessary activities independently, except as new or unusual circumstances require. This category is usually reserved for supervisory or higher-level positions.
- Administrative Direction – The employee has broad management responsibility for a large program or set of related functions. Administrative direction is usually received in terms of goals; review is received in terms of level positions.
- Policy Direction – This is usually reserved for executive level positions.
- **Supervision Exercised**– This section of the classification specification also identifies the type of supervision exercised by positions in the classification. Supervision exercised falls into the following categories:
  - Direct Supervision – The basic characteristics of direct supervision are the assignment of tasks; the observance, review, and evaluation of performance; the administration of line personnel functions, e.g., selection, discipline, grievance, privileges; and responsibility for the worker, as well as the work.
  - Indirect/Lead Supervision – This describes a form of authority over the work of employees that are not under direct supervision. In other words, the supervisor is responsible for the work but not for the worker. This type of supervision would include “lead worker” duties. All employees are expected to oversee the work of student workers.
- **Essential Job Functions** – This section provides a relatively complete list of the actual duties performed in positions allocated to this classification. It lists typical tasks that are common to positions of the classification and generally shows the range of duties performed by employees in the classification. The list is intended to be illustrative but not limiting. It is not intended to describe all the work performed in all positions allocated to the classification. Instead, it merely serves to illustrate the more typical portions of the work. The statement “performs other related duties as assigned” is included in all classification specifications to provide flexibility to management in assigning duties.
- **Auxiliary Job Functions** – This section describes additional typical duties that may also be performed in positions allocated to this classification, but are not essential job functions, such as assisting with duties that are essential to another classification.
- **Minimum Qualifications** – This section describes the minimum knowledge, abilities, licenses/certificates, education, experience and other qualifications that applicants for positions in the classification should possess in order to be qualified. Although this section outlines the desirable levels of experience, education, and/or training most likely to produce the desired knowledge and abilities, it should be stressed that this section is not intended to limit the District’s recruitment flexibility. Each classification specification states that “any combination of education, experience, and/or training that would likely provide the above-required knowledge, skills, and abilities is qualifying”. Note also that personal characteristics commonly required of all employees, such as honesty, integrity, freedom from habitual use of intoxicating beverages to excess, or drug addiction, should not be listed since they are implied as required qualifications for all classifications.
- **Physical/Psychological Demands** – This section provides a brief summary of the typical physical and mental demands for positions in the classification.

- **Work Conditions** – This section provides a brief summary of the typical work environment for positions in the classification.

In developing the District’s updated/new classification specifications, Commission staff made every attempt to include all of the known applicant requirements. While we are able to make needed corrections, we will offer the updated/new classification specifications as draft documents with the understanding that District staff may wish to recommend additional changes before they are adopted in order to ensure that they are fully consistent with Personnel Commission Rules.

All existing classification specifications in the Management and Confidential job families have been reviewed and would either be replaced or updated. Some required minor changes while others required substantial changes. Where a current classification specification did not exist for a body of work, one will be created. Where a new classification has been proposed, a new classification specification will also be created.

In general, in situations where Commission staff determined that proposed amendments to existing classification specifications would significantly alter the current level of the classification, Commission staff is recommending a new classification and recommends reclassifying the incumbent(s) to the new classification. In other situations, where Commission staff determined that minor updates to a classification are non-substantive and would not impact the overall level of the classification, or where Commission staff has recommended a title change to improve titling consistency within the classification structure and to comply with industry standards, Commission staff proposes amending and/or re-titling the classification and maintaining the incumbent in the existing classification.

## Allocation and Recommendations

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In analyzing the positions identified for in-depth analysis, we found that many of the District’s management and confidential positions are appropriately classified. Where we found inconsistency or areas to consolidate or create new classes, we have recommended that incumbents be reclassified to an appropriate classification. A table summarizing these proposed position allocations is provided in Appendix A.

Individual position allocation recommendations, listed by department, by current classification title to facilitate review, are provided in Appendix B.

Proposed occupational groupings are provided in Appendix C.

**Note: The proposed titles listed are working titles only. Final determination of classification titles and salary ranges will be based on finalized classification specifications, compensation surveys and internal equity.**

# Appendix A: Summary Table of Proposed Classifications

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**Note: The proposed titles listed are working titles only. Final determination of classification titles and salary ranges will be based on finalized classification specifications, compensation surveys and internal equity.**

Next

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Pos	Employee	Current Classification Structure	Proposed Classification Structure
<b>District Office/Operations</b>			
<b>Chancellor's Office – Dr. Paul Parnell</b>			
1041	Vacant	Executive Secretary to the Chancellor (Exempt Conf)	Executive Assistant to the Chancellor (Exempt Conf)
1045	McKay, Dori	Administrative Secretary I (Confidential)	Assistant to the Chancellor (Exempt Conf)
<b>Public Relations – Lucy Ruiz</b>			
1066	Ruiz, Lucy	Executive Director of Public and Legislative Relations	Executive Director of Public and Legislative Relations
1006	Martin, Barbara	Administrative Aide	Assistant to the Executive Director
<b>SCCCD Foundation Office – Rico Guerrero</b>			
1121	Guerrero, Rico	Executive Director of Foundation	Executive Director, SCCC Foundation
1170	Joos, Kelley	Assistant Director, SCCC Foundation	Assistant Director, SCCC Foundation
1174	Musacchio, Leslie	Accounting Technician II	Senior Accounting Technician
1052	Burg, Marcia	Administrative Assistant	Assistant to Executive Director
1125	Vacant	Accounting Technician I	Accounting Technician
1167	Vacant	Foundation Events Planner	Events Planner
<b>Office of the General Counsel – Greg Taylor</b>			
1153	Lewis, Jo	Administrative Secretary I (Conf) 50%	Administrative Assistant (Conf) 50%
<b>Office of the Vice Chancellor, Finance &amp; Administration – Ed Eng</b>			
1042	Hardwood, Brina	Secretary to the Vice Chancellor (Conf)	Assistant to the Vice Chancellor (Conf)
1035	Schofield, William	Director of Finance	Executive Director of Finance & Administration
<b>Accounting &amp; Payroll – Glynna Billings</b>			
1009	Billings, Glynna	Accounting Manager	Accounting Manager
1013	Hutchison, Kelly	Accounting Technician II-Payroll (Conf)	Senior Payroll Technician (Conf)
1064	Vindiola, Sage	Accounting Technician I-Payroll (Conf)	Payroll Technician (Conf)
1135	Abraham, Saprina	Accounting Clerk III – Payroll (Conf)	Payroll Specialist
1020	Andersen, Kristie	Accounting Clerk III – Payroll (Conf)	Payroll Specialist
	Class Only		<b>ADD CLASS</b> Payroll Assistant
1011	Walls, Ron	Accountant/Auditor	Accountant
1059	Chang, Cindy	Accountant/Auditor	Accountant
1012	Dana, Susan	Accounting Technician	Senior Accounting Technician
1016	Montoya, Cecilia	Accounting Technician	Accounting Technician
1019	Navarro, Elvira	Accounting Clerk III	Accounting Specialist
1179	Oliver, Katelyn	Accounting Clerk III	Accounting Specialist/Payroll Specialist
1134	Briceno, Michelle	Accounting Clerk I/II	Accounting Assistant
1005	Vacant	Accounting Clerk I/II	Accounting Assistant
1049	Vacant	Accounting Clerk I/II	Accounting Assistant
<b>Purchasing – Randy Vogt</b>			
1038	Vont, Randy	Director of Purchasing	Director of Purchasing

Pos	Employee	Current Classification Structure	Proposed Classification Structure
<b>District Office/Operations</b>			
1014	Hedstrom, Christy	Buyer	Buyer
1126	Campagna, Teresa	Buyer	Buyer
1198	Vacant	Buyer	Buyer
1030	Vont, Alexis	Accounting Clerk III	Purchasing Specialist
1031	Vacant	Office Assistant III	Office Specialist
1017	Vang, Cheri	Office Assistant I/II PPT	Office Assistant
<b>District Operations – Christine Miktarian</b>			
1172	Miktarian, Christine	Associate Vice Chancellor, Business & Operations	Associate Vice Chancellor, Business & Operations
1115	Barendse, Patty	Secretary to the Associate Vice Chancellor	Assistant to the Associate Vice Chancellor
	Class Only	District Director of Capital Projects	Delete Classification
	Class Only	Construction Services Assistant	Construction Services Assistant
<b>Construction Services – Shannon Robertson</b>			
1068	Robertson, Shannon	Construction Services Manager	Construction Services Manager
	Class Only	Construction Services Assistant	Construction Services Assistant
1178	Ferguson, Adam	Office Assistant III	Office Specialist
<b>Risk Management – Darren Cousineau</b>			
1096	Cousineau, Darren	Director of Environmental Health & Safety	Director of Environmental Health & Risk Management
1196	Vacant	Occupational Health & Safety Officer	Environmental Health & Safety Specialist
<b>District Operations &amp; Grounds – Leroy Bibb</b>			
1071	Bibb, Leroy	Director of Maintenance & Operations	Director of Maintenance & Transportation
1072	Foth, Glen	Grounds Services Manager	Grounds Services Manager
1103	Delacruz, Arturo	Air Conditioning and Heating Mechanic	HVAC Specialist
1097	Vacant	Building Generalist	Building Generalist
1098	Vacant	Building Generalist	Building Generalist
1132	Vanderpool, Danny	Building Generalist	Building Generalist
1141	Vacant	Building Generalist	Building Generalist
1157	Hoffman, Daniel	Building Generalist	Building Generalist
1180	Sneed, Joshua A.	Building Generalist	Building Generalist
1181	Hoffman, Sean M.	Building Generalist	Building Generalist
1182	Lomier, Joshua R.	Building Generalist	Building Generalist
1183	Vacant	Building Generalist	Building Generalist
1184	Vacant	Building Generalist	Building Generalist
1100	Yelinek, Michael	Building Locksmith Generalist	Building Locksmith Generalist
1107	Carnahan, Dann	Boiler/Plumber Specialist	Boiler/Plumber Specialist
1112	Smith, Donald	Carpenter	Carpenter
1095	Miller, Don	Electrician	Electrician
1191	Berry, Bryant	Lead Maintenance Worker	Maintenance Foreman
1192	Machado, Clarence	Lead Maintenance Worker	Maintenance Foreman

Pos	Employee	Current Classification Structure	Proposed Classification Structure
<b>District Office/Operations</b>			
1110	Rooney, James	Lead Maintenance Worker (Electrician)	Electrician
1029	Vacant	Maintenance Worker I/II	Maintenance Specialist
1032	Vacant	Maintenance Worker I/II	Maintenance Specialist
1106	Vacant	Maintenance Worker I/II	Maintenance Specialist
1109	Vacant	Maintenance Worker I/II	Maintenance Specialist
1089	Breshears, Gregory	Maintenance Worker II	Maintenance Specialist
1099	Albidrez, Gabriel	Maintenance Worker II	Maintenance Specialist
1101	Kepler, Johnathan S	Maintenance Worker II	Maintenance Specialist
1108	Montgomery Jr., CL	Maintenance Worker II	Maintenance Specialist
1113	Breuer, Robert	Maintenance Worker II	Maintenance Specialist
1114	Mahoney, Bradley	Transporation and Operations Assistant	Transporation and Operations Assistant
1111	Balint, George	Painter	Painter
1104	Fries, Vincent G.	Security Systems Specialist	Security Systems Specialist
1102	Mosqueda, Robert	Vehicle Mechanic	Vehicle Mechanic
1120	Phister, Jeff	Vehicle Mechanic	Vehicle Mechanic
1105	Horton, Timothy	Warehouse Worker	Warehouse Specialist
<b>Police – Richard Gaines</b>			
1069	Vacant	Chief of Police	Chief of Police
1092	Vacant	Department Secretary	Office Assistant
1127	Quiroz, Isadora	Police Communications Dispatcher	Police Dispatcher
1128	Harris, Christopher	Police Communications Dispatcher	Police Dispatcher
1185	Ortega, Samantha	Police Communications Dispatcher	Police Dispatcher
1206	Hornsby, Christopher	Police Communications Dispatcher	Police Dispatcher
1207	Cook, Keri	Police Communications Dispatcher	Police Dispatcher
1208	Salinas, Onnastasia D.	Police Communications Dispatcher	Police Dispatcher
1070	Gaines, Richard	Police Lieutenant	Police Lieutenant
1084	Williams, Brian	Police Officer	Police Officer
1085	Hernandez, Nicholas	Police Officer	Police Officer
1088	Vacant	Police Officer	Police Officer
1090	Poundstone, Andrew	Police Officer	Police Officer
1116	Villarreal, Isidro	Police Officer	Police Officer
1117	Rey, Martin	Police Officer	Police Officer
1118	Moreno, Estevan	Police Officer	Police Officer
1123	Corso, Jennifer	Police Officer	Police Officer
1152	Vacant	Police Officer	Police Officer
1154	Yang, Cheekeng	Police Officer	Police Officer
1159	Vacant	Police Officer	Police Officer
1187	Vacant	Police Officer	Police Officer
1188	Vacant	Police Officer	Police Officer
1189	Vacant	Police Officer	Police Officer
1053	Vacant	Police Officer	Police Officer



Pos	Employee	Current Classification Structure	Proposed Classification Structure
<b>District Office/Operations</b>			
1055	Vacant	Police Officer	Police Officer
1087	Ayello, Shannon	Sergeant of Police	Police Sergeant (Supervisory)
1093	Bosworth, Christopher	Sergeant of Police	Police Sergeant (Supervisory)
1094	Vacant	Sergeant of Police	Police Sergeant (Supervisory)
<b>Human Resources – Diane Clerou</b>			
1169	Holman, Pauline	EEO/Diversity & Staff Development Manager	EEO/Diversity & Staff Development Manager
1060	Garza, Frances	Benefits Coordinator (Confidential)	Classification Review Pending Job Duties
1018	Needham, Brittany	Human Resources Management Systems Analyst (Conf)	Human Resources Management Systems Analyst (Conf)
1171	Gordillo, Andrew	Benefits Assistant	Benefits Specialist
1044	Matz, Claudette	Secretary to the Vice Chancellor (Confidential)	Assistant to the Vice Chancellor (Confidential)
1205	Abraham, Patrick	Department Secretary	Office Assistant
1168	Soto, Blanca	Office Assistant	Office Assistant
<b>Academic</b>			
1002	Edwards, Sandi	Senior Human Resources Technician (Confidential)	Senior Human Resources Technician (Confidential)
1051	Yang, Jame	Human Resources Technician (Confidential)	Human Resources Technician (Confidential)
<b>Classified – Samerah Campbell</b>			
1050	Campbell, Samerah	Director of Human Resources	Director of Human Resources
1040	Vacant	Human Resources Technician (Confidential)	Human Resources Technician (Confidential)
1046	Her, Yer	Senior Human Resources Technician (Confidential)	Senior Human Resources Technician (Confidential)
1047	Vacant	Personnel Analyst	Senior Human Resources Technician (Confidential)
1153	Lewis, Jo	Administrative Secretary I (Confidential)	Administrative Assistant (Confidential)
1197	Vacant	TBD	Human Resources Analyst (Confidential)
<b>Personnel Commission – Elba Gomez</b>			
1130	Gomez, Elba	Director of Classified Personnel	Director of PC & Employment Services
1003	Vacant	Human Resources Assistant	Human Resources Assistant
1018	Needham, Brittany	Human Resources Management Systems Analyst (Conf)	Human Resources Management Systems Analyst (Conf)
1037	Collins, Reshonda	Human Resources Specialist	Human Resources Specialist
1063	Ferguson, Christine	Human Resources Analyst	Human Resources Analyst
1162	Tafoa, Vincent	Human Resources Specialist	Human Resources Specialist
<b>Educational Services &amp; Institutional Effectiveness – Barbara Hioco, Marilyn Behringer</b>			
		Director of Grants (Academic)	Under Review
1026	Vacant	Grants Officer	Grants Coordinator
1036	Vacant	Accounting Technician I	Accounting Technician
1065	Barbeiro, Janet	Secretary to Vice Chancellor	Assistant to the Vice Chancellor
1067	Lee, Sypher	Accounting Technician II	Senior Accounting Technician
1138	Vacant	Department Secretary	Office Assistant
1139	Vacant	Administrative Secretary	Office Specialist

Pos	Employee	Current Classification Structure	Proposed Classification Structure
<b>District Office/Operations</b>			
1144	Vacant	Administrative Aide	Office Specialist
1145	Vacant	Institutional Research Coordinator	Institutional Research Analyst
1149	Vacant	Webmaster	Webmaster
1156	Cardoza, Deborah	Office Assistant III	Office Specialist
1160	Vacant	Institutional Research Coordinator	Institutional Research Analyst
1166	CRUI-FLORES, Cheryl	Research Assistant	Classification Review Pending Job Duties
1186	Suvanto, Marci	Office Assistant III	Office Specialist
<b>Training Institute</b>			
2013	Vacant	Training Institute Coordinator	Program Coordinator
2062	Vacant	Robotics/Automation Systems Specialist	Delete Classification
2084	Vacant	International Trade Specialist	Program Specialist – International Trade
2197	Vacant	Program Development Assistant	Program Specialist
2301	Vacant	Education Resource Center Coordinator	Program Coordinator
2304	Vacant	Workshop Facilitator	Workshop Facilitator
2369	Vacant	Workshop Facilitator (Hmong)	Workshop Facilitator
2370	Vacant	Workshop Facilitator (Spanish)	Workshop Facilitator
2452	Vacant	Administrative Aide	Office Specialist
2454	Cuesy, Paula	Program Development Assistant	Program Specialist
2455	Boyd, Rebecca	Program Development Assistant	Program Specialist
2456	Weil, Rob	Sales and Marketing Coordinator	Program Coordinator
2462	Vacant	Coordinator	Program Coordinator
2463	Vacant	Program Development Assistant	Program Specialist
2464	Vacant	Program Development Assistant	Program Specialist
2465	Vacant	Instructional Technician	Program Assistant
2466	Vacant	Program Development Assistant	Program Specialist
2467	Vacant	Office Assistant III	Office Specialist
2468	Vacant	Program Development Assistant	Program Specialist
2494	Vacant	Office Assistant III	Office Specialist
<b>Center for International Trade – Alicia Rios</b>			
1161	Rios, Alicia	Director, Center for International Trade	Director, Center for International Trade
1140	Vacant	Accounting Clerk III	Accounting Specialist
1143	Nunez, Frank	Program Development Assistant	Program Specialist – International Trade
1147	Vacant	International Trade Specialist	Program Specialist – International Trade
1150	Vacant	Administrative Secretary	Classification Review Pending Job Duties
<b>Enrollment Management, Admissions, Records &amp; Information Systems – Pedro Avila</b>			
1176	Duarte, Mirna	Admissions & Records Manager	District Director of Admissions & Records
1146	Vacant	Administrative Assistant	Classification Review Pending Job Duties
1164	Barkely, Kelley	Office Assistant III	Student Services Assistant
1165	Alessandro, Carmen	Student Services Specialist	Student Services Specialist

Pos	Employee	Current Classification Structure	Proposed Classification Structure
<b>District Office/Operations</b>			
1190	Ferry, Melissa	Assistant to the Associate Vice Chancellor	Assistant to the Associate Vice Chancellor
1193	Vacant	TBD	Call Center Support Specialist
1194	Vacant	TBD	Call Center Support Assistant
<b>Information Systems – Scott Olds</b>			
1033	Olds, Scott	District Director of Information Systems	District Director of Information Systems
1021	Kim, Robert	Programmer Analyst	Programmer Analyst
1022	Chen, Henry	Programmer Analyst	Programmer Analyst
1023	Grusis, Steven	Programmer Analyst	Programmer Analyst
1024	Spurrier, Martin	Communications/Telephony Technician	Communications/Telephony Technician
1025	Vacant	Webmaster	Webmaster
1048	Kubin, Caroline	Programmer Analyst	Programmer Analyst
1054	Vacant	Programmer Analyst	Programmer Analyst
1056	Vacant	Senior Systems and Network Analyst	Senior Systems and Network Administrator
1061	Johnson, Keith	Lead Programmer Analyst	Senior Programmer Analyst
1122	Lochbaum, Charles	Network Coordinator	Network & Systems Administrator
1124	Gomez, Aaron	Help Desk Technician	Help Desk Technician
1131	Vacant	Communications/Telephony Technician	Communications/Telephony Technician
1136	Howard, Philip	Distance Education/IT Support Technician	Audio Visual Equipment Technician
1137	Schwehr, Ralph	Database Administrator	Database Administrator
1173	Vacant	Programmer Analyst	Programmer Analyst
1175	Calderon, Carlos	Financial Aid Systems Analyst	Financial Aid Systems Analyst
1177	Rentfrow, Paul	Web Portal Administrator	Web Portal Administrator
1195	Vacant	Systems Technical Resources Analyst	Systems Technical Resources Analyst
		None	ADD CLASS Database Analyst

Pos	Employee	Current Classification	Proposed Classification
<b>Clovis Community College</b>			
<b>Office of the President – Lori Bennett</b>			
5051	Little, Linda	Secretary to the Vice Chancellor (Confidential)	Assistant to the President (Confidential)
5008	Vacant	Department Secretary	Office Assistant
5016	Vacant	Department Secretary	Office Assistant
5084	Vacant	Department Secretary	Office Assistant
5001	Vacant	Secretary to the Vice Chancellor (Conf)	Classification Review Pending Job Duties
<b>Public Information Office – Stephanie Babb</b>			
5078	Babb, Stephanie	College Dir. of Mktg and Communications	Director of Marketing and Communications
5077	Mendez, Jason	Graphic Designer	Graphic Designer
<b>Computer &amp; Technology Services</b>			
		Director of Technology	
5012	Escobar, Nicolas	Instructional Tech – Pc Lab	Computer Lab Assistant
5013	Wu, Howard	Instructional Tech – Pc Lab	Computer Lab Assistant
5022	Srun, Chamnann	Instructional Tech – Pc Lab	Computer Lab Assistant
5052	Bouthavong, Khamsopha	Micro-Computer Resource Technician	Network & Systems Technician
5073	Teng, Her	Network Coordinator	Network Administrator
5074	Johnson, Paul M.	Micro-Computer Resource Technician	Network & Systems Technician
5075	Roby, Nina	Webmaster	Webmaster
5086	Vacant	Administrative Aide	Assistant to the Dean
<b>Office of the Vice President of Instruction &amp; Student Services – Kelly Fowler</b>			
5024	Rata, Leslie	Administrative Assistant	Assistant to the Vice President
4038	Vacant	Department Secretary (Shared w/ MC)	Office Assistant
5054	Loya, Margee	Curriculum Analyst	Curriculum Analyst
5064	Johnson, Michelle	Institutional Research Coordinator	Institutional Research Analyst
5065	McGinnis, Rica	Educational Advisor	Educational Advisor
5091	Vacant	Research Assistant	Research Technician
5092	Reynolds, Kaye	Research Assistant	Research Technician
<b>Office of Instruction CTE/STEM – Linda Thomas</b>			
5072	Cockrell, Vicki M.	Administrative Aide	Assistant to the Dean
5009	Vacant	Instructional Lab Tech – Biological Science	Instructional Laboratory Technician – Sciences
5014	Gingold, Jacob	Instructional Lab Tech – General Science	Instructional Laboratory Technician – Sciences
5059	Fite, Austin	Instructional Lab Tech – General Science	Instructional Laboratory Technician – Sciences
5062	Critchfield, Melody	Accounting Clerk III	Accounting Specialist
<b>Child Development Center</b>			
5079	Marquez, Monica	Child Development Lab School Manager	Child Development Lab School Manager
5027	Cao, Truc	Early Childhood Education Specialist	Early Childhood Education Specialist
5028	Yamaoka, Lorraine	Early Childhood Education Specialist	Early Childhood Education Specialist

Pos	Employee	Current Classification	Proposed Classification
<b>Clovis Community College</b>			
5015	Schriner, Jennifer	Early Childhood Education Specialist	Early Childhood Education Specialist
5039	Rabara, Alisha S.	Early Childhood Education Associate	Early Childhood Education Associate
5040	Aravanis, Donna	Early Childhood Education Associate	Early Childhood Education Associate
5041	Marta, Jennifer	Early Childhood Education Associate	Early Childhood Education Associate
5042	Keithley, Jodi	Early Childhood Education Associate	Early Childhood Education Associate
<b>Office of Instruction Humanities &amp; Social Science – Lee Brown</b>			
5018	Nieto, Debbie	Administrative Aide	Assistant to the Dean
5005	Vacant	Office Assistant III	Office Specialist
5033	Erlenheim, Linda	Piano Accompanist	Piano Accompanist
5093	Shea, Katelyn	College Trainer	Athletic Trainer
<b>Library</b>			
5004	Hansen, Susan	Library Services Assistant	Library Services Technician
5080	Anderson, Karen	Library/Learning Resource Asst III	Library Services Specialist
5010	Vacant	Library/Learning Resource Asst II	Library Services Assistant
<b>Office Of Student Services – Ryen Hirata</b>			
5020	Inthavong, Jittapaun	Administrative Aide	Assistant to the Dean
5055	Oki, Gayle	Office Assistant III	Office Specialist
5023	Farkas, April	Office Assistant III	Office Specialist
5071	Johnson, Caryss	Department Secretary	Office Assistant
<b>Admissions &amp; Records – Ryen Hirata</b>			
5095	Griffin, Doris	Admissions & Records Manager	Admissions & Records Manager
5002	Curtis, Debra	Office Assistant III	Student Services Assistant
5026	Ainsworth, Karen	Office Assistant III	Student Services Assistant
5060	DePinto, Valerie	Office Assistant III	Student Services Assistant
5070	Hawkins, Reynani	Student Services Specialist	Student Services Technician
5081	Sumaya, Nancy	Student Services Specialist	Student Services Technician
5087	Vacant	Evaluator	Student Records Evaluator
5089	Vacant	Assessment Technician	Assessment Technician
5090	Garcia, Linda	Evaluator	Student Records Evaluator
<b>Outreach Office – Gurdeep He'Bert</b>			
5063	Sihota Hebert, Gurdeep	Director of Student Success, Equity & Outreach	Director of College Relations & Outreach
5069	Aguilar, Emalee	Office Assistant III	Office Specialist
2061	Navarro, David	College Relations Specialist	Outreach Specialist
5088	Reyna, Isaac D.	Educational Advisor	Educational Advisor
5082	Zaragoza, Angelita	Seasonal Student Advisor	Seasonal Student Advisor
5083	Vacant	Seasonal Student Advisor	Seasonal Student Advisor
5034	Vacant	Orientation Assistant	Outreach Assistant

Pos	Employee	Current Classification	Proposed Classification
<b>Clovis Community College</b>			
5035	Vacant	Orientation Assistant	Outreach Assistant
5037	Vacant	Orientation Assistant	Outreach Assistant
5066	Vacant	Orientation Assistant	Outreach Assistant
<b>College Center</b>			
5045	Stumpf, Patrick	College Center Assistant	College Center Specialist
<b>Financial Aid Office – Candace Cannon</b>			
5017	Cannon, Candace	Financial Aid Manager	Financial Aid Manager
5056	Wilson, Barbara	Financial Aid Assistant I	Financial Aid Specialist
5058	Lock, Cheryl	Financial Aid Assistant II	Financial Aid Technician
5068	Riddle, Rebecca	Financial Aid Assistant I	Financial Aid Specialist
5092	Minas, Natalie	Office Assistant III	Office Specialist
<b>Administrative Services – Lorrie Hopper</b>			
<b>Administrative Services</b>			
5053	Hopper, Lorrie	Vice President, Administrative Services	Vice President, Administrative Services
5057	Ostos, Cathy	Administrative Assistant	Assistant to the Vice President
5061	Cristan, Penny	Accountant/Auditor	Accountant
5076	Duong, Kimberly	Accounting Technician II	Senior Accounting Technician
5044	Vacant	Account Clerk III	Accounting Specialist
5047	Encinas, Desiree	Accounting Clerk III	Accounting Specialist
5031	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter – Advanced
5049	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter – Advanced
5050	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter – Advanced
<b>Bookstore – Miles Abrahamson</b>			
2030	Abrahamson, Miles	Bookstore Manager 2030	Bookstore Manager
5011	Grasmick, John	Bookstore Sales Clerk III	Bookstore Specialist
5032	Vacant	Bookstore Sales Clerk III	Bookstore Specialist
8042	Rickert, Jennifer	Bookstore Sales Clerk I Seasonal	Bookstore Clerk
8050	Cuellar, Efrain	Bookstore Sales Clerk I Seasonal	Bookstore Clerk
8051	Nugent, April	Bookstore Sales Clerk I Seasonal	Bookstore Clerk
8052	Rodriguez, Armanda M.	Bookstore Sales Clerk I Seasonal	Bookstore Clerk
8114	Crabbe, Gayle	Bookstore Sales Clerk I Seasonal	Bookstore Clerk
8115	Holford, Christin M.	Bookstore Sales Clerk I Seasonal	Bookstore Clerk
<b>Custodial Services – Vacant</b>			
5096	Salinas, Sergio	Custodial Manager	Custodial Manager
5003	Romero, Anthony	General Utility Worker	Classification Review Pending Job Duties

Pos	Employee	Current Classification	Proposed Classification
<b>Clovis Community College</b>			
5006	Aguilera, Sandra	Custodian	Custodian
5007	Campos, Jose	Custodian	Custodian
5019	Estes, Steven	Custodian	Custodian
5021	Samaniego, Ignacio	Custodian	Custodian
5038	Vacant	Lead Custodian	Lead Custodian
5048	Pattillo, Daniel	Custodian	Custodian

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
<b>Office of the President – Carole Goldsmith</b>			
2211	Kim Quesada	Secretary to the President (Confidential)	Assistant to the President (Confidential)
2493	Flores, Denise	Administrative Secretary	Office Specialist
2296	Vacant	Department Secretary	Office Assistant
<b>Institutional Research – Lijuan Zhai</b>			
2337	Vacant	Administrative Secretary	Office Specialist
2164	Gao, Lili	Institutional Research Coordinator	Institutional Research Analyst
8511	Kralowec, Charles	Research Assistant	Research Technician
8520	Adams, Alexis	Institutional Research Coordinator	Institutional Research Analyst
8536	Rains, Carol	Institutional Research Coordinator	Institutional Research Analyst
<b>Public Information Office – Cristina Bremer</b>			
2419	Bremer, Cristina	College Director of Marketing and Communications	Director of Marketing and Communications
2121	Bonilla, Kathy	Public Information Officer	Public Information Officer
2132	Vacant	Newswriter/Reporter	Newswriter/Reporter
2219	Luna, Rita	Department Secretary	Office Assistant
8510	Nichols, Debra	Webmaster	Webmaster
8544	Vacant	Student Communications Specialist	Student Communications Specialist
<b>Technology Support Services – Harry Zahlis</b>			
2698		Director of Technology (Academic)	
2007	Zahlis, Harold	Network Coordinator	Network & Systems Administrator
2031	Lawson, Sherry	Department Secretary	Office Assistant
2087	Martin, Sean	Audio Visual Maintenance Technician	Audio Visual Equipment Technician
2091	Cawley, Robert	Library/Learning Resource Asst III	Audio Visual Equipment Specialist
2093	Bowlin, William	Micro-Computer Resource Technician	Network & Systems Technician
2150	Clark, Nathan	Micro-Computer Resource Specialist	Network & Systems Specialist
2159	Rocha, Andrew	Micro-Computer Resource Specialist	Network & Systems Specialist
2160	Vacant	Micro-Computer Resource Specialist	Network & Systems Specialist
2161	Bourbonnais, Michael	Micro-Computer Resource Specialist	Network & Systems Specialist
2280	Nichols, Mark	Micro-Computer Resource Technician	Network & Systems Technician
2289	Gaston, Jacque	Micro-Computer Resource Specialist	Network & Systems Specialist
2334	Vacant	Micro-Computer Resource Specialist	Network & Systems Specialist
2401	Rooks, Ryan	Micro-Computer Resource Specialist	Network & Systems Specialist
2480	Delgado, Julian	Micro-Computer Resource Specialist	Network & Systems Specialist
8130	Schreiner, Roland	Systems Technical Resources Analyst	Systems Technical Resources Analyst
8132	Martin, Christopher	Micro-Computer Resource Technician	Network & Systems Technician
8506	Rocha, Andrew	Audio Visual Assistant	Audio Visual Assistant
8538	Lescoulie, Joseph	Micro-Computer Resource Technician	Network & Systems Technician
8547	Abbs, Erica	Administrative Secretary	Office Specialist



Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
<b>Distance Education – Autumn Bell</b>			
2059	Wilson, Jon	Distance Education/IT Support Technician	Distance Education Systems Technician
<b>Office of Instruction – Don Lopez</b>			
<b>Office the Vice President of Instruction</b>			
2045	McKibben, Shannon	Administrative Assistant	Assistant to the Vice President
2075	Lyness, Linda	Accounting Technician I	Accounting Technician
2116	Vacant	Job Developer	Career Services Specialist
2125	Rourke, Kelli O	Curriculum Analyst	Curriculum Analyst
8136	Vacant	Department Secretary	Office Assistant
8137	Vacant	Curriculum Assistant	Curriculum Specialist
<b>Applied Technology Division – Jacob Jackson</b>			
2048	Gross, Nancy	Administrative Aide	Assistant to the Dean
2201	Cowan, Alicia	Office Assistant III	Office Specialist
2068	Vacant	Department Secretary	Office Assistant
2066	Vacant	Office Assistant III	Office Specialist
2475	Vacant	Office Assistant III	Office Specialist
2115	Guajardo, Ricco	Electronics/MicroComputer Technician	Instructional Technician – Electronics
2133	Estrada, Anthony	Instructional Technician Automotive	Instructional Technician – Automotive Technology
2254	Anaya, Frank	Instructional Technician Auto Body Fender	Instructional Technician – Automotive Technology
2265	Wong, Daniel	Instructional Technician Reprographics	Instructional Technician – Digital Media
8534	Vacant	Instructional Technician – Welding	Instructional Technician – Manufacturing
<b>Business Education Division – Lydia Anderson</b>			
2008	Clark, Joyce	Department Secretary	Office Assistant
2038	Magnum, Pearl	Administrative Aide	Assistant to the Dean
2056	Catlapp, Frances	Department Secretary	Office Assistant
2118	Baize, Carrie	Office Assistant III	Office Specialist
2286	Vacant	Instructional Aide	Instructional Assistant
2423	Vacant	Department Secretary	Office Assistant
2437	Vacant	Instructional Technician – Office Skills	Delete Classification
8516	Santellano, Jeffrey	Instructional Technician-Microcomputer Lab	Computer Lab Assistant
<b>Career and Technology Center – Tim Woods</b>			
2060	Hugues, Trina	Administrative Aide	Assistant to the Dean
2431	Wilkinson, Casandra	Administrative Secretary	Office Specialist
2469	Vacant	Accounting Clerk III	Accounting Specialist
2433	Sankey, Suzanne	Automotive Parts Technician	Instructional Technician – Automotive Technology
2432	Zapata, Ramon	Instructional Technician – Auto Body	Instructional Technician – Automotive Technology
2438	Villar, Joel	Instructional Technician – Automotive	Instructional Technician – Automotive Technology
5003	Baiz, Edward	General Utility Worker	Classification Review Pending Job Duties

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
8535	Vacant	Instructional Technician – Maint Mechanic	Instructional Technician – Manufacturing
<b>Fine, Performing &amp; Communication Art Division – Neil Vanderpool</b>			
2122	Barrett, Jeffrey	Theatre Manager	Theatre Manager
2266	Vacant	Department Secretary	Office Assistant
2341	Mtunga, Jennifer	Theatre Box Office Cashier	Theatre Events Specialist
2441	Vacant	Piano Accompanist	Piano Accompanist
2442	Webb, Jill	Piano Accompanist	Piano Accompanist
2443	Kela, Aarne	Piano Accompanist	Piano Accompanist
2451	Benzler, Kelley	Administrative Aide	Assistant to the Dean
2453	Cartwright, Lisa	Department Secretary	Office Assistant
2479	Condry, Cory	Instructional Tech – Art	Instructional Technician – Art
2486	Martinez, Dawn	Instructional Tech – Costume Maker	Instructional Technician - Costume Maker
8537	Lang, Christopher	Theatre Manager	Theatre Manager
<b>Allied Health, Physical Education and Athletics Division – Lorraine Smith</b>			
2041	Diliberto, Marta	Administrative Aide	Assistant to the Dean
2058	Vacant	Department Secretary	Office Assistant
2065	Willis, Phyllis	Administrative Secretary	Office Specialist
2113	Vacant	Instructional Assistant - Nursing	Instructional Technician - Nursing
2145	Rothford, Jim	Athletic Equipment Manager	Athletic Equipment Manager
2148	Braze, Kathy	Department Secretary	Office Assistant
2149	Fink, James	Physical Education Attendant	PE/Athletics Assistant
2151	Johnson, Donnie	Athletic Equipment Manager	Athletic Equipment Manager
2154	Hernandez, Monica	Physical Education Attendant 50% CUS	PE/Athletics Assistant
2222	Nelson, John Scott	College Trainer	Athletic Trainer
2272	Miller, Tamra	Administrative Secretary	Office Specialist
2353	Vacant	Department Secretary	Office Assistant
2359	Hammond, Sue	College Trainer	Athletic Trainer
2477	Delfina Sandoval	Office Assistant III	Office Specialist
2499	Ervin, Theresa	Accounting Technician I	Accounting Technician
8507	Bisbee, Stephanie	Instructional Assistant – Nursing	Instructional Technician - Nursing
8508	Vacant	Instructional Assistant – Nursing	Instructional Technician - Nursing
8548	Jones, Clinton	Laboratory Simulation Technician	Laboratory Simulation Technician
<b>Humanities Division – Jennifer Johnson</b>			
2025	Vacant	Department Secretary	Office Assistant
2042	Franklin, Jennifer	Administrative Aide	Assistant to the Dean
2050	Herman, Tamara	Department Secretary	Office Assistant
2153	Vacant	Library/Learning Resources Assistant I-II	Office Assistant
2439	Munyaradzi, Razonda	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
2440	Strobel, Amy	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
8108	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
<b>Library – Renee Craig-Marius</b>			
2043	Armenta, Monica	Administrative Aide	Assistant to the Dean
2064	Hereida, Gavino	Office Assistant III	Office Specialist
2088	Handy, Norma	Library Services Assistant	Library Services Technician
2089	Delaney, Theresa	Library Technical Services Assistant	Library Services Technician
2090	Vacant	Library/Learning Resource Asst III	Library Services Specialist
2094	Kubo, Rene	Library/Learning Resource Asst III	Library Services Specialist
2095	Kay, Chanvuthong	Library/Learning Resource Asst II	Library Services Assistant
2097	Jackson, Linda	Library/Learning Resource Asst III	Library Services Specialist
2099	Armstrong, Jamien	Library/Learning Resource Asst II	Library Services Assistant
2206	Hernandez, Randal	Instructional Aide	Computer Lab Assistant
2275	Delgado, Mary	Library/Learning Resource Asst III	Library Services Specialist
2277	Vacant	MicroComputer Resource Technician	Classification Review Pending Job Duties
2415	Peek, Cynthia	Tutorial Assistant	Computer Lab Specialist
2429	Gray, Sabrina	Office Assistant II	Office Specialist
2472	Perea, Denee	Office Assistant III	Office Specialist
8545	Lau, Gwun	Accounting Technician I	Accounting Technician
8546	Torrez, Andrea	Office Assistant III	Office Specialist
<b>Math, Science &amp; Engineering Division – Shirley McManus</b>			
2044	Lucatero, Sal	Administrative Aide	Assistant to the Dean
2011	Alaniz, Stephanie	Department Secretary	Office Assistant
2114	Varughese, Majru	Instructional Tech Biological Sciences	Instructional Laboratory Technician – Sciences
2117	Vacant	Instructional Tech Chemistry	Instructional Laboratory Technician – Sciences
2191	DaSilva, Steve	Instructional Tech Greenhouse	Classification Review Pending Job Duties
2402	Castro, Victoria	Instructional Tech Biological Sciences	Instructional Laboratory Technician – Sciences
8528	Lusk, Brittany	Instructional Tech Chemistry	Instructional Laboratory Technician – Sciences
<b>Police Academy – Richard Lindstrom</b>			
2287	Johnson, Susan	Administrative Secretary	Classification Review Pending Job Duties
2474	Hardin, Ken	Office Assistant III	Office Specialist
<b>Social Sciences Division – Peg Mericle</b>			
2028	Edwards, Leah	Department Secretary	Office Assistant
2046	Clark, Nileen	Administrative Aide	Assistant to the Dean
2100	Martinez, Pat	Office Assistant I-II	Instructional Assistant
2156	Mattern, Mary	Early Childhood Education Specialist	Early Childhood Education Specialist
2228	Yang, Panhia	Early Childhood Education Specialist	Early Childhood Education Specialist
2229	Collins, Sheila	Early Childhood Education Specialist	Early Childhood Education Specialist
2230	Clement, Terri	Early Childhood Education Associate	Early Childhood Education Associate

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
2231	Chernekov, Ellen	Early Childhood Education Associate	Early Childhood Education Associate
2232	Vacant	Department Secretary	Office Assistant
2347	Bryant, Melanie	Office Assistant I-II	Office Assistant
2348	Pryor, Tanya	Accounting Technician I	Accounting Technician
2349	Petrogonas, Maria	Early Childhood Education Associate	Early Childhood Education Associate
2350	Gamez, Stephanie	Early Childhood Education Associate	Early Childhood Education Associate
2354	Vacant	Office Assistant I-II	Office Assistant
2403	Hayes, Lisa	Administrative Secretary	Office Specialist
2413	Vacant	Accounting Clerk I-II	Accounting Assistant
2417	Ervine, Kathleen	Early Childhood Education Specialist	Early Childhood Education Specialist
2418	Gallagher, Tammy	Early Childhood Education Associate	Early Childhood Education Associate
2427	Vasquez Rivera, Jose	Office Assistant I-II	Instructional Assistant
2473	Vacant	Office Assistant III	Office Specialist
2478	Vacant	Office Assistant III	Office Specialist
2484	Vacant	Office Assistant I-II	Office Assistant
8509	Herr, Sheng	Accounting Technician I	Accounting Technician
8517	Vacant	Early Childhood Education Associate	Early Childhood Education Associate
8518	Van Buren, Ruthann	Office Assistant I-II	Office Assistant
8519	Garcia, Graciela	Food Service Worker II	Food Service Worker
<b>Office of Student Services – Rojelio Vasquez</b>			
<b>Office the Vice President of Student Services</b>			
		Coordinator (Academic)	Duties Under Review
8513	Slater, Emilee	Director of College Relations	Director of College Relations and Outreach
2035	Arenas, Joanna	Department Secretary	Office Assistant
2063	Hinkle, Barby	Department Secretary	Office Assistant
2107	McCabe, Keelin	Administrative Assistant	Assistant to the Vice President
2158	Rata, Eric	Office Assistant III	Call Center Support Assistant
2259	Vacant	Office Assistant III	Office Specialist
2424	Davitian, Elizabeth	Accounting Technician I	Classification Review Pending Job Duties
<b>Admissions &amp; Records – Kathy Rice</b>			
8133	Torres, Robin	Director of Admissions & Records	Director of Admissions & Records
2001	Lopez, Rosa	Evaluator	Student Records Evaluator
2003	Withdraw, Nancy	Office Assistant III	Student Services Assistant
2014	Vacant	Office Assistant I-II	Admissions & Records Assistant
2016	Mahavong, Sunnie	Student Services Specialist	Student Services Specialist
2017	McGregor, Samantha	Office Assistant I-II	Admissions & Records Assistant
2018	Vacant	Office Assistant I-II	Admissions & Records Assistant
2019	Mahoney, Rosemary	Office Assistant III	Student Services Assistant
2020	Pondexter, Nicole	Office Assistant I-II	Admissions & Records Assistant
2025	Vacant	Office Assistant III	Student Services Assistant

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
2032	Frary, Kathy	Office Assistant III	Student Services Assistant
2071	Phantharath, Channie	Evaluator	Student Records Evaluator
2127	Vacant	Student Services Specialist	Student Services Specialist
2128	Medina, Jonathan	Student Services Specialist	Student Services Specialist
2129	Tello-Perez, Bobbie	Student Services Specialist	Student Services Specialist
2130	Gerety, Scott	Student Services Specialist	Student Services Specialist
2143	Vacant	Department Secretary	Admissions & Records Assistant
2144	Vacant	Office Assistant I-II	Admissions & Records Assistant
2146	Pacada, Emelita	Office Assistant I-II	Admissions & Records Assistant
2147	March, Eleni	Student Services Specialist	Student Services Specialist
2165	Vacant	Admissions & Records Manager	Admissions & Records Manager
2166	Vacant	Admissions & Records Manager	Admissions & Records Manager
2233	Vacant	Office Assistant III	Student Services Assistant
2425	Tafoya, Cynthia	Office Assistant I-II	Admissions & Records Assistant
2426	Fischer, Kimberly	Office Assistant III	Student Services Assistant
2476	Lopez Pedrosa, Stephanie	Office Assistant III	Student Services Assistant
8521	Getty, Paige	Evaluator	Student Records Evaluator
8529	Vacant	Office Assistant I-II	Admissions & Records Assistant
8539	Danielyan, Naira	Evaluator	Student Records Evaluator
8540	Vang, Sunny	Evaluator	Student Records Evaluator
<b>Assessment – Monica Cuevas</b>			
2243	Shimer, Carol	Assessment Coordinator	Assessment Coordinator
8541	Torrez, Robert	Assessment Technician	Assessment Technician
2204	Vacant	Office Assistant I-II	Office Assistant
<b>CalWORKS – Anne Watts</b>			
2763	Watts, Anne	Director of CalWORKs (Academic)	Duties Under Review
2260	Thirwall, Irene	Administrative Secretary (DSE)	Office Assistant
2335	Morgan, Jeannie	Accounting Technician I	Accounting Technician
2336	Davis, Daneillie	CalWORKs Assistant	Program Assistant - CalWORKS
2274	Mossette, Mary Beth	Program Development Assistant	Program Specialist - CalWORKS
<b>Career and Employment Center – Sean Henderson</b>			
2101	Sanchez, Sylvia	Office Assistant III	Office Specialist
2004	Vacant	Student Personnel Services Specialist	Career Services Specialist
2157	Vacant	Job Developer	Career Services Specialist
2250	Dunn, Cynthia	Job Placement Coordinator	Career Services Coordinator
2264	Vacant	Job Developer	Career Services Specialist
2411	Vacant	Job Developer	Career Services Specialist
2460	Vacant	Department Secretary	Office Assistant
2482	Wynn, Mary	Job Placement Specialist	Career Services Specialist

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
<b>Counseling Services &amp; College Relations Office – Monica Cuevas</b>			
2005	Echols, Katherine	Student Services Specialist	Student Services Specialist
2022	Henderson, Wilhemina	Office Assistant I-II	Office Assistant
2029	Vacant	Workshop Facilitator	Workshop Facilitator
2040	Garachana, Sandra	Administrative Aide	Assistant to the Dean
2224	Adams, Anne	Office Assistant III	Office Specialist
2225	Vacant	College Relations Specialist	Outreach Specialist
2226	Vacant	College Relations Specialist	Outreach Specialist
2227	Puahi, Stephanie Powers	Office Assistant III	Office Specialist
2240	Green, Homer	Educational Advisor	Classification Review Pending Job Duties
2241	Huckeba, Josefa	Department Secretary	Office Assistant
2249	Vacant	Department Secretary	Office Assistant
2252	Reynolds, Kaye	Office Assistant III	Office Specialist
2292	Oliver, Katelyn	Accounting Technician	Accounting Technician
2295	Vacant	Accounting Technician	Accounting Technician
2343	Vacant	Neighborhood Centers Coordinator	Delete Classification
2409	Vacant	Instructional Aide	Classification Review Pending Job Duties
2410	Vacant	Instructional Aide	Classification Review Pending Job Duties
2412	Vacant	Office Assistant I-II	Office Assistant
2416	Vacant	Instructional Aide	Classification Review Pending Job Duties
2459	Vacant	Educational Advisor – Seasonal	Seasonal Student Advisor
2481	Vincent, Lisa	College Relations Specialist	Outreach Specialist
2495	Marklund, Janine	Educational Advisor – Seasonal	Seasonal Student Advisor
2496	Vacant	Educational Advisor	Educational Advisor
2497	Vacant	Educational Advisor	Educational Advisor
2498	Vacant	Educational Advisor	Educational Advisor
2500	Vacant	Educational Advisor – Seasonal	Seasonal Student Advisor
8064	Vacant	Orientation Assistant	Outreach Assistant
8200	Vacant	Seasonal Student Advisor	Seasonal Student Advisor
8201	Vacant	Seasonal Student Advisor	Seasonal Student Advisor
8202	Vacant	Seasonal Student Advisor	Seasonal Student Advisor
8203	Vacant	Seasonal Student Advisor	Seasonal Student Advisor
8204	Vacant	Seasonal Student Advisor	Seasonal Student Advisor
8205	Vacant	Seasonal Student Advisor	Seasonal Student Advisor
8512	Johnson, Tasha	Educational Advisor	Educational Advisor
8515	Bravo, Anthony	Educational Advisor	Educational Advisor
8542	Vacant	Student Services Specialist	Student Services Specialist
8543	Fields, Beth Ann	Office Assistant III	Office Specialist
<b>Disabled Student Programs &amp; Services DSPS – Janice Emerzian</b>			
2223	Vacant	Accounting Technician I	Accounting Technician

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
2488	Vacant	Administrative Aide	Assistant to the Dean
8530	Beltran, Heather	Department Secretary	Office Assistant
2407	Gallegos, Isaac	DSPS Mobility Driver	DSPS Mobility Driver
2408	Xiong, Peter	DSPS Mobility Driver	DSPS Mobility Driver
8522	Hurst, Kelly	DSPS Mobility Driver	DSPS Mobility Driver
2112	Tibbet, Pamela	Educational Advisor	Educational Advisor
2471	Vacant	Educational Advisor	Educational Advisor
8108	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
8127	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
8128	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
8129	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
8131	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
8531	Vacant	Instructional Aide	Instructional Assistant
2270	DeSutter, Cindy	Instructional Aide	Instructional Assistant
2126	Gerard, Michael	Instructional Technician – PC Lab	Classification Review Pending Job Duties
2247	Vacant	Job Developer	Career Services Specialist
2281	Vacant	Job Developer	Career Services Specialist
8502	Vacant	Office Assistant III	Office Specialist
2302	Vang, Chua	Office Assistant I-II	Office Assistant
2378	Vacant	Office Assistant I-II	Office Assistant
2379	Wiget, Maria	Office Assistant I-II	Office Assistant
8503	Vacant	Sign Language Interpreter Coordinator	Disabled Student Services Coordinator
2490	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8070	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8072	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8073	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8074	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8075	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8091	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8092	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8093	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8094	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8095	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8098	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8099	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8101	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8102	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8103	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8104	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
8105	Vacant	Sign Language Interpreter I	Sign Language Interpreter Entry
2239	Langworthy, Jenny	Sign Language Interpreter II	Sign Language Interpreter Entry
2248	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
2391	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
2392	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8076	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8077	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8078	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8079	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8080	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8116	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8117	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8118	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8119	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
8120	Vacant	Sign Language Interpreter II	Sign Language Interpreter Entry
2242	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
2306	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
2393	Ferdinandi, Mary	Sign Language Interpreter III	Sign Language Interpreter Expert
2394	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
2395	Denington, Sandra	Sign Language Interpreter III	Sign Language Interpreter Expert
2396	Perez, Darlen	Sign Language Interpreter III	Sign Language Interpreter Expert
2397	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
2398	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8081	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8083	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8084	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8085	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8106	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8107	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8109	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8110	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8111	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8112	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8113	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8121	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8122	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8123	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8124	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8125	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8126	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8134	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8282	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
8532	Vacant	Sign Language Interpreter III	Sign Language Interpreter Expert
2251	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
2399	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced



Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
8086	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8087	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8088	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8089	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8090	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8096	Cronk, Kendra	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8097	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8100	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8135	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
8533	Vacant	Sign Language Interpreter IV	Sign Language Interpreter Advanced
2309	Vacant	Student Services Specialist	Student Services Specialist
2406	Golden, Heather	Student Services Specialist (OA2)	Office Assistant
<b>EOP&amp;S – Thomas Gaxiola</b>			
2073	Bruce, Eleanor	Accounting Clerk III	Accounting Specialist
2108	Vacant	Educational Advisor	Educational Advisor
2109	McNiff, Mark	Educational Advisor	Educational Advisor
2110	Yang, Houa	Educational Advisor	Educational Advisor
2111	Garcia, Ernesto	Educational Advisor	Educational Advisor
2435	Vacant	Job Developer	Career Services Specialist
2051	Nichols, Laurie	Office Assistant III	Office Specialist
2023	Vacant	Office Assistant I-II	Office Assistant
2194	Mosqueda, Susan	Office Assistant I-II	Office Assistant
<b>Financial Aid Office – Kira Tippins</b>			
		Director of Financial Aid (Academic)	Duties Under Review
2074	Barile, Howard	Accounting Technician I	Classification Review Pending Job Duties
2422	Beamer, Virginia	Department Secretary	Office Assistant
2105	Mathos, mary	Financial Aid Assistant I	Financial Aid Specialist
2106	Vacant	Financial Aid Assistant I	Financial Aid Specialist
2155	Peralta, Lily	Financial Aid Assistant I	Financial Aid Specialist
2190	Vacant	Financial Aid Assistant I	Financial Aid Specialist
2420	Cuevas, Sylvia	Financial Aid Assistant I	Financial Aid Specialist
2428	Riggs, Erica	Financial Aid Assistant I	Financial Aid Specialist
2430	Vacant	Financial Aid Assistant I	Financial Aid Specialist
2444	Vacant	Financial Aid Assistant I	Financial Aid Specialist
2445	Vacant	Financial Aid Assistant I	Financial Aid Specialist
2446	Vacant	Financial Aid Assistant I	Financial Aid Specialist
2483	Rosa, Roy	Financial Aid Assistant I	Financial Aid Specialist
2102	Johnson, Mikki	Financial Aid Assistant II	Financial Aid Technician
2104	Aguilar, Norma	Financial Aid Assistant II	Financial Aid Technician
2447	Vacant	Financial Aid Assistant II	Financial Aid Technician

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
2448	Quiroz, Jeanette	Financial Aid Assistant II	Financial Aid Technician
8140	Vacant	Financial Aid Manager	Financial Aid Manager
2024	Thorpe, Crystyn	Office Assistant I-II	Office Assistant
2315	Vacant	Office Assistant I-II	Office Assistant
2328	So, Phila	Office Assistant I-II	Office Assistant
2346	Farrell, Leslie	Office Assistant I-II	Office Assistant
2400	Vacant	Office Assistant I-II	Office Assistant
2006	Rodriguez, Heather	Office Assistant III	Financial Aid Assistant
2103	Mancillas-Llanos, Josephine	Scholarship Specialist	Scholarship Specialist
<b>Veterans Students – Sean Henderson</b>			
2054	Haney, Loretta	Department Secretary	Office Assistant
2009	Alfieris, Mary	Vet & Int Student Services Coordinator	Classification Review Pending Job Duties
<b>Student Activities – Sean Henderson</b>			
		Director of Student Activities (Academic)	Duties Under Review
2082	Her, Virginia	Accounting Clerk II	Accounting Assistant
2234	Glover, Maile	College Center Assistant	Student Activities Specialist
2338	Wong, Janice	College Center Assistant	Student Activities Specialist
8504	Vacant	College Center Assistant	Student Activities Specialist
8505	Vacant	College Center Assistant	Student Activities Specialist
2290	Vacant	Office Assistant III	Student Activities Assistant
2052	Vacant	Office Assistant I_II	Office Assistant
<b>TRIO Programs – Perry Angle</b>			
		Director of TRIO Programs (Academic)	Duties Under Review
2047	Machain, Mayra	Accounting Technician I	Classification Review Pending Job Duties
2421	VanGalder, Anne	Office Assistant III	Office Assistant
2013	Vacant	Talent Search Coordinator	Delete Classification
2258	Yang, John	Upward Bound Assistant	Upward Bound Specialist
<b>Administrative Services – Cheryl Sullivan</b>			
<b>Administrative Services</b>			
2489	Vang, Teng	Accountant/Auditor	Accountant
2436	Vacant	Accounting Clerk III	Accounting Specialist
2339	Vacant	Accounting Technician I	Accounting Technician
2358	Padua, Alemario	Accounting Technician II	Senior Accounting Technician
2470	Kozielski, Cathleen	Accounting Technician II	Senior Accounting Technician
2039	Mallory, Lynn	Administrative Assistant (Confidential)	Assistant to the Vice President (Non Conf)
2027	Riversmith, Jewell	Business Facilities Assistant	Office Specialist
2123	Nitzel, Susi	Campus Business Assistant	Administrative Services Specialist
2010	Yocupicio, Amy	Human Resources Technician	Administrative Services Assistant

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
2053	Sullivan, Cheryl	Vice President, Administrative Services	Vice President, Administrative Services
<b>Bookstore – Miles Abrahamson</b>			
2030	Abrahamson, Miles	Bookstore Manager	Bookstore Manager
	Class Only	Assistant Bookstore Manager	Bookstore Supervisor
2070	Tarvin, Gina	Accounting Technician II	Senior Accounting Technician
2055	Gallegos, Terri	Bookstore Sales Clerk III	Bookstore Specialist
2079	Cupp, Christopher	Bookstore Sales Clerk III	Bookstore Specialist
2080	Stovall, Deborah	Bookstore Sales Clerk III	Bookstore Specialist
2288	Santillan, Janet	Bookstore Purchasing Clerk	Bookstore Buyer
8001	Lewis, Clay	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8002	Jamali, Yasamin	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8003	Coleman, Claudia	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8004	Her, Virginia P.	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8005	Besinaiz, Tiffany	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8006	Leon, Guadalupe	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8007	Vacant	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8008	Jefferson, Jordan M.	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8009	Ankney, Solia D.	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8010	Ensch, Linda	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8011	Vacant	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8012	Vacant	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8013	Hernandez, Robert J.	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8015	Shaw, Detra T.	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8016	Sulamo, Phillip A.	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8017	Blanchet, Sherilynne	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8018	Ruggles, Matthew A.	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8019	Vacant	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8020	Brewster, Denise	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
8021	Lockhart, Priscilla	Bookstore Sales Clerk I Seasonal	Bookstore Sales Clerk
2083	Fischer, Judi	Bookstore Sales Clerk I-II	Bookstore Sales Clerk
2085	Vacant	Bookstore Sales Clerk I-II	Bookstore Sales Clerk
2086	Vacant	Bookstore Sales Clerk I-II	Bookstore Sales Clerk
8022	Crockett, Lloyd	Bookstore Seasonal Assistant	Bookstore Assistant
8023	Vacant	Bookstore Seasonal Assistant	Bookstore Assistant
8024	Vacant	Bookstore Seasonal Assistant	Bookstore Assistant
8025	Vacant	Bookstore Seasonal Assistant	Bookstore Assistant
8026	Vacant	Bookstore Seasonal Assistant	Bookstore Assistant
8027	Vacant	Bookstore Seasonal Assistant	Bookstore Assistant
8028	Gardner, Diana	Bookstore Seasonal Assistant	Bookstore Assistant
8029	Vacant	Bookstore Seasonal Assistant	Bookstore Assistant
8030	Pilling, Veronica	Bookstore Seasonal Assistant	Bookstore Assistant

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
8031	Vacant	Bookstore Seasonal Asssistant	Bookstore Assistant
8032	Vacant	Bookstore Seasonal Asssistant	Bookstore Assistant
8033	Vacant	Bookstore Seasonal Asssistant	Bookstore Assistant
8034	Martinez, Alexis	Bookstore Seasonal Asssistant	Bookstore Assistant
8035	Landseadel, John Robin	Bookstore Seasonal Asssistant	Bookstore Assistant
8036	Vacant	Bookstore Seasonal Asssistant	Bookstore Assistant
8037	Vacant	Bookstore Seasonal Asssistant	Bookstore Assistant
8038	Vargas, Robin	Bookstore Seasonal Asssistant	Bookstore Assistant
8039	Vacant	Bookstore Seasonal Asssistant	Bookstore Assistant
8040	Vacant	Bookstore Seasonal Asssistant	Bookstore Assistant
2162	Arana, Ivy	Shipping/Receiving Specialist	Shipping and Receiving Specialist
2076	Mendoza, Barbara	Textbook Purchasing Clerk	Bookstore Buyer
2202	Vacant	Textbook Purchasing Clerk	Bookstore Buyer
<b>College Business Office – Tammy Maddox</b>			
2021	Maddox, Tammy	Accounting Supervisor	Business Office Supervisor
2078	Jimenez, Dale	Accounting Clerk I-II	Accounting Assistant
8500	Martin, Michelle	Accounting Clerk I-II	Accounting Assistant
2072	Vacant	Accounting Clerk III	Accounting Specialist
2077	Dodd, Sherri	Accounting Clerk III	Accounting Specialist
2449	Sandlin, Penny	Accounting Clerk III	Accounting Specialist
2492	Nassar, Jennifer	Accounting Clerk III	Accounting Specialist
2069	Coppedge, Mike	Accounting Technician II	Senior Accounting Technician
2081	Vacant	Cashier	Accounting Assistant
<b>Print, Media and Communications – Mary Doyle</b>			
2120	Doyle, Mary	Print, Media and Communications Manager	Print, Media and Communications Manager
8071	Vacant	Copy Center Specialist	Copy Center Specialist
2036	Vacant	Duplicating Operations Technician	Delete Classification
2141	Cowan, David	Duplicating Operator	Copy Center Assistant
2256	Vacant	Duplicating Operator	Copy Center Assistant
2124	Lozano, Ben	Graphic Designer	Graphic Designer
2262	Vacant	Graphic Designer	Graphic Designer
2026	Vacant	Office Assistant I-II	Office Assistant
2012	McCollum, Debra	Phone Communications Operator I-II	Communications Assistant/TBD
2142	Yang, Pao	Phone Communications Operator I-II	Communications Assistant/TBD
2037	Cook, David	Printing Trades Technician	Copy Center Specialist
<b>Building Services – Ernie Martinez</b>			
2119	Martinez, Ernie	Custodial Manager	Custodial Manager
			<b>ADD CLASS</b> Custodial Supervisor
2489	Vacant	Office Assistant III	Office Specialist

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
2057	Whitaker, Leah	Department Secretary	Office Assistant
2134	Vacant	Custodian	Custodian
2135	Newsom, Nathan A.	Custodian	Custodian
2136	Alcorta, Jose	Custodian	Custodian
2137	Crump, Jered	Custodian	Custodian
2138	Record, Charles	Custodian	Custodian
2139	Standifer, Eddie L.	Custodian	Custodian
2140	Shubin, Helen	Custodian	Custodian
2152	Greathouse, Alvin	Custodian	Custodian
2168	Munoz, Jose	Custodian	Custodian
2169	Briones, Richard	Custodian	Custodian
2171	Samuel, Dwight L.	Custodian	Custodian
2173	Reed, Edwin	Custodian	Custodian
2174	Luna, John R.	Custodian	Custodian
2176	Jordan, Marvin	Custodian	Custodian
2177	Figuroa, Frances L.	Custodian	Custodian
2178	Anaya, Randy	Custodian	Custodian
2179	Polanco Jr., Henry	Custodian	Custodian
2180	Villegas, Alberto	Custodian	Custodian
2181	Yang, Neng	Custodian	Custodian
2182	Hernandez, Abel	Custodian	Custodian
2183	Vacant	Custodian	Custodian
2184	Vacant	Custodian	Custodian
2185	Slade, Anthony D.	Custodian	Custodian
2186	Fierro, Daniel	Custodian	Custodian
2188	Jauregui, Fidel	Custodian	Custodian
2189	Tristan, Joseph	Custodian	Custodian
2261	Olvera, Francisco	Custodian	Custodian
2278	Lopez, Erasmo	Custodian	Custodian
2282	Vacant	Custodian	Custodian
2361	West, James F.	Custodian	Custodian
8523	Vacant	Custodian	Custodian
8524	Chacon, David A	Custodian	Custodian
8525	Hopkins, Lavell M.	Custodian	Custodian
8526	Alaniz, Horacio	Custodian	Custodian
8527	Baylon, Arthur S.	Custodian	Custodian
2163	Potter, Ronald A.	General Utility Worker	Classification Review Pending Job Duties
2167	Dickson, Larry	General Utility Worker	Classification Review Pending Job Duties
2170	Williams, Artie	General Utility Worker	Classification Review Pending Job Duties
2187	Andrews, Thomas	General Utility Worker	Classification Review Pending Job Duties
2172	Puente, Carlos	Lead Custodian	Lead Custodian
2175	Richards, Michael	Lead Custodian	Lead Custodian

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Fresno City College</b>			
2220	Florez, Abrian	Lead Custodian	Lead Custodian

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Reedley College</b>			
<b>Office of the President – Sandra Caldwell</b>			
3184	Vacant	College Director of Marketing and Communications	Director of Marketing and Communications
3136	Vacant	Institutional Research Coordinator	Institutional Research Analyst
3039	Vacant	Public Information Officer	Public Information Officer
3045	Unruh, Leah	Public Information Specialist	Publications Specialist
3182	Vacant	Research Assistant	Research Technician
3013	Gerety, Emily	Secretary to the President (Conf)	Assistant to the President (Conf)
<b>Computer &amp; Technology Services – Gary Sakaguchi</b>			
3592		Director of Technology - 3592	Duties Under Review
3037	Aguilar, Shannon	Instructional Tech-MicroComputer Lab	Computer Lab Assistant
3091	Vang, Kao	Instructional Tech-MicroComputer Lab	Computer Lab Assistant
3046	Rola, Alfredo	Micro-Computer Resource Specialist	Network & Systems Specialist
3047	Torres, Enrique	Micro-Computer Resource Specialist	Network & Systems Specialist
3028	Celaya, Anthony	Micro-Computer Resource Technician	Network & Systems Technician
3124	Baker-Geidner, Donna	Micro-Computer Resource Technician	Network & Systems Technician
3132	Ho, Andrew	Network Coordinator	Network Administrator
3144	Vacant	Office Assistant III	Office Specialist
3183	Baker, Drew	Webmaster	Webmaster
<b>Office of Instruction – Jan Dekker</b>			
<b>Office of the Vice President of Instruction</b>			
3012	Torres, Sarina	Administrative Assistant	Assistant to the Vice President
3042	Hesse, Cheryl	Curriculum Analyst	Curriculum Analyst
<b>Ag &amp; Natural Resources, Business and Industrial Technology Division – David Clark</b>			
3146	Davis-Schmall, Kassandra	Administrative Aide	Assistant to the Dean
3095	Vacant	Department Secretary	Office Assistant
3069	Vacant	Department Secretary PPT	Office Assistant
3172	Maestas, Raymond	Farm Production Supervisor	Farm Production Supervisor
3034	Parsons, Brent	Instructional Tech – Aeronautics	Instructional Tech – Aeronautics
3035	Nelson, Brett	Instructional Tech – Automotive	Instructional Tech – Automotive Technology
3049	DePriest, Gary	Instructional Tech – Farm, Ag & Nat	Instructional Tech – Farm, Ag & NR
3051	Bernal, Julio	Instructional Tech – Farm, Ag & Nat	Instructional Tech – Farm, Ag & NR
3053	H, George	Instructional Tech – Farm, Ag & Nat	Instructional Tech – Farm, Ag & NR
3094	J, William	Instructional Tech – Machine Shop	Instructional Tech – Manufacturing
3173	Vacant	Instructional Tech – Manufacturing	Instructional Tech – Manufacturing
3008	Wright, Mary Lou	Office Assistant III	Office Specialist
<b>Composition, Literature &amp; Comm, Reading &amp; Language, and Fine Arts &amp; Social Sciences – Todd Davis</b>			
3106	Buzo, Christina	Administrative Aide	Assistant to the Dean
3093	Fowler, Barbara	Instructional Tech-Art	Instructional Technician – Art

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Reedley College</b>			
3077	Hill, Robert	Instructional Aide	Instructional Assistant
<b>Library – Todd Davis</b>			
3128	Palafox, Diana	Department Secretary	Library Services Assistant
3027	Rapue, Danielle	Library Services Assistant	Library Services Technician
3030	Doyle, Stephanie	Library/Learning Resource Asst II	Library Services Assistant
3018	Montelongo, Olga	Library/Learning Resource Asst III	Library Services Specialist
3029	Vacant	Library/Learning Resource Asst III	Library Services Specialist
<b>Math, Engineering &amp; Computer Sciences, Science, and Health Sciences Division – Marie Harris</b>			
3170	Carrion, Annette	Administrative Aide	Assistant to the Dean
3048	Hemley, Kevin	Athletic Equipment Manager	PE/Athletics Specialist
3073	Velasco, Anna	Early Childhood Education Associate	Early Childhood Education Associate
3036	Mull, Kendra	Early Childhood Education Specialist	Early Childhood Education Specialist
3105	Sweeney, Megan	Early Childhood Education Specialist	Early Childhood Education Specialist
3174	Vacant	Early Childhood Education Specialist	Early Childhood Education Specialist
3147	Guhin, Katherine	Instructional Lab Tech – Biology	Instructional Laboratory Technician – Sciences
3075	Meyers, Jason	Instructional Lab Tech – Chemistry	Instructional Laboratory Technician – Sciences
3163	Gonzalez, Simon	Instructional Lab Tech – General Science	Instructional Laboratory Technician – Sciences
3076	Vacant	Instructional Technician – Dental Assisting	Delete Classification
3079	Vacant	Instructional Technician 3079	Delete Classification
3162	Vacant	Job Developer	Career Services Specialist
<b>Office of Student Services – Claudia Lourido-Habib</b>			
<b>Office the Vice President of Student Services</b>			
3107	Rodriguez, Diana	Administrative Assistant	Assistant to the Vice President
3127	Branshaw, Jennifer	College Trainer	Athletic Trainer
3156	Ludtke, Jennifer	College Trainer	Athletic Trainer
3121	Vacant	Department Secretary	Office Assistant
3133	Vacant	Department Secretary	Office Assistant
3134	Vacant	Gear Up Assistant	Delete Classification
3135	Vacant	Gear Up Coordinator	Delete Classification
3066	Vacant	Office Assistant III	Office Specialist
3171	Dauer, Renee	Office Assistant III	Office Specialist
3092	Vacant	PE Attendant	PE/Athletics Assistant
<b>Student Services – Jermain Pipkins</b>			
3020	Osborne, Deborah	Administrative Aide	Assistant to the Dean
3168	Maokosy, Sarah	Job Developer	Career Services Specialist
<b>Counseling – Jermain Pipkins</b>			
3113	Zavala-Martinez, Jane	Office Assistant III	Classification Review Pending Job Duties



Pos	Employee	Current Classification Structure	Proposed Classification
<b>Reedley College</b>			
<b>Admissions &amp; Records – Veronica Jury</b>			
3126	Jury, Veronica	Admissions & Records Manager	Admissions & Records Manager
3005	Hunt, Donna	Student Services Specialist	Student Services Specialist
3044	Vacant	Student Services Specialist	Student Services Specialist
3130	Mendoza, Monique	Student Services Specialist	Student Services Specialist
3176	Moreno, Sofia	Evaluator	Student Records Evaluator
3004	Custodio, Naomi	Office Assistant III	Student Services Assistant
3007	Vacant	Office Assistant III	Student Services Assistant
3050	Elliott, Karen	Office Assistant III	Student Services Assistant
3142	Ashcroft, Gail	Office Assistant III	Student Services Assistant
3052	Blancas, Lisa Romer	Office Assistant I-II	Admissions & Records Assistant
3102	Yang, Phua	Office Assistant I-II	Admissions & Records Assistant
<b>CalWORKS – Jermain Pipkins</b>			
3141	Davidson, Julie	Office Assistant III	Office Specialist
<b>Outreach and Matriculation – Nathan Saari</b>			
3165	Saari, Nathan	Director of Student Success, Equity & Outreach	Director of College Relations & Outreach
3166	Harris, Darnell	Assessment Coordinator	Assessment Coordinator
3181	Vacant	Assessment Technician	Assessment Technician
3059	Braggs, Marcie	College Relations Specialist	Outreach Specialist
3145	Navarro, Mia	College Relations Specialist	Outreach Specialist
3032	Gomez, Bonita	Educational Advisor	Educational Advisor
3112	Lemos, Corinna	Office Assistant III	Office Specialist
<b>Disabled Student Programs &amp; Services DSPS – Janice Emerzian</b>			
3109	Dover, Linda	Accounting Clerk I/II	Needs further review
3154	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
3155	Vacant	Faculty Sign Language Interpreter	Sign Language Interpreter Advanced
3153	Vacant	Instructional Aide PPT	Instructional Assistant
3175	Vacant	Instructional Aide PPT	Instructional Assistant
3110	Verduzco, Ismael	Job Developer PPT	Career Services Assistant
3017	Aldape, LuAnn	Office Assistant III	Office Specialist
3002	Maciel, Steve	Micro-Computer Resource Technician	Network & Systems Technician
3180	Vacant	Sign Language Interpreter III PPT 11mth	Sign Language Interpreter Expert
4056	Vacant	Sign Language Interpreter III PPT MC 11mth	Sign Language Interpreter Expert
<b>EOP&amp;S – Mario Gonzales</b>			
3169	Cazarez, Christina	Educational Advisor	Educational Advisor
3152	Vacant	EOP&S Assistant	Delete Classification
3088	Garcia, Olga	Department Secretary	Classification Review Pending Job Duties

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Reedley College</b>			
<b>Financial Aid Office – Christina Cortez</b>			
		Director of Financial Aid (Academic)	Duties Under Review
3125	Vacant	Financial Aid Manager	Financial Aid Manager
3055	Fowler, Amber	Financial Aid Assistant II	Financial Aid Technician
3084	Martinez, Yvette	Financial Aid Assistant II	Financial Aid Technician
3031	Prado, Milagros	Financial Aid Assistant I	Financial Aid Specialist
3111	Vacant	Financial Aid Assistant I	Financial Aid Specialist
3116	Silva, Jessica	Financial Aid Assistant I	Financial Aid Specialist
3117	Hernandez, Cynthia	Financial Aid Assistant I	Financial Aid Specialist
3131	Sanchez, George	Financial Aid Assistant I	Financial Aid Specialist
3006	Garcia, Michelle	Office Assistant III	Office Specialist
<b>Health Services – Claudia Lourido-Habib</b>			
3010	Ramos, Paula	Department Secretary	Office Assistant
<b>Residence Hall – Lisa McAndrews</b>			
3101	McAndrews, Lisa	Residence Hall Supervisor	Residence Hall Manager
3099	Vacant	Residence Hall Supervisor	Residence Hall Manager
3158	Richard	Assistant Residence Hall Supervisor-On Site	On Site Residence Hall Supervisor
3138	Unruh, Scot T.	Custodian	Custodian
3058	Alvarado Hernandez, Sergio	General Utility Worker	Classification Review Pending Job Duties
<b>Student Activities – Claudia Lourido-Habib</b>			
3086	Torres, Paul	College Center Assistant	College Center Specialist
3014	Huebert-Defore, Liz	Department Secretary 11-Month	Office Assistant
<b>Career Resource Center – Jermain Pipkins</b>			
3033	Vacant	Job Developer	Career Services Specialist
3054	Mills, Susan	Office Assistant III	Office Specialist
<b>Tutorial Center – Claudia Lourido-Habib</b>			
3119	Huerta, Sandra	Office Assistant III	Office Specialist
<b>Upward Bound Program – Diana Tapia-Wright</b>			
3122	DiQuirico, Shawna	Accounting Clerk III	Accounting Specialist
3120	Vacant	Upward Bound Coordinator	Upward Bound Coordinator
3123	Herrera, Francisca	Upward Bound Assistant	Upward Bound Program Specialist
3140	Vacant	Upward Bound Assistant	Upward Bound Program Specialist
3141	Jow, Kevin	Upward Bound Assistant	Upward Bound Program Specialist
3164	Carrasco, Gema	Upward Bound Assistant	Upward Bound Program Specialist

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Reedley College</b>			
<b>Administrative Services – Donna Berry</b>			
<b>Administrative Services</b>			
3115	Berry, Donna	Vice President, Administrative Services	Vice President, Administrative Services
3083	Vacant	Accounting Clerk III	Accounting Specialist
3085	Highfill, Melanie	Accountant/Auditor	Accountant
3151	Vacant	Accountant/Auditor	Accountant
3015	Rosso, Cameron	Accounting Technician I	Accounting Technician
3043	Cardenas, Samaria	Administrative Assistant	Assistant to the Vice President
3003	Rios, Rosa	Office Assistant III	Classification Review Pending Job Duties
3143	Vacant	Office Assistant III	Office Specialist
3009	Espinosa Charlotte	Copy Center Specialist	Copy Center Specialist
3139	Quercia, Linda	Duplicating Operator	Copy Center Assistant
3011	Vacant	Lead Duplicating Technician	Delete Classification
<b>Business Services Office – Linda Nies</b>			
3137	Nies, Linda	Accounting Supervisor	Business Office Supervisor
3040	Aguirre, Ana	Accounting Clerk III	Accounting Specialist
3089	Marrufo, Ralph	Accounting Clerk III	Accounting Specialist
3023	Mendoza, Yolanda	Accounting Technician I	Accounting Technician
3021	Ishizuka, Sau Wah	Accounting Technician II	Senior Accounting Technician
3087	Vacant	Assistant Cashier	Accounting Assistant
3024	Vacant	Cashier	Accounting Assistant
3129	Vacant	Cashier	Accounting Assistant
<b>Bookstore - Miles Abrahamson</b>			
2030	Abrahamson, Miles	Bookstore Manager	Bookstore Manager
8014	Uribe Martinez, Michell	Bookstore Sales Clerk I - Seasonal	Bookstore Clerk
8041	Sanford, Lynda	Bookstore Sales Clerk I - Seasonal	Bookstore Clerk
8043	Vacant	Bookstore Sales Clerk I - Seasonal	Bookstore Clerk
8044	Pena, Jerrod A.	Bookstore Sales Clerk I - Seasonal	Bookstore Clerk
8045	Garcia, Valentina	Bookstore Sales Clerk I - Seasonal	Bookstore Clerk
8053	Vacant	Bookstore Sales Clerk I - Seasonal	Bookstore Clerk
8054	Dodd, Myrna	Bookstore Sales Clerk I - Seasonal	Bookstore Clerk
8055	Vang, Boon	Bookstore Sales Clerk I - Seasonal	Bookstore Clerk
3016	Vacant	Bookstore Sales Clerk I/II	Bookstore Clerk
3081	Vacant	Bookstore Sales Clerk I/II	Bookstore Clerk
3082	Herb, Martin	Bookstore Sales Clerk II	Bookstore Clerk
3025	Vacant	Bookstore Sales Clerk III	Bookstore Specialist
3080	Vacant	Bookstore Sales Clerk III	Bookstore Specialist
4050	Swan, Kathleen J.	Bookstore Sales Clerk III	Bookstore Specialist
8046	Cappelletty, Denise	Bookstore Seasonal Assistant	Bookstore Assistant
8047	Vacant	Bookstore Seasonal Assistant	Bookstore Assistant

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Reedley College</b>			
8048	Vacant	Bookstore Seasonal Assistant	Bookstore Assistant
8049	Hansen, Meagan	Bookstore Seasonal Assistant	Bookstore Assistant
3022	Lee, Donna	Operations Assistant	Bookstore Buyer
3150	Arends, Jeffrey	Shipping/Receiving Specialist	Shipping and Receiving Specialist
<b>Building Services – Larry Simpson</b>			
3097	Burgess, Jim	Building Services Manager	Building Services Manager
3038	Graffigna, Michael	Custodian	Custodian
3060	Cabrera, Justin M.	Custodian	Custodian
3061	Jones, Evan	Custodian	Custodian
3062	Hernandez, Rene	Custodian	Custodian
3065	Bravo, Jose	Custodian	Custodian
3104	Henderson, Craig M.	Custodian	Custodian
3108	Lynch, Michael O.	Custodian	Custodian
3149	Allen, James	Custodian	Custodian
3057	Cogdell, Addam	General Utility Worker	Classification Review Pending Job Duties
3063	Vacant	General Utility Worker	Classification Review Pending Job Duties
3064	Laney, Matthew F	General Utility Worker	Classification Review Pending Job Duties
3072	Martinez, Thomas	General Utility Worker	Classification Review Pending Job Duties
3056	Morales, Mark	Lead Custodian	Lead Custodian
<b>Food Services – John Cunningham</b>			
3096	Cunningham, John	Food Services Manager	Food Services Manager
3118	Chesterton, Linda	Accounting Clerk III	Accounting Specialist
3070	Vacant	Baker	Cook
3090	Aguirre, Gloria	Cafeteria Attendant	Food Service Worker
3098	Aguirre, Alicia	Cafeteria Attendant	Food Service Worker
3067	Vacant	Cook	Cook
3068	Lopez, Manuel J.	Cook	Cook
3074	Vacant	Food Service Worker I/II	Food Service Worker
3078	Vacant	Food Service Worker I/II	Food Service Worker
3177	Vacant	Food Service Worker I/II	Food Service Worker
3178	Vacant	Food Service Worker I/II	Food Service Worker
3179	Vacant	Food Service Worker I/II	Food Service Worker
3041	Figuroa, Rebeca	Food Service Worker II	Food Service Worker
3071	Curnett, Julie	Food Service Worker II	Food Service Worker
<b>Madera &amp; Oakhurst Community College Centers</b>			
<b>Office of the Vice President – John Fitzer</b>			
4036	Vacant	Accounting Technician I	Accounting Technician
4046	Hope, Aaron	Accounting Technician II	Senior Accounting Technician
4026	Fitzgerald, Pattie	Administrative Aide	Assistant to the Vice President

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Reedley College</b>			
4038	Vacant	Department Secretary (Split RC/CCC)	Office Assistant
4003	Adame, Sophia	Office Assistant III	Office Specialist
4002	Chan, Fennyann	Office Assistant III	Student Services Assistant
4048	Jury, Veronica	Student Services Specialist	Student Services Technician
4011	Castro, Jimmy	Custodian	Custodian
4021	Machain, Edward	Custodian	Custodian
4004	Zavala, Jose J.	General Utility Worker	Classification Review Pending Job Duties
4052	Jimenez, Fernando J.	Lead Custodian	Lead Custodian
<b>Computer &amp; Technology Services – Gary S.</b>			
4027	Davis, James	MicroComputer Resource Technician	Network & Systems Technician
4057	Alvarez, Ricardo	MicroComputer Resource Specialist	Network & Systems Specialist
<b>Dean of Instruction – Jim Chin</b>			
4009	Garcia, Yolanda	Administrative Aide	Assistant to the Dean
4006	Xiong, Becky	Office Assistant III	Office Specialist
4053	Vacant	Department Secretary	Office Assistant
4048	Vacant	Instructional Lab Tech – Biological Science	Instructional Laboratory Technician – Sciences
4025	H, Matthew	Instructional Lab Tech – Biological Science	Instructional Laboratory Technician – Sciences
4049	J, Tyler	Instructional Lab Tech – General Science	Instructional Laboratory Technician – Sciences
4007	M, Kim	Early Childhood Education Specialist	Early Childhood Education Specialist
4055	Vacant	Early Childhood Education Specialist	Early Childhood Education Specialist
4045	Summer	Early Childhood Education Associate	Early Childhood Education Associate
<b>Library</b>			
4005		Library Services Assistant	Library Services Technician
4019		Library/Learning Resource Asst II	Library Services Assistant
<b>Dean Student Services - Leticia</b>			
		None	<b>ADD</b> Assistant to the Dean
4047	Zamora, Celia	College Center Assistant	Student Activities Specialist
4041	Vacant	College Center Assistant	Student Activities Specialist
<b>Counseling Services</b>			
4030	Rivera, Daniel	Educational Advisor	Educational Advisor
4054	Mendoza, Raquel	Educational Advisor	Educational Advisor
4051	Vacant	Educational Advisor	Educational Advisor
4040	Vacant	Orientation Assistant - Seasonal	Outreach Assistant
<b>Financial Aid Office</b>			
4023	Naranjo, Jesus	Financial Aid Assistant II	Financial Aid Technician
4024	Vacant	Financial Aid Assistant I	Financial Aid Specialist

Pos	Employee	Current Classification Structure	Proposed Classification
<b>Reedley College</b>			
<b>Health Services</b>			
4035	Vacant	Department Secretary	Office Assistant
<b>Upward Bound Program</b>			
4042	Garcia, Guadalupe	Upward Bound Assistant	Upward Bound Program Specialist
4043	Carbajal Ruiz, Norberto	Upward Bound Assistant	Upward Bound Program Specialist
<b>Oakhurst Center – Darin Soukup</b>			
6004	Mayhew, John	General Utility Worker/Groundskeeper Worker	Custodian / Groundskeeper Worker
6003	Weddle, Charla	Instructional Aide	Instructional Assistant
6001	Vacant	Office Assistant III	Student Services Assistant
6005	Graham, Anne	Office Assistant III	Student Services Assistant
6002	Johnson, Amanda	Office Assistant III	Student Services Assistant

# Appendix B: Summary Table of Allocation Recommendations

(Sorted by Employee Last Name)

**Note: The proposed titles listed are working titles only. Final determination of classification titles and salary ranges will be based on finalized classification specifications, compensation surveys and internal equity.**

MANAGEMENT AND CONFIDENTIAL					
Last Name	First Name	Campus	Department	Current Classification Title	Recommended Position Allocation

INFORMATION TECHNOLOGY					
Last Name	First Name	Campus	Department	Current Classification Title	Recommended Position Allocation

LIBRARY					
Last Name	First Name	Campus	Department	Current Classification Title	Recommended Position Allocation

CLERICAL AND SECRETARIAL					
Last Name	First Name	Campus	Department	Current Classification Title	Recommended Position Allocation

STUDENT SERVICES					
Last Name	First Name	Campus	Department	Current Classification Title	Recommended Position Allocation

# Appendix C: Summary Table of Occupational Groups

**Note: The proposed titles listed are working titles only. Final determination of classification titles and salary ranges will be based on finalized classification specifications, compensation surveys and internal equity.**

## ADMINISTRATION SERIES

<b>CLASSIFICATIONS</b>	<b>SALARY RANGE</b>
<b><u>FINANCE &amp; ADMINISTRATION GROUP</u></b>	
Associate Vice Chancellor, Business & Operations	TBD
Vice President, Administrative Services	TBD
Executive Director of Finance & Administration	TBD
Director of Purchasing	TBD
Accounting Manager	TBD
Business Office Supervisor	TBD
<b><u>COMMUNICATIONS &amp; PUBLIC RELATIONS GROUP</u></b>	
Director of Communications, Marketing & External Relations	TBD
Communications & Media Center Supervisor	TBD
<b><u>HUMAN RESOURCES/PERSONNEL GROUP</u></b>	
Director of Classified Employment Services	TBD
Director of Human Resources – Academic	TBD
Director of Human Resources – Classified	TBD
EEO/Diversity & Staff Development Manager	TBD
<b><u>RESOURCE DEVELOPMENT GROUP</u></b>	
Executive Director, SCCC Foundation	TBD
Director, Center for International Trade	TBD
Assistant Director, SCCC Foundation	TBD

## FACILITIES SERIES

<b>CLASSIFICATIONS</b>	<b>SALARY RANGE</b>
<b><u>BUILDING &amp; CUSTODIAL SERVICES GROUP</u></b>	
Building Services Manager	TBD
Custodial Services Manager	TBD
Custodial Supervisor	TBD
Custodian	TBD
<b><u>CONSTRUCTION GROUP</u></b>	
Construction Services Manager	TBD
Construction Services Assistant	
<b><u>ENVIRONMENTAL HEALTH &amp; RISK MANAGEMENT GROUP</u></b>	
Director of Environmental Health & Risk Management	TBD



<b>CLASSIFICATIONS</b>	<b>SALARY RANGE</b>
Occupational Health & Safety Specialist	TBD
<b><u>MAINTENANCE &amp; OPERATIONS GROUP</u></b>	
Director of Maintenance & Operations	TBD
<b><u>GROUNDS MAINTENANCE GROUP</u></b>	
Ground Services Manager	TBD

#### INFORMATION TECHNOLOGY SERIES

<b>CLASSIFICATIONS</b>	<b>SALARY RANGE</b>
<b><u>INFORMATION SYSTEMS GROUP</u></b>	
District Director of Information Systems	TBD
<b><u>COMPUTER AND NETWORK SUPPORT GROUP</u></b>	
Director of Technology Services	TBD
Technology and Computer Services Manager	TBD
Senior Network and Systems Administrator	TBD
Network and Systems Administrator	TBD
Network and Systems Technician	TBD
Help Desk Technician	TBD
Audio Visual Equipment Technician	TBD
Audio Visual Equipment Specialist	TBD
Audio Visual Equipment Assistant	TBD
<b><u>SYSTEMS &amp; PROGRAMMING GROUP</u></b>	
Senior ERP Administrator	TBD
Database Administrator	TBD
Programmer Analyst	TBD
Financial Aid Systems Analyst	TBD
<b><u>WEB GROUP</u></b>	
Web Portal Administrator	TBD
Webmaster	TBD
Graphic Designer	TBD
Call Center Support Specialist	TBD
Call Center Support Assistant	TBD
<b><u>PRINT SERVICES GROUP</u></b>	
Print, Media & Communications Manager	TBD
Copy Center Specialist	TBD
Copy Center Assistant	TBD

#### INSTRUCTIONAL SERVICES SERIES

<b>CLASSIFICATIONS</b>	<b>SALARY RANGE</b>
<b><u>AGRICULTURAL GROUP</u></b>	
Farm Production Supervisor	TBD
<b><u>ATHLETICS GROUP</u></b>	
Athletic Trainer	TBD
<b><u>INSTITUTIONAL RESEARCH GROUP</u></b>	
Institutional Research Analyst	TBD
Curriculum Analyst	TBD
Curriculum Specialist	TBD
Research Technician	TBD
<b><u>INSTRUCTIONAL ASSISTANCE GROUP</u></b>	
Child Development Lab Manager	TBD
Early Childhood Education Specialist	TBD
Early Childhood Education Associate	TBD
<b><u>INSTRUCTIONAL RESOURCES GROUP</u></b>	
Distance Education Systems Technician	TBD
Sales and Marketing Coordinator	TBD
Disabled Student Services Coordinator	TBD
Sign Language Interpreter Advanced	TBD
Sign Language Interpreter Expert	TBD
Sign Language Interpreter Entry	TBD
<b><u>LABORATORY TECHNICAL GROUP</u></b>	
Instructional Laboratory Technician – Sciences	TBD
<b><u>LIBRARY GROUP</u></b>	
Library Services Technician	TBD
Library Services Specialist	TBD
Library Services Assistant	TBD
<b><u>PERFORMING ARTS GROUP</u></b>	

OFFICE SUPPORT SERIES

<b>CLASSIFICATIONS</b>	<b>SALARY RANGE</b>
<b><u>ADMINISTRATIVE ASSISTANCE/SUPPORT GROUP</u></b>	
Executive Assistant to the Chancellor (Confidential)	TBD
Assistant to the President/Vice Chancellor (Confidential)	TBD
Assistant to the Vice President	TBD
Assistant to the Chancellor (Confidential)	TBD
Assistant to the Executive Director	TBD

CLASSIFICATIONS	SALARY RANGE
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**HUMAN RESOURCES/PERSONNEL SUPPORT GROUP**

Benefits Coordinator (Confidential)	TBD
Human Resources Management Systems Analyst (Confidential)	TBD
Human Resources Analyst (Confidential)	TBD
Human Resources Analyst	TBD
Senior Human Resources Technician (Confidential)	TBD
Human Resources Technician (Confidential)	TBD
Human Resources Specialist	TBD
Benefits Specialist	TBD
Human Resources Assistant	TBD

**OFFICE/SECRETARIAL SUPPORT GROUP**

Administrative Assistant (Confidential)	TBD
Administrative Assistant	TBD
Assistant to the Dean	TBD
Office Specialist	TBD
Office Assistant	TBD
Clerical Assistant	TBD

**PAYROLL SUPPORT GROUP**

Senior Payroll Technician (Confidential)	TBD
Payroll Technician (Confidential)	TBD
Payroll Specialist	TBD
Payroll Assistant	

**ACCOUNTING/TECHNICAL SUPPORT GROUP**

Accountant	TBD
Senior Accounting Technician	TBD
Accounting Technician	TBD
Buyer	TBD
Accounting Specialist	TBD
Purchasing Specialist	TBD
Accounting Assistant	TBD

POLICE SERIES

CLASSIFICATIONS	SALARY RANGE
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**POLICE GROUP**

Chief of Police	TBD
Police Lieutenant	TBD
Police Sergeant	TBD
Police Officer	TBD
Police Communications Dispatcher	TBD

STUDENT SERVICES SERIES

CLASSIFICATIONS	SALARY RANGE
<b><u>ADMISSIONS &amp; RECORDS GROUP</u></b>	
Director of Admissions & Records	TBD
Admissions & Records Manager	TBD
Student Records Evaluator	TBD
Admissions & Records Specialist	TBD
Admissions & Records Assistant	TBD
<b><u>BOOKSTORE GROUP</u></b>	
Bookstore Manager	TBD
Bookstore Supervisor	TBD
Bookstore Buyer	TBD
Shipping and Receiving Specialist	TBD
Bookstore Specialist	TBD
Bookstore Clerk	TBD
Bookstore Assistant	TBD
<b><u>FINANCIAL AID GROUP</u></b>	
Director of Financial Aid	TBD
Financial Aid Manager	TBD
Financial Aid Technician	TBD
Financial Aid Specialist	TBD
Financial Aid Assistant	TBD
<b><u>FOOD SERVICES GROUP</u></b>	
Food Services Manager	TBD
Cook	TBD
Food Services Worker	TBD
<b><u>RESIDENCE HALL GROUP</u></b>	
Residence Hall Manager	TBD
On Site Residence Hall Supervisor	TBD
<b><u>STUDENT OUTREACH GROUP</u></b>	
Director of College Relations & Outreach	TBD
Outreach Coordinator	TBD
Outreach Specialist	TBD
Student Communications Specialist	
Outreach Assistant	TBD
<b><u>SPECIAL SERVICES GROUP</u></b>	
Upward Bound Program Coordinator	TBD
Professional Development Coordinator	TBD

<b>CLASSIFICATIONS</b>	<b>SALARY RANGE</b>
CalWORKs Program Specialist	TBD
CalWORKs Program Assistant	TBD
<b><u>STUDENT SERVICES GROUP</u></b>	
Assessment Coordinator	TBD
Upward Bound Program Coordinator	TBD
Career Services Coordinator	TBD
Assessment Technician	TBD
Career Services Specialist	TBD
College Activities Specialist	TBD
Educational Services Advisor	TBD
Upward Bound Program Advisor	TBD
Seasonal Student Advisor	TBD
Student Services Specialist	TBD
Student Services Assistant	TBD

DRAFT

**CLASSIFICATION STUDY TIMELINE**

<b>Job Family Schedule</b>	
<b>Personnel Commission Meeting</b>	<b>Job Family</b>
Presented September 2014	Management Confidential Employees
Presented August 2015	Information Technology Student Services Library/Learning Resource
March 2016	Clerical Secretarial
April 2016	Accounting Instructional Support Miscellaneous Technical Public Relations/Information
May/June 2016	Building Maintenance Custodial Maintenance Duplicating Food Services Bookstore Police

<b>Final Class Study Report</b>	
<b>November 2016</b>	<b>Present to Personnel Commission</b>
<b>November 2016</b>	<b>Present to Cabinet/BOT</b>

<b>Develop/Update Classification Specifications (Job Descriptions)</b>	
<b>Management &amp; Employee Review</b>	<b>New Occupational Groups</b>
April 2016	Administration Series Information Technology Series
August 2016	Student Services Series
September 2016	Office Support & Technical Series
September 2016	Instructional Services Series
October	Facilities Series Police/Safety Series

<b>Finalized Classification Specifications</b>	
<b>November 2016</b>	<b>Present New/Updated Duties to the Board of Trustees</b>
<b>November 2016*</b>	<b>Present New/Updated Classification Specifications and Salary Study to Personnel Commission</b>

\* After this date, the District, CSEA and POA will negotiate the effects of the classification study bargaining unit positions.

State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT: Discussion of Communication with  
Personnel Commission

ENCLOSURE(S):  
PC Rules Chapter 2-  
21 thru 2-23

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Information

ITEM NO: 2

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Background:

The Communication with Personnel Commission is being presented as an informational item for discussion purposes at the request of Donna Baker-Geidner and to provide an update to the Personnel Commission.

2-21 GENERAL DUTIES OF THE DIRECTOR OF CLASSIFIED PERSONNEL: The Director of Classified Personnel shall be responsible to the commission for carrying out all procedures in the administration of the classified personnel in conformity with this article and the rules of the Commission, and shall be free of prejudgment or bias in order to ensure the impartiality of the Commission. The Director of Classified Personnel shall act as Secretary to the Personnel Commission, shall issue and receive all notifications on its behalf, and shall prepare, or cause to be prepared, an annual report which shall be sent by the Commission to the Board of Trustees. The Director of Classified Personnel shall direct and supervise the employees of the Commission, and conduct administrative transactions consistent with the law as well as the proper functioning of the office and staff of the Personnel Commission.

(a) In cases where two or more Rules or Regulations appear to be in conflict, or when no Rule provides a clear-cut answer to the problem, the matter shall be decided by the Director of Classified Personnel subject to appeal to the Personnel Commission.

REFERENCE: Education Code Sections 88080, 88081, 88086, 88131

## 2-22 COMMUNICATIONS

2-23 COMMUNICATIONS AND REQUESTS: Communications and requests shall, when practicable in the opinion of the Commission, be in writing. Communications and requests shall be acknowledged and replied to, noting official Commission action whenever it is appropriate to do so.

(a) Individuals or groups who wish to present proposals for action by the Commission shall present their requests to the Director of Classified Personnel for placement on the Commission agenda. Although the Personnel Commission may, on occasion, designate one of its members to investigate a specific subject or matter. The Commission may only take up or consider any proposals at open meetings.

(b) Since the Personnel Commission may only take up or consider matters at open meetings, individuals or groups who seek interviews with particular commissioners regarding matters which may later be placed before the Personnel Commission for consideration, shall be referred to the Commission Office. Such individuals or groups will be asked to put the matter(s) in writing so that they may properly be placed on a Commission agenda.

REFERENCE: Education Code Section 88080



State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT: Discussion of Experience and Education  
Substitution

ENCLOSURE(S):  
PC Rules Chapter 4-3  
and 4-4

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Information

ITEM NO: 3

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Background:

The Experience and Education Substitution is being presented as an informational item for discussion purposes at the request of Donna Baker-Geidner and to provide an update to the Personnel Commission.

4-3 EDUCATION SUBSTITUTION AND ACCEPTANCE: Where college training is required, credit will be given only for work completed in recognized colleges and universities listed in the "Directory of Postsecondary Institutions, Volume 1" published by the U. S. Department of Education, as accredited institutions.

(a) Credits from an institution not listed in the Directory shall be accepted if such credits are accepted by an accredited institution so listed.

(b) Where graduation from a four (4) year college or university is required, a degree from a school which this Directory lists as less than a four-year school will not be accepted.

(c) Credit will be given for work done with an accredited correspondence school, where such work is comparable to that offered by a four-year college or university. Completion of such a correspondence source of study will be considered equivalent to a degree from a regular four-year college or university, and partial completion of such a course of study will be prorated on the basis of percent completed.

(d) Education beyond high school will be prorated thirty (30) semester units or forty-five (45) quarter units considered equal to one (1) year of experience or one (1) year of school. Credits in excess of the equivalent of two (2) years, in order to be credited, must be in upper division work.

(e) College training shall substitute for experience in those circumstances in which it is possible to establish a direct relationship between such training and duties of the class.

(f) Specific course work and units within a class will not be eligible for substitution.

4-4 EXPERIENCE SUBSTITUTION AND ACCEPTANCE: Appropriate experience will substitute for formal college training in examinations in which it is possible to establish a direct relationship between such experience and the duties of the class.

(a) Where journey level status is required, completion of apprenticeships, possession of a journey license, or salaries at a journey level will be acceptable evidence of such status if the applicant's work record indicates an appropriate number of years experience in the field.

(b) In evaluating applications for examination, total qualifying experience will be rounded to the nearest full month.

(c) In interpreting qualification of promotional candidates, time spent in military service (active) shall be evaluated either as experience in the class from which the candidate left to go into military service or as experience in the service classification-whichever shall be to the candidate's advantage.

(d) Credit will not be given for experience obtained while working overtime, out-of-class (in a noncompensation status), in relief of a supervisor or while working on a part-time job in addition to a regular full-time job, which also provides qualifying experience.

(e) When qualifying experience is only part of an applicant's total responsibility on a job, credit will be given only for such portion of time actually involved in the qualifying work.

(f) Experience requirement shall normally be stated in terms of full-time work.

(g) Unpaid volunteer experience may be accepted provided it is equivalent to the required experience and, upon request by the Commission staff, the applicant provides verification from the volunteer agency specifying the period of service, amount of time worked during this period and the duties and responsibilities performed by the volunteer.

(h) Part-time volunteer or paid experience will be credited only in proportion to the hours worked as they equate to a normal full-time week.

REFERENCE: Education Code Sections 88011, 88033, 88080, 88081, 88091,

State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT: Discussion of Working Out-of-Classification Request  
ENCLOSURE(S): Documents Submitted at 3/22/16 PC Meeting

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Information

ITEM NO: 4

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Background:

The Working Out-of-Classification Request is being presented as an informational item for discussion purposes at the request of CSEA and to provide an update to the Personnel Commission.

## Jason Meyers

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**From:** Jason Meyers  
**Sent:** Thursday, March 10, 2016 1:42 PM  
**To:** Claudia Habib  
**Cc:** Samerah Campbell; Jane Zavala-Martinez; Jermain Pipkins; Elba Gomez  
**Subject:** RE: Veterans Training

Just to clarify you are asking her to assume duties that are in that job classification. I didn't say you were asking her to be the coordinator.

Jason Meyers  
CSEa President State Center #379

-----Original Message-----

**From:** Claudia Habib  
**Sent:** Thursday, March 10, 2016 1:39 PM  
**To:** Jason Meyers <jason.meyers@reedleycollege.edu>  
**Cc:** Samerah Campbell <samerah.campbell@scccd.edu>; Jane Zavala-Martinez <jane.zavala-martinez@reedleycollege.edu>; Jermain Pipkins <jermain.pipkins@reedleycollege.edu>; Elba Gomez <elba.gomez@scccd.edu>  
**Subject:** Re: Veterans Training

Just for clarification we are not asking Jane to be the Veterans Coordinator. We are asking Jane to fulfill duties as a Certifying Official for Veteran Students at Reedley College.

Dr. Claudia Habib  
Sent from my iPad

> On Mar 10, 2016, at 11:57 AM, Jason Meyers <jason.meyers@reedleycollege.edu> wrote:  
>  
> Sam

## Jason Meyers

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**From:** Jason Meyers  
**Sent:** Thursday, March 10, 2016 11:58 AM  
**To:** Samerah Campbell; Jane Zavala-Martinez  
**Cc:** Jermain Pipkins; Claudia Habib; Elba Gomez  
**Subject:** RE: RE: Veterans Training

Sam,

Thank you for the quick response however I think it is too hasty in nature as you could barely process the argument being presented. Below is the duties for an OAIII and nowhere in there do I find the work that is being asked of Jane. Secondly you have made CSEA aware of another position that you may be working out of class with similar duties. I find it irritating when administration always defaults to the clerical work instead of embracing the work that is being done and acknowledge that the employee is truly working out of class. This is a constant practice being used and it needs to stop. In the mean time I hope that Jane will be directed to wait for clarification before she is to proceed with following thru on this work. CSEA also would like to distinguish the fact that an OAIII and CalWORKs position are different in their entirety as well as the jobs that are being added to Janes workload. Let's compare apple to apples not apples to bananas.

### OAIII Duties

Performs a wide variety of clerical work, including typing, filing, records maintenance, use of computer to input and retrieve data to produce reports, scheduling and canceling appointments and meetings, composing correspondence, maintaining supplies inventory, providing information to other staff and public. Operates a variety of office machines including copiers, calculator, switchboard, folding machines, etc. Assist in the development of forms, office procedures and promotional brochures. Assign and review the work of other employees and students assigned to the department. May perform other related duties as needed.

Jason Meyers  
CSEA President State Center #379

**From:** Samerah Campbell  
**Sent:** Thursday, March 10, 2016 11:38 AM  
**To:** Jason Meyers <jason.meyers@reedleycollege.edu>; Jane Zavala-Martinez <jane.zavala-martinez@reedleycollege.edu>  
**Cc:** Jermain Pipkins <jermain.pipkins@reedleycollege.edu>; Claudia Habib <claudia.habib@reedleycollege.edu>; Elba Gomez <elba.gomez@scccd.edu>  
**Subject:** RE: RE: Veterans Training

Jason,

I will look into these duties as some of them are clerical in nature. I do not believe we have the same situation here as we had with the individual at FCC. Frankly, some of these duties are very similar to what the CalWorks Assistant does at FCC and she is also a range 48. HR will analyze these duties and get back to both you and Reedley College Administration.

*Samerah Campbell*

*Director of Human Resources  
State Center Community College District  
1525 E. Weldon Avenue  
Fresno, CA 93704-6398  
Phone: (559) 244-5989  
Fax: (559) 229-7039  
[Samerah.Campbell@scccd.edu](mailto:Samerah.Campbell@scccd.edu)*

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Sam

**From:** Jason Meyers  
**Sent:** Thursday, March 10, 2016 11:28 AM  
**To:** Jane Zavala-Martinez  
**Cc:** Jermain Pipkins; Claudia Habib; Samerah Campbell; Elba Gomez  
**Subject:** RE: Veterans Training

Jane,

CSEA sees significant problem with the duties that the Dean and the VP are asking you to do as a current OAI. It is apparent that the administration does not understand that there is a veterans coordinator position that encompasses those duties already. That job came about when an FCC employee was reclassified because of the work being performed with veterans and international students. It is safe to say they didn't even consider if the work was in a different classification or offered you out of class pay per the collective bargaining agreement. I have included the VP, Dean as well as Samerah Campbell from HR and Elba Gomez Director of Classified Personnel so that they are aware of the duties you are being asked to perform.

I understand the administration is trying to short change the position because they don't want to pay for the work being done, however I would be remiss in saying that they should be paying someone to do this work at the right pay level. Now that CSEA is aware of what the administration is doing CSEA will at the next Personnel Commission meeting fight on your behalf. The clerical portion of the Class Study will be presented at the March Commission meeting at that time I will go on the record that your position is being in properly classified due to the added duties you are being asked to perform. I will ask them to reevaluate your position and ask that you have the opportunity to fill out another questionnaire so that you can include these additional duties in your class study. Also CSEA would like you to request the Working out of Class forms and submit them to HR Since your managers are not willing to do so, which shows the lack of respect they have for you in your position.

Lastly I have attached the Veterans and international Coordinator position and highlighted everything in that position that they are asking you to do so that it is clear they are having you do higher level work. Also CSEA will be requesting information from the District to see who else is doing this work on the Reedley Campus so that we can prevent this from being an reoccurring issue. If needed this email along with a memo will be sent to the board of trustees to show the lack of understand the admistration has when trying to reassign work.

Jason Meyers  
CSEA President State Center #379

From: Jane Zavala-Martinez

Sent: Tuesday, March 08, 2016 10:43 AM  
To: Jason Meyers <[jason.meyers@reedleycollege.edu](mailto:jason.meyers@reedleycollege.edu)>  
Subject: Veterans Training

Jason,  
What are your thoughts on this? The attachment was developed by financial aid staff.

Jane Zavala-Martinez  
Reedley College  
Student Services-Counseling  
995 N. Reed Ave  
Reedley, CA 93654  
559-638-0337

From: Jermain Pipkins  
Sent: Tuesday, March 08, 2016 9:21 AM  
To: Jane Zavala-Martinez <[jane.zavala-martinez@reedleycollege.edu](mailto:jane.zavala-martinez@reedleycollege.edu)>; Chris Cortes <[chris.cortes@reedleycollege.edu](mailto:chris.cortes@reedleycollege.edu)>  
Cc: Claudia Habib <[claudia.habib@reedleycollege.edu](mailto:claudia.habib@reedleycollege.edu)>  
Subject: Veterans Training

Hi Jane,

Per our discussion, Chris Cortes will be contacting you to develop a schedule (3 hours per week) for the remainder of the semester to provide training for certifying veterans courses. Please let me know if I can do anything to provide support.

Once you have a training scheduled developed, provide that information to me.

Thanks!

Jermain Pipkins, M. Ed.  
Dean of Student Services  
Reedley College  
Office: 559-638-0300 ext. 3336  
Fax: 800-643-3957  
Email: [jermain.pipkins@reedleycollege.edu](mailto:jermain.pipkins@reedleycollege.edu)



VA population

	Spring 2015	Fall 2015
Reedley	77	63
Madera	33	44
Clovis	73	80
Oakhurst	5	4
TOTAL	115 + (73 Clovis) = 188	111 + (80 Clovis) = 191

Veteran Certifying Official duties

1. Assist students with completing the VA application process
2. Process VA mail
3. Assist students in obtaining/requesting Academic Transcripts and VA transcripts
  - a. Notify A&R of transcripts that need to be evaluated
  - b. Notify VA Counselor of Course Approval Forms that need to be re-reviewed after transcript evaluations

**Most of these duties (1-3) are completed by the VA Work-Study students**

4. Report Enrollment certifications each semester
  - a. Check enrollments every two weeks
  - b. Report enrollment changes
  - c. Report academic progress at the end of each term
  - d. Send Parent school letters to other colleges
  - e. Send notifications of ineligible classes to students
  - f. Send notifications of academic progress to students
5. Report changes in a student's major
6. Process paperwork for Chapter 31 campus benefits
  - a. Send approval documents to Bookstore
  - b. Send approval documents to Business Office
7. Maintain a hardcopy VA file
  - a. Destroy records after the record retention period
8. Supervise VA Work Study students
9. Process repayment/debt letters and mail to students

STATE CENTER COMMUNITY COLLEGE DISTRICT  
VETERANS AND INTERNATIONAL STUDENTS SERVICES COORDINATOR

**DEFINITION**

Under direction coordinates and develops program activities for Veterans' and International Students Departments to include presentations, promotions and performs specialized student services development and monitoring for the college, involving various programs for improving student services; serves as liaison to the Veterans Administration, United States Customs and Immigration Services (USCIS) and Immigration Custom Enforcement (ICE).

**DISTINGUISHING CHARACTERISTICS**

This classification performs difficult and complex duties in accordance with general instructions or established procedures. This position differs from other levels by the responsibility for and knowledge of federal laws pertaining to veterans and international students. Incumbents are expected to coordination of forums and receptions and perform these functions in an accurate manner under specific deadlines. Incumbents have a greater variety and amount of public contact, a higher degree of responsibility, require a high level of expertise in the subject area, and lead responsibility. This position differs from lower levels due to the complexity of problem-solving.

**EXAMPLES OF DUTIES**

**Veterans Office Duties**

Performs a wide variety of duties including, but not limited to:

- Plans, develops, coordinates, and implements the activities and daily functions of the veterans office.
- Organizes, plans, and develops timelines for fulfilling requirements according to federal regulations.
- Evaluates program processes and procedures and presents recommendations and/or concerns to management for evaluation.
- Serves as a technical information resource and liaison between veterans and college academic divisions, student services division, the public, and other governmental and community agencies regarding the veterans programs, policies, procedures, and practices.
- Meets with students to discuss the educational benefits available to veterans, explains requirements and restrictions, determines eligibility for benefit programs and services, ensures receipt of required paperwork, verifies forms are complete, and provides students with general information on program services.
- Advises students and parents on policies and procedures governing veterans benefits.
- Processes and verifies educational benefit claims to the Veterans Administration (VA) for veterans, service members, reservists, and dependents of veterans.
- Advises and provides information to veterans regarding availability of tutorial assistance, financial aid, extended opportunity programs and services, disabled student programs and services, student activities, health services, and career and employment services.
- Reviews transcripts, military records, and other information for accuracy and completeness, certifies the validity and source of the documents, and resolves discrepancies related to the supporting documentation.
- Processes veteran applications and completes the certification of veteran benefits under the guidelines set by the Department of Veterans Affairs and State Approving Agency.
- Monitors student enrollment to verify that classes meet program and graduation requirements, reviews and identifies non-qualified classes, notifies students regarding classes that are not eligible for program payment, advises students regarding appropriate courses of study to meet current educational objectives in compliance with VA federal rules and regulations.
- Audits student files for accuracy and completion, reviews student educational study plans, ensures veterans students are attending classes, reviews grade point average (GPA), units passed, and monitors academic records for changes in status and/or unsatisfactory progress and reports changes to VA in a timely manner.

- Explains and interprets complex regulations, technical manuals, federal and state laws, district policies and procedures, and monitors program activities to ensure compliance.
- Maintains current knowledge of VA programs, regulations, and veteran-related legislation.
- Meets with compliance specialist and serves as campus representative during audits and compliance surveys.
- Assesses student problems, resolves conflicts or misinterpretations, and assists students in resolving educational benefit payment issues.
- Maintains confidentiality of office and student records and demonstrates professionalism, tact and poise in working with the faculty, staff, and students on matters of a confidential and sensitive nature.
- Collects, analyzes, and organizes information to produce reports.
- Enters, retrieves, and maintains student data in appropriate computer systems, including the VA Once Program which is used to transfer enrollment certifications electronically to appropriate processing center.
- Operates a computer and assigned software to transfer enrollment certification electronically to appropriate processing center.
- Reviews correspondence and creates letters, templates, reports, and other forms of communication using current computer software applications, VA databases, and the internet.
- Creates guidelines, brochures, newsletters and other informational materials to keep veteran students and others informed regarding changes in policies.
- Attends workshops and conferences, participates in college events and community committees to develop and increase the operational effectiveness of the program.
- Develops and coordinates events, receptions, forums, and presentations, conducts orientation sessions for new and returning students, creates specialized workshops to meet the various needs of the veteran population, and trains staff members on the guidelines of the veterans program.
- Assists with outreach activities by promoting programs and services, interfacing with local community agencies, producing appropriate outreach materials, and organizing outreach events to recruit veterans to the college.
- Serves as the designated Certifying Official for the college.
- Serves as liaison between the college and the United States Veterans Administration (USDVA), the California Department of Veterans Affairs (CDVA) and the State Approving Agency.
- Responsible for veterans' office program review.
- Monitors office expenditures for budgetary compliance.
- Coordinates the VA's work-study program by placing eligible students, maintaining records and time sheets, submitting appropriate paperwork to the VA, interviewing, hiring and terminating students as needed.
- Assigns, monitors, and reviews the work of others.

### **International Student Services Office Duties**

Performs a wide variety of duties including, but not limited to:

- Responsible for the coordination of the daily functions of the International Student Services office.
- Participates in the development of goals, objectives, policies and procedures and makes recommendations for the purpose of improving student success.
- Coordinates the admission of international students which includes reviewing admission applications and files, determining eligibility, and making admission decisions.
- Acts as a source of information and liaison between the International Student Program and the college academic divisions, admissions and records, student services division, the public, and other governmental and community agencies regarding international student programs, policies, procedures and practices.
- Serves as Principal Designated School Official (PDSO) and is primary contact for international students in situation of inquiry, crisis and problem resolution.
- Processes international student admission applications, analyzes and authenticates immigration documents and validates students' F-1 status, official transcripts, financial statements, bank letters, TOEFL scores, and immunization records.
- Advises faculty, staff, students, parents and the public regarding immigration and admissions policies and procedures as they relate to international students which includes providing information on program offerings, eligibility requirements, college admission, application procedures and deadlines, immigration regulations, required visas, F-1 employment resources, medical insurance, and scholarships.

- Assists students with services such as visa changes and obtaining a social security number and driver's license.
- Prepares the Form I-20 for first time entrants and transfer students in accordance with federal rules and regulations.
- Collects, copies, and tracks status of official documents such as I-20, I-94, passports, visas, etc.
- Serves as an advocate for students in the application, renewal, and reinstatement process.
- Advises students and monitors the process for Student and Exchange Visitor Information System (SEVIS) compliance including such functions as work authorizations, recertifications, reinstatements, change of status, transfer procedures, and updates.
- Explains, interprets, and applies complex federal and state laws, ensures compliance with the United States Citizenship and Immigration Services (USCIS) rules and regulations, district policies, procedures, and administrative regulations and monitors program activities
- Develops, plans, and coordinates special events for the benefit of international students such as welcoming receptions, forums, and special recognition programs and presents at workshops, training seminars or other meetings as needed.
- Represents the college at various events and attends workshops and seminars, participates in professional organizations, special projects, committees, and networks with other colleges and organizations to stay abreast of current trends in international student programs.
- Maintains current knowledge of immigration regulations and legislation related to international students and maintains current information
- Maintains international student files and records, periodically reviews overall status of students, compiles data and generates reports as necessary on program activities and for reporting purposes.
- Enters, retrieves, and maintains student data into appropriate computer systems, including the SEVIS, which is used to report the status of international students electronically to the federal government.
- Reviews correspondence and creates letters, forms, flyers, brochures, guidelines, and other forms of communication using current computer software applications.
- Assigns, monitors and reviews the work of others.

## **EMPLOYMENT STANDARDS**

### **Education & Experience:**

Any combination equivalent to: Bachelor's degree in business, business administration, public administration, management, psychology, organizational behavior, or a related field and considerable experience (3 years or more) working with culturally diverse clientele to provide various types of student support services, such as financial aid, personal counseling, career and transfer information.

### **Licenses/Certificates:**

A valid driver's license is required. (Is this a requirement of the job?)

### **Knowledge:**

- Knowledge of high school, college, and community resources, including the ability to know and use key contacts within secondary and post-secondary institutions to better assist secondary grade students.
- Knowledge of California Education Code and Title 5 requirements relating to admission of international students.
- Knowledge of program purpose, strategies and techniques to achieve goals.
- Knowledge of Student and Exchange Visitor Information System (SEVIS) and immigration regulations and compliance issues.
- Knowledge of college and community resources to assist students and their key contact persons.
- Knowledge of planning, organizing and coordinating activities related to program.
- Knowledge of basic math including addition, subtraction, multiplication, and division.
- Knowledge of proper English usage, including spelling, grammar, and punctuation in order to compose items such as correspondence and/or reports.
- Knowledge of customer service principles in order to appropriately interact with students, staff, faculty, and the public.

- Knowledge of current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendaring, presentation, publishing, and database programs.

**Skills:**

- Skill to make effective oral presentations to a variety of audiences with differing levels of knowledge regarding Veterans and International Student Services.
- Skill to conduct research and prepare reports as required by the department.
- Skill to demonstrate strong organizational and analytical skills.
- Skill and ability to effectively communicate with individuals for whom English is not a primary language.
- Skill to exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
- Skill to plan and organize work to meet established timelines and Foundation schedules.
- Skill to operate standard office equipment such as computers, fax machines, copy machines, telephones and others.
- Skill to utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
- Skill and ability to rapidly learn and acquire skills in areas and technologies not previously assigned.
- Skill to type at a sufficient speed to maintain workflow.

**Ability:**

- Ability to oversee the coordination of forums and receptions to include students, staff, faculty, public and vendors.
- Ability to establish and maintain effective working relationships with District administrators, management, staff, diverse community, business and industry contacts, collaborative partner contacts, independent programs consultant/trainers, and the public.
- Ability to understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administrators and staff.
- Ability to maintain consistent, punctual and regular attendance to include special, evening and weekend events.
- Ability to assist in monitoring the department expenses.
- Ability to learn, interpret and apply federal and state laws and regulations, district policies and procedures as they pertain to non-profit management.
- Ability to maintain confidentiality of sensitive information and records.
- Ability to receive and follow instructions in order to build and maintain effective working relationships.
- Ability to assign, monitor, and/or review the work of others.
- Ability to appropriately interact with students, staff, faculty, and public.
- Ability to operate computers and their peripherals.
- Ability to use current common software applications in order to accurately enter and retrieve data.
- Ability to lift and carry office supplies and equipment weighing up to 25 lbs.

***Examples of physical ability requirements necessary to perform the above job duties:***

- Muscular effort (or strength) needed to lift, push, pull or carry an object. (Muscular Tension)
- The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs to perform a task. (Flexibility)
- Coordinated movements of the arms, legs and torso while the whole body is in motion. (Whole Body Coordination)
- Keep balanced and stay upright when in an unstable position. (Whole Body Equilibrium)
- Coordination of two or more limbs (arms and legs) while seated or standing in one place. (Multi-Limb Coordination)
- Have coordinated, precise movement of the fingers of one or both hands to perform tasks such as typing, writing and taking notes. (Finger Dexterity)
- See clearly objects and close surroundings that are 36 inches or closer to perform tasks such as looking at computer monitors. (Near Visual Acuity)
- See clearly objects and close surroundings that are six feet or further away such as being able to see other vehicles while driving. (Far Visual Acuity)

- Distinguish between shades of one color or the difference between two or more colors such as working with the theme or design of an event. (Color Discrimination)
- Part of vision that occurs outside the very center of gaze allowing the individual to see objects, movement or sharp contrasts toward the edges of the visual field. (Peripheral Vision)
- Hear and understand human speech in a relatively quiet environment such as hearing someone speak in quiet office or library setting. (Speech Intelligibility in Quiet)
- Hear and understand human speech in a relatively noisy environment such as hearing someone speak to you while in an event setting. (Speech Intelligibility in Noise)
- Tell from what direction a sound is coming from. (Sound Localization)

***Examples of mental ability requirements necessary to perform the above job duties:***

- Listen to and understand information and ideas presented through spoken words and sentences. (Oral Comprehension)
- Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem. (Originality)
- Arrange things or actions in a certain order or pattern, according to a specific rule or set of rules such as patterns of numbers, letters, words, or pictures. (Information Ordering)
- Come up with a number of ideas about a topic. (Fluency of Ideas)
- Generate or use different sets of rules for combining or grouping things in different ways. (Category Flexibility)
- Focus on a single source of sound in the presence of other distracting sounds. (Auditory Attention)
- Quickly make sense of, combine, and organize information into meaningful patterns. (Speed of Closure)
- Concentrate on a task over a period of time without being distracted. (Selective Attention)
- Shift back and forth between two or more activities or sources of information; multi-task to work on different projects simultaneously. (Time sharing)
- Remember information such as words, numbers, pictures, and procedures. (Memorization)
- Clearly communicate information and ideas through spoken words so others will understand. (Oral Expression)
- Identify and understand the speech of another person. (Speech Recognition)
- Recognize when something is wrong or is likely to go wrong. (Problem Sensitivity)
- Combine pieces of information to form general rules or conclusions such as finding a relationship among seemingly unrelated events. (Inductive Reasoning)
- Apply general rule, a premise, which is known to be true to specific problems to produce answers that make sense. (Deductive Reasoning)
- Read and understand information and ideas presented in writing. (Written Comprehension)
- Communicate information and ideas in writing so others will understand. (Written Expression)

**Working conditions which may occur:**

- Work inside protected from the weather and varying temperatures.
- Work under pressure of constant deadlines with frequent interruptions.
- Work effectively in a demanding environment.
- Work collaboratively in a team environment.
- Work with sensitive and confidential information.
- Noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone.
- Overtime and/or schedule changes will occur based on business needs.

Class Section: Student Services  
 Duties Approved by BOT: 10/10/2013  
 Classification Approved by PC: Pending  
 Negotiated Salary Range: Pending



## State Center Community College District

1525 East Weldon Avenue • Fresno, California 93704-6398 • (559) 226-0720 • FAX 559-229-7039 • www.scccd.edu

March 18, 2016

Jason Meyers, CSEA Chapter President #379  
California School Employees Association (CSEA)  
2501 West Shaw Avenue, Suite 107  
Fresno, California 93711

Re: Response to Request for Relevant and Necessary Information regarding Veterans  
Certifying Duties at Reedley College Student Services Department

Dear Mr. Meyers:

This letter is in response to your letter dated March 10, 2016, wherein you have requested the following information from State Center Community College District. The information is as follows:


1. CSEA Request No. 1: "We are asking for names of all employees who are fulfill [sic] duties as a Certifying Official for Veteran Students at Reedley College."

District Response No. 1: The current certifying officials for veteran students at Reedley College are:

- Cynthia Hernandez, Financial Aid Assistant I
- Amber Fowler, Financial Aid Assistant II
- Yvette Martinez, Financial Aid Assistant II
- Cheryl Lock, Financial Aid Assistant II
- Chris Cortes, Director of Financial Aid

Should you have any questions, please feel free to contact our office.

Very truly yours,

  
Samerah Campbell  
Director of Human Resources

C: Diane Clerou, Vice Chancellor of Human Resources  
Raul Perez, Labor Relations Representative

Enclosures

State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT: Consideration and Approval of Eligibility  
Lists

ENCLOSURES:  
Eligibility Lists

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Action

ITEM NO: 16-32

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Background:

Eligibility lists have been placed on the agenda as an action item. If for some reason any Commissioner would like to remove a list, it can be done.

Recommendation:

It is recommended the Personnel Commission approve the eligibility lists.



# BOOKSTORE SALES CLERK I - SEASONAL

Recruitment ID BSC 05-2016	Hits 1125	Applicants 61	Failed MQ** 2	Took Competency 59	Eligible 23
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## Advertisements

### Websites:

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter and Instagram

### Agencies and Schools:

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

### K-12 School Districts:

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	African American / Non-Hispanic	American Indian / Alaskan Native	Asian / Pacific Islander	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	4	0	7	20	7	4	0	0	42
Male	5	0	1	4	6	1	0	0	17
No Answer	0	0	0	0	0	0	0	2	2
<b>Total</b>	<b>9</b>	<b>0</b>	<b>8</b>	<b>24</b>	<b>13</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>61</b>

\*\* Failed MQ: 2 – Minimum Qualifications



# CLASSIFIED JOB OPPORTUNITY

## STATE CENTER COMMUNITY COLLEGE DISTRICT

### PERSONNEL COMMISSION

1525 E. Weldon Avenue, Fresno, California 93704-6398

Phone (559) 226-0720 • Fax (559) 272-5156 • <http://agency.governmentjobs.com/scccd>

Fresno City College • Reedley College • Madera Center • Clovis Community College • Oakhurst Center  
Career and Technology Center • The Training Institute

## BOOKSTORE SALES CLERK I – SEASONAL

These positions will be working 2 to 4 weeks during August - September. Work schedule may include morning or evening full-time or part-time hours. Vacancies may be located at Fresno City College, Reedley College, the Clovis Community College, and the Madera Center.

- Definition:** Under direction assists in the stocking and inventory of textbooks, supplies and materials, assists customers in the purchase of textbooks and other merchandise.
- Compensation:** Positions are paid hourly, \$14.53 per hour, with no benefits, except sick leave and vacation.
- Experience:** None required.
- Education:** Formal or informal education equivalent to completion of the twelfth grade.
- Examples of Duties:** Performs a limited variety of work, including assisting customers in finding items in the store, keeping inventory records on supplies and merchandise, operating cash register, taking money and making change. May perform other related duties as needed.
- Required Knowledge and Abilities:** Skill to operate cash register and maintain sales records. Knowledge of inventory procedures. Skill to collect cash and make change for customers. Ability to receive and follow instructions and appropriately interact with students, staff, faculty and the public. Ability to learn and apply college and district policies and procedures.
- Selection Process:** The selection process will include screening to ensure applications are complete and meet all minimum qualifications. This process will also include a competency examination (pass/fail).

**Testing is tentatively scheduled for Friday, June 24, 2016. Those applicants who pass the exam will be scheduled for interviews on a first-come, first-served basis.**

**To move forward in the selection process, you must complete an online application through our website at <http://agency.governmentjobs.com/scccd>. Resumes may be attached to your application but will not be accepted in lieu of a completed application.**

**APPLICANTS MUST SUBMIT AN ONLINE APPLICATION BETWEEN MONDAY, JUNE 13, 2016 AND WEDNESDAY, JUNE 15, 2016.**

**ONLINE APPLICATIONS WILL NOT BE ACCEPTED ON ANY OTHER DATES.**

**Filing Deadline:** 4:30 p.m., Wednesday, June 15, 2016

Date posted: 05/23/16

Pay range: Regular Classified 37

State Center Community College District is an Equal Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined by law. We are a Title V employer.

# BOOKSTORE SEASONAL ASSISTANT

Recruitment ID BSA 05-2016	Hits 734	Applicants 55	Failed MQ** 4	Took Competency 51	Eligible 28
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## Advertisements

### Websites:

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter and Instagram

### Agencies and Schools:

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

### K-12 School Districts:

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	African American / Non-Hispanic	American Indian / Alaskan Native	Asian / Pacific Islander	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	2	0	6	20	5	5	0	0	38
Male	2	0	0	8	4	1	0	0	15
No Answer	0	0	0	0	0	0	0	2	2
<b>Total</b>	4	0	6	28	9	6	0	2	55

\*\* Failed MQ: 1 – Incomplete application; 3 – Minimum Qualifications



# CLASSIFIED JOB OPPORTUNITY

## STATE CENTER COMMUNITY COLLEGE DISTRICT

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1525 E. Weldon Avenue, Fresno, California 93704-6398

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Fresno City College • Reedley College • Madera Center • Clovis Community College • Oakhurst Center  
Career and Technology Center • The Training Institute

## BOOKSTORE SEASONAL ASSISTANT

These positions will be working 2 to 4 weeks during August - September. Work schedule may include morning or evening full-time or part-time hours. Vacancies may be located at Fresno City College, Reedley College, the Clovis Community College, and the Madera Center.

- Definition:** Under close direction and supervision, performs a variety of general retail functions and services in District bookstores during seasonal peak “rush” periods.
- Compensation:** Positions are paid hourly, \$12.49 per hour, with no benefits, except sick leave and vacation.
- Experience:** None required.
- Education:** Formal or informal education equivalent to completion of the twelfth grade
- Examples of Duties:** Performs a combination of the following duties: provides customer service, assists in locating textbooks and supplies, and assists with stocking and inventory. Functions as a greeter and assists with backpack check-in/check-out.
- Required Knowledge and Abilities:** Ability to receive and follow instruction with minimum direction, ability to interact with students and faculty, knowledge of stocking methods.
- Selection Process:** The selection process will include screening to ensure applications are complete and meet all minimum qualifications. This process will also include a competency examination (pass/fail).

**Testing is tentatively scheduled for Friday, June 24, 2016. Those applicants who pass the exam will be scheduled for interviews on a first-come, first-served basis.**

**To move forward in the selection process, you must complete an online application through our website at <http://agency.governmentjobs.com/scccd>. Resumes may be attached to your application but will not be accepted in lieu of a completed application.**

**APPLICANTS MUST SUBMIT AN ONLINE APPLICATION BETWEEN MONDAY, JUNE 13, 2016 AND WEDNESDAY, JUNE 15, 2016.**

**ONLINE APPLICATIONS WILL NOT BE ACCEPTED ON ANY OTHER DATES.**

**Filing Deadline: 4:30 p.m., Wednesday, June 15, 2016**

Date posted: 05/23/16

Pay range: Regular Classified 31

State Center Community College District is an Equal Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined by law. We are a Title V employer.

# BUILDING GENERALIST CONTINUOUS

Recruitment ID	Hits	Applicants	Failed MQ	Failed Competitive	Took Competency	Took Performance	Eligible
201500187	2571	13	7	1	5	5	

## Performance Exam Raters

Jeff Santellano, Instructional Technician, Fresno City College  
 Alicia Cowan, Office Assistant III, Fresno City College  
 Art De La Cruz, AC/Heating Mechanic, Fresno City College  
 Dan Hoffman, Building Generalist, Clovis Community College  
 Dan Vanderpool, Building Generalist, Madera Center  
 Manuel Rodriguez, Maintenance Journeyman – HVAC, Madera Unified School District  
 Travis Stewart, Assistant Foreman, Fresno Unified School District

## Advertisements

### Websites:

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter, Instagram

### Agencies and Schools:

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

### K-12 School Districts:

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	African American / Non-Hispanic	American Indian / Alaskan Native	Asian / Pacific Islander	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	0	0	0	0	0	0	0	0	0
Male	0	0	1	3	7	1	0	1	13
No Answer	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	1	3	7	1	0	1	13

**\*\* Failed MQ: 6—Minimum qualifications; 1-Incomplete Application**



# CLASSIFIED JOB OPPORTUNITY

## STATE CENTER COMMUNITY COLLEGE DISTRICT

### PERSONNEL COMMISSION

1525 E. Weldon Avenue, Fresno, California 93704-6398

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Fresno City College • Reedley College • Clovis Community College • Madera Center  
Oakhurst Center • Career and Technology Center • The Training Institute

## BUILDING GENERALIST

**The district-wide eligibility list, which will be valid for at least one year, will be used to fill full-time and part-time positions in this classification.**

- Definition:** Under direction performs skilled work in the installation, maintenance, and repair of buildings, equipment and related structures, maintains services, and repairs boiler, plumbing, heating ventilation, air conditioning systems, and equipment.
- Compensation:** Starts at \$4752.08 per month. Full-time permanent positions provide an attractive benefit package which includes health, dental and vision coverage for the employee and eligible dependents, as well as life insurance and disability coverage for employees. Part-time positions are paid hourly, starting at \$27.42 with limited benefits.
- Examples of Duties:** Duties include monitoring, service, repair, and preventive maintenance of HVAC equipment, package units, air handling equipment, refrigeration equipment, chillers, pumps, controls, gauges, water systems, and related equipment, boilers, electrical wiring, plumbing, painting, carpentry, building and building systems. Perform general maintenance and repairs, including maintenance of physical plant equipment, treat and administer chemicals to cooling systems and boilers, calibration and replacement of control equipment, inspection, retrofit and air balance adjustments to air handling systems, arc welding, and gas welding. Perform preventive maintenance, maintain shop area and tools. Determine initial estimates of needed repairs, labor and materials costs for projects. Price out projects according to descriptions provided in discussion with staff, purchase and control inventory of hardware, tools, and supplies. Assigns and reviews the work of other employees and students assigned to the department. This is a district-wide position and involves the responsibility for all district facilities. Perform other related duties as needed.
- Required Employment Standards:**
- Education:** Formal or informal education equivalent to completion of the twelfth grade.
- Experience:** Journeyman experience in heating/air conditioning. Progressively responsible experience (3 years or more) in electrical, boilers, or attained regular status as a Maintenance Specialist within the district. Experience in plumbing and mechanical maintenance preferred.
- Licenses/Certificates:**
- Valid Driver's License is required
  - EPA Universal refrigerant Certified
- Knowledge:**
- Knowledge of methods, materials and equipment used in all phases of the building maintenance trades; including sheetrock repair, glazing, locksmithing, painting, carpentry, flooring repair, roof repair and associated building maintenance and repair.
  - Knowledge of repair methods, materials and equipment involved with the repair of HVAC, electrical, plumbing, boilers, and all other mechanical equipment such as pumps, VFD's piping, controls and Freon.
  - Knowledge of hazards and applicable safety rules by understanding Material Safety Data Sheet (MSDS) and chemical mixing instructions to prevent injuries.
  - Knowledge of welding and soldering techniques.
  - Knowledge of applicable building codes, ordinances, requirements and regulations.
  - Knowledge of skillful use and care of the tools and equipment.
- Skill:**
- Skill to read and understand sketches, blueprints, or written instructions.
  - Skill and ability to perform general building maintenance work, basic plumbing, boiler repair and other mechanical repairs involving air conditioning and heating equipment including pumps, motors, controls and associated equipment.

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**Required  
Employment  
Standards:  
(cont.)**

- Skill and ability to develop and follow project time lines, material cost estimating and monitor staff and resources in a manner that allows for the appropriate completion of each project.
- Skill to analyze problems and develop required solutions and improvements.
- Skill to perform welding work.
- Skill to perform maintenance work effectively to produce needed result.
- Skill to use and maintain supplies and equipment in a safe manner.
- Skill to perform mathematical calculations.

**Ability:**

- Ability to inspect facilities for maintenance and repair needs.
- Ability to write and use the English language at a level and in a manner that will allow effective written communications with management staff and contractors.
- Ability to remain current with technical developments in the area of school maintenance and make recommended changes to keep current.
- Ability to receive and follow instructions in order to build and maintain effective working relationships.
- Ability to assign, monitor and review the work of others.
- Ability to learn and apply college and district policies and procedures.
- Ability to appropriately interact with students, staff, faculty, and public.
- Ability to operate computers and their peripherals.
- Ability to use current common software applications in order to accurately enter and retrieve data.
- Ability to maintain consistent, punctual and regular attendance.
- Ability to lift and carry office supplies and equipment weighing up to 50 lbs.
- Ability to properly climb a ladder.

**Examples of physical ability requirements necessary to perform the above job duties:**

- Have muscular effort (or strength) needed to lift, push, pull or carry objects. (Muscular Tension)
- Have strength to resist fatigue such as being able to repeatedly push or pull items. (Muscular Endurance)
- Have the ability to bend, stretch, twist, or reach out with the body, arms and/or legs. (Flexibility)
- Have coordinated movements of the arms, legs and torso while the whole body is in motion such as when climbing a ladder. (Whole Body Coordination)
- Keep balanced and stay upright when in an unstable position such as when walking on slippery surfaces. (Whole Body Equilibrium)
- Have precise positioning and movement of the arm and hand such as cutting a pipe. (Arm-Hand Steadiness)
- Have coordination of two or more limbs (arms and legs) while seated or standing in one place such as driving a car. (Multi-Limb Coordination)
- Have coordinated, precise movement of the fingers, hand or hand and arm together such as assembling parts or using various hand-held tools. (Manual & Finger Dexterity)
- See clearly objects and close surroundings that are 36 inches or closer to perform tasks such as looking at computer monitors. (Near Visual Acuity)
- See clearly objects and close surroundings that are six feet or further away such as being able to see other vehicles while driving. (Far Visual Acuity)
- Distinguish between shades of one color or the difference between two or more colors such as working with electrical cables or wires. (Color Discrimination)
- Tell from what direction a sound is coming from such source of an air leak. (Sound Localization)

**Examples of mental ability requirements necessary to perform the above job duties:**

- Listen to and understand information and ideas presented through spoken words and sentences. (Oral Comprehension)
- Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem. (Originality)
- Arrange things or actions in a certain order or pattern, according to a specific rule or set of rules such as patterns of numbers, letters, words, or pictures. (Information Ordering)
- Identify or detect a known pattern, such as a figure, object, word, or sound that is hidden in other distracting material. (Flexibility of Closure)
- Generate or use different sets of rules for combining or grouping things in different ways. (Category Flexibility)
- Focus on a single source of sound in the presence of other distracting sounds. (Auditory Attention)
- Quickly make sense of, combine, and organize information into meaningful patterns. (Speed of Closure)
- Concentrate on a task over a period of time without being distracted. (Selective Attention)
- Shift back and forth between two or more activities or sources of information; multi-task to work on different

# BUILDING GENERALIST (CONTINUOUS RECRUITMENT)

**Required  
Employment  
Standards:  
(cont.)**

- projects simultaneously. (Time Sharing)
- Remember information such as words, numbers, pictures, and procedures. (Memorization)
  - Clearly communicate information and ideas through spoken words so others will understand. (Oral Expression)
  - Identify and understand the speech of another person. (Speech Recognition)
  - Recognize when something is wrong or is likely to go wrong. (Problem Sensitivity)
  - Combine pieces of information to form general rules or conclusions such as finding a relationship among seemingly unrelated events. (Inductive Reasoning)
  - Apply general rule, a premise, which is known to be true to specific problems to produce answers that make sense. (Deductive Reasoning)
  - Read and understand information and ideas presented in writing. (Written Comprehension)
  - Communicate information and ideas in writing so others will understand. (Written Expression)

**Working  
Conditions:**

- Work outside exposed to the weather and varying temperatures.
- Work on surfaces that vary in stability.
- Work at varying heights and on top of building structures.
- Work effectively in a demanding environment.
- Work collaboratively in a team environment.
- Contact with electrical hazards
- Contact with paint, varnish, lacquer or resins.
- Exposed to nuisance dusts.
- Noise exposure may be up to 90 decibels, roughly that of a power lawn mower.
- Some overtime and/or schedule changes may occur.
- May be required to travel to locations other than assigned site.

**Examination  
Process:**

The examination process will include screening to ensure applications are complete and meet all minimum qualifications. The application requires the completion of Supplemental Questions to evaluate your education, training and experience relative to the required knowledge, skills and abilities for the position. Answers should be as complete as possible, as no additional information will be accepted from applicants once the application has been submitted. Responses to the supplemental questions will be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria (pass/fail). The examination process will also include a competency test (50% weight) and a performance examination (50% weight).

To move forward in the selection process, you must complete an online application through our web site <http://agency.governmentjobs.com/scccd>. Resumes may be uploaded but cannot be used in lieu of a completed application.

**Filing Deadline: CONTINUOUS RECRUITMENT**

Posted: 11/16

Pay Range: Regular Classified Range 63



# DEPARTMENT SECRETARY – PPT MADERA

Recruitment ID	Hits	Applicants	Failed MQ**	Failed Competitive	Took Competency	Took Oral	Eligible
DSE-MC16-PPT	948	129	43	54	32	10	9

## Oral Board Raters

Mary DeLaCerde, Administrative Assistant, Madera Unified School District  
 Jennifer Pascale, Senior Executive Assistant/Public Information Officer, Madera County Office of Education  
 Becky Xiong, Office Assistant III, Madera Community College Center

## Advertisements

### Websites:

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter, Instagram

### Agencies and Schools:

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

### K-12 School Districts:

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	Asian / Pacific Islander	American Indian / Alaskan Native	African American / Non-Hispanic	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	10	1	13	56	24	7	0	3	114
Male	2	0	1	3	3	1	0	0	10
No Answer	0	0	0	0	0	1	0	4	5
<b>Total</b>	12	1	14	59	27	9	0	7	129

\*\* Failed MQ: 41-Minimum qualifications; 2-Incomplete



# CLASSIFIED JOB OPPORTUNITY

## STATE CENTER COMMUNITY COLLEGE DISTRICT

### PERSONNEL COMMISSION

1525 E. Weldon Avenue, Fresno, California 93704-6398

Phone (559) 226-0720 • Fax (559) 272-5156 • <http://agency.governmentjobs.com/scccd>

Fresno City College • Reedley College • Clovis Community College • Madera Center  
Oakhurst Center • Career and Technology Center • The Training Institute

## DEPARTMENT SECRETARY – PERMANENT PART-TIME MADERA CENTER

The eligibility list, which will be valid for at least one year, will be used to fill part-time positions in this classification at Madera Center ONLY.

- Definition:** Under direction performs basic to moderately difficult secretarial and clerical duties.
- Compensation:** Part-time positions are paid hourly, starting at \$17.23 per hour with no benefits, except sick leave and vacation.
- Examples of Duties:** Performs a wide variety of secretarial work, including typing, proof-reading, filing, checking, drafting correspondence and recording information from rough drafts, notes, or general instructions. Files materials, prepares mailings, and duplicates materials. Tracks budget expenditures and money collected. Operates a variety of office machines including copiers, calculator, switchboard, folding machines, etc. Answers telephone and serves as office receptionist. Schedules and cancels appointments. Enters and retrieves data from computer system in appropriate format. May perform other related duties as needed.
- Required Employment Standards:**
- Education:** Formal and informal education equivalent to completion of the twelfth grade
- Experience:** Responsible secretarial/clerical experience in an office environment.
- Knowledge and Abilities:** Ability to operate standard office machines and equipment. Knowledge of modern office practices. Knowledge of and ability to employ correct English usage, spelling, grammar and punctuation. Skill to accurately type at a sufficient speed to maintain work flow. Skill to employ simple mathematical techniques. Ability to assign, monitor, and review the work of others. Ability to receive and follow instructions and appropriately interact with student, staff, faculty and the public. Ability to learn and apply college and district policies and procedures.
- Examination Process:** The examination process will include screening to ensure applications are complete and meet all minimum qualifications. The application requires the completion of Supplemental Questions to evaluate your education, training and experience relative to the required knowledge, skills and abilities for the position. Answers should be as complete as possible, as no additional information will be accepted from applicants once the application has been submitted. Responses to the supplemental questions will be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria (pass/fail). The examination process will also include a competency test (55% weight) and an oral interview examination (45% weight).
- Of those achieving a passing score on the Education, Training & Experience Supplemental Questions Competitive Rating, only the 30 highest scoring candidates, plus ties, will be invited to the competency exam. Of those achieving a passing score on the competency exam, only the 10 highest scoring candidates, plus ties, will be invited to the oral appraisal board interview. Passing score is 75% out of 100% on each testing section.

### TESTING TENTATIVELY SCHEDULED FOR FRIDAY, JULY 8, 2016

To move forward in the selection process, you must complete an online application through our web site at <http://agency.governmentjobs.com/scccd>. Resumes may be uploaded but cannot be used in lieu of a completed application.

**Filing Deadline:** MONDAY, JUNE 20, 2016, 4:30 PM.

Posted: 05/27/16

Pay Range: Regular Classified Range 44

State Center Community College District is an Equal Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined by law. We are a Title V employer.

# COLLEGE DIRECTOR OF MARKETING – REEDLEY COLLEGE

Recruitment ID	Hits	Applicants	Failed MQ**	Failed Competitive	Took Competency	Took Oral	Eligible
201500329	955	38	16	10	12	11	8

## Oral Board Raters

Cris Monahan-Bremer, Director of Marketing & Communications, Fresno City College

Jeff Hensley, Owner, Hensley Associates

Lucy Ruiz, Interim Executive Director of Public and Legislative Relations, State Center Community College District

## Advertisements

### Websites:

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter, Instagram

### Agencies and Schools:

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

### K-12 School Districts:

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	Asian / Pacific Islander	American Indian / Alaskan Native	African American / Non-Hispanic	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	3	0	0	4	16	2	0	0	25
Male	1	0	0	4	7	1	0	0	13
No Answer	0	0	0	0		0	0	0	0
<b>Total</b>	4	0	0	8	23	3	0	0	38

\*\* Failed MQ: 12-Minimum qualifications; 4-Incomplete



# State Center Community College District



FRESNO CITY  
COLLEGE

REEDLEY  
COLLEGE

CLOVIS  
CENTER

MADERA  
CENTER

OAKHURST  
CENTER

## COLLEGE DIRECTOR OF MARKETING & COMMUNICATIONS

### REEDLEY COLLEGE

#### Application Deadline

Tuesday, June 14, 2016, 4:30 PM

#### Salary Information

Classified Management Range 44

Starting Annual Salary

\$77,966.00—\$98,137.00

#### Apply Online

<http://agency.governmentjobs.com/scccd>



# COLLEGE DIRECTOR OF MARKETING & COMMUNICATIONS

## **Definition**

Under direction, establishes and maintains effective external communications, marketing programs and public relations of the college.

## **Distinguishing Characteristics**

This is a management position, exempt from overtime provisions of the Fair Labor Standards Act, with responsibility for formulation and implementation of district policies, regulations, budget decisions, and supervision of personnel including assignment of work, evaluation of performance, adjusting grievances, recommending hiring, transfer, suspension, lay off, recall, promotion, and termination.

This classification performs difficult and complex duties in accordance with general instructions or established laws/procedures. This position is a management position. This position differs from lower levels by the responsibility for and the technical knowledge of marketing/communications/public relations, and the complexity of problem solving.

## **Essential Job Functions**

Develops strategic initiatives and provides vision and direction in order to advance the image of the college; supports student enrollment growth through planned recruitment campaigns; develops and maintains positive relationships with the media; works closely with the district office to promote the college and the district and provides public relations/marketing support; oversees media relations for the college; services as primary college spokesperson to the press and general public; projects favorable college image; provides direction and support for electronic communications, such as the college home page and videos; develops/coordinates the institutional marketing campaign, including, design/placement of college-specific advertising; develops/implements a program of community relations activities to enhance public interest; assists with district public relations programs; represents the college in district-wide projects; set departmental goals and objectives.

## **Minimum Qualifications**

### **Education**

Bachelor's degree in journalism, marketing or public relations.

### **Experience**

Performing A minimum of three years of verifiable experience as a practitioner in the fields of journalism, marketing, or public relations. Demonstrated management experience in the fields of journalism, marketing, or public relations. Experience in all of the following areas: writing, publications, media relations, media ad production, media buying, and special events planning/execution.

### **Licenses & Certificates**

Valid Driver's License

### **Knowledge, Skills and Abilities:**

Knowledge of media/public relations, industry protocol, photography, graphic design, printing, production, writing, editing, management/supervision, budget, planning, and public communication skills both written and oral. Skill to

make presentations and conduct training. Ability to assign, monitor, and evaluate the work of others. Knowledge of and ability to employ correct English usage, spelling, grammar and punctuation. Ability to appropriately interact with a diverse group of students, staff, faculty and the public. Ability to learn and apply applicable laws, policies and procedures.

## **Recruitment (Examination) Process**

The examination process will include screening to ensure applications are complete and meet all minimum qualifications. The application requires the completion of Supplemental Questions to evaluate your education, training and experience relative to the required knowledge and abilities for the position. Answers should be as complete as possible, as no additional information will be accepted from applicants once the application has been submitted. Responses to the supplemental questions will be reviewed and scored in a Competitive Rating evaluation process based on predetermined rating criteria (pass/fail). The examination process will also include a competency test (40% weight) and an oral interview examination (60% weight).

Only the 10 highest scoring applicants, plus ties, achieving a passing score on the Education, Training & Experience Supplemental Questions Competitive Rating will be invited to the competency exam and oral appraisal board interview. Passing score is 75% out of 100% on each testing section.

## **ORAL BOARD AND COMPETENCY EXAMS TENTATIVELY SCHEDULED FOR THURSDAY, JUNE 23, 2016**

To move forward in the selection process, you must complete an online application through our web site at <http://agency.governmentjobs.com/scccd> Please attach a copy of your degree or transcripts (including when degree was awarded) or your application may be considered incomplete. Resumes may also be uploaded but cannot be used in lieu of a completed application.

The eligibility list, which will be valid for at least one year, will be used to fill full-time positions in this classification. This position is assigned to Reedley College.

# COOK

Recruitment ID	Hits	Applicants	Failed MQ**	Failed Competitive	Took Competency	Took Oral	Eligible
201600085	473	17	4	0	13	8	8

## Oral Board Raters

Don Behnsch, Career Services Advisor – Culinary, Institute of Technology  
 Grasiela Garcia, Food Service Worker II, Fresno City College

## Advertisements

### Websites:

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter, Instagram

### Agencies and Schools:

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

### K-12 School Districts:

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	Asian / Pacific Islander	American Indian / Alaskan Native	African American / Non-Hispanic	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	0	0	0	5	0	0	0	0	5
Male	2	0	0	6	1	2	0	0	11
No Answer	0	0	0	0	0	0	0	1	1
<b>Total</b>	2	0	0	11	1	2	0	1	17

\*\* Failed MQ: 3-Minimum qualifications; 1-Incomplete



# CLASSIFIED JOB OPPORTUNITY

## STATE CENTER COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

1525 E. Weldon Avenue, Fresno, California 93704-6398

Phone (559) 226-0720 • Fax (559) 272-5156 • <http://agency.governmentjobs.com/sccd>

Fresno City College • Reedley College • Clovis Community College • Madera Center  
Oakhurst Center • Career and Technology Center • The Training Institute

### COOK

**The eligibility list, which is valid for at least six months, will be used to fill full-time & part-time positions in this classification at Reedley College ONLY.**

- Definition:** Under direction, prepares, cooks and/or bakes, packages and serves hot and cold menu items in large quantities according to governmental and nutritional guidelines, and maintains kitchen facilities and equipment in a clean and sanitary condition.
- Compensation:** Starts at \$2,915.33 per month. Full-time permanent positions provide an attractive benefit package which includes health, dental and vision coverage for the employee and eligible dependents, as well as life insurance and disability coverage for employees. Part-time positions are paid hourly, starting at \$16.82 with limited benefits.
- Examples of Duties:** Reviewing menu, gathering ingredients according to recipes, preparing per directions, combining together and cooking and baking appropriately, assisting in the ordering of supplies as needed, checking in deliveries of supplies, decorating and arranging foods in an attractive manner. Assigns and reviews the work of other employees and students assigned to the department. May perform other related duties as needed
- Required Employment Standards:**
- Education:**  
Formal or informal education equivalent to completion of the twelfth grade.
- Licenses/Certificates:**  
Valid Driver's License is required.
- Experience:**  
Experience in large quantity food preparation and baking in a public or commercial establishment.
- Knowledge:**
- Knowledge of sanitation and safety methods and procedures such as sanitizing pans, utensils, equipment and preparation areas; as well as large-scale preparation, handling, and serving foods to a variety of customers.
  - Knowledge of common food service machines used in baking breads, pies, cakes, and other related items.
  - Knowledge of food preparation techniques in order to prepare visually attractive meals.
  - Knowledge of food storage techniques and rotation of perishable foods.
  - Knowledge of basic math, measurements, and weights.
- Skills:**
- Skill to use measuring devices in order to adjust food quantities and/or alter recipes.
  - Skill to evaluate appearance and taste of cooked and baked goods.
  - Skill to safely and effectively use institutional kitchen machinery, appliances, equipment, and utensils.
  - Skill to employ simple mathematical techniques in order to calculate quantities of ingredients.
  - Skill to keep simple written and numerical records.
  - Skill to rapidly learn and acquire skills in areas and technologies not previously assigned as it relates to the food service field.
  - Skill to prioritize workload and conflicting demands.
  - Skill to interpret and apply college and district policies and procedures.
  - Skill to assign, monitor, and review the work of others.
  - Skill to appropriately interact with students, staff, faculty and public.
  - Skill to receive and follow instructions in order to build and maintain effective working relationships.
- Abilities:**
- Ability to operate computers and their peripherals.
  - Ability to use current common software applications in order to accurately enter and retrieve data.
  - Ability to lift and carry moderately heavy pans of cooked and baked goods using a cart as appropriate.
  - Ability to maintain consistent, punctual and regular attendance.
- Examples of physical ability requirements necessary to perform the above job duties:**
- Have coordinated, precise movement of the fingers of one or both hands to perform tasks such as whipping ingredients or kneading bread. (Finger Dexterity)

State Center Community College District is an Equal Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined by law. We are a Title V employer.

## COOK

### Required Employment Standards: (con't)

- See clearly objects and close surroundings that are 36 inches or closer to perform tasks such as looking at food in the oven or reading recipes. (Near Visual Acuity)
- See clearly objects and close surroundings that are six feet or further away such as being able to see other vehicles while driving. (Far Visual Acuity)
- Distinguish between shades of one color or the difference between two or more colors such as working with different food ingredients. (Color Discrimination)
- Hear and understand human speech in a relatively quiet environment such as hearing someone speak in quiet office or library setting. (Speech Intelligibility in Quiet)
- Hear and understand human speech in a relatively noisy environment such as hearing someone speak to you while in the presence of loud equipment. (Speech Intelligibility in Noise)

### Examples of mental ability requirements necessary to perform the above job duties:

- Listen to and understand information and ideas presented through spoken words and sentences. (Oral Comprehension)
- Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem. (Originality)
- Arrange things or actions in a certain order or pattern, according to a specific rule or set of rules such as patterns of numbers, letters, words, or pictures. (Information Ordering)
- Identify or detect a known pattern, such as a figure, object, word, or sound that is hidden in other distracting material. (Flexibility of Closure)
- Generate or use different sets of rules for combining or grouping things in different ways. (Category Flexibility)
- Focus on a single source of sound in the presence of other distracting sounds. (Auditory Attention)
- Quickly make sense of, combine, and organize information into meaningful patterns. (Speed of Closure)
- Concentrate on a task over a period of time without being distracted. (Selective Attention)
- Shift back and forth between two or more activities or sources of information; multi-task to work on different projects simultaneously. (Time sharing)
- Remember information such as words, numbers, pictures, and procedures. (Memorization)
- Clearly communicate information and ideas through spoken words so others will understand. (Oral Expression)
- Identify and understand the speech of another person. (Speech Recognition)
- Recognize when something is wrong or is likely to go wrong. (Problem Sensitivity)
- Combine pieces of information to form general rules or conclusions such as finding a relationship among seemingly unrelated events. (Inductive Reasoning)
- Apply general rule, a premise, which is known to be true to specific problems to produce answers that make sense. (Deductive Reasoning)
- Read and understand information and ideas presented in writing. (Written Comprehension)
- Communicate information and ideas in writing so others will understand. (Written Expression)

### Working Conditions:

#### Working conditions which may occur:

- Work inside protected from the weather.
- Noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone.
- May work alone – physically isolated from others.
- Some overtime and/or schedule changes may occur.
- Heat exposure relating to kitchen appliances and machinery.
- May be required to travel to sites other than assigned location.

### Examination Process:

The examination process will include screening to ensure applications are complete and meet all minimum qualifications. The application requires the completion of Supplemental Questions to evaluate your education, training and experience relative to the required knowledge, skills and abilities for the position. Answers should be as complete as possible, as no additional information will be accepted from applicants once the application has been submitted. Responses to the supplemental questions will be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria (pass/fail). The examination process will also include a competency test (65% weight) and an oral interview examination (35% weight).

Of those achieving a passing score on the Education, Training & Experience Supplemental Questions Competitive Rating, only the 20 highest scoring candidates, plus ties, will be invited to the competency exam. Of those achieving a passing score on the competency exam, only the 10 highest scoring candidates, plus ties, will be invited to the oral appraisal board interview. Passing score is 75% out of 100% on each testing section.

**TESTING TENTATIVELY SCHEDULED FOR FRIDAY, JUNE 17, 2016  
ONLINE APPLICATIONS WILL ONLY BE ACCEPTED 6/2/16 – 6/7/16**

To move forward in the selection process, you must complete an online application through our web site at <http://agency.governmentjobs.com/scccd>. Resumes may be uploaded but cannot be used in lieu of a completed application.

**State Center Community College District is an Equal Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined by law. We are a Title V employer.**



COOK

**Filing** TUESDAY, JUNE 7, 2016, 4:30 PM.  
**Deadline:** Posted: 05/17/16

Pay Range: Regular Classified Range 43

State Center Community College District is an Equal Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined by law. We are a Title V employer.

# COPY CENTER SPECIALST

Recruitment ID	Hits	Applicants	Failed MQ**	Failed Competitive	Took Competency	Took Oral	Eligible
201500276	1020	54	28	2	24	10	8

## Oral Board Raters

Craig Polanowski, Graphic Communication Instructor, Fresno City College  
 Gayle Gilbert, Account Representative, Dumont Printing, Inc.

## Advertisements

**Websites:**

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter, Instagram

**Agencies and Schools:**

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

**K-12 School Districts:**

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	Asian / Pacific Islander	American Indian / Alaskan Native	African American / Non-Hispanic	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	3	0	0	9	6	0	0	0	18
Male	11	1	2	6	11	1	0	3	35
No Answer	1	0	0	0	0	0	0	0	1
<b>Total</b>	15	1	2	15	17	1	0	3	54

**\*\* Failed MQ: 24-Minimum qualifications; 4-Incomplete**



# CLASSIFIED JOB OPPORTUNITY

## STATE CENTER COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

1525 E. Weldon Avenue, Fresno, California 93704-6398

Phone (559) 226-0720 • Fax (559) 272-5156 • <http://agency.governmentjobs.com/scccd>

Fresno City College • Reedley College • Clovis Community College • Madera Center  
Oakhurst Center • Career and Technology Center • The Training Institute

### COPY CENTER SPECIALIST

The district wide eligibility list, which is valid for at least one year, will be used to fill full-time & part-time positions in this classification. The current vacancy is at Fresno City College.

- Definition:** Under direction operates college copy center graphic arts equipment and assists with planning and operation of the copy center.
- Compensation:** Starts at \$3,299.92 per month. Full-time permanent positions provide an attractive benefit package which includes health, dental and vision coverage for the employee and eligible dependents, as well as life insurance and disability coverage for employees. Part-time positions are paid hourly, starting at \$19.04 with limited benefits.
- Examples of Duties:** Performs copy work and the operation of related graphic arts equipment. Assists with planning and operation of the copy center and related areas located within the Production Department. Plans, designs, and typesets forms using current graphic arts related computer programs. Assists with recordkeeping, supply ordering, inventory and scheduling of projects. Coordinates and plans projects with customers, recommends cost and time effective methods of copying services or printing services. May perform other related duties as needed.
- Auxiliary Job Functions**  
The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.
- Required Employment Standards:**

#### *Education & Experience*

Education/Experience: 9 units of college level coursework in graphic arts or related area. One year experience operating digital copy machines and modern graphic arts equipment used in copying and typesetting using current computer programs.

#### *Licenses & Certificates*

Valid Driver's License

#### *Knowledge of:*

- Printing/mailroom equipment and methods including copying, finishing, collating, binding, and mailing equipment.
- Basic provisions of copyright laws applicable to the work.
- Basic inventory methods and practices.
- Chemicals and papers used in digital printing operations.
- Record keeping and report preparation techniques to ensure information is accurately presented and reported.
- Basic math including addition, subtraction, multiplication, and division.
- Proper English usage, including spelling, grammar, and punctuation in order to compose items such as correspondence and/or reports.
- Customer service principles in order to appropriately interact with students, staff, faculty, and the public.
- Current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendaring, presentation, and database programs.
- Health and Safety regulations including OSHA guidelines for the handling and disposal of hazardous waste materials and the proper use and maintenance of MSDS paperwork.
- Basic principles of training and providing work direction.

#### *Skill to:*

- Set-up, operate, and maintain high-speed programmable photocopier machines and other related reprographic equipment.
- Exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
- Plan and organize work to meet established timelines and department schedules.

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## COPY CENTER SPECIALIST

### Required Employment Standards: (con't)

- Operate standard office equipment such as computers, fax machines, copy machines, printers, telephones, and other types of equipment.
- Utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
- Rapidly learn and acquire skills in areas and technologies not previously assigned.
- Type at a sufficient speed to maintain workflow.

#### *Ability to:*

- Organize and coordinate the work flow of printed material production.
- Use typesetting and graphics equipment as necessary to complete print projects.
- Use software applications commonly used in graphics, print and design industries.
- Make minor repairs and adjustments to reprographic equipment
- Establish and maintain effective working relationships with District administrators, management, staff, students, diverse community, business and industry contacts, collaborative partner contacts, independent programs consultant/trainers, and the public.
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administrators and staff.
- Maintain confidentiality of sensitive information and records.
- Understand and successfully carry out oral and written instructions.
- Communicate concisely and effectively both orally and in writing.
- Assign, monitor, and review the work of others.
- Monitor finished work and ensure that accuracy and quality standards are met.
- Operate computers and their peripherals.
- Use current common software applications in order to accurately enter and retrieve data.

#### *Physical /Mental Demands*

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand for long periods of time and walk. Specific vision abilities required by this job include close vision and the ability to adjust focus, distinguish between colors to match pantone colors. Lift and carry office supplies and equipment weighing up to 50 lbs.

#### Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under deadlines and interact with District administrators, management, faculty, staff, representatives of other agencies, and others encountered in the course of work.

### Working Conditions:

The work condition characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain consistent, punctual and regular attendance; overtime and schedule changes may frequently occur based on business needs; work inside protected from the weather; noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone; proper handling of hazardous materials and use of proper lifting techniques.

### Examination Process:

The examination process will include screening to ensure applications are complete and meet all minimum qualifications. The application requires the completion of Supplemental Questions to evaluate your education, training and experience relative to the required knowledge, skills and abilities for the position. Answers should be as complete as possible, as no additional information will be accepted from applicants once the application has been submitted. Responses to the supplemental questions will be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria (pass/fail). The examination process will also include a competency test (55% weight) and an oral interview examination (45% weight).

**State Center Community College District is an Equal Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined by law. We are a Title V employer.**

## COPY CENTER SPECIALIST

**Examination  
Process: (con't)**

Of those achieving a passing score on the Education, Training & Experience Supplemental Questions Competitive Rating, only the 25 highest scoring candidates, plus ties, will be invited to the competency exam. Of those achieving a passing score on the competency exam, only the 10 highest scoring candidates, plus ties, will be invited to the oral appraisal board interview. Passing score is 75% out of 100% on each testing section.

### TESTING TENTATIVELY SCHEDULED FOR FRIDAY, JUNE 17, 2016

To move forward in the selection process, you must complete an online application through our web site at <http://agency.governmentjobs.com/scccd>. For education consideration, please attach to your application a copy of your degree or transcripts (including when degree was awarded). *Resumes may also be uploaded but cannot be used in lieu of a completed application.*

**Filing  
Deadline:**

**TUESDAY, JUNE 7, 2016, 4:30 PM.**  
Posted: 05/16/16

Pay Range: Regular Classified Range 48

# POLICE OFFICER – CONTINUOUS

Recruitment ID	Hits	Applicants	Failed MQ**	Failed Competitive	Took Competency	Took Oral	Eligible
POF - CONT	724	15	3	0	12	12	8

## Oral Board Raters

Jason Boust, Police Sergeant, Sanger Police Department  
 Carlos Frausto, Police Sergeant, California State University  
 John Jensen, Sergeant, Fresno Police Department

## Advertisements

### Websites:

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter, Instagram

### Agencies and Schools:

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

### K-12 School Districts:

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	Asian / Pacific Islander	American Indian / Alaskan Native	African American / Non-Hispanic	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	1	0	3	8	1	0	0	0	13
Male	0	0	0	0	0	0	0	2	2
No Answer	0	0	0	0	0	0	0	0	0
<b>Total</b>	1	0	3	8	1	0	0	2	15

\*\* Failed MQ: 3-Minimum qualifications;



# CLASSIFIED JOB OPPORTUNITY

## STATE CENTER COMMUNITY COLLEGE DISTRICT

### PERSONNEL COMMISSION

1525 E. Weldon Avenue, Fresno, California 93704-6398

Phone (559) 226-0720 • Fax (559) 272-5156 • <http://agency.governmentjobs.com/scccd>

Fresno City College • Reedley College • Clovis Community College • Madera Center  
Oakhurst Center • Career and Technology Center • The Training Institute

## POLICE OFFICER – CONTINUOUS

The continuous district-wide eligibility list will be used to fill full-time positions in this classification for at least one year.

**Definition:** Under direction patrols district campuses, offices, and other property in order to perform law enforcement and crime prevention functions, respond to crime-in-progress calls from the police radio regarding the district's property, personnel and students, and apprehend suspects and investigate crimes.

**Compensation:** Starts at \$4,105.25 per month. Full-time permanent positions provide an attractive benefit package which includes health, dental and vision coverage for the employee and eligible dependents, as well as life insurance and disability coverage for employees.

**Examples of Duties:** Duties include investigating criminal activity, apprehending law violators, controlling dangerous and violent persons, operating emergency vehicles within legal guidelines, conducting plant security inspections, assisting staff and public with directions, unlocking or jumpstarting vehicles, and investigating non-criminal incidents. Police officers may be required to perform other duties such as field training officer, firearms and tactical weapons instruction, first aid and CPR training, background investigations, other related duties as assigned.

**Required  
Employment  
Standards:**

**Education and Experience**

Completion of thirty units of college coursework and POST Academy Certificate with no additional experience required.

**Temporary Officers**

Completion of thirty units of college coursework, POST Academy and Basic Certificate with at least one year of law enforcement experience required.

**Licenses/Certificates**

- A valid driver's license is required.

**Knowledge**

- Knowledge of rules and regulations pertaining to the protection of buildings and grounds belonging to the district, California Penal Code, California Vehicle Code, Education Code, and City and County ordinances relating to theft, burglary, arson, etc.
- Knowledge of legal mandates, traffic laws and regulations, basic school law, policies, rules, and regulations concerning campus control, parking, security, and appropriate student behavior.
- Knowledge of administration of Public Safety Officer's Bill of Rights.
- Knowledge of procedures and methods for patrol, arrest, search, seizure, evidence, preliminary crime scene investigation, and protection.
- Knowledge crime problems, current issues and special problems that affect school districts.
- Knowledge of crowd control procedures and the detection and identification of dangerous drugs, improper substances and gang activity.
- Knowledge of safe campus supervision methods and procedures.
- Knowledge of behavior modification strategies and techniques.
- Knowledge of emergency communication techniques including equipment and its use.
- Knowledge of fire safety, security, surveillance, and communication systems and codes.
- Knowledge of first aid and CPR.
- Knowledge of handgun use and safety measures.

**Required**

## Employment Standards (cont'd):

- Knowledge of record keeping and report preparations techniques to ensure department compliance.
- Knowledge of proper English spelling, grammar, and punctuation to compose items such as police reports and/or strategic plans.
- Knowledge of customer service principles and interpersonal relationships in order to appropriately interact with students, staff, faculty, and the public.
- Knowledge of current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendar, presentation, and database programs.

### *Skills*

- Skill to conduct investigations, make arrests, file criminal complaints, patrol effectively, lift fingerprints, detect and prevent criminal activity.
- Skill to analyze data and prepare reports for items such as investigations, complaints, arrests, and others.
- Skill to operate and maintain department issued weapons and qualify periodically.
- Skill to make effective oral presentations to a variety of audiences with differing levels of knowledge regarding a variety of procedures.
- Skill to make quick decisions in emergency situations.
- Skill to utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
- Skill to utilize law enforcement computer systems.
- Skill to exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
- Skill to accurately type at a sufficient speed to maintain workflow
- Skill and ability to rapidly learn and acquire skills in areas and technologies not previously assigned.
- Skill and ability to effectively communicate with individuals for whom English is not a primary language.

### *Abilities*

- Ability to establish and maintain effective working relationships with District administrators, management, staff, students, diverse community, and the public.
- Ability to understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administrators and staff.
- Ability to promote good community relations and build community confidence in the campus police department.
- Ability to think clearly and logically, use good judgment, and make quick and appropriate decisions in emergency situations.
- Ability to recognize signs of danger to school property.
- Ability to exercise physical force when necessary in restraining and assisting in the arrest of suspicious persons or suspects on district property.
- Ability to interview and advise suspects, witnesses, victims, reporting parties, parents, and staff.
- Ability to remember names, faces, and details of occurrences.
- Ability to qualify to use a handgun.
- Ability to effectively communicate with individuals for whom English is not a primary language.
- Ability to employ proper English usage, spelling, grammar, and punctuation.
- Ability to learn and apply college and district policies and procedures.
- Ability to operate standard office equipment such as computers, fax machines, copy machines, telephones and others.
- Ability to use current common software applications in order to accurately enter and retrieve data.
- Ability to learn, interpret and apply federal and state laws and regulations, district policies and procedures as they pertain to law enforcement.
- Ability to maintain confidentiality of sensitive information and records.

## Required

**State Center Community College District is an Equal Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined by law. We are a Title V employer.**



## Employment Standards (cont'd):

- Ability to assist in assigning, monitoring, and/or reviewing the work of others.
- Ability to receive and follow instructions in order to build and maintain effective working relationships.
- Ability to maintain consistent, punctual and regular attendance.
- Ability to lift and carry office supplies and equipment weighing up to 140 lbs.

### *Examples of physical ability requirements necessary to perform the above job duties:*

- Muscular effort (or strength) needed to lift, push, pull or carry an object such as exercising physical force. (Muscular Tension)
- The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs to perform a task. (Flexibility)
- Coordinated movements of the arms, legs and torso while the whole body is in motion. (Whole Body Coordination)
- Keep balanced and stay upright when in an unstable position. (Whole Body Equilibrium)
- Coordination of two or more limbs (arms and legs) while seated or standing in one place. (Multi-Limb Coordination)
- Have coordinated, precise movement of the fingers of one or both hands to perform tasks such as typing, writing and taking notes. (Finger Dexterity)
- See clearly objects and close surroundings that are 36 inches or closer to perform tasks such as looking at computer monitors. (Near Visual Acuity)
- See clearly objects and close surroundings that are six feet or further away such as being able to see other vehicles while driving. (Far Visual Acuity)
- Distinguish between shades of one color or the difference between two or more colors such as working with computer monitors and filing systems. (Color Discrimination)
- Part of vision that occurs outside the very center of gaze allowing the individual to see objects, movement or sharp contrasts toward the edges of the visual field. (Peripheral Vision)
- Hear and understand human speech in a relatively quiet environment such as hearing someone speak in quiet office or library setting. (Speech Intelligibility in Quiet)
- Hear and understand human speech in a relatively noisy environment such as hearing someone speak to you while in the presence of loud equipment. (Speech Intelligibility in Noise)
- Tell from what direction a sound is coming from. (Sound Localization)

### *Examples of mental ability requirements necessary to perform the above job duties:*

- Listen to and understand information and ideas presented through spoken words and sentences. (Oral Comprehension)
- Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem. (Originality)
- Arrange things or actions in a certain order or pattern, according to a specific rule or set of rules such as patterns of numbers, letters, words, or pictures. (Information Ordering)
- Identify or detect a known pattern, such as a figure, object, word, or sound that is hidden in other distracting material. (Flexibility of Closure)
- Come up with a number of ideas about a topic. (Fluency of Ideas)
- Generate or use different sets of rules for combining or grouping things in different ways. (Category Flexibility)
- Focus on a single source of sound in the presence of other distracting sounds. (Auditory Attention)
- Quickly make sense of, combine, and organize information into meaningful patterns. (Speed of Closure)
- Concentrate on a task over a period of time without being distracted. (Selective Attention)
- Shift back and forth between two or more activities or sources of information; multi-task to work on different projects simultaneously. (Time sharing)
- Remember information such as words, numbers, pictures, and procedures. (Memorization)
- Clearly communicate information and ideas through spoken words so others will understand. (Oral Expression)

## Required

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# POLICE OFFICER – CONTINUOUS

**Employment Standards (cont'd):**

- Identify and understand the speech of another person. (Speech Recognition)
- Recognize when something is wrong or is likely to go wrong. (Problem Sensitivity)
- Combine pieces of information to form general rules or conclusions such as finding a relationship among seemingly unrelated events. (Inductive Reasoning)
- Apply general rule, a premise, which is known to be true to specific problems to produce answers that make sense. (Deductive Reasoning)
- Read and understand information and ideas presented in writing. (Written Comprehension)
- Communicate information and ideas in writing so others will understand. (Written Expression)

**Working conditions Which May Occur:**

- Work situations which require the supervision or control of persons who may become physically violent, or combative.
- Will be required to frequently travel to different locations within the District.
- Work inside protected from the weather.
- Work outside exposed to the weather and varying temperatures.
- Work under pressure of constant deadlines with frequent interruptions.
- Work effectively in a demanding environment.
- Work collaboratively in a team environment.
- Work with sensitive and confidential information.
- Noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone.
- Schedule changes may occur based on business needs.

**Examination Process:**

The examination process will include screening to ensure applications are complete and meet all minimum qualifications. The application requires the completion of Supplemental Questions to evaluate your education, training and experience relative to the required knowledge, skills and abilities for the position. Answers should be as complete as possible, as no additional information will be accepted from applicants once the application has been submitted. Responses to the supplemental questions will be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria (No Weight). The examination process will also include a competency test (pass/fail) and an oral interview examination (pass/fail).

Of those achieving a passing score on the Education, Training & Experience Supplemental Questions Competitive Rating, all passing candidates will be invited to the exam process. Passing score is 75% out of 100% on each testing section.

**Those applicants who pass the exam(s) will be placed on the eligibility list based on a first-come, first-served basis.**

**TESTING WILL BE SCHEDULED AS NEEDED.**

To move forward in the selection process, you must complete an online application through our web site at <http://agency.governmentjobs.com/scccd> Please attach to your application a copy of your degree or transcripts (including when degree was awarded) and your POST Academy Certificate or your application may be considered incomplete. Resumes may also be uploaded but cannot be used in lieu of a completed application.

**Filing Deadline:**

**CONTINUOUS RECRUITMENT.**

Posted: 5/31/16

Pay Range: Regular Classified 57

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# SYSTEMS TECHNICAL RESOURCE ANALYST

Recruitment ID	Hits	Applicants	Failed MQ**	Failed Competitive	Took Competency	Took Oral	Eligible
STR-0616	627	40	8	7	25	10	10

## Oral Board Raters

Charlie Lochbaum, Network Coordinator, SCCC  
 Roberto Barrera, Network Tech, Select Business Systems  
 Angelo Bautista, Information Technology Analyst, Fresno County Office of Education  
 Nancy Perez, IT Analyst, County of Fresno

## Advertisements

### Websites:

SCCCD, CCC Registry, Edjoin, BulldogLink, Google+, Facebook, LinkedIn, Twitter, Instagram

### Agencies and Schools:

FCOE, City of Fresno, Madera COE, Fresno County, CSUF, Central 14 Community Colleges (specifically COS, Cuesta, Gavilan, Hartnell, Merced, Monterey Peninsula, West Hills) DeVry University, Fresno Pacific, ITT Technical Institute, San Joaquin Valley College, CA Indian Manpower Consortium, Central Valley Professionals, Fresno Center for New Americans, LDS Church, Fresno Economic Opportunities Commission, FARN

### K-12 School Districts:

Fresno, Central, Clovis, Kings Canyon, Madera, Sanger, KCUSD

## Applicant Demographics

Gender	Asian / Pacific Islander	American Indian / Alaskan Native	African American / Non-Hispanic	Hispanic	White	Multi-racial	Native Hawaiian/Other Pacific Islander	Unknown	Total
Female	0	0	0	2	2	0	0	0	4
Male	5	0	0	17	10	2	0	0	34
No Answer	1	0	0	0	0	0	0	1	2
<b>Total</b>	6	0	0	19	12	2	0	1	40

\*\* Failed MQ: 4-Minimum qualifications; 4-Incomplete

Prepared by Vince Tafoya – State Center Community College District



**CLASSIFIED JOB OPPORTUNITY**  
STATE CENTER COMMUNITY COLLEGE DISTRICT  
PERSONNEL COMMISSION

1525 E. Weldon Avenue, Fresno, California 93704-6398

Phone (559) 226-0720 • Fax (559) 272-5156 • <http://agency.governmentjobs.com/scccd>

Fresno City College • Reedley College • Clovis Community College • Madera Center  
Oakhurst Center • Career and Technology Center • The Training Institute

**SYSTEMS TECHNICAL RESOURCE ANALYST**

The district wide eligibility list, which is valid for at least one year, will be used to fill full-time & part-time positions in this classification. The current vacancy is at the District Office.

- Definition:** Under direction performs hardware and software systems management.
- Compensation:** Starts at \$6,059.50 per month. Full-time permanent positions provide an attractive benefit package which includes health, dental and vision coverage for the employee and eligible dependents, as well as life insurance and disability coverage for employees. Part-time positions are paid hourly, starting at \$34.96 with limited benefits.
- Examples of Duties:** Duties include system hardware and software analysis and problem resolution, debugging, testing and installation of new hardware and software, maintaining records of systems maintenance, hardware inventory, new installations and problem resolution, assigning user accounts, and tuning the operating system for optimal performance. May perform other related duties as needed.
- Required Employment Standards:** **Education:** Associate degree in computer science, mathematics, or a related field.  
**Licenses/Certificates:** Valid Driver's License is required.

**Experience:** Progressively responsible experience in capacity planning, setting job priorities, maintaining hardware inventory, working with technical staff determining resource allocations, systems security, and scheduling operations. (Experience may have been obtained as course requirements.)

**Knowledge and Abilities:** Knowledge of computer/server hardware; Storage Area Network; Server and Virtual Desktop Infrastructure technologies (i.e., VMware, Citrix, Microsoft); and backup and recovery techniques. Skill to install and upgrade the operating system and layered products, tune the system for optimal performance, set up and manage special clusters and network configurations, system generation for workload needs, establish resource control, set up user accounts, and manage daily system operations. Ability to receive and follow instructions and appropriately interact with students, staff, faculty and the public. Ability to learn and apply college and district policies and procedures.

- Examination Process:** The examination process will include screening to ensure applications are complete and meet all minimum qualifications. The application requires the completion of Supplemental Questions to evaluate your education, training and experience relative to the required knowledge, skills and abilities for the position. Answers should be as complete as possible, as no additional information will be accepted from applicants once the application has been submitted. Responses to the supplemental questions will be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria (pass/fail). The examination process will also include a competency test (55% weight) and an oral interview examination (45% weight).

Of those achieving a passing score on the Education, Training & Experience Supplemental Questions Competitive Rating, only the 25 highest scoring candidates, plus ties, will be invited to the competency exam. Of those achieving a passing score on the competency exam, only the 10 highest scoring candidates, plus ties, will be invited to the oral appraisal board interview. Passing score is 75% out of 100% on each testing section.

**TESTING TENTATIVELY SCHEDULED FOR FRIDAY, JULY 8, 2016.**

To move forward in the selection process, you must complete an online application through our website <http://agency.governmentjobs.com/scccd>. Please attach to your application a copy of your degree or transcripts (including when degree was awarded) or your application may be considered incomplete. Resumes may also be uploaded but cannot be used in lieu of a completed application.

- Filing Deadline:** THURSDAY, JUNE 23, 2016, 4:30 PM.

Posted: 06/02/16

Pay Range: Regular Classified Range 73

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State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT:      Consideration and Approval to Extend  
                 Eligibility List

ENCLOSURE(S):  
Eligibility List(s)

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Action

ITEM NO: 16-33

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Background:

One eligibility list has been placed on the agenda for an extension.

**Upward Bound Assistant**

After discussion, the decision was made to request an extension of the existing list rather than recruiting and testing again at this time.

The list was originally effective on July 29, 2015 and had 16 qualified candidates. Presently, the list has 13 qualified candidates.

Recommendation:

It is recommended the Personnel Commission approve a six-month extension for the Upward Bound Assistant eligibility list to January 29, 2016.

State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT:           Consideration and Approval to Classify New   ENCLOSURE(S):  
                      Positions in an Established Job Classification   Board of Trustees  
                      Specifications                                                    Agenda Items,  
                                                                                                          Classification  
                                                                                                          Specifications, PC  
                                                                                                          Rule 3-1 thru 3-4, 3-7  
                                                                                                          thru 3-9, 3-12, 3-13

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Action

ITEM NO: 16-34

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Background:

The Board of Trustees was presented with the duties of new positions at various locations. Personnel Commission rules 3-1 thru 3-4, 3-7 thru 3-9, 3-12, and 3-13 state that it is the responsibility of the Personnel Commission to classify duties of new or reorganized positions approved by the Board of Trustees into established classifications, recommend a new classification or exempt the new position duties from the classified service.

The items presented to the Board of Trustees are attached for the Commissioners review along with the established classification specifications. The items indicate the duties that will be performed by the new positions. The recommended classifications for the new positions are as follows:

- a. Financial Aid Manager, FCC, Position #8140
- b. Instructional Technician – Manufacturing FCC, Position #8535
- c. Instructional Technician – Manufacturing (PPT), MC, Position #4059
- d. Student Personnel Services Assistant, FCC, Position #8139

Recommendation:

It is recommended the Personnel Commission approve and classify the duties of the new positions in the classified service with the recommended established classifications.

STATE CENTER COMMUNITY COLLEGE DISTRICT  
1525 E. Weldon  
Fresno, California 93704

PRESENTED TO BOARD OF TRUSTEES

DATE: July 5, 2016

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SUBJECT: Consideration to Approve New Position of  
Financial Aid Manager, Fresno City College

ITEM NO. 16-56HR

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EXHIBIT: None

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Background:

The Board of Trustees previously approved the position of a six-month limited term financial aid manager. This position was approved on a pilot basis to assist with personnel issues, day-to-day operations, compliance requirements, quality assurance, and oversight of the department. The financial aid manager position was included in the department's last program review.

Administration has determined the pilot program was successful and is recommending the a new position with a proposed title of Financial Aid Manager. The position will be funded using categorical administrative cost allowance funds received from the Department of Education each year.

Recommendation:

In accordance with Board Policy 7230, administration recommends the Board of Trustees approve the new position of Financial Aid Manager, Fresno City College.

STATE CENTER COMMUNITY COLLEGE DISTRICT  
1525 E. Weldon  
Fresno, California 93704

PRESENTED TO BOARD OF TRUSTEES

DATE: July 5, 2016

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SUBJECT:      Consideration to Approve New Permanent  
                 Part-Time Position of Instructional Technician,  
                 Manufacturing, Madera Community College  
                 Center

ITEM NO.      16-53HR

---

EXHIBIT:      None

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Background:

There is a vacant permanent part-time instructional technician, machine shop, position at Reedley College. Administration recommends unfunding the position and adding a new permanent part-time position of Instructional Technician, Manufacturing, at the Madera Community College Center.

As a part of the expansion of the Career and Technical Educational (CTE) program and with the addition of the new manufacturing faculty and ag business program, this position is necessary to meet the growing demand in the manufacturing area at the Madera Community College Center. The addition of this 10-month permanent part-time position will better serve the needs of the students.

Recommendation:

In accordance with Board Policy 7230, it is recommended the Board of Trustees approve a new permanent part-time position of Instructional Technician, Manufacturing, Madera Community College Center.



STATE CENTER COMMUNITY COLLEGE DISTRICT  
1525 E. Weldon  
Fresno, California 93704

PRESENTED TO BOARD OF TRUSTEES

DATE: July 5, 2016

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SUBJECT: Consideration to Approve New Position of  
Student Personnel Services Assistant, Fresno  
City College

ITEM NO. 16-55HR

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EXHIBIT: None

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Background:

There is a vacant Financial Aid I (FA1) position in the Fresno City College Financial Aid Department. After a review of the duties needed within the Financial Aid office, administration is recommends unfunding the FA1 position #2444 and adding a new position with a proposed title of Student Personnel Services Assistant in the financial aid office. This new classification will better serve the needs of students by assisting students and parents with the application and documentation for financial aid, scholarships, and grants.

The Financial Aid Department has lacked a dedicated employee to the Federal Work-Study Program. The allocation of federal work study funds has doubled in the last five years. It is crucial to have a dedicated contact person for students and employees due to the many federal compliance requirements, numbers of students who gain hands on work experience through this program, and required supervisor contact and follow up.

Recommendation:

In accordance with Board Policy 7230, administration recommends the Board of Trustees approve the new position of Student Personnel Services Assistant, Fresno City College.



## State Center Community College District

<b>Job Title:</b>	Financial Aid Manager	<b>Classification Series:</b>	Student Services
<b>FLSA Status:</b>	Exempt Management	<b>Classification Group:</b>	Financial Aid
<b>Salary Schedule:</b>	Classified Management	<b>Classification Level:</b>	Supervisor/Manager
<b>Recommended Salary Range:</b>	34	<b>Date Duties Created:</b>	April 15, 1996

### Definition

Under direction, manages, evaluates and oversees the activities and staff of an assigned Financial Aid Office, plans and schedules the disbursement of financial aid funds to students, and resolves the more complex and difficult financial aid processing and student account issues.

### Distinguishing Characteristics

This is a management position, exempt from overtime provisions of the Fair Labor Standards Act, with responsibility for formulation and implementation of district policies, regulations, budget decisions, and supervision of personnel including assignment of work, evaluation of performance, adjusting grievances, recommending hiring, transfer, suspension, lay off, recall, promotion, and termination.

The **Financial Aid Manager** is the incumbent responsible for managing, reviewing and supervising the activities and staff of an assigned Financial Aid Office. Incumbents direct office staff in the intake of financial aid applications and supporting documentation and the day-to-day management of financial programs and services. Incumbents are responsible for resolving the more complex and difficult financial aid processing and student account issues and working with governmental and private student aid funding agencies to resolve student account issues. Incumbents are also responsible for developing and maintaining record keeping systems and procedures in accordance with federal and state regulations. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

### *Supervision Received*

General supervision is received from an academic or classified administrator.

### *Supervision Exercised*

Direct supervision is exercised over professional, technical, and clerical staff assigned to the department.

### Essential Job Functions

- Duties include the implementation of the policies and procedures for student financial aid services on a campus, including scholarships, grants and student employment programs.
- Assisting in the establishment of policy and procedures that assure the effective delivery of student financial aid services.
- Maintaining an automated financial aid system that provides interactive, consistent financial aid services to all students on the campus.
- Providing for and conducting on-going training for the financial aid staff.
- Makes recommendations for staffing, budgeting, selection and maintenance of current technology to support student financial aid services.
- Prepares and submits required local, state and federal reports.
- Performs other duties as needed.

### Auxiliary Job Functions



## State Center Community College District

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to this classification.

### Minimum Qualifications

#### ***Education & Experience***

Any combination of education and/or experience, which demonstrates that the individual is likely to possess the required knowledge, skills and abilities: Bachelor's degree AND two (2) years or more of management/lead level experience in management information systems, PC and related technology as well as designing records and delivery systems for financial aid or administration of large information records systems.

#### ***Licenses & Certificates***

Valid Driver's License is required.

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

- Principles and practices of generally accepted accounting and auditing procedures related to Federal Title IV financial aid.
- Applicable sections of the State Education Code and the Federal Title IV regulations.
- Other federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
- Features, requirements and eligibility provisions of federal, state and local financial aid programs.
- Policies, objectives and technical aspects of financial aid programs and activities.
- Methods and techniques of conducting financial aid needs analyses.
- Methods and procedures of financial aid award packaging.
- District organization, operations, policies and objectives pertaining to student admissions and financial aid.
- Financial and statistical recordkeeping techniques.
- District classified human resources policies and procedures and labor contract provisions.
- Management information systems capabilities that relate to financial aid planning, budgeting, scheduling, and reporting particularly with multiple funding sources.
- Principles of supervision, training, evaluation, and staff development.
- Strategic planning and resource allocation.
- Budget preparation and control.
- Record keeping and report preparation techniques to ensure information is accurately presented and reported.
- Basic math including addition, subtraction, multiplication, and division.
- Proper English usage, including spelling, grammar, and punctuation in order to compose items such as correspondence and/or reports.
- Customer service principles in order to appropriately interact with students, staff, faculty, and the public.
- Current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendaring, presentation, and database programs.

#### ***Skill to:***

- Coordinate financial aid activities for the Financial Aid Office.
- Make effective oral presentations to a variety of audiences with differing levels of knowledge regarding financial aid programs.
- Effectively communicate with individuals for whom English is not a primary language.
- Exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
- Plan and organize work to meet established timelines and department schedules.
- Operate standard office equipment such as computers, fax machines, copy machines, telephones, and others.



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- Utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
- Rapidly learn and acquire skills in areas and technologies not previously assigned.
- Type at a sufficient speed to maintain workflow.

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

- Plan, organize and manage the operations and activities of the Financial Aid Office.
- Coordinate and manage financial aid funds, budgets, personnel, information, training activities, systems and reporting functions to meet student needs and assure smooth and efficient activities.
- Develop and implement financial aid plans, programs, projects, services, goals, objectives and systems.
- Assure proper and timely resolution of financial aid issues, conflicts and discrepancies.
- Monitor, analyze and modify policies, procedures and programs to enhance the financial effectiveness and operational efficiency of the Financial Aid Office.
- Plan, develop, implement and conduct training sessions concerning financial aid.
- Effectively represent the college at community events and present clear, concise, comprehensive reports to all in attendance.
- Establish and maintain effective working relationships with District and campus administrators, management, staff, students, diverse community, collaborative partner contacts, independent programs consultant/trainers, and the public.
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administrators and staff.
- Promote workplace diversity and a positive work environment.
- Analyze problems, develop sound problem-solving models, and propose logical solutions to problems.
- Research, evaluate data, and prepare comprehensive, concise reports and recommendations.
- Prepare and monitor a budget.
- Learn Title 5, California Education Code, Merit System Rules, Board Policy, Administrative Regulations and collective bargaining agreements in the District.
- Maintain confidentiality of sensitive information and records.
- Supervise, train, and evaluate personnel.
- Operate computers and their peripherals.
- Use current common software applications in order to accurately enter and retrieve data.

### ***Physical /Mental Demands***

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk. Specific vision abilities required by this job include close vision and the ability to adjust focus. Lift and carry office supplies and equipment weighing up to 25 lbs.

#### Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive



## State Center Community College District

deadlines and interact with District administrators, management, Personnel Commissioners, board members, faculty, staff, representatives of other agencies, and others encountered in the course of work.

### ***Work Conditions***

The work conditions characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain consistent, punctual and regular attendance; required to frequently travel to locations other than assigned site; schedule changes may frequently occur based on business needs; work inside protected from the weather; work outside exposed to the weather and varying temperatures; noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone.

Duties Approved By:	Board of Trustees	Date:	April 15, 1996
Class Approved By:	Personnel Commission	Date:	April 15, 1996
Revised BY:	Personnel Commission	Date:	November 17, 2015
Updated By:	Elba Gomez	Date/Time:	11/12/2015



## State Center Community College District

<b>Job Title:</b>	Instructional Technician - Manufacturing	<b>Classification Series:</b>	Instructional Services
<b>FLSA Status:</b>	Non-Exempt	<b>Classification Group:</b>	Instructional Assistance
<b>Salary Schedule:</b>	Classified Regular	<b>Classification Level:</b>	Intermediate
<b>Recommended Salary Range:</b>	50	<b>Date Created:</b>	September 1, 2015

### Definition

Under direction sets up laboratory materials and assists in the operation and maintenance of the manufacturing laboratory equipment, prepares demonstrations for the class, organizes and monitors the disposal of hazardous waste materials.

### Distinguishing Characteristics

The **Instructional Technician - Manufacturing** class is distinguished from the Instructional Aide class in that incumbents assigned to the class of Instructional Technician oversee complex instructional laboratories, possess specialized technical and academic training, and has experience in the assigned field. Additionally, the incumbent will provide administrative support for multiple instructors. Incumbents work independently and may provide instructional assistance to students and instructors in an instructional laboratory designated for a specific academic or vocational subject area. Instructional Technicians are responsible for applying district policies in regards to environmental, health, and safety regulations. Incumbents will be cross trained and become knowledgeable in other areas. Individuals must be willing to work in a team environment.

The **Instructional Aide** class performs varied duties in accordance with general instructions or standard procedures. This position differs from the higher class due to the limited variety of activities, work being more closely supervised and more routine in nature.

### ***Supervision Received***

General supervision is received from an academic or classified administrator.

### ***Supervision Exercised***

No supervisory responsibilities. Incumbents will have lead responsibilities and will assign, monitor, and review the work of other staff.

### Essential Job Functions

Performs a variety of duties related to the manufacturing program including but not limited to:

1. Demonstrates proper techniques and use of tools and equipment for students during laboratory classes.
2. Utilizes a variety of maintenance equipment, tools, materials, and supplies.
3. Prepares instruments, equipment, tools, and facilities for laboratory classes in a variety of environments.
4. Performs demonstrations and provides orientation, assistance, training and technical support to instructors on classroom/shop procedures, operation of equipment, and location and use of instructional materials.
5. Ensures the set-up and clean-up of shop exercises.
6. Orders parts, supplies and instructional materials, maintains inventory and equipment, and processes orders upon delivery.
7. Maintains record keeping of hazardous waste generation in accordance with regulations, guidelines, and district policy.
8. Collects, stores, and coordinates the disposal of hazardous chemicals and materials.
9. Implements chemical hygiene and hazard communication programs.
10. Monitors students in class, lab, and shop situations.
11. Fabricates, welds, builds, modifies, and repairs for purposes of demonstration.
12. Ensures and enforces security and safety of the lab/shop according to established procedures, policies, and laws.



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13. Screens, selects, trains, evaluates, and provides work direction for student workers.
14. Inspects, tests, operates, assembles, and installs equipment, supplies and materials.
15. Monitors and records tasks and prepares reports.
16. Performs other duties as needed.

### Auxiliary Job Functions

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

### Minimum Qualifications

#### **Education & Experience**

Any combination of education and/or experience, which demonstrates that the individual is likely to possess the required knowledge, skills and abilities: Associate's degree or certificate in manufacturing or a related field AND at least two years of experience in welding, machine shop, electrical, hydraulics, or motor controls, OR Journeyman level experience (4 years or more) in welding, machine shop, electrical, hydraulics, or motor controls.

#### **Licenses & Certificates**

- Valid Driver's License
- Within six (6) months of hire and/or at management request, incumbents MAY be required to obtain the following licenses/certificates:
  - Commercial Class 'A' Driver's license
  - Forklift OSHA card

#### **Knowledge of:**

1. Principles, procedures and methods used in a manufacturing shop.
2. Principles and procedures to ensure proper handling of hazardous waste disposal.
3. Cleaning, fabrication, operation and minor repair and maintenance of shop equipment.
4. Research procedures in order to help set up laboratories.
5. Proper storage procedures of manufacturing supplies and equipment.
6. Safety procedures pertaining to machining, welding, electricity, fluid power, and chemical hygiene.
7. Health, safety and security practices and regulations.
8. Inventory techniques and supply procurement methods.
9. Principles and practices of budget tracking which includes creating purchase orders and tracking burn rate.
10. Proper English usage, including spelling, grammar, and punctuation in order to compose items such as correspondence and/or reports.
11. Customer service principles in order to appropriately interact with students, staff, faculty, and the public.
12. Current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendaring, and presentations.
13. Basic math including addition, subtraction, multiplication, and division.
14. Hydraulics, pneumatics, machine shop, and fluid power.
15. Motor controls, 240 and 480 volt systems, variable frequency drives, transformers, and associated equipment.
16. Gas fusion welding, steel and cast iron welding, arc welding of steel plate and pipe, and tig and mig welding.

#### **Skill to:**

1. Issue, receive, and maintain records of equipment and supplies.
2. Demonstrate proper techniques and use of equipment for students.
3. Communicate with vendors.
4. Clean, adjust, operate, and maintain manufacturing equipment.
5. Exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
6. Plan and organize work to meet established timelines and schedules.
7. Operate standard office equipment such as computers, copy machines, telephones and others equipment.



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8. Utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
9. Rapidly learn and acquire skills in areas and technologies not previously assigned.
10. Type at a sufficient speed to maintain workflow.

### **Ability to:**

1. Safely operate and demonstrate the proper operation of machine shop tools including lathes, mills, grinders, saws, drill presses and Computer Numerical Control (CNC) equipment.
2. Perform and demonstrate the use of precision measurement tools, such as micrometers, calipers, and dial indicators.
3. Safely operate and demonstrate the proper technique of Shielded Metal Arc Welding (SMAW), Gas Metal Arc Welding (GMAW), Flux-Corded Arc Welding (FCAW), and Gas Tungsten Arc Welding (GTAW).
4. Perform and demonstrate the use of fabricating equipment such as metal sheers, iron workers, cutting and forming tools.
5. Read and interpret manufacturing shop manuals to facilitate repairs on shop equipment.
6. Accurately read blueprints.
7. Assemble and dismantle manufacturing laboratory simulations and assignments.
8. Provide hands-on support to students as a supplement to their classroom teaching.
9. Safely clean up and dispose of hazardous materials.
10. Review and evaluate the work of students assigned by instructors.
11. Evaluate and assist students in a lab setting.
12. Interpret, explain, and apply procedures and regulations pertaining to laboratory safety, security and hazardous material disposal.
13. Keep accurate records and maintain accurate inventory of shop equipment and supplies.
14. Maintain budget for laboratory supplies and anticipate expenses.
15. Establish and maintain effective working relationships with District administrators, management, staff, diverse community, business and industry contacts, and the public.
16. Ability to understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administrators and staff.
17. Effectively communicate with individuals for whom English is not a primary language.
18. Screen, select, train and provide work direction to student workers.
19. Employ proper English usage, spelling, grammar, and punctuation.
20. Receive and follow instructions.
21. Learn and apply college and district policies and procedures.
22. Operate computers and their peripherals.
23. Use current common software applications found in manufacturing shops.
24. Maintain consistent, punctual and regular attendance.

### **Physical /Mental Demands**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Physical Demands

While performing the duties of this job, the employee has ongoing physical strain and/or muscular exertion; uses hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee operates vehicles and heavy machinery in which manipulative skills and hand/eye coordination are important ingredients of safe and/or productive operations. Regular and at times sustained exertion of moderate to heavy physical effort in lifting, carrying, pushing, and pulling heavy items weighing up to 80 lbs.

#### Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly





## State Center Community College District

detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District administrators, management, Personnel Commissioners, board members, faculty, staff, representatives of other agencies, and others encountered in the course of work.

### ***Work Conditions***

The work conditions characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain consistent, punctual and regular attendance; required to frequently travel to locations other than assigned site; schedule changes may frequently occur based on business needs; Work involves indoor and outdoor environment, working with manufacturing equipment; subject to heavy lifting, electrical equipment and tools; exposure to hazardous chemicals and extensive student contact; noise exposure up to 110 decibels, typically that of a manufacturing shop.

Class Approved By:	Personnel Commission	Date:	November 17, 2015
Duties Approved By:	Board of Trustees	Date:	September 1, 2015
Updated By:	Elba Gomez	Date/Time:	11/12/2015

STATE CENTER COMMUNITY COLLEGE DISTRICT  
STUDENT PERSONNEL SERVICES ASSISTANT

DEFINITION

Under direction assists students with services which further their educational goals.

DISTINGUISHING CHARACTERISTICS

This classification performs difficult and complex duties in accordance with general instructions or established procedures. This position differs from other levels by the knowledge of and responsibility for student services provided and decision making.

EXAMPLES OF DUTIES

Performs a variety of duties including assisting students and parents in application and documentation for financial aid, scholarships, and grants, and analyzing student need through recognized need analysis techniques, determines student eligibility for aid, organizes and conducts program orientation sessions, assists students with career guidance materials, dissemination meetings with college and community groups and organizations, and assists in the development of processing materials. May perform other related duties as needed.

EMPLOYMENT STANDARDS

Education: Formal and informal education equivalent to completion of the twelfth grade.

Experience: Experience working with a diverse clientele in providing various types of student support services, such as financial aid, personal counseling, career and transfer information.

Knowledge and Abilities: Knowledge of college and community resources to assist students and their key contact persons, basic interviewing skills, research, advising, budgeting and clerical skills. Skill to compile statistical data, communicate with individuals for whom English is not a primary language, communicate technical information to individuals and groups with limited technical background, record and document transactions effectively, analyze transcripts and other records. Enters and retrieves data from computer system in appropriate format. Knowledge of ability to employ correct English usage, spelling, grammar and punctuation. Ability to receive and follow instructions and appropriately interact with students, staff, faculty and public. Ability to learn and apply college and district policies and procedures.

### SECTION 3. THE CLASSIFIED SERVICE

3-1 POSITIONS INCLUDED: All positions established by the Governing Board of-Trustees', which are not exempt from the classified service by law shall be a part of the classified service of the District. All employees serving in the District's classified positions shall be classified employees. The employees and positions shall be known as the Classified Service.

REFERENCE: Education Code Section 88076, 88005, 88006, 88008, 88079

3-2 EXEMPTION FROM THE CLASSIFIED SERVICE: Positions required by law to be academic, part-time playground positions, full-time students employed part-time, part-time students employed part-time in any college work-study program or in a work experience education program conducted by a community college district which is financed by state or federal funds, apprentice positions, and positions established for the employment of professional experts on a temporary basis for a specific project by the governing board or the by commission when so designated by the commission.

REFERENCE: Education Code Sections 88076, 88078

3-4 EFFECT OF EXEMPTION: Any position or employee totally exempted from the classified service by law shall be excluded from the benefits and burdens imposed by these Rules and Regulations, except as otherwise provided by law, the Board of Trustees, or these Rules and Regulations.

#### 3-7 GENERAL CLASSIFICATION RULES

3-8 ASSIGNMENT OF DUTIES: The Board shall fix and prescribe the duties and responsibilities of all positions in the classified service except those in the Commission staff. When the duties being performed by an employee are found to be inconsistent with the duties officially assigned to a specific position, the Director of Classified Personnel shall report the facts to the responsible administrator in order that appropriate action may be taken.

REFERENCE: Education Code Sections 88009, 88061, 88084, 88095

3-9 GENERAL CLASSIFICATION PLAN: The Commission shall classify all employees and positions within the jurisdiction of the Board or the Commission, except those positions which the Commission determines is exempt from the Classified Service pursuant to Rule 3-2. The Commission shall maintain a classification plan for all positions. The employees and positions shall be known as the Classified Service. To classify shall include, but not be limited to:

- (a) Allocation of all positions to appropriate classes.
- (b) Arrangement of classes into occupational hierarchies (job families).
- (c) Determination of reasonable percentage relationships between classes within the occupational hierarchies.
- (d) Determination of reasonable percentage relationships between occupational hierarchies.
- (e) Preparation of written class specifications.

REFERENCE: Education Code Sections 88076, 88005, 88009, 88076

3-12 CREATION OF NEW POSITIONS: When the Board of Trustees creates a new position or approves a reorganization that modifies the duties and/or responsibilities of a classification or position, it shall submit the duties officially assigned to the classification/position, in writing, to the Director of Classified Personnel. The Board may recommend minimum educational and work experience requirements for the classification/position. The Director of Classified Personnel shall present recommendations to the Commission for action. The Commission shall:

- (a) Determine if the new position shall be a part of the Classified Service or exempt under Rule 3-2.

(b) Classify the position and determine whether the position should be allocated to an existing class or whether a new class should be established.

(c) If a new class is recommended, the Director of Classified Personnel shall set forth a proposed class specification setting out the title, duties as established by the Board of Trustees, qualifications, and other requirements of a class specification. The qualifications approved by the Commission must reasonably relate to the duties assigned to the position by the Board of Trustees.

(d) The Commission shall recommend the proper salary placement on the appropriate classified salary schedule.

(f) The Director of Classified Personnel shall notify the Board of Trustees of the Commission's action.

REFERENCE: Education Code Sections 88009, 88076, 88087

3-13 ALLOCATION OF POSITIONS TO EXISTING CLASSES: All positions which substantially consist of comparable duties, responsibilities, and qualifications shall be allocated to the same class.

State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT: Consideration and Approval of Revised  
Classification Specification for Executive  
Assistant to the Chancellor

ENCLOSURE(S):  
Classification  
Specification

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Action

ITEM NO: 16-35

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Background:

A vacancy has occurred for the position of Executive Assistant to the Chancellor in the District Office. A previous revision in the classification did not result in adequate pool of applicants. In reviewing the classification specification prior to recruitment, changes have been made to update the Duties and Employment Standards. The duties were revised by Vice Chancellor of Human Resources on behalf of the Board of Trustees. The changes will allow for a valid and reliable recruitment and selection process of positions in this classification.

The following individuals were invited to suggest changes:

- Chancellor
- Vice Chancellor of Human Resources
- Director of Human Resources

Recommendation:

It is recommended the revised classification specification for Executive Assistant to the Chancellor be approved as presented.



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<b>Job Title:</b>	Executive Assistant to the Chancellor (Confidential)	<b>Classification Series:</b>	Office Administration
<b>FSLA Status:</b>	Exempt	<b>Classification Group:</b>	Administrative Support
<b>Salary Schedule:</b>	Confidential Salary Range	<b>Classification Level:</b>	Intermediate <b>Advanced</b>
<b>Salary Range:</b>	65	<b>Date Created:</b>	June 17, 1991

### Definition

Under direction of the Chancellor, performs a variety of specialized, complex and confidential administrative assistant duties of the highest level of responsibility, confidentiality, and sensitivity for the Chancellor and coordinates the clerical operations of the Chancellor's Office.

### Distinguishing Characteristics

This classification requires that incumbents possess extensive knowledge of the district, understand the relationship of the campuses with others both inside and outside of the district, and assist in the formulation of procedures used within the district. This classification differs from others in that incumbents have a higher degree of responsibility, greater variety and amount of contact with the Board of Trustees and the public.

This classification normally requires access to confidential information that is used to contribute significantly to the development of management positions with respect to employer-employee relations making this position "Confidential". This classification requires lead responsibilities. This position is exempt from merit system ranking.

### *Supervision Received*

Administrative direction is usually received from the Chancellor.

### *Supervision Exercised*

Direct lead responsibilities are exercised over the staff assigned to the department.

### Essential Job Functions

Performs a wide variety of specialized, highly responsible, confidential and complex administrative and secretarial work including, but not limited to:

- Serves as the executive assistant to the Office of the Chancellor and the Board of Trustees, coordinates administrative, secretarial, and clerical activities, and exercises independent judgment in relieving the Chancellor of administrative and office detail.
- Coordinates the preparation of the Board agenda and ensures that submitted items contain required materials and are correct in format and content.
- Attends the meetings of the Board of Trustees, coordinates the dissemination of the Board agenda and related materials, records proceedings, prepares and distributes comprehensive official minutes, and completes notices of board actions and resolutions.
- Acts as a liaison between the Chancellor, the Board of Trustees, District staff, and the public on matters related to scheduling of meetings and other commitments, status of information requests, status of Board of Trustee inquiries, coordination of activities, and other administrative issues.
- Works with various educational institutions, government officials, community and business leaders, and other outside agencies to provide information and coordinate assigned activities.
- Plans, organizes, and coordinates the preparation and distribution of materials, notices, bulletins, and other public documents for a variety of meetings such as Chancellor's Cabinet and Communications Council.
- Researches, interprets and explains board policies, procedures, administrative regulations, and rules and ensures compliance with applicable state and federal laws.



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- Coordinates the establishment, implementation, and maintenance of a complex data management, storage, and retrieval system for official records and actions of the Board of Trustees.
- Takes and transcribes dictation pertaining to correspondence, memoranda, reports, and a variety of other subject matter that may be sensitive, privileged, and highly confidential.
- **Takes initiative to find solutions to problems and recommends changes to department policies and procedures.**
- Assists **the Chancellor** in orienting new members of the Board of Trustees, including student trustees, by providing information on board meetings, business practices, procedures, and activities of the District office.
- Maintains calendars, applies initiative and judgment in scheduling appointments, uses diplomacy and tact in representing the Office of the Chancellor, maintains confidential information and uses discretion when communicating with students, staff and the public.
- Prepares correspondence such as letters, memoranda, personal acknowledgements, reports, and other materials based on verbal instructions or own initiative using word processing, spreadsheet, and desktop publishing software.
- **Compiles budget data for the department's annual budget; reviews and monitor budget appropriations and expenditures.**
- Reviews outgoing correspondence, reports, publications, and other materials for grammar, sentence structure, format, attachments, and compliance with applicable laws, rules, procedures, and directives of the Chancellor.
- Reviews incoming correspondence for nature of business and urgency, highlights items of special interest to the Chancellor, directs items to the appropriate staff, and independently prepares responses as appropriate.
- Screens telephone calls and visitors to the Office of the Chancellor for urgency and nature of business, refers calls not requiring the Chancellor's attention to appropriate staff or department to resolve concerns, and ensures appropriate follow through to confirm the issue was resolved.
- Researches, compiles, analyzes and summarizes data for special projects and various comprehensive reports.
- Arranges travel for the Chancellor and the Board of Trustees, makes reservations for transportation, hotel, conferences, and other business arrangements, prepares and processes expense reimbursement forms.
- Establishes and maintains positive staff and public relations.
- Operates a variety of office equipment including computers, printers, copiers, telephones, and telecommunication equipment.
- Initiates and implements procedural modifications and develops operational guidelines.
- Assigns, monitors, and reviews the work of other employees.
- Performs other duties as assigned.

### Auxiliary Job Functions

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

### Minimum Qualifications

#### Education & Experience

Any combination of education and/or experience, which demonstrates that the individual is likely to possess the required knowledge, skills and abilities: ~~Two years of college or university coursework~~ **Associate's degree** AND ~~three~~ **(3) five (5) years or more of lead/senior level increasingly responsible secretarial/administrative assistant experience** to an executive or administrator. Experience with shorthand is preferred.

#### Licenses & Certificates

Valid Driver's License

#### Knowledge of:

- **Advanced knowledge of** modern office practices, procedures and equipment, including letter and report writing; financial and statistical recordkeeping; reception and telephone techniques and etiquette.



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- Advanced knowledge of secretarial practices and administrative functions such as accurately taking minutes of meetings and/or maintaining a calendar of meetings and events.
- Meeting protocol including the Brown Act, Roberts Rules of Order and parliamentary procedures.
- **Mission of community colleges and their place in the higher education landscape.**
- **Principles and techniques of public relations and its role in advancing an organizational agenda.**
- **Organization, functions, and inter-relationships of various operating units of the District.**
- Budget preparation and control in order to maintain maximum operating efficiency within the district.
- Record keeping and report preparation techniques to ensure information is accurately presented and reported.
- Basic math including addition, subtraction, multiplication, and division.
- Proper English usage, including spelling, grammar, and punctuation in order to compose items such as correspondence and/or reports.
- Customer service principles in order to appropriately interact with students, staff, faculty, and the public.
- Current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendaring, presentation, and database programs.

### ***Skill to:***

- Conduct research, analyze data and prepare reports as required by the Chancellor and the Board of Trustees.
- Prepare agenda items and minutes of meetings at a level that is sufficient to perform the duties.
- Make effective oral presentations to a variety of audiences with differing levels of knowledge.
- Effectively communicate with individuals for whom English is not a primary language.
- Create and proofread various documents such as legal documents, correspondence, agendas, minutes, and reports.
- Exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
- Plan and organize work to meet established timelines and department schedules.
- Employ mathematical techniques for the purpose of analyzing budgets and spending reports
- Operate standard office equipment such as computers, fax machines, copy machines, printers, telephones, and other types of equipment.
- Utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
- Rapidly learn and acquire skills in areas and technologies not previously assigned.
- Type at a sufficient speed to maintain workflow.

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

- **Independently** plan, coordinate, and perform administrative support work of the Chancellor's Office.
- Exercise good judgment and discretion in working with and on behalf of the Chancellor and the Board of Trustees.
- **Exercise the authority of the position with diplomacy, honesty, integrity, humor, and tact.**
- Establish and maintain effective working relationships with District administrators, management, staff, students, diverse community, business and industry contacts, collaborative partner contacts, independent programs consultant/trainers, and the public.
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administrators and staff.
- Analyze problems, use sound problem-solving methods, and propose logical solutions to problems.
- Learn information systems used in higher education and methods of access for research purposes.
- Research, evaluate data, and prepare comprehensive, concise reports and recommendations.
- Take dictation at an acceptable rate of speed and transcribe accurately, using equipment as required by the position.
- Prepare and monitor budgets and track department expenses.





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- Learn the Title VII, California Education Code, Merit System Rules, Board Policy, Administrative Regulations and collective bargaining agreements in order to communicate information.
- Learn district/public agency salary and benefit structure and personnel procedures.
- Maintain confidentiality of sensitive information and records.
- Assign, monitor, and review the work of others.
- Operate computers and their peripherals.
- Use current common software applications in order to accurately enter and retrieve data.
- Make recommendations on procedural modifications and develop operational guidelines.

### ***Physical /Mental Demands***

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk. Specific vision abilities required by this job include close vision and the ability to adjust focus. Lift and carry office supplies and equipment weighing up to 25 lbs.

#### Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District administrators, management, Personnel Commissioners, board members, faculty, staff, representatives of other agencies, and others encountered in the course of work.

### ***Work Conditions***

The work condition characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain consistent, punctual and regular attendance; required to frequently travel to locations other than assigned site; overtime and schedule changes may frequently occur based on business needs; work inside protected from the weather; work outside exposed to the weather and varying temperatures; noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone.

Duties Approved By:	Board of Trustees	Date	June 17, 1991
Duties Revised By:	Board of Trustees	Date:	April 5, 2016
Class Approved By:	Personnel Commission	Date:	June 17, 1991
Class Revised By:	Personnel Commission	Date:	April 20, 2016
Last Updated By:	Elba Gomez	Date:	07/20/2016

State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT: Consideration and Approval of New  
Classification Specification for Call Center  
Support Assistant

ENCLOSURE(S):  
Classification  
Specification, Salary  
Survey

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Action

ITEM NO: 16-36

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Background:

On September 1, 2015, the Board of Trustees approved a new position at Fresno City College. The title proposed by the board was Office Assistant III. The Personnel Commission classified the position in the Classified Service at its September 15, 2015 regular meeting. After review of the duties and comparable positions in other colleges, Commission Staff recommends the title of Call Center Support Assistant. The new classification and title will allow for a valid and reliable recruitment and selection process.

The following individuals were invited to suggest changes:

- Associate Vice Chancellor, Enrollment Management, IS and Admissions & Records
- Admissions and Records Manager, District Office
- Director of Human Resources
- CSEA

Recommendation:

It is recommended the new classification specification for Call Center Support Assistant be approved as presented with a recommended classified salary range of 48.



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<b>Job Title:</b>	Call Center Support Assistant	<b>Classification Series:</b>	Information Technology
<b>FLSA Status:</b>	Non-Exempt	<b>Classification Group:</b>	Web
<b>Salary Schedule:</b>	Classified	<b>Classification Level:</b>	Entry
<b>Salary Range:</b>	Recommended 48	<b>Date Created:</b>	September 1, 2015

### Definition

Under direction, uses a variety of communication methods to provide support to students and the public regarding student services, registration, and web services, maintains the call center database and assists in delivering consistent performance that achieves the highest level of customer satisfaction.

### Distinguishing Characteristics

This classification performs duties in accordance with general instructions or established procedures. This position differs from higher levels due to the moderate difficulty and scope involving student support services, admissions and records, and web services. Incumbents are expected to receive, prioritize, and respond to call center inquiries, incoming calls, and/or e-mails to provide informational and technical support to students, faculty, staff, and the public.

The **Call Center Support Specialist** provides support functions of complex difficulty and scope involving student support services, admissions and records, and web services. The incumbent is responsible for maintaining the call center database and serves as the lead responsible for delivering consistent performance that achieves the highest level of customer satisfaction.

The **Call Center Support Assistant** provides support functions of moderate difficulty and scope involving student support services, admissions and records, and web services. The incumbent assists in maintaining the call center database and assists in ensuring delivery of consistent performance that achieves the highest level of customer satisfaction.

### Supervision Received

General supervision is received from an academic or classified administrator.

### Supervision Exercised

No supervisory responsibilities.

### Essential Job Functions

- Receives, prioritizes, and responds to call center inquiries, incoming calls, and/or e-mails to provide informational and technical support to students, faculty, staff, and the public.
- Follows procedures related to identifying callers, resetting passwords, and providing accurate and consistent information.
- Assists students and the public with questions regarding admission, registration, accessing records, requesting transcripts, applying for degrees and certificates, paying fees, and other services.
- Interacts frequently with students, staff, faculty, administrators, and the public to provide information and assistance for the District websites, WebAdvisor, and student email.
- Stays informed of changes in student systems, college policies, and student matriculation requirements.
- Provides information and guides callers through complex technical procedures over the phone.
- Communicates and adheres to district, local, state, and federal policies, procedures, laws and requirements to students, staff, faculty, administrators and the public.



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- Uses pre-established guidelines to diagnose, troubleshoot and/or resolve end user website compatibility issues.
- Notifies proper personnel when websites, computer programs or systems are not working properly.
- Works with technical and administrative staff to ensure timely resolution and follow-up of issues.
- Records details of support provided.
- Compiles and organizes vast amounts of call data into clear, concise, easy to read reports for staff, faculty, and administrators.
- Works on multiple projects and remains on deadline.
- Assists in providing input and recommendations on how to attain key support goals such as average response time, mean time to resolve issues, end-user satisfaction and number of problems resolved within a given period.
- Composes correspondence, prepares reports and presentations, and conducts research on problem areas.
- Maintains confidentiality of student records as per the Family Education Rights and Privacy Act (FERPA) requirements.
- Operates a variety of office equipment including computers, telephones, printers, copiers, calculators, and other equipment.
- Assists in the development of forms, videos, manuals, web pages, and office procedures.
- May serve on committees and participate in a variety of meetings and workshops, as designated by administration.
- Performs a wide variety of clerical work including typing, filing and records maintenance.
- Performs other duties as assigned.

### Auxiliary Job Functions

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

### Minimum Qualifications

#### **Education & Experience**

Any combination of education and/or experience, which demonstrates that the individual is likely to possess the required knowledge, skills and abilities: Two (2) years of recent experience providing information and guiding callers through complex technical procedures over the phone or other methods of communication. Experience in higher education student services is highly desirable.

#### **Licenses & Certificates**

Valid Driver's License

#### **Knowledge of:**

- Current software, office/e-mail applications, and computer operating systems basics in order to troubleshoot.
- Basic problem resolution and support services to students and the public regarding student services.
- General methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer application problems and device errors and failures.
- Basic operational characteristics of various computer systems and operating environments for the purposes of call resolution or escalation.
- Adult and individual learning theory and training methods.
- Family Education Rights and Privacy Act (FERPA) requirements.
- Recordkeeping and report preparation techniques to ensure information is accurately recorded for the call center.
- Basic math including addition, subtraction, multiplication, and division.



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- Proper English usage, including spelling, grammar, and punctuation in order to compose items such as correspondence and/or reports.
- Customer service principles in order to appropriately interact with students, staff, faculty, and the public.
- Current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendaring, presentation, and database programs.

### ***Skill to:***

- Analyze, identify and resolve user problems with computers, peripheral equipment and/or related equipment by referencing common solutions and or referring issues to information technology staff.
- Diagnose, troubleshoot and/or escalate end user issues for both technical and non-technical audiences.
- Demonstrate active listening skills, communicate ideas and information effectively both orally and in writing, and communicate in the absence of non-verbal cues such as via telephone.
- Effectively communicate with individuals for whom English is not a primary language.
- Exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
- Plan and organize work to meet established timelines and department schedules.
- Operate standard office equipment such as computers, fax machines, copy machines, telephones, and others and independently prioritize daily computer operation tasks.
- Utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
- Rapidly learn and acquire skills in areas and technologies not previously assigned.
- Type at a sufficient speed to maintain workflow.

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

- Receive, prioritize, respond or escalate call center inquiries, incoming calls, and/or e-mails to provide informational and technical support to students, faculty, staff, and the public.
- Analyze problems, explore solutions and make sound recommendations or referrals if escalation is required.
- Maintain composure and handle multiple user calls simultaneously.
- Provide prompt and appropriate technical support service to student and public users.
- Maintain accurate call center database and logs.
- Understand and apply technical instructions, materials and resource publications.
- Establish and maintain effective working relationships with District administrators, management, staff, business and industry contacts, independent programs consultant/trainers, and the public.
- Prepare clear, concise and accurate systems documentation and reports of work performed.
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, teachers, administrators and staff.
- Learn and apply college and district policies and procedures.
- Analyze problems, develop sound problem-solving models, and propose logical solutions to problems.
- Maintain confidentiality of sensitive information and records.
- Operate computers and their peripherals.
- Use current common software applications in order to accurately enter and retrieve data.

### ***Physical /Mental Demands***

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach



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with hands and arms. The employee is frequently required to stand and walk. Specific vision abilities required by this job include close vision and the ability to adjust focus. Lift and carry office supplies and equipment weighing up to 25 lbs.

### Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District administrators, management, faculty, staff, representatives of other agencies, and others encountered in the course of work.

### **Work Conditions**

The work conditions characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain consistent, punctual and regular attendance; may be required to travel to locations other than assigned site; schedule changes may frequently occur based on business needs; work inside protected from the weather; work outside exposed to the weather and varying temperatures; noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone.

Duties Approved By:	Board of Trustees*	Date:	June 23, 2016
Class Approved By:	Personnel Commission	Date:	July 26, 2016
Updated By:	Elba Gomez	Date/Time:	7/21/2016

\*Duties approved via email on behalf of Vice Chancellor of Human Resources

State Center Community College District  
PERSONNEL COMMISSION  
1525 East Weldon Avenue  
Fresno, CA 93704

Presented to the Personnel Commission:

Date: July 26, 2016

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SUBJECT: Consideration and Approval of New  
Classification Specification for Call Center  
Support Specialist

ENCLOSURE(S):  
Classification  
Specification, Salary  
Survey

REASON FOR PERSONNEL  
COMMISSION CONSIDERATION: Action

ITEM NO: 16-37

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Background:

On September 1, 2015, the Board of Trustees approved a new position at Fresno City College. The title proposed by the board was Student Support Specialist. The Personnel Commission classified the position in the Classified Service at its September 15, 2015 regular meeting. After review of the duties and comparable positions in other colleges, Commission Staff recommends the title of Call Center Support Specialist. The new classification and title will allow for a valid and reliable recruitment and selection process.

The following individuals were invited to suggest changes:

- Associate Vice Chancellor, Enrollment Management, IS and Admissions & Records
- Admissions and Records Manager, District Office
- Director of Human Resources
- CSEA

Recommendation:

It is recommended the new classification specification for Call Center Support Specialist be approved as presented with a recommended classified salary range of 52.



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<b>Job Title:</b>	Call Center Support Specialist	<b>Classification Series:</b>	Information Technology
<b>FLSA Status:</b>	Non-Exempt	<b>Classification Group:</b>	Web
<b>Salary Schedule:</b>	Classified	<b>Classification Level:</b>	Intermediate
<b>Salary Range:</b>	Recommended 52	<b>Date Created:</b>	September 1, 2015

### Definition

Under direction, uses a variety of communication methods to provide support to students and the public regarding student services, registration, and web services, maintains the call center database and serves as the lead responsible for delivering consistent performance that achieves the highest level of customer satisfaction.

### Distinguishing Characteristics

This classification performs complex duties in accordance with general instructions and assists in establishing procedures. This position differs from lower levels due to the greater technical proficiency and in depth knowledge required to lead and perform more varied and complex tasks independently. Incumbents are expected to monitor, receive, prioritize, and respond to call center inquiries, incoming calls, and/or e-mails to provide informational and technical support to students, faculty, staff, and the public. This classification requires lead responsibilities.

The **Call Center Support Specialist** provides support functions of complex difficulty and scope involving student support services, admissions and records, and web services. The incumbent is responsible for maintaining the call center database and serves as the lead responsible for delivering consistent performance that achieves the highest level of customer satisfaction.

The **Call Center Support Assistant** provides support functions of moderate difficulty and scope involving student support services, admissions and records, and web services. The incumbent assists in maintaining the call center database and assists in ensuring delivery of consistent performance that achieves the highest level of customer satisfaction.

### Supervision Received

General supervision is received from an academic or classified administrator.

### Supervision Exercised

No supervisory responsibilities. Incumbents assign, monitor, and review the work of other staff.

### Essential Job Functions

- Receives, prioritizes, and responds to call center inquiries, incoming calls, and/or e-mails to provide informational and technical support to students, faculty, staff, and the public.
- Monitors call center staff follow procedures related to identifying callers, resetting passwords, and providing accurate and consistent information.
- Assists students and the public with questions regarding admission, registration, accessing records, requesting transcripts, applying for degrees and certificates, paying fees, and other services.
- Interacts frequently with students, staff, faculty, administrators, and the public to provide information and assistance for the District websites, WebAdvisor, and student email.
- Ensures call center staff stay informed of changes in student systems, college policies, and student matriculation requirements.
- Provides information and guides callers through complex technical procedures over the phone.
- Communicates and ensures call center staff adhere to district, local, state, and federal policies, procedures, laws and requirements to students, staff, faculty, administrators and the public.





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- Uses pre-established guidelines to diagnose, troubleshoot and/or resolve end user website compatibility issues.
- Notifies proper personnel when websites, computer programs or systems are not working properly.
- Works with technical and administrative staff to ensure timely resolution and follow-up of issues.
- Logs, creates and maintains accurate and detailed support documentation.
- Leads and organizes the data collection process to identify trends, discrepancies, issues and solutions.
- Compiles and organizes vast amounts of call data into clear, concise, easy to read reports for staff, faculty, and administrators.
- Leads improvements to the call center, works on multiple projects and remains on deadline.
- Provides up to date statistics and trends based on interactions with students, alumni, prospective students, and student representatives.
- Provides input and recommendations on how to attain key support goals such as average response time, mean time to resolve issues, end-user satisfaction and number of problems resolved within a given period.
- Assists in identifying and implementing district standards for the districtwide student support call center and collaborates with peers across the district to develop best practices and foster continuous improvement of services.
- Reviews, updates, and maintains the recordkeeping processes and procedures.
- Composes correspondence, prepares reports and presentations, and conducts research on problem areas.
- Maintains confidentiality of student records and monitors that call center staff follow Family Education Rights and Privacy Act (FERPA) requirements.
- Operates a variety of office equipment including computers, telephones, printers, copiers, calculators, and other equipment.
- Develops forms, videos, manuals, web pages, office procedures and policies.
- May serve on committees and participate in a variety of meetings and workshops, as designated by administration.
- Assigns, monitors, and reviews the work of other employees assigned to the department.
- Performs a wide variety of clerical work including typing, filing and records maintenance.
- Performs other duties as assigned.

### Auxiliary Job Functions

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

### Minimum Qualifications

#### **Education & Experience**

Any combination of education and/or experience, which demonstrates that the individual is likely to possess the required knowledge, skills and abilities: Three (3) years of recent experience providing information and guiding callers through complex technical procedures over the phone or other methods of communication with at least one (1) year in a lead capacity. Experience in higher education student services is highly desirable.

#### **Licenses & Certificates**

Valid Driver's License

#### **Knowledge of:**

- Current software, office/e-mail applications, and computer operating systems in order to troubleshoot.
- Problem resolution and support services to students and the public regarding student services.
- Methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer application problems and device errors and failures.



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- Operational characteristics of various computer systems and operating environments.
- Adult and individual learning theory and training methods.
- Family Education Rights and Privacy Act (FERPA) requirements.
- Recordkeeping and report preparation techniques to ensure information is accurately recorded for the call center.
- Basic math including addition, subtraction, multiplication, and division.
- Proper English usage, including spelling, grammar, and punctuation in order to compose items such as correspondence and/or reports.
- Customer service principles in order to appropriately interact with students, staff, faculty, and the public.
- Current computer operating systems, software applications and office productivity software such as word processing, spreadsheets, calendaring, presentation, and database programs.

### ***Skill to:***

- Analyze, identify and resolve user problems with the use of computers, peripheral equipment and/or related equipment.
- Diagnose, troubleshoot and/or resolve end user website compatibility issues for both technical and non-technical audiences.
- Demonstrate active listening skills, communicate ideas and information effectively both orally and in writing, and speak effectively before large and small groups.
- Effectively communicate with individuals for whom English is not a primary language.
- Exercise tact, diplomacy and confidentiality in dealing with sensitive and complex issues and situations.
- Plan and organize work to meet established timelines and department schedules.
- Operate standard office equipment such as computers, fax machines, copy machines, telephones, and others and independently prioritize daily computer operation tasks.
- Utilize word processing, spreadsheets, email, online calendaring and data entry/retrieval from database programs.
- Rapidly learn and acquire skills in areas and technologies not previously assigned.
- Type at a sufficient speed to maintain workflow.

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

- Receive, prioritize, and respond to call center inquiries, incoming calls, and/or e-mails to provide informational and technical support to students, faculty, staff, and the public.
- Analyze problems, evaluate alternatives and make sound recommendations.
- Maintain composure and handle multiple user calls simultaneously.
- Provide prompt and appropriate technical support service to student and public users.
- Maintain accurate call center database and logs.
- Understand and apply technical instructions, materials and resource publications.
- Establish and maintain effective working relationships with District administrators, management, staff, business and industry contacts, independent programs consultant/trainers, and the public.
- Prepare clear, concise and accurate systems documentation and reports of work performed.
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, teachers, administrators and staff.
- Learn and apply college and district policies and procedures.
- Analyze problems, develop sound problem-solving models, and propose logical solutions to problems.
- Maintain confidentiality of sensitive information and records.
- Operate computers and their peripherals.
- Use current common software applications in order to accurately enter and retrieve data.

### ***Physical /Mental Demands***



## State Center Community College District

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk. Specific vision abilities required by this job include close vision and the ability to adjust focus. Lift and carry office supplies and equipment weighing up to 25 lbs.

### Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District administrators, management, faculty, staff, representatives of other agencies, and others encountered in the course of work.

### **Work Conditions**

The work conditions characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain consistent, punctual and regular attendance; may be required to travel to locations other than assigned site; schedule changes may frequently occur based on business needs; work inside protected from the weather; work outside exposed to the weather and varying temperatures; noise exposure under 65 decibels, roughly that of a normal conversation or a ringing telephone.

Duties Approved By:	Board of Trustees	Date:	June 23, 2016
Class Approved By:	Personnel Commission	Date:	July 26, 2016
Updated By:	Elba Gomez	Date/Time:	7/21/2016

\*Duties approved via email on behalf of Vice Chancellor of Human Resources

## Personnel Commission – Director’s Report

*July 26, 2016 Regular Meeting*

### Recruitment and Examination

**Accepting applications for the following recruitments:**

Name	Application Deadline
Building Generalist	Continuous Recruitment
College Trainer	Continuous Recruitment
Early Childhood Education Specialist	Continuous Recruitment
Early Childhood Education Associate	Continuous Recruitment
Food Service Worker I	Continuous Recruitment
Instructional Assistant – Nursing	Continuous Recruitment
Police Officer	Continuous Recruitment
Sign Language Interpreters, Levels I-IV and Faculty Level	Continuous Recruitment
Senior Systems & Network Administrator	July 25, 2016
Groundskeeper Worker	July 29, 2016
Occupational Health & Safety Officer	August 5, 2016
Police Sergeant	August 5, 2016

**The following recruitments are in the examination process:**

Name	Exam Type	Exam Date
Office Assistant III	Competency	August 5, 2015

**The following received requests (vacancies) are in process to begin recruitment:**

Name	Location	Anticipated Posting Date/Status
Building Services Manager	RC	July 26, 2016
Buyer	DO	August 2016
Human Resources Technician - Conf	DO	August 2016
Maintenance Worker	DO	August 2016
Orientation Assistant	Districtwide	August 2016
Sign Language Interpreter Coordinator	FCC	August 2016
Institutional Research Coordinator	Districtwide	August 2016
Curriculum Assistant	Districtwide	September 2016
Executive Assistant to the Chancellor	DO	September 2016
Library Services Assistant	Districtwide	September 2016
Office Assistant I/II	Districtwide	September 2016
Office Assistant I/II PPT	Districtwide	September 2016
Call Center Support Specialist	DO	October 2016
Call Center Support Assistant	DO	October 2016
Professional Coordinator	FCC	October 2016
Student Communications Specialist	FCC	October 2016
Financial Aid Manager	FCC	October 2016
Chief of Police	DO	November 2016
Human Resources Analyst	DO	November 2016
Student Personnel Services Assistant	FCC	November 2016

Director of Grants	DO	On hold pending classification review.
Instructional Aide – PPT	Districtwide	On hold pending position review.
International Trade Specialist	DO	On hold pending position review.

**The following are current vacancies with active eligibility lists:**

Name	Vacancy Location	Status
Assessment Aide	Math, Science, Eng FCC	List Pending Referral
Assessment Technician	Office of Instruction, CCC	List Referred 7/13/16
Bookstore Sales Clerk I - Seasonal	Bookstore FCC, RC, CCC	List Referred 7/21/16
Building Generalist	Operations, DO	List Referred 7/21/16
Building Generalist	Operations, DO	List Referred 7/21/16
Building Generalist	Operations, DO	List Referred 7/21/16
Building Services Manager	Building Services, RC	List Pending Referral
Chief of Police	Operations, DO	List Pending Referral
Cook	Food Services, RC	List Referred 7/7/16
Copy Center Specialist	Print Shop, FCC	List Referred 7/5/16
Custodian	Building Services, MC	List Referred 7/13/16
Department Secretary PPT	Office of Instruction, MC	List Pending Referral
Department Secretary PPT	Office of Instruction, MC	List Pending Referral
Department Secretary PPT	Office of Instruction, FCC	List Pending Referral
Department Secretary	Admissions & Records, FCC	List Referred 5/23/16
Department Secretary	President's Office, CCC	List Referred 4/26/16
Early Childhood Educ. Associate	Child Dec. Center, FCC	List Referred 6/13/16
Early Childhood Educ. Specialist	Child Dev. Center, RC	List Referred 5/13/16
Executive Asst. to Chancellor	Chancellor's Office, DO	List Pending Referral
Financial Aid Assistant	Financial Aid, FCC	List Pending Referral
Financial Aid Manager	Financial Aid, FCC	List Pending Referral
Graphic Designer	Print Shop, FCC	List Referred 7/15/16
Groundskeeper Worker	Operations, DO	List Pending Referral
HR Technician – Confidential	Human Resources, DO	List Pending Referral
HR Analyst	Human Resources, DO	List Pending Referral
Instructional Tech – Chemistry	Math, Science, Eng FCC	List Referred 7/5/16
Instructional Tech – Welding	Applied Tech, FCC	List Pending Referral
Instructional Tech – Manufacturing	CTC, FCC	List Pending Referral
Instructional Tech – Manuf PPT	Office of Instruction, MC	List Pending Referral
Micro Computer Resources Tech	Tech Support Services, FCC	List Referred 6/22/16
Occupational Health & Safety Off	Operations, DO	List Pending Referral
Office Assistant I PPT	Admissions & Records, FCC	List Pending Referral
Office Assistant III	DSP&S, FCC	List Pending Referral
Office Assistant III	Student Activities, FCC	List Pending Referral
Office Assistant III	Office of Instruction, CCC	List Referred 7/13/16
Police Officer	Operations, DO	List Referred 7/1/16
Police Officer	Operations, DO	List Referred 7/1/16
Police Officer	Operations, DO	List Referred 7/1/16
Police Officer	Operations, DO	List Referred 7/1/16
Police Sergeant	Operations, DO	List Pending Referral

Registration Assistant	Student Services, DO	List Pending Referral
Research Assistant	Educational Services, DO	List Referred 7/7/16
Senior Systems & Network Admin	Information Systems, DO	List Pending Referral
Sign Language Interpreter Coord	DSP&S, FCC	List Pending Referral
Student Services Specialist	Student Services, FCC	List Pending Referral
Upward Bound Assistant	Upward Bound, RC	List Referred 3/18/16

## Classification

### Job Description Updates

Name	Status
Classification Studies	Managers have completed the review of classification study reports.
Classification Specifications	Commission staff is currently updating/creating new job descriptions to ensure they are up-to-date and accurate based on the Classification Studies report. The updated/new job descriptions will be provided with the Final Classification Report has been approved.

### Around the Office

- NeoGov Onboarding Implementation, Currently Working with IS Department.
- NeoGov Performance Evaluation Implementation
- Training Administrators and staff
- Merit System Training July 28<sup>th</sup> @ CCC and July 29<sup>th</sup> @ FCC
- Fresno City College Job Fair September 2016
- ACHRO/EEO Conference @ Sacramento October 18 – 21
- WRIPAC Training & Meeting @ Bass Lake October 26 – 28
- WRIPAC Training & Meeting @ Costa Mesa January 18 – 20, 2017
- CSPCA Conference @ San Francisco January 26 – 29, 2017