DATE	May 5, 2021
TIME	12:00 pm
LOCATION	Teams Meeting / 5005 Business Park North Bakersfield, CA 93309
TEAMS LINK	Click here to join the meeting
PHONE NUMBER	(213) 204-2374 / ID: 703 885 158#

Personnel & Affirmative Action Committee Agenda

Per Governor's Executive Order N-25-20, Meeting to be held via Tele-Conference. Members of the public may join the tele-conference or listen to the call from the CAPK office at 5005 Business Park North, Bakersfield, CA 93309

1. **Call to Order**

2. **Roll Call**

Jimmie Childress	Craig Henderson	Michelle Jara-Rangel
Yolanda Ochoa	Fred Plane	

3. **Public Comments**

The public may address the Board of Directors on items not on the agenda. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.

4. **Regular Business**

a.	Proposed Reorganization of the Human Resources Division – ***Action Item (p. 3-24)***	Lisa McGranahan, Director of HR
b.	New Family Services Specialist II Position in MCAP Program – ***Action Item (p. 25-29)***	Susana Magana, MCAP Administrator
c.	WIC Program Revised Job Descriptions – ***Action Item (p. 30-53)***	Kathlyn Lujan, WIC Program Administrator
d.	Information Technology & Information Systems Job Descriptions – ***Action Item (p. 54-63)***	Emilio Wagner, Director of Operations
e.	211 Program Administrator – ***Action Item***	Traco Matthews, Chief Program Officer

5. **Committee Member Comments**

6. **Next Scheduled Meeting**

Personnel & Affirmative Action Committee
12:00 pm
Wednesday, June 9, 2021
5005 Business Park North
Bakersfield, CA 93309

7. Adjournment

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 5005 Business Park North, Bakersfield, CA and online at www.capk.org by 12:00 pm, April 30, 2021. Paula Daoutis, Administrative Coordinator.

MEMORANDUM

To: Personnel & Affirmative Action Committee

From: Lisa McGranahan, Director of Human Resources

Date: May 5, 2021

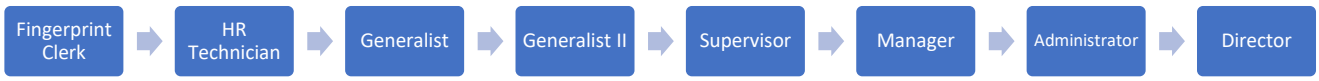
Subject: *Agenda Item 4a:* Human Resources Division Reorganization Proposal – **Action Item**

Executive Summary

As Community Action Partnership of Kern (CAPK) continues to expand both in services and workforce, the Human Resources Division requires a department restructure to better support the organization and create the greatest impact for success. Also, to better serve the employees, the Human Resources Division is preparing to move into a new suite in the main administrative building at 5005 Business Park North. As such, CAPK leadership is proposing the following reorganization of the Human Resources Division.

Background

Research indicates that the rule-of-thumb staff ratio for an organization is 1.4 full-time HR staff per 100 employees. Currently, CAPK has 938 employees, and the proposal of a total of 11 staff members supports the additional staffing needs. Additionally, the proposal supports Career Development Planning to help evolve employee's occupational status. An example of career development can look like the following:



Proposal

Below are the details of the proposed reorganization of the Human Resources Division:

Changes to Existing Positions

- Redirect the Receptionist to Human Resources and repoint job title from Receptionist to Fingerprint Clerk.
- Repoint current Fingerprint Clerk to HR Technician and revise job description.
- Repoint Benefits Specialist to Benefits Manager and reporting to the Director of Human Resources (Grade 9 > 10).
- Revise job description for San Joaquin HR Specialist and reallocate to HR Administrator.

New Positions

- New position of Assistant to the Director, reporting to the Director of HR (Grade 8).
- New position of HR Generalist II, reporting to the HR Administrator (Grade 10).

Fiscal Impact and Timeframe

The proposed reorganization would result in a fiscal increase to Indirect Fund expenditures of $75,416. This proposed expenditure has been reviewed by the CFO. There are adequate unbudgeted revenues in Indirect Fund to include this request, and if approved this request will be incorporated into a budget amendment. Once Board approved, the Human Resources department would immediately implement these changes and begin recruiting for the new positions.

Recommendation:

Staff recommends that the Personnel Committee approve the Human Resources Division reorganization proposal as presented.

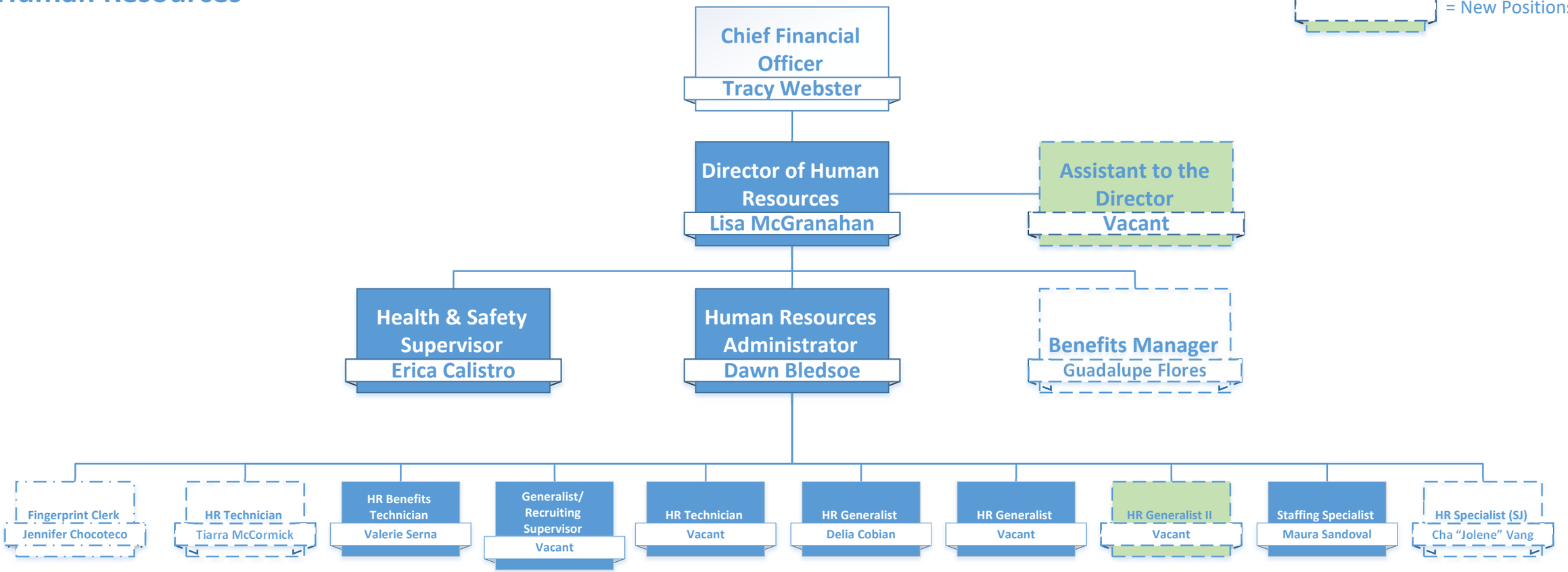
Attachments:

Proposed Organizational Chart
Revised Job Descriptions

Human Resources

= Changes

= New Positions



Revised 04-21

Assistant to the Director

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 8 **FLSA Status:** Non-Exempt **Date Approved:** **TBD**~~07/24/2019~~

SUMMARY:
Performs sensitive and confidential administrative assistant/secretarial functions for the ~~Division~~ Director with special assistance to the Division's ~~administrative~~ team. Maintains official records and provides administrative support to the Division.

SUPERVISION RECEIVED:
Receives supervision from ~~Division~~ HR Director.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:
1. Performs a wide variety of duties for the Director that are complex, detailed, and highly confidential.
2. Maintains official records system for the Division.
3. Coordinates, plans, and serves as the primary point of contact for Director's management team meetings.
4. Manages and coordinates the Director's calendar, meetings, phone calls, and other administrative tasks to help manage the priorities of the Director.
5. Acts as the primary liaison for communication within the Agency's departments and responds to queries for general information
6. Furnish general information to the public as required.
7. Monitors budget for department managed by the Director.

B. Other Job Specific Duties:
1. Attends all meetings, trainings, and conferences as assigned.
2. Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
3. Performs any other like duties as assigned or as needed.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
Agency policies and procedures.
Applicable federal, state, and local laws, codes, and regulations.
Departmental policies and procedures.
Correspondence and report writing practices and procedures.

Modern office practice, procedures, and equipment, including computers.
Record-keeping and report writing techniques.
Current problems of socially and economically challenged families.
The contributions of parents and volunteers who may be non-professional.
Word processing, spreadsheet, database, and other related software applications.
Organizational and procedure principles and research techniques.
Basic budgetary principles.
Language translation and interpretation strategies and techniques.

Ability to:
Deal with conceptual matters.
Demonstrate excellent problem-solving skills.
Communicate effectively, verbally and in writing.
Communicate orally in public.
Prepare official agendas, meeting minutes, and public and other legal notices.
Compose professional letters, memos, reports, and a variety of internal and external correspondence.
Organize and maintain office files, records, and logs.
Work with minimal supervision.
Maintain confidentiality of sensitive documents and information.
Plan, organize, allocate, and control substantial resources.
Exercise independent discretionary judgment in a professional manner.
Demonstrate good interpersonal skills.
Attend evening and weekend meetings
Effectively present program information to the public.
Establish professional working relationships with staff, agencies, and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree in business administration or a related field is desirable.
- Minimum of four (4) years of responsible administrative management work, including document and records management.
- Any combination of education and or experience may be acceptable at the discretion of the Director.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the State Department of Social Services, Community Care Licensing.
- Completion of a physical and substance abuse screening upon offer of employment.
- Completion of TB screening upon offer of employment and every three years thereafter.
- Bilingual language fluency (English/Spanish) desirable.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.

- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Assistant to the Director			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

Human Resources Technician

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade ~~6~~ 8 **FLSA Status:** Non-Exempt **Date Approved:** 04/26/2018

SUMMARY:
Assists Human Resources department with all aspects of general human resources inquiries, which include policies and procedures, updates to employee personal information, employee benefits and leave administration, updates HRIS system, and new hire recruitment. Will provide a variety of technical assistance to the department, which requires strong computer skills, proficiency with writing, proof reading, and analytical reports. Will be the front line to customers, acting in a professional and positive manner. Performs operational and clerical duties within the Human Resources Department, ensuring confidentiality always.

SUPERVISION RECEIVED:
Receives direct supervision from either Recruiting Supervisor, Human Resources ~~Manager,~~Administrator or Human Resources Director

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

1. Provides administrative and clerical support to the Human Resources Director; to include the collection and submission of data for legal matters. ~~.~~
2. Inputs and updates information in HRIS system and SAMBA safety systemto ensure employee data information is current. Double checks their own work and work of others to ensure accuracy in the HRIS and SAMBA safety system. Create and enter Change of Status forms for entry into the HRIS system.
3. Compiles, organizes, and analyzes data for various reports. Must be able to create reports in ADP and analyze the data for accuracy.
4. ~~Reviews, completes and submits EDD forms as appropriate to the State of California. Works closely with management to provide answers and assistance so they can generate management reports.~~
5. ~~5.~~4. Records attendance policy contact logs and warnings in the Time and Attendance system.
6. ~~6.~~5. ~~First line in customer service to employees and the public.~~ Assist with information regarding Human Resources policies and procedures and answers questions regarding the department and CAPK.
7. ~~7.~~6. Assists interested parties in applying for positions at CAPK, including directing them to CAPK website. Assist department with screening of applications, on-boarding, conduct new hire orientation, and creation of personnel files.
8. ~~8.~~7. Works closely with payroll staff in answering and directing questions to the proper staff.
9. ~~9.~~8. Maintains employee HR files and ensures files are complete and documents are filed accordingly and in the proper location.

~~10.~~9. Provides back-up clerical support for Human Resources department, including answering phones, processing mail, data entry, and filing.
~~11.~~10. Provides information requested by employees as appropriate.
~~12.~~11. Maintains job description database. Ensures organizational charts and HR monthly report is completed in a timely manner.
~~13.~~12. Prepares check requests and purchase orders for the Human Resources Department; assists in termination processes to include final check requests, assembling exit paperwork, distribution of termination paperwork. ~~.~~
~~14.~~13. Assists department with travel arrangements.
~~15.~~14. Creates work orders for the Human Resources Department.

B. Other Job Specific Duties:
1. Works on special projects as assigned or as needed.
2. Conducts and attends meetings, trainings, and professional growth activities, as required.
3. Works alternative hours as required, including nights and weekends.
4. Performs any other like duties as assigned or as needed.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
Departmental policies and procedures.
Current problems of socially and economically challenged families.
Modern office procedures and equipment, including computers.
Microsoft Office products, including Excel and PowerPoint.

Ability to:
Work independently and maintain confidentiality.
Prepare clear, concise reports. Must have above average writing skills.
Exercise sound, independent judgment within general policy guidelines.
Communicate effectively, verbally and in writing.
Work with accuracy and attention to detail.
Effectively organize and prioritize assigned work.
Establish and maintain effective working relationships with other people.
Work in a fast-paced environment.
Type 40 WPM.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Associate degree in business administration or related field highly desirable.
- Three (3) years' progressively responsible technical and/or clerical experience in a human resources department or similar environment.
- Vocational training program may substitute for one (1) year of experience requirement.

OTHER REQUIREMENTS:
- Must be fingerprinted and have records filed with the State Department of Social Services, Community Care Licensing.

- Completion of a physical and substance abuse screening upon offer of employment.
- Successful completion of TB screening upon employment and annually thereafter.
- Bilingual language fluency (English/Spanish) desirable.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Human Resources Technician			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	

51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

Human Resources Generalist II

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10~~9~~ 11/~~20~~/19 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY

Performs human resources duties at a complex and professional level and may carry out responsibility in some or all the following functional areas: employee relations, training, benefits, recruitment~~employment~~, compensation, affirmative action, and state and federal laws. Helps organize the implementation and administration of the Human Resource Department functions and carries out policies and procedures relating to all phases of activities.

SUPERVISION RECEIVED:

Receives direct supervision from the Director of Human Resources.

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

1. Partners with employees and ~~management~~ leaders of the organization to communicate various human resource policies, procedures, laws, standards, and government regulations.
2. Prepares and conducts human resources related ~~employee~~ training as required
3. Conducts and coordinates the orientation, training, and separation of personnel for the Agency and activities involved in staff development and training.

~~4. Assists in establishing and maintaining related timelines and priorities.~~

~~5.~~4. Assures related activities comply with established standards, requirements, laws, codes, regulations, policies, and procedures.

~~6.~~5. ~~Assists~~ Advises management with corrective action and disciplinary documentation.

~~7.~~6. ~~Assists with~~Addresses employee relation issues such as employee complaints, harassment allegations, and civil rights complaints. Ensure proper steps are taken to address employee concerns.

~~8.~~7. Ensures compliance with regulations and procedures by providing advice and guidance to employees by checking data/resources including the Employee Policy Manual, internal resource documents, and by seeking advice from the HR Director.

~~9.~~8. Represents the company for assigned unemployment claims. Responds to unemployment claims as needed and in accordance with the unemployment insurance program.

~~10.~~9. Provides and supports staff training and development, including onsite consultation, coaching, and mentoring to supervisory staff.

~~11.~~10. Interpret policies, procedures, and regulations; makes recommendations for corrective action~~.~~

~~12.~~11. Prepares reports, correspondence, and a variety of written materials

~~13.~~12. ~~Assists in conducting~~Leads complex investigations; prepares summary/termination recommendation documents~~.~~

~~14.~~13. Monitors and prepares appropriate employee status changes.
~~15.~~14. Conducts exit interviews and analyzes data; makes recommendations to departments on remedies to turnover.
~~16.~~15. Assists in providing office training programs in areas related to personnel management.
~~17.~~16. Coordinates and conducts training sessions for employees concerning office policies and procedures and other personnel functions. Prepare and deliver ~~oral~~ presentations.
~~18.~~17. Provides support in the assessment of organizational training needs through surveys, employee interviews, and consultations with management staff.
~~19.~~18. Assists in the design and creation and updating of training manuals, online learning modules, course materials, and in the review and selection of training materials from different vendors.
~~20.~~19. Assists in the monitoring ~~and~~ evaluation and updating of training programs for relevance and effectiveness, and in the reporting of metrics to the organization.
~~21.~~20. Provides information and assistance to new employees including following up post-hire to ensure understanding of information including policies, procedures, and fringe benefits.
~~22.~~21. Serves as contact for employees regarding benefit related issues and questions.
~~23.~~22. Receive and prioritize claims, questionnaires, and other unemployment related data.
~~24.~~23. Uses details regarding employee separation to interpret and apply state laws and regulations in response to unemployment documents.
~~25.~~24. Represents the office in unemployment hearings as needed.
~~26.~~25. Travels to worksites to provide information and meet with employees on various matters.

B. Other Job Specific Duties:
1. Works on special projects as assigned.
2. Conducts and attends meetings, trainings, and professional growth activities, as required.
3. Works alternative hours as required.
4. Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
Agency policies and procedures.
Applicable federal, state, and local laws, codes, and regulations.
Departmental policies and procedures.
Current problems of socially and economically challenged families.
Modern office procedures and equipment, including computers.
Word processing and other related software applications.

Ability to:
Plan, organize, and allocate resources.
Work independently.
Prepare clear and concise reports.
Exercise sound, independent judgment within general policy guidelines.
Provide guidance and interpret and explain policies and procedures.
Analyze problems and identify alternative solutions.
Communicate effectively, verbally and in writing.
Work with accuracy and attention to detail.
Operate and use modern office equipment.
Effectively organize and prioritize assigned work.

Establish and maintain effective working relationships with other people.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Four (4) year degree in public or business administration, personnel administration, education administration, or closely related field. Demonstrated experience as a Human Resources Specialist may be substituted for the education requirement on a year for year basis.
- Five to seven~~Three~~ (5-7~~3~~) years' experience in human resources; emphasis on experience as a Human Resources generalist~~, one (1) year of which is in a supervisory experience.~~
- SPHR (Senior Professional in Human Resources) or PHR (Professional in Human Resources) is desired.

OTHER REQUIREMENTS:

- Must be fingerprinted and have records filed with the State Department of Social Services, Community Care Licensing. Completion of a physical and substance abuse screening upon offer of employment.
- Successful completion TB screening upon employment and annually thereafter.
- Drive vehicle to conduct work

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Human Resources Generalist			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x

Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

Human Resources Specialist – San Joaquin

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** 07/01/2015

SUMMARY:

Performs human resources duties at a professional level and may carry out responsibility in some or all the following functional areas: employee relations, training, employment, compensation, affirmative action, and state and federal laws. Helps organize the implementation and administration of the Human Resource Department functions and carries out policies and procedures relating to all phases of activities.

Support and assist in planning and coordinating department operations. Will perform a variety of professional and technical activities of the Agency's human resources management system, including recruitment and selection, affirmative action, employee relations, wage compensation and classifications, training, and benefits.

SUPERVISION RECEIVED:

Receives direct supervision from Human Resources Administrator Director of Human Resources and indirect supervision from Early Head Start/Head Start Assistant Director

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

1. Partners with employees and management to communicate various human resource policies, procedures, laws, standards, and government regulations Supervises, monitors, directs, and reviews performance of HR Technicians, HR Clerk, and Receptionist staff.
2. Manages the internal and external recruitment process Facilitates staff training and development, including onsite consultation, coaching, and mentoring to subordinates and other staff.
3. Process and review employment applications, evaluate qualifications for eligibility, set up and conduct interviews, complete reference checks, make job offers, ensure pre-employment process is completed Coordinates recruitment packages, job announcements, advertisements, and brochures.
4. Coordinates and conducts new hire orientation and training Screens applications and evaluates work history and education to ensure applications are complete and that applicant meets minimum qualifications for position.
5. Assures HR related activities comply with established standards, requirements, laws, codes, regulations, policies, and procedures Schedules and conducts Agency testing and interviews and recommends candidates.
6. Assists management with corrective action and disciplinary documentation Ensure all phases of recruitment and selection procedures meet applicable federal, state, and local laws and regulations.

7. Assists with employee relation issues such as employee complaints, harassment allegations, and civil rights complaints. Ensure proper steps are taken to address employee concerns.
8. Ensures compliance with regulations and procedures by providing advice and guidance to employees by checking data/resources including the Employee Policy Manual, internal resource documents, and by seeking advice from the HR Director/HR Administrator Conducts background and reference checks.
9. Represents the company for assigned unemployment claims. Responds to unemployment claims as needed and in accordance with the unemployment insurance program Conducts orientation for all new employees.
10. Administers employee medical, dental, vision, life AD&D insurance plans, and retirement including open enrollment Assists the Director of Administrative Services with activities related to Agency Affirmative Action Plans.
11. Manages all tasks to employee leaves, Coordinates leave of absence (FMLA/CFRA/ADA/ etc.). Correspondence with employees on leave, ensure proper medical certification is received, and ensure insurance premiums are made in a timely manner Interprets policies, procedures, and regulations.
12. Coordinate benefit enrollment, COBRA, changes, beneficiary and death claims. Prepares reports, correspondence, and a variety of written materials.
13. Assist with Workers Comp claims and ensure proper procedures are followed. Reporting injury and accidents and proper paperwork is completed Monitors and prepares appropriate employee status changes.
14. Assists with investigations when needed Prepares and conducts human resources related employee and supervisory training, as required.
15. Process all HR paperwork for staff, new hire personnel files (paper and electronic), including status changes. Ensures all changes are recorded in ADP and ChildPlus as required and personnel files are current.
16. Assists with DMV pull notice and ensure agency drivers meet minimum risk standards. Assists the Director of HR with special projects.
17. Participates in recruiting efforts at job fairs, educational institutions, and other events as needed Assists the Director of HR in conducting investigations, as required.
18. Coordinates and conducts training sessions for employees concerning office policies and procedures and other personnel functions. Prepare and deliver oral presentations.
19. Conducts exit interviews.
20. Protects confidentiality of all employee's data by ensuring that documents are secured during processing, maintenance and destruction.
21. Completes miscellaneous Human Resources projects are assigned.
22. Performs other duties as assigned.

B. Other Job Specific Duties:

1. Conducts and attends meetings, trainings, and professional growth activities, as required.
2. Must read and understand the Employee policy Manual and be a resource to employees when necessary
3. Communicate effectively, verbally and in writing Performs any other like duties as assigned
4. Work alternative hours when needed.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
Agency policies and procedures.
Applicable federal, state, and local laws, codes, and regulations.
Departmental policies and procedures.
Current problems of socially and economically challenged families.
Modern office procedures and equipment, including computers.
Word processing and other related software applications.

Ability to:
Plan and implement developmentally appropriate routines, activities, and experiences.
Plan, organize, and allocate resources.
Work independently.
Prepare clear and concise reports.
Exercise sound, independent judgment within general policy guidelines.
Provide guidance and interpret and explain policies and procedures.
Analyze problems and identify alternative solutions.
Communicate effectively, verbally and in writing.
Work with accuracy and attention to detail.
Effectively organize and prioritize assigned work.
Establish and maintain effective working relationships with other people.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Four (4) year degree from a college or university in public or business administration, human resources administration, education administration, or closely related field.
- Three (3) years' experience in human resources with an emphasis on experience as a human resources Specialist generalist, one (1) year of which is in a supervisory role.
- Demonstrated experience as a human resources specialist may be substituted for the education requirement on a year for year basis.

OTHER REQUIREMENTS:
- Must be fingerprinted and have records filed with the State Department of Social Services, Community Care Licensing.
- Completion of a physical and substance abuse screening upon offer of employment.
- Successful completion TB screening upon employment and annually thereafter.

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Human Resources Specialist – San Joaquin			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

BENEFITS MANAGER ~~SPECIALIST~~

Disclaimer: Job descriptions are written as a representative list off the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10~~9~~ **FLSA Status:** Non-Exempt **Date Approved:** ~~04/10/2015~~ TBD

SUMMARY:
With minimal supervision, under the direction of the Human Resource Administrator, supports the administration of all health insurance benefits and the Human Resources Information System (HRIS). Manages all tasks related to employee leaves, including determining eligibility in compliance with federal and state laws. Functions as team player in the HR Department and is responsible for all aspects of the Partnership's employee benefits program.

SUPERVISION RECEIVED:
Receives direct supervision from the Human Resources Administrator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

1. Administers employee medical, dental, vision, life, AD&D insurance plans, and retirement.
2. Acts as an information resource on employee benefits and coverage.
3. Processes enrollments, changes, cancellations, and COBRA notifications.
4. Ensures employees pay proper insurance premiums based on employee status.
5. Calculates and m~~M~~ails reminder notices for insurance premiums to employees on leave. Exercises proper and respectful collection techniques.
6. Maintains regular communication with employees on leave regarding insurance contribution obligations.
7. Manages all tasks related to employee leaves, including tracking, determining eligibility in compliance with federal and state laws (FMLA, CFRA, PDA, ADA, etc.), ensures correspondence with employees on leave, and ensures insurance premiums are made in a timely manner. Assembles information and fosters employee engagement in support of the Interactive Process.
8. Notifies managers of employee status and when employee is expected to return to work.
9. Coordinates with manager on any work modifications.
10. Communicates to employee verbally and in writing regarding leave benefit status.
11. Assists with new hire orientation and new hire enrollment. ~~and~~
~~11.~~12. C~~c~~oordinates benefits open enrollment to include agency communication and education of benefit plans~~.~~
~~12.~~13. Must be proficient in presenting information to employees in small and large groups and in one-on-one situations.
~~13.~~14. Assembles benefit packages and maintains vendor information and form supply and ensures documents are up to date.
~~14.~~15. Ensures new hire enrollment is completed for mandatory benefits and employee is

aware of enrollment deadlines.
15. 16. Oversees the coordination and communication of enrollment meetings for annual benefits enrollment. Ensures all benefits information is up to date for new benefit year. Ensures timely communication to employees on benefit changes, enrollment dates, and completion of enrollment. Ensures file feeds to vendors for new benefit year are accurate and complete for new year.
16. 17. Reconciles monthly premium statements. Works with Finance to ensure allocations are correct. Works with vendor on any payments and/or reconciliations. Tracks employee changes, making sure they are in correct corporate group. Responsible for accuracy of data.
17. 18. Coordinates retirement meetings with vendor. Communicates eligibility notices and compliance documents as required.
18. 19. Performs routine reconciliation of employee benefit deductions and calculates, enters, and monitors special-circumstance deduction per employee as needed.
19. 20. Reviews enrollment forms for accuracy and follows up in timely manner with applicants regarding enrollment requirements.
20. 21. Prepares and distributes follow-up correspondence pertaining to personnel actions.
21. 22. Must be highly competent in the uses of MS Excel, Word, Outlook, and PowerPoint. Will be expected to accurately manipulate and summarize spreadsheet data, compose grammatically appropriate correspondence by email and letter, and use visual presentation software during meetings. Will participate in reviewing, editing, and presenting written and visual benefit materials.
22. 23. Compiles statistical reports and data.
23. 24. Protects confidentiality of all employee data by ensuring that documents are secured during processing, maintenance, and destruction.
24. 25. Completes miscellaneous Human Resources projects as assigned.
25. 26. Performs other duties as assigned.

B. Other Job Specific Duties:

1. Must have excellent general office practices and skills. Must be highly competent in the uses of MS Excel, Word, Outlook, and PowerPoint.
2. Must become familiar with HR department operations and be able to work in a shared office workstation setting with regular peer and employee interaction.
3. Must read and understand the Employee Handbook and be a resource to employees when necessary.
4. Must be able to prioritize and complete multiple tasks simultaneously, effectively, and on time despite regular interruptions.
5. Must have good writing, spelling, and math skills.
6. Must be able to work under minimal supervision.
7. Must be able to develop and maintain effective work relationships with other employees and representatives of private and public agencies.
8. Must have strong interpersonal skills, emphasizing listening and communicating, and be able to remain professional and composed in difficult work situations.
9. Must be able to follow verbal and written instructions.
10. Must be able to maintain confidentiality in all aspects of work.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

Agency policies and procedures.

Applicable federal, state, and local laws, codes, and regulations.

Ability to:
Plan, organize, and allocate resources.
Work independently.
Prepare clear and concise reports.
Exercise sound, independent judgment within general policy guidelines.
Provide guidance and interpret and explain policies and procedures.
Analyze problems and identify alternative solutions.
Communicate effectively, verbally and in writing.
Work with accuracy and attention to detail.
Operate and use modern office equipment.
Effectively organize and prioritize assigned work.
Establish and maintain effective working relationships with other people.

EDUCATION AND EXPERIENCE:

- Associate degree and four (4) years' related experience or a combination of education and experience in benefits administration, human resources, insurance, or related field equal to six (6) years.
- Four (4) years' previous experience in benefits administration and FMLA/CFRA management required.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout
- Must have reliable transportation during working hours as traveling throughout Kern County may be necessary.
- Must be fingerprinted, if required by funding source or state licensing, and have such records filed with the State Department of Social Services, Community Care Licensing.
- Completion of a physical and substance abuse screening upon offer of employment.
- Completion of TB screening upon offer of employment and every three (3) years thereafter.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Benefits Specialist			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x

Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

MEMORANDUM

To: Personnel & Affirmative Action Committee

From: Susana R. Magana, Migrant Childcare Program Administrator

Date: May 5, 2021

Subject *Agenda Item 4b*: New Family Services Specialist II Position in MCAP Program – **Action Item**

In March 2021, CAPK Migrant Childcare Program (MCAP) staff had a discussion with Human Resources (HR) that lead to the creation of the new MCAP Family Services Specialist II (FSS II) job description to reflect the duties and responsibilities of one position servicing two entry counties. Included with this memo is the FSS II job description that has been reviewed, repointed by HR and is being presented to the Committee for approval.

Currently, the Merced County caseload is being handled by the Fresno County Family Services Specialist (FSS). The staff member has been receiving a 10% pay differential under the CAPK Employee Policy Manual: policy 4.7.2 Extra Duty Assignment. This policy is intended for a temporary assignment and does not reflect the on-going needs of the program. The creation of this new job description reflects the added work and responsibility of managing the Merced County caseload, in addition to the primary assigned county caseload and a permanent 10% pay differential within the FSS II salary scale.

The Merced County FSS position has remained vacant for several years. The agriculture migration pattern changes have resulted in a decrease in the Merced caseload. Merced County is one of the 6 mandated entry counties delineated in our program contract. Our contract requires CAPK to maintain satellite offices in Kern, Tulare, Fresno, Kings, Madera, and Merced. If in the future the caseload supports a full time FSS in Merced, that position will be filled and the FSS II position will be left vacant.

HR staff has determined the FSS II position to be a grade 8 and the same salary range, as the current FSS position. Funding for this is included in the current FY 20-21 $9,584,682.00 contract for CAPK MCAP from the California Department of Education (CDE). The impact on the CAPK MCAP budget is projected to be sustainable.

The updated job descriptions coincide with the CAPK Strategic Goal that will give the program a more engaged staff and better retention. This is an ongoing project to revise all the job descriptions of the CAPK MCAP program to help curve the high turnover rate. The next step will be the approval of the attached job description and salary grade & range for the new FSS II position.

Recommendation:
Staff recommends approval of the CAPK MCAP Family Services Specialist II description and salary grade & range.

Attachment:
MCAP Family Services Specialist II Job Description

Family Service Specialist II - MCAPP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 8 **FLSA Status:** Non-Exempt **Date Approved:**

SUMMARY:
The Family Service Specialist II (FSS II) is responsible to determine family eligibility and enrollment. The FSS II is responsible to maintaining the family/child files in accordance with state regulations and program policies and procedures, including the Fraud Prevention Protocol and develops and conducts outreach activities to maintain the assigned caseload child count. The FSS II is responsible for the case management of the Merced County caseload, in addition to the primary assigned county caseload and provides technical assistance and supportive services not limited to, any of the following: home visitations, referrals to other community agencies, follow-up, and demographic data tracking. The FSS II has the appropriate education, training, job experience, and/or equivalent experiences to operate both independently and as a team member to carry out program activities with minimal supervision.

SUPERVISION RECEIVED:
Receives supervision from the Family Service Coordinator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Responsible for all essential job specific duties listed below for the Merced County caseload, in addition to the primary assigned county caseload.
- Responsible for conducting pre-screening of new applicants to obtain, examine, and verify documentation needed and to complete the required subsidy application for the federal and/or state program.
- Responsible for verifying and determining program eligibility, prioritizing children for enrollment, monitor continued eligibility and recertifications.
- Responsible for calculating the preceding 12 months-worth of income documentation to determine income eligibility and assess family fees.
- Responsible for the input, update, and maintenance of the electronic data files in the program database for all assigned children and families.
- Responsible for accurate, up-to-date records and other appropriate documentation and forms as specified by program requirements and provides caseload reports to Coordinator or MCAPP staff when requested, required, or pertinent.
- Responsible to gather and record family information data and maintain orderly physical files and maintain strict confidentiality of child/family records.
- Responsible for self-auditing reviews of family files to ensure compliance with federal and/or state regulations and program policies and procedures.

- Responsible for conducting program orientations, to inform applicants of their rights and responsibilities associated with their participation in a federal and/or state program.
- Responsible to maintain and manage enrolled family subsidy cases. Provide routine family follow-ups to provide technical assistance and ensure that family is maintaining program participation compliance.
- Provide information and refer applicants to resources available within the Agency and in the community.
- Manage an assigned caseload and complete daily/weekly/monthly statistical enrollment reports.
- Responsible to retrieve call logs and complete Notices of Action or provide referrals as appropriate.
- Work closely with other agencies and organizations in the community as part of a collaborate effort to boost recruitment and maintain enrollments.
- Prepare and present program information to small and large groups.

Other Job Specific Duties:
- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for Partnership programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment, including computers and 10-key calculator
- Computer applications, including but not limited to, Windows, Word, and Excel.
- Problems of socially and economically challenged families.

Ability to:
- Plan, prioritize, and organize workload.
- Work independently within scope of authority
- Recommend changes to offices procedures, as appropriate.
- Prepare clear and concise caseload reports.
- Exercise sound, independent judgment within the programs policies & procedures and State mandates/regulations
- Communicate effectively, verbally and in writing fluently in both English and Spanish
- Effectively present program information to the public in small and large group settings
- Demonstrate good interpersonal skills
- Demonstrate excellent customer service
- Operate and use modern office equipment including computer, copier, scanners etc.
- Proficiently work with word processing, spreadsheets, database and related software applications

- Work with accuracy and attention to detail
- Establish professional working relationships with staff, agencies, and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- AA degree in business, social work, child development, psychology, or closely related field
- Five (5) years of working with various socio-economic populations, farm working population migrant farm working population, social services, family education, or related field.
- Five (5) years of working in an administrative field with emphasis on case management/administrative functions
- Knowledge of regulations governing state programs, desirable.
- Any equivalent combination of education, training and/or experience that will provide the capabilities to perform the described duties

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Completion of physical, TB, and substance abuse screening upon offer of employment.
- Fully fluent in English and Spanish Required (MUST be able read, write, and speak both).

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Family Service Specialist II			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x

Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

MEMORANDUM

To: Personnel & Affirmative Action Committee

From: Kathlyn Lujan, WIC Program Administrator

Date: May 5, 2021

Subject: *Agenda Item 4c:* CAPK WIC Revised Job Descriptions – **Action Item**

CAPK WIC is requesting approval of the six revised and re-pointed job descriptions: WIC Nutrition Assistant (WNA), WIC Clerk, Nutrition Education Supervisor, Breastfeeding Education/Peer Counselor Supervisor, Staff Development Supervisor, Training Coordinator.

In September 2020, the CAPK Budget and Finance Committee approved a new organizational structure for the CAPK WIC program, which included the new position of Training Coordinator. Since that time staff have worked with Human Resources (HR) to revise 6 job descriptions to reflect the approved changes within the new structure. Included with this memo are 6 job descriptions that have been reviewed and repointed by HR and are presented to the Committee for approval. The revised job descriptions more closely reflect the job duties. Re pointing was necessary to align job duties with grade level.

The impact on the WIC budget is estimated as an annual increase of $68,140. Funding for these positions is included in the current and projected contract for CAPK WIC from CDPH WIC. The impact on the CAPK WIC budget is projected to be sustainable.

The reorganization will also coincide with the Strategic goals of CAPK by developing organizational goals that unify the program efforts throughout the Agency and the reorganization will give the program a more engaged staff and better retention.

This is an ongoing project to reorganize and revise the organizational structure and job descriptions of CAPK WIC. The next step will be the approval of the attached job descriptions and grade levels. CAPK WIC will return to this Committee in the future to review and approve the remaining leadership and support staff job descriptions and grade levels.

Proposal

- Change WIC Nutrition Education Coordinator job title and job description to WIC Nutrition Education Supervisor repointed at the same grade.
- Change WIC Breastfeeding Education Coordinator job title and job description to WIC Breastfeeding Education/Peer Counselor Supervisor with a change in grade from 10 to 11
- Change WIC Staff Development Coordinator job title and job description to WIC Staff Development Supervisor with a change in grade from 10 to 11
- New position - WIC Training Coordinator
- Revise WIC Nutrition Assistant (WNA) job description and change grade from 2 to 3
- Revise WIC Clerk job description and change grade from 1 to 2

Recommendation:
Staff recommends approval of the CAPK WIC Program changes in position titles and the revision of the job descriptions.

Attachments:

- *WIC Nutrition Education Supervisor.*
- *WIC Breastfeeding Education/Peer Counselor Supervisor*
- *WIC Staff Development Supervisor*
- *WIC Training Coordinator*
- *WIC Nutrition Assistant (WNA)*
- *WIC Clerk*

Nutrition Education Supervisor

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:**

SUMMARY:
Responsible for developing, implementing, and monitoring the training process for all WIC staff. Develops and implements Community Action Partnership of Kern WIC program's Nutrition Education plan. Provides oversight and supervision for staff training. Provides nutrition assessment and counseling for high risk WIC participants. Supervises WIC sites as needed.

SUPERVISION RECEIVED:
Receives supervision from the WIC Program Manager

SUPERVISION EXERCISED:
Operations Coordinator, WNA IVs, WNA, WIC Clerks

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Responsible for the development and implementation of the Nutrition Services Plan (NSP) as required by California Department of Public Health, WIC Division.
  - Review plan with WIC Program Administrator
  - Successfully complete the NSP Plan and implement activities
  - Maintain documentation of NSP activities
- Responsible for the development and oversight of the Nutrition Education training plan for WIC staff:
  - Responsible for assisting in the development of individual training plans for new hire WNAs that facilitates certification within a year of hire.
  - Works with the Staff Development Supervisor to develop and present in-services and workshops for staff development.
  - Coordinate activity with quantitative outcome of WIC CQI as reported by the Operations Coordinator.
- Develop the lesson plans for WIC participant classes and teach staff how to present the class.
  - Develop and maintain a system of objective observation to ensure that class material is being presented correctly and effectively by staff
- Provide services to high-risk participants:
  - Assess nutrition status and diet histories of participants on an individual basis, provides nutritional counseling and assists participant in setting priorities.
  - Records to provide an inventory of problem, recommendations, and follow-up.
  - At appropriate intervals, re-evaluate the participant's dietary/ nutritional progress and needs to determine continued eligibility.
- Understand the function of each WIC position and performs the function, if necessary, to deliver WIC services.

- Stay abreast of the High-Risk criteria, and other federal and state regulations used in determining eligibility of the WIC sites.
- Prepare and present WIC information to community organizations.
- Responsible for reports necessary for WIC operations under the automated system.
- Responsible for the supervision of direct reports

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Provides transportation for herself, WIC equipment and/or supplies using a WIC vehicle or personal vehicle (with mileage reimbursement) if a WIC vehicle is not available.
- Maintains safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures and equipment, including computers.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:
- Develop interactive lesson plans.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the general public.
- Establish professional working relationships with staff, agencies and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in Nutrition or a related field.
- Shall possess and maintain the Registered Dietitian credential as approved by the Academy of Nutrition and Dietetics.
- Minimum of three (3) years' experience working with community groups as a nutritionist developing education curriculum.
- Minimum of two (2) years supervisory experience.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.

- Completion of a fingerprint, physical, and substance abuse screening upon offer of employment.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Nutrition Education Supervisor			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

Breastfeeding Education /Peer Counselor Supervisor
IBCLC – WIC

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:**

SUMMARY:
Develops and implements Community Action Partnership of Kern WIC policy and plan for the promotion and support of Breastfeeding. Develops the breastfeeding education plan for staff. Provides nutrition assessment and counseling for high-risk WIC and high-risk Peer Counselor (PC) participants. Provides overall management and supervision to the Peer Counselor program.

SUPERVISION RECEIVED:
Receives supervision from the CAPK WIC Program Manager

SUPERVISION EXERCISED:
WNA III PC Support, Breastfeeding Peer Counselors, Degreed Nutritionist IBCLC, WNA, WNA II, WIC Clerks

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Responsible for the development of the policy and plan for breastfeeding support and promotion.
  - Develops the lesson plans for the breastfeeding class for WIC participants and instructs staff in their use.
  - Provides 20 hours of breastfeeding instruction to all new counseling staff.
  - Provides breastfeeding in-services for staff.
  - Oversees the breast pump inventory and distribution.
  - Oversees the inventory of breastfeeding supplies.
  - Develops and implements breastfeeding support activities.
  - Prepares and presents breastfeeding information to community organizations.
  - Attends/participates in meetings/conferences pertinent to WIC and/or breastfeeding support.
  - Prepares and maintains Breastfeeding reports as required by CDPH WIC.
  - Develops long range plans to increase breastfeeding rates in the Program.
- IBCLC for the Peer Counselor program
  - Work with Program Manager and Program Administrator to provide overall management for the PC program.
  - Provide peer counselors with basic and current information on breastfeeding.
  - Provides breastfeeding counseling for high-risk PC participants
  - Prepares the records and reports required by CDPH WIC Peer Counselor program
- Provides oversight and assistance to the Regional Breastfeeding Liaison (RBL)
  - Assists with the development of the RBL action plan.
  - Acts as a resource for the RBL

- Provide services to high-risk participants.
  - Assess nutrition status and diet histories of participants on an individual basis, provides nutritional counseling and assists participant in setting priorities.
  - Documents counseling session to provide an inventory of problem, recommendations, and follow-up.
  - At appropriate intervals, re-evaluate the participant's dietary/ nutritional progress and needs to determine continued eligibility.
- Maintain regular contact with health care providers.
- Understand the function of each WIC position and performs the function, if necessary, to deliver WIC services.
- Stay abreast of the High-Risk criteria, and other federal and state regulations used in determining eligibility of the WIC sites.
- Attend/participate in meetings/conferences pertinent to the WIC Program.
- Prepare and present WIC information to community organizations.
- Responsible for reports necessary for WIC operations under the automated system.
- Responsible for performance evaluations and disciplinary actions of direct reports. Oversees everyday activities of the direct reports.

Other Job Specific Duties:
- Provides transportation for herself, WIC equipment and/or supplies using a WIC vehicle or personal vehicle (with mileage reimbursement) if a WIC vehicle is not available.
- Attends meetings and conferences as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- The benefits and physiology of breastfeeding.
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures and equipment, including computers.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:
- Develop interactive lesson plans.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the general public.
- Establish professional working relationships with staff, agencies, and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in Nutrition or a related field
- Shall possess and maintain the Registered Dietitian credential as approved by the Academy of Nutrition and Dietetics.
- Current certification as International Board-Certified Lactation Consultant (IBCLC).
- Minimum of two (2) years supervisory experience
- Minimum of three (3) years' experience working with community groups as a nutritionist, developing education curriculum.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Completion of a fingerprint, physical, and substance abuse screening upon offer of employment.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Breastfeeding Education/Peer Counselor Supervisor			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x

Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

Staff Development Supervisor

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:**

SUMMARY:

Responsible for developing, implementing, and monitoring the training process for all WIC staff including use of contemporary methods, materials, technology, and activities that meet WIC program requirements. This position requires adaptation of training techniques and materials specific to staff roles including Registered Dietitians with CPEU opportunities as available, Degreed Nutritionists, WNA I-IV, WNA Candidates, Clerks, and Receptionists. Collaborates with Nutrition Education Coordinator and Breastfeeding Coordinator to plan and execute Nutrition Services Plan (NSP) per program guidelines. Develops training materials, presentations and monitoring tools based on needs assessments, CQI and observational data, NSP, and program/policy updates. Collaborates with WIC coordinators, managers, Outreach, Regional Breastfeeding Liaison, community partners, and State Nutrition Consultant to ensure staff development efforts meet the needs of our community, WIC staff members, and program requirements. Mentors new hire WNAs through the certification process. Provides high risk counseling and supervises WIC sites and staff as assigned.

SUPERVISION RECEIVED:

Receives supervision from the WIC Program Manager

SUPERVISION EXERCISED:

Training Coordinator, WNA IVs

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develops training materials, presentations and monitoring tools based on needs assessments, CQI and observational data, NSP, and program/policy updates.
- Develop and maintain a training program for new WNA hires based on WNA certification process and incorporation of other pertinent trainings, tools and resources provided to current WNA staff and pertinent to job duties. This includes maintaining records and submitting to State WIC in timely manner.
- Collaborates with Nutrition Education Coordinator and Breastfeeding Coordinator to plan and execute Nutrition Services Plan (NSP) per program guidelines.
- Collaborates with WIC coordinators, managers, Outreach, Regional Breastfeeding Liaison, community partners, and State Nutrition Consultant to ensure staff development efforts meet the needs of our community, WIC staff members, and program requirements.
- Develop training materials and presentations delivered to all WIC Staff and adapt training methods and materials to specific to staff role as needed.
- Develop trainings and monitor efficacy of training process based on utilization of needs assessment, CQI and Observational data, retrain as needed per monitoring process results.
- Mentor new hire WNAs through certification:

- Monitor activities of the Training Coordinator to ensure that training of new WIC staff is progressing along established criteria.
- Mentors new hire WNAs through the certification process and strives for best practice by incorporating additional trainings, tools and resources the staff have received prior to the new hire joining the CAPK WIC team that are not build into the State WIC certification process.
- Meet with the WNA individually to establish a training schedule, assess understanding of material and monitor progress.
- Collaborate with team leaders to establish pool of appropriate WNA staff for new hire WNA candidates to observe, work with team leaders and staff for observation schedules and methods.
- Assure that study sheets are completed correctly and that WNA candidates understand the material.
- Assure that all site paperwork is reviewed, and corrective action completed in a timely manner.
- Assure that necessary observations and CQI are completed.
- Ensure Training Coordinator completes WNA certification process and submits documentation to State WIC in specified timeframe.
- Incorporate best-practice standards to include additional trainings, tools and resources the staff have received prior to the WNA candidate joining the CAPK WIC team that are not built into the State WIC WNA certification process.
- Develop and maintain a nutrition curriculum to enable staff to become WNA certified.

- Stay abreast of the high-risk criteria, and other federal and state regulations used in determining eligibility and providing nutrition services to WIC participants.
- Understand the function of each position and perform the function, if necessary, to deliver WIC services.
- Attend/participate in meetings/conferences pertinent to the WIC Program.
- Prepare and present WIC information to community organizations.
- Responsible for reports necessary for WIC operations under the automated system.
- Responsible for the daily operations of Designated WIC sites including:
  - Supervision of staff during the clinic day.
  - Maintaining WIC Card security.
  - Assist with set up of the clinic as needed.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for Partnership programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.

- Modern office practices, methods, procedures and equipment, including computers.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:
- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the general public.
- Establish professional working relationships with staff, agencies, and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in nutrition, dietetics, or food science.
- Shall possess and maintain the Registered Dietitian credential as approved by the Academy of Nutrition and Dietetics and the Commission on Dietetic Registration.
- Minimum of two (2) years supervisory experience
- Minimum of three (3) years' experience working with community groups as a nutritionist.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Completion of a fingerprint, physical, and substance abuse screening upon offer of employment.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Staff Development Supervisor			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		

Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

Training Coordinator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Non-Exempt **Date Approved:**

SUMMARY:
Under the direct supervision of the Staff Development Supervisor is responsible to mentor new hire WNAs through the certification process, provide high risk counseling and supervise WIC sites and staff as assigned.

SUPERVISION RECEIVED:
Receives supervision from Staff Development Supervisor

SUPERVISION EXERCISED:
WNA, Clerks

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Under the Direction of the Staff Development Supervisor, mentor new hire WNAs through certification:
  - Assure that study sheets are completed correctly and that WNA candidates understand the material.
  - Assure that all clinic paperwork is reviewed
  - Assure that necessary observations are completed.
  - Report progress of new hire WNAs to the Staff Development Supervisor.
- Understand the function of each position and perform the function, if necessary, to deliver WIC services.
  - Stay abreast of the high-risk criteria, and other federal and state regulations used in determining eligibility and providing nutrition services to WIC participants.
- Attend/participate in meetings/conferences pertinent to the WIC Program.
- Prepare and present WIC information to community organizations as assigned.
- Responsible for the daily operations of designated WIC sites as assigned:
  - Supervision of staff during the clinic day.
  - Maintaining WIC Card security.
  - Performance evaluations of staff direct reports.
  - Assist with set up of the clinic as needed.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the program effort to recruit and enroll families that qualify for Partnership programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures and equipment, including computers.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the general public.
- Establish professional working relationships with staff, agencies, and parents.
- Effectively supervise staff and enforce rules and regulations

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in nutrition, dietetics, or food science.
- Minimum one (1) year supervisory experience
- Minimum of one (1) year experience working with community groups as a nutritionist with some supervisory elements.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Completion of a fingerprint, physical, and substance abuse screening upon offer of employment.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Training Coordinator			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

WIC NUTRITION ASSISTANT (WNA)

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 03 **FLSA Status:** Non-Exempt **Date Approved:**

SUMMARY: Determine eligibility, conduct nutrition assessments, and provide nutrition education for the WIC participants according to CDPH WIC and Community Action Partnership of Kern WIC Program policies.

SUPERVISION RECEIVED:

Receives supervision from the Degreed Nutritionist

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Learn and become proficient in the CDPH WIC WISE computer system
- Provide WIC services to eligible individuals:
    - Accurately enter data into the CDPH WIC computer system
    - Maintain confidentiality of participant information
    - Determine eligibility of applicants for program benefits according to policy.
    - Perform certification and recertification of participants using the WIC management information system.
    - Provide nutrition education for participants per approved Nutrition Education protocol
    - Refer participants to a RD/DN pursuant to protocol.
- Develop care plans for participants according to CDPH WIC and Community Action Partnership of Kern WIC Program policies
- Communicate, inform, and educate WIC participants during the WIC appointment using information learned during the appointment. Participant Centered Education techniques are used when counseling a participant (explore, offer, explore, and educate).
- Issue appropriate food packages after assessing WIC category and nutrition risk.
- Present group sessions on dietary/nutritional topics concerning women, infants and children.
- Document a summary of pertinent information on the participant's ł records to provide an inventory of problem, recommendations, and follow up.
- Provide referrals as needed to community, State, and Federal assistance programs.
- At appropriate intervals, re-evaluate the participant's progress towards their dietary/nutritional goal and ongoing nutritional needs to determine continued eligibility.
- Perform general clerical duties, accurately issue food benefits, the CA WIC Card to participants, answer telephone, and make appointments.
- Use provided reports to follow up on WIC participants
- Assist with the setup of mobile clinics.

- Assist with office maintenance including janitorial duties as assigned including but not limited to cleaning restrooms, emptying trash.
- Help with maintaining the bulletin boards and other informational displays.
- Provides breastfeeding education and support to WIC participants per breastfeeding protocol.
- Complete WNA Certification within one year of hire.
- Demonstrate competency in the following task areas as outlined in the "California WIC Nutrition Assistant (WNA) Certification Training Manual".
    - Communication and Cultural Competence
    - Certification and Recertification
    - Nutrition and Health
    - Individual Education
    - Food Packages, Benefits, and WIC Card
    - Group Education
    - Baby Behavior
- Demonstrate an interest in Nutrition and Nutrition Education.
- Ability to process information and communicate orally and in writing.
- Ability to learn and be proficient in the CDPH WIC WISE system.
- Other related duties as assigned.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required including Saturday.
- Is proactive in the program effort to recruit and enroll families that qualify for the WIC programs.
- Drive to other CAPK WIC offices in WIC vehicles or in a private vehicle as assigned.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures
- Applicable federal, state, and local laws, codes, and regulations
- Departmental policies and procedures
- Modern office practices, methods, procedures, and equipment including computers, card readers, signature pads, and scanners
- Microsoft office – Outlook, Word, Excel, Teams
- Basic nutrition practices
- Basic computer knowledge

Ability to:
- Ability to communicate effectively with staff and WIC participants both orally and in writing
- Work independently without direct supervision.
- Effectively present program to the general public.
- Establish professional working relationships with staff, agencies, and parents.
- Bilingual language fluency (Spanish/English) highly preferred

- Ability to effectively communicate with persons of diverse socio-economic and educational backgrounds.
- Must have ability to develop nutrition care plans; analyze diets.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High School Diploma or the equivalent
- Minimum of two (2) years of clerical/office management experience or 2 years working as a WIC Clerk.
- Minimum of two (2) years of experience using MS Word, Excel, PowerPoint
- Complete three units of college level courses in General Nutrition within 12 months of hire.
- Certification as a California WIC Nutrition Assistant by completing 1000 hours of experience and successfully completing the WNA certification TASKS within 12 months of hire
- Successfully complete 20 hours of Breastfeeding education per new WNA training protocol within 12 months of hire.
- Basic computer knowledge.

OTHER REQUIREMENTS

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Completion of a physical and substance abuse screening upon offer of employment.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE WNA			
ACTIVITY (HOURS PER DAY)	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	

Crawling	x		
Twisting (neck)			x
Twisting Waist			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100 lbs+	x					

WIC Clerk

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: 2 **FLSA Status:** Non-Exempt **Date Approved:**

SUMMARY: To provide the clerical functions of determining WIC eligibility, documenting in-take, and medical information, assisting with the physical set up and maintenance of WIC offices.

SUPERVISION RECEIVED:

Receives supervision from the Degreed Nutritionist and WNA *IV.*

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Learn and become proficient in the CDPH WIC WISE computer system
- Determine eligibility of participants in the WIC program according to CDPH WIC Policies and Procedures
    - Accurately enter data: proof of income, proof of residency, and proof of ID into the CDPH WIC computer system
    - Accurately complete all CDPH WIC WISE computer screens
    - Maintain confidentiality of participant information
    - CA WIC Card authorization, issuance and distribution and record keeping.
    - Maintains CA WIC Card security
    - Maintain and follow up on WIC Card issued report
- Communicate with WIC participants and potential WIC participants via email, phone, text messages, and telehealth.
- Receive confidential information and delete when data input is completed. Send information via multiple methods to participants.
- Investigate and review the WIC participant computer file.
- Answer WIC participant questions regarding use of the CA WIC card, WICHealth.org, food packages, WIC policies and regulations.
- Greets participants as they enter the WIC office. Exhibits good customer service to WIC participants and others.
- Provides breastfeeding education and support to WIC participants within the CAPK WIC protocols.
- Answer the telephone
- Manage and access electronic versions of WIC materials as needed.
- Complete WIC orientation to new enrollees per CAPK WIC policy.
- Make and manage appointments for WIC participants.
- Follow-up on missed appointments

- Provide information to prospective participants about the WIC Program.
- Participate in staff meetings and in-service training.
- Assist with maintaining the clinics including but not limited to cleaning the office and restrooms and taking out the trash.
- Assists with clinic set up of mobile clinics
- Assist with collecting and transporting office and education supplies as needed
- Keeps the front area neat and well organized
- Maintain office supplies
- Helps with maintaining the bulletin boards and other informational displays
- Picks up vehicles from parking area and transports staff and equipment transportation as assigned.
- Performs janitorial duties as assigned.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required.
- Is proactive in the program effort to recruit and enroll families that qualify for the WIC programs.
- Have a clear understanding of WIC services and be able to communicate effectively with WIC participants and potential WIC participants
- Drive to other CAPK WIC sites in a WIC vehicle or private car as assigned
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures
- Applicable federal, state, and local laws, codes, and regulations
- Modern office practices, methods, procedures, and equipment including computers
- Word processing, spreadsheet, database, and other related software applications
- CAPK WIC Policies and Procedures

Ability to:
- Ability to communicate effectively both orally and in writing
- Good interpersonal skills.
- Effectively present program to the general public and WIC participants.
- Work independently without direct supervision
- Establish professional working relationships with staff and WIC participants
- Bilingual language fluency (Spanish/English) fluency highly desirable

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Graduation from High School or the equivalent
- One (1) year experience in a customer service position

- Ability to effectively communicate with people of diverse socio-economic backgrounds.
- Ability to perform general office duties: telephone, texting, and email.
- Basic computer equipment knowledge: card readers, signature pads, and scanners.
- One (1) year experience in Microsoft office – Outlook, Word, Teams

OTHER REQUIREMENTS

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Completion of a physical and substance abuse screening upon offer of employment.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE WIC Clerk			
ACTIVITY (HOURS PER DAY)	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting Waist			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x

Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75lbs	x			x		
76-100lb	x			x		
100lbs+	x			x		

MEMORANDUM

To: Personnel & Affirmative Action Committee

From: Emilio G. Wagner, Director of Operations

Date: May 5, 2021

Subject: *Agenda Item 4d*: Information Technology & Information Systems Job Descriptions – Emilio Wagner, Director of Operations – **Action Item**

In an effort to enhance support surrounding technology, two positions were approved in the Operations Indirect Budget for the 2021/22 fiscal year: Information Technology Specialist and Information Systems Manager. This proposal is to approve the job descriptions, grades and organizational chart to include the two budgeted positions.

Information systems play a major role in CAPK operations, where data is collected and stored yet is not effectively transformed into information. This information can be used for various purposes such as, but not limited to, strategy, funding requests, referrals, outcomes, and presentations. Developing an Information Systems Business Department will enable CAPK to effectively assist all departments in their data initiatives. The intent is to establish a position titled Information Systems Manager with one direct report, Information Systems Business Analyst.

Information Technology continues to develop on a daily basis and although much of the support to employees can be done remotely there is still a major need for onsite support. San Joaquin County is in need of onsite support. Staff are proposing to add an additional Information Technology Specialist Position to be stationed at the Hunter office in Stockton. This position will not only support staff onsite but also help support all of CAPK employees remotely.

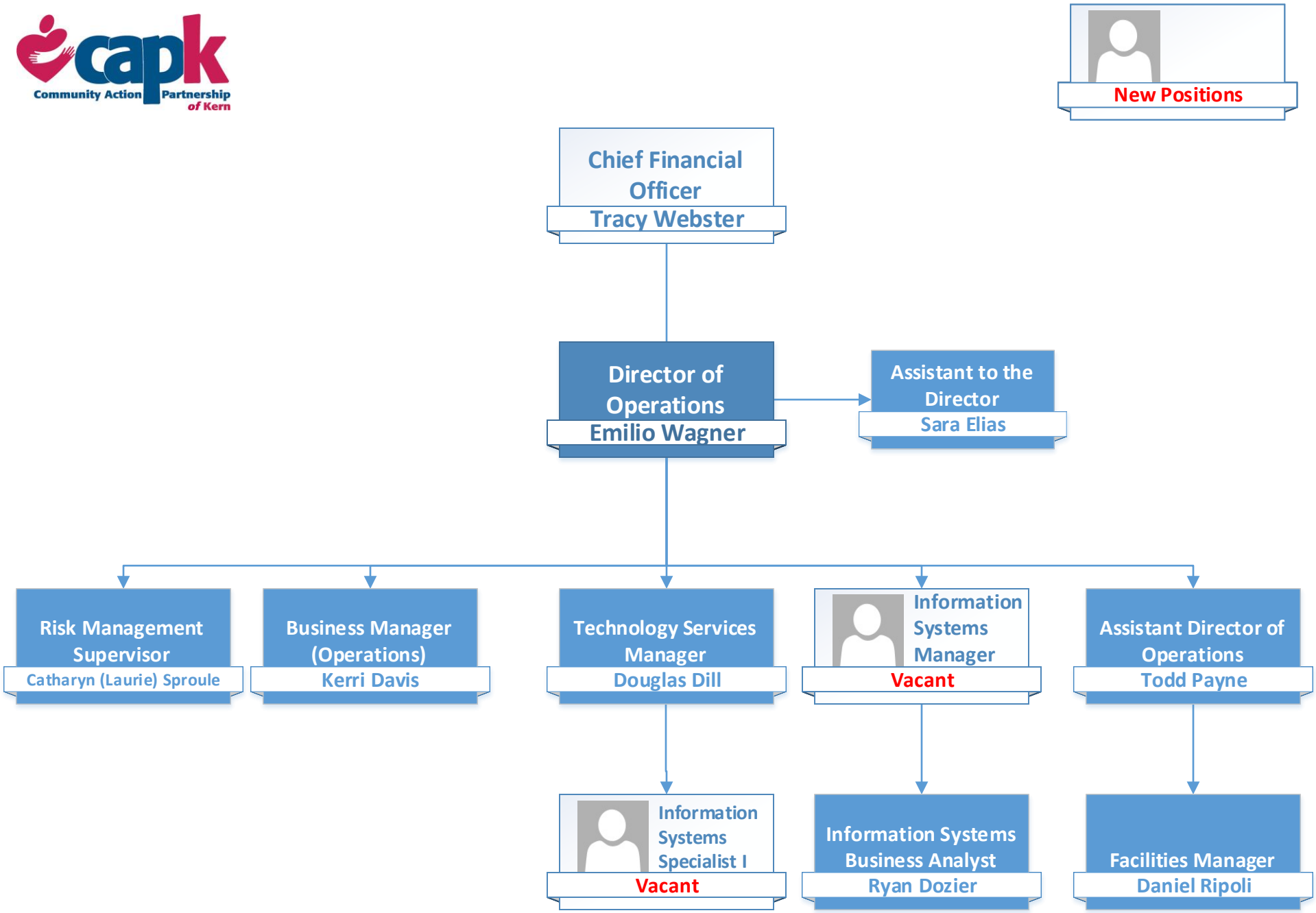
For reference, please see the attached Organizational Chart and associated job descriptions that have been reviewed and approved by the Human Resources Division.

Position	Grade	Min	Mid	Max
Information Systems Manager	11	29.09	36.36	43.64
Information Technology Specialist I	8	19.14	23.9	28.69

This change is in alignment with CAPK Strategic Goal that unifies the efforts throughout the agency and will give the Division a more engaged staff and retained workforce.

Recommendation:
Staff recommends approval of the Information Systems Business Department Job Descriptions, addition of an Information System Specialist I, and the organizational chart.

Attachments:
Operations Organizational Chart
Information Systems Manager
Information Systems Business Analyst



Proposed 5/5/2021

Information Systems (IS) Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:**

SUMMARY:
Under general direction of the Director of Operations, the Information Systems Manager is responsible for identifying user needs to develop systems from concept to user acceptance surrounding Dynamics CRM, SharePoint and other related technologies.

SUPERVISION RECEIVED:
Receives supervision from the Director of Operations

SUPERVISION EXERCISED:
Information Systems Business Analyst

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Accomplishes information systems staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, and counseling, employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Participate and lead analysis and design sessions to capture functional and technical requirements
- Create specifications based on requirements and communicate with third party developers
- With third party developer assistance configure system based on platform best practices
- Lead sessions with users to demonstrate completed features
- Conduct system and integration testing
- Create and execute test scripts, facilitate user acceptance testing
- Train end users on the system platform
- Maintain appropriate communication with all team members to assure the project is proceeding, on-time, on-target and on-budget
- Work in a project team environment, with all team members
- Assign tasks as appropriate to other resources; review their work for accuracy and thoroughness
- Evaluate and identify other potential needs
- Assist in Research and Development capacity understanding the needs of the market and designing solutions to meet those needs. Work with the developers in build those solutions to take to market
- Support marketing efforts through events, webinars, whitepapers and blogging
- Design solutions using Dynamics CRM, SharePoint, and other Microsoft stack technologies to meet needs. Document and work with project team to supervise implementation.

- Assist in research of new technologies and trends that might impact our clients and make appropriate recommendations.
- Advise clients on approaches to solving business needs using Dynamics CRM, SharePoint or related technologies.
- Provide training or assistance to staff relating to Dynamics CRM and SharePoint solutions.
- Pursue advancement in functional and technical service capabilities.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as well as provide trainings as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for Partnership programs.
- Performs any other like duties as assigned or as needed.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures
- Applicable federal, state, and local laws, codes, and regulations
- Departmental policies and procedures
- Modern office practices, methods, procedures and equipment including computers
- Word processing, spreadsheet, database, and other related software applications

Ability to:
- Solve problems effectively and efficiently.
- Experience leading design sessions and documenting functional specifications
- Understanding of logical data modeling
- Experience troubleshooting and testing skills
- Demonstrated ability to implement tools and strategies to ensure a high standard of quality control.
- Demonstrated systems analysis skills.
- Experience with Microsoft Excel, PowerPoint, and VisioDeal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively.
- Attend evening and weekend meetings.
- Effectively present program to the general public.
- Work independently with little direction; meet schedules and timelines.
- Plan, develop, and present mixed media presentations.
- Write creatively and clearly for general and specialized audiences.
- Maintain and organize a variety of files, records, and logs.
- Supervise employees professionally to achieve their goals and be self-motivating.
- Plan and organize work; compose clear, concise reports and recommendations.
- Analyze situations accurately and adopt an effective course of action.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor of Arts or Bachelor of Science Degree in Management Information Systems (preferred), Information Technology, Business Administration, Entrepreneurship, Engineering, Economics, or other related field of study preferred.
- 4-6 years' experience working with Dynamics 365 and MS SharePoint.
- Experience with advanced Microsoft Excel and Visio concepts
- Experience with relational databases
- Experience with .NET framework (C#, VB.NET, C++)
- UI/UX Development Skills

OTHER REQUIREMENTS

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Completion of a physical TB and substance abuse screening upon offer of employment.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the State Department of Social Services

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Information Systems Manager			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x

Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

Information Systems (IS) Business Analyst

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:**

SUMMARY:
Under general direction of the Information System (IS) Business Supervisor, the IS Business Analyst is responsible for identifying user needs to develop systems from concept to user acceptance surrounding Dynamics CRM, SharePoint, Business Intelligence, Power Platform and other related technologies.

SUPERVISION RECEIVED:
Receives supervision from the Information Systems Manager

SUPERVISION EXERCISED:
none

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Participate and lead analysis and design sessions to capture functional and technical requirements
- Create specifications based on requirements and communicate with third party developers
- With third party developer assistance configure system based on platform best practices
- Lead sessions with users to demonstrate completed features
- Train end users on the system platform
- Maintain appropriate communication with all team members to assure the project is proceeding, on-time, on-target and on-budget
- Work in a project team environment, with all team members
- Assign tasks as appropriate to other resources; review their work for accuracy and thoroughness
- Evaluate and identify other potential needs
- Assist in Research and Development capacity understanding the needs of the market and designing solutions to meet those needs. Work with the developers in build those solutions to take to market
- Support marketing efforts through events, webinars, whitepapers, and blogging
- Design solutions and reports using Dynamics CRM, SharePoint, BI, and other Microsoft stack technologies to meet needs. Document and work with project team to supervise implementation.
- Assist in research of new technologies and trends that might impact our clients and make appropriate recommendations.

- Advise clients on approaches to solving business needs using Dynamics CRM, SharePoint or related technologies.
- Provide training and Level 2 support for Dynamics CRM, Power Platform, SharePoint, BI environment and other technologies implemented.
- Pursue advancement in functional and technical service capabilities.
- Assess, maintain, and update data level protection policies and security and identify any gaps within our system.
- Develop, maintain, and update any data sharing policies.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as well as provide trainings as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Is proactive in the effort to recruit and enroll families that qualify for Partnership programs.
- Performs any other like duties as assigned or as needed.
- Enroll in self-paced or instructor led training at least once a year if not more.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures
- Applicable federal, state, and local laws, codes, and regulations
- Departmental policies and procedures
- Modern office practices, methods, procedures and equipment including computers
- Word processing, spreadsheet, database, and other related software applications
- Power Platform
- SharePoint

Ability to:
- Solve problems effectively and efficiently.
- Experience leading design sessions and documenting functional specifications
- Understanding of logical data modeling
- Experience troubleshooting and testing skills
- Demonstrated ability to implement tools and strategies to ensure a high standard of quality control.
- Demonstrated systems analysis skills.
- Experience with Microsoft Excel, PowerPoint, Power Query, and Visio. Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively.
- Attend evening and weekend meetings.
- Effectively present program to the general public.
- Work independently with little direction; meet schedules and timelines.

- Plan, develop, and present mixed media presentations.
- Write creatively and clearly for general and specialized audiences.
- Maintain and organize a variety of files, records, and logs.
- Plan and organize work; compose clear, concise reports and recommendations.
- Analyze situations accurately and adopt an effective course of action.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor of Arts or Bachelor of Science Degree in Management Information Systems (preferred), Information Technology, Business Administration, Entrepreneurship, Engineering, Economics, or other related field of study preferred.
- 3-5 years' experience working with Dynamics 365 and MS SharePoint.
- Experience with advanced Microsoft Excel and Visio concepts
- Experience with relational databases
- Experience with .NET framework (C#, VB.NET, C++)
- Experience with JavaScript
- UI/UX Development Skills

OTHER REQUIREMENTS

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Completion of a physical TB and substance abuse screening upon offer of employment.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the State Department of Social Services

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Information Systems Business Analyst			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x

Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		