

8543GE STAFF SPECIALIST  
8542GE STAFF ASSISTANT

## DEFINITION

Performs a variety of analytically related duties in support of one or more agency/department programs.

## CLASS CHARACTERISTICS

In this series, positions have a full range of analytical duties including problem identification, information gathering, analysis, development of alternative resolutions and final recommendations. These activities may be performed through interpersonal action and verbal discussions or through formal written reports or a combination of both.

Positions in this series may supervise office and/ or technical staff. However, the primary thrust of the position responsibilities must be in analysis of procedural systems and issues which are beyond the work of the unit supervised. Analytical activities restricted to the unit supervised, even if these activities impact work outside the unit, do not support allocation to the Staff Specialist series.

Positions providing secretarial and office support (text production, files maintenance, manual and/or automated data entry and retrieval, etc.), although they may also perform some administrative support to one or more managers, are not included in this series.

The series differs from the Administrative Manager series in that the procedural systems and issues dealt with by positions budgeted at this level are of limited scope. Positions generally do not include analysis of the range of systems and issues. Furthermore, such positions may have a larger degree of non-analytical responsibilities (data gathering and compilation, inter divisional coordination, etc.) than typically found only as an ancillary part of Administrative Manager work.

## Levels

There are two levels in this series to which positions may be budgeted. Inclusion in this series and the level of a position are determined through a position evaluation plan which evaluates the position using the following factors:

- percentage of analytical activities,
- complexity of analysis,
- nature of contacts required

Considered also in evaluating these factors are:

- independence in which these factors are exercised and the
- verbal and written communication skills required.

## EXAMPLES OF DUTIES

(These duties are not inclusive but are clustered in broad categories. However, positions do not necessarily have duties limited to any one of the categories; any combination of the following duties may be found in a single position).

Program/project activities: Gathers file and office/field data; compiles such data; summarizes the data verbally or in writing without evaluating it; reviews, evaluates and summarizes in writing the evaluation of such data in terms of trends or general indications of possible problem areas; identifies specific issues/problems needing attention; analyzes problems in context of available information and program constraints; recommends solutions; implements solution as primary person accountable (having authority) for carrying out implementation; acts in an advisory role to person accountable for implementation; composes from rough data and within established guidelines; composes narrative reports for AIT's, Agreements, RFQ's, RFP's, PO's and other official documents; writes full reports regarding approach, data gathering, analysis, problem identification, alternatives and recommended solutions.

Gaining public understanding, support and confidence in agency programs: Develops public relations proposals to gain public understanding, support and confidence in agency programs; responds to public inquiries and complaints concerning technical issues verbally or in writing; schedules and conducts tours of program facilities and activities; writes and disseminates program support bulletins and newsletters; composes speeches and presentations for executive and administrative managers to present; prepares and orally presents program support information to various groups (employee, civic, etc.); arranges for photographic coverage of special events; assists media representatives in developing background information regarding County programs; regularly and actively participates in various civic group activities to gain public understanding, support and confidence in agency programs.

Routine service contracts: Conducts periodic inspection of services; provides written findings to manager on vendor performance; recommends to manager solutions to vendor performance problems; works with vendor to correct problems; recommends sanctions for vendor non-performance; reevaluates and, with management concurrence, renews routine service contracts; establishes cost estimates with vendors for service/product; prepares justification letters to purchase service/product when recommending other than lowest estimate; composes RFP narratives within established guidelines.

Security and maintenance of a facility and equipment and the safety of facility personnel within established policies and procedures: Controls and is accountable for facility equipment inventory; controls building alarm access; controls equipment access; controls building access; functions as primary CAL/OSHA contact; sets up inspections; directly supervises contracted building maintenance service personnel; monitors performance of the building maintenance vendor and the accuracy of vendor charges and seeks problem resolution either directly with the vendor or through contact with County personnel; monitors and ensures correction of facility personnel safety problems; prepares or ensures correct preparation of personnel injury reports; functions as primary contact after normal duty hours and on weekends for building security and/or safety problems; determines if problems are of emergency nature or can wait to be handled; coordinates routine fire and emergency drills for the facility.

## MINIMUM QUALIFICATIONS

Knowledge of

Specialized agency/departmental program functions and practices may be required for some positions.

General organization, purpose and functions of County government agencies/departments may be required for some positions.

Techniques for gathering, compiling, analyzing and presenting information verbally and in writing.

Correct English usage for administrative writing requirements and oral presentations.

Basic principles of mathematics including percentages, means, medians and other elementary statistical measures may be required of some positions.

Ability to

Communicate effectively in English orally and in writing.

Establish and maintain cooperative working relationships with peers, supervisors, managers, government officials, vendors and the public.

Think logically and organize thoughts and work priorities to accomplish work efficiently.

Work independently of specific daily direction.

Generate enthusiasm and motivate others to act in support of a program's objectives.

Experience/Education

Staff Assistant

Two years of experience which would demonstrate the knowledges and abilities defined above.

Successfully completed accredited college or university courses in a discipline used in government programs (including, but not limited to, information systems, business or public administration, urban planning, communications, psychology, etc.) may be substituted for the experience requirement on the basis of three semester units or equivalent equaling three months of experience.

Staff Specialist

Three years of experience which would demonstrate the knowledges and abilities defined above.

Successfully completed accredited college or university courses in a discipline used in government programs (including, but not limited to, information systems, business or public administration, urban planning, communications, psychology, etc.) may be substituted for the experience requirement on the basis of three semester units or equivalent equaling three months of experience.

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