DATE	June 5, 2024
TIME	12:00 PM
LOCATION	CAPK Administrative Office Executive Conference Room 1300 18th Street, 3rd Floor Bakersfield, CA 93301

Personnel Committee Agenda

1. **Call to Order**

2. **Roll Call**

Maritza Jimenez (Chair)	Guadalupe Perez
Jonathan Mullings	Lily Pimentel-Stratton

3. **Public Forum**

The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. 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. **New Business**

a. Operations Division Salary Grade Adjustments - ***Action Item (p. 2-76)***	Emilio Wagner, Chief Facilities and Technology Officer
b. Head Start Recruitment Incentive Extension - ***Action Item (p. 77-79)***	Jerry Meade, Assistant Head Start Director, Program
c. Head Start Organizational Structure Revision - ***Action Item (p. 80-81)***	Jerry Meade, Assistant Head Start Director, Program
d. Head Start Personnel Update – ***Info Item (p. 82-83)***	Robert Espinosa, Program Design and Management Administrator

5. **Committee Member Comments**

6. **Next Scheduled Meeting**

Personnel Committee
12:00 pm
August 6, 2024
1300 18th Street, 3rd Floor
Bakersfield, CA 93301

7. **Adjournment**

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 1300 18th Street, Bakersfield, CA 93301, and online at www.capk.org by 12:00 pm, May 31, 2024, by Margaret Frazier-Sanchez, Administrative Coordinator.

MEMORANDUM

To: Personnel Committee

From: Emilio G. Wagner, Chief Facilities & Technology Officer

Date: June 5, 2024

Subject: *Agenda Item 4(a)*: Operations Division Salary Grade Adjustments – **Action Item**

Operations has been working with Human Resources to adjust titles and revise job description with the overall goal of adding consistency among all CAPK positions. With the finalized revisions the job descriptions underwent a review through the CompEase salary grading tool to ensure that positions are paid market wages.

As a result of this analysis, fair and equitable compensation for all positions based on competencies was established. The goal of this restructuring is to ensure that wages are in line with the market, which will allow for the retention of our high performing staff and recruitment of experienced talent. Ultimately, the restructuring will enhance the division's ability to meet the evolving needs of CAPK and its clients. One of the more notable changes is the Assistant Operations Director position is being retitled to Director of Facilities. The position will still assume the same responsibilities as in the past.

Summary of Proposed Changes

Below is a description of the proposed position changes and fiscal sustainability:

Position Title	Proposed Changes	Current Grade	Proposed Grade
Administrative Coordinator	No changes	9 Min: $24.21 Mid: $30.30 Max: $36.36	-
Assistant Risk Manager	Grade and responsibilities changes.	9 Min: $24.21 Mid: $30.30 Max: $36.36	11 Min: $32.05 Mid: $40.06 Max: $48.07
Director of Facilities	Formerly Assistant Director of Operations; grade and responsibilities changes.	13 Min: $42.37 Mid: $52.96 Max: $63.55	16 Min: $64.45 Mid: $80.54 Max: $96.66
Drafting/GIS Project Supervisor	Formerly Drafting/GIS Specialist. Grade, education requirements, and responsibilities changes.	10 Min: $27.88 Mid: $34.83 Max: $41.80	-

Facilities Coordinator	Formerly Facilities Specialist. Grade and responsibilities changes.	8 Min: $21.09 Mid: $26.34 Max: $31.61	9 Min: $24.21 Mid: $30.30 Max: $36.36
Facilities Manager	Grade and responsibilities changes.	10 Min: $27.88 Mid: $34.83 Max: $41.80	12 Min: $36.85 Mid: $46.05 Max: $55.27
Information Technology (IT) Administrator	Grade, supervision exercised, and responsibilities changes.	12 Min: $36.85 Mid: $46.05 Max: $55.27	14 Min: $48.72 Mid: $60.91 Max: $73.10
Information Technology (IT) Infrastructure Manager	Grade and responsibilities changes.	11 Min: $32.05 Mid: $40.06 Max: $48.07	12 Min: $36.85 Mid: $46.05 Max: $55.27
Information Systems (IS) Business Analyst I	Responsibilities changes.	10 Min: $27.88 Mid: $34.83 Max: $41.80	-
Information Systems (IS) Business Analyst II	Responsibilities changes.	11 Min: $32.05 Mid: $40.06 Max: $48.07	-
Information Systems (IS) Manager	Grade, supervision exercised, education, and responsibilities changes.	11 Min: $32.05 Mid: $40.06 Max: $48.07	12 Min: $36.85 Mid: $46.05 Max: $55.27
Information Technology (IT) Manager	Supervision exercised and responsibilities changes.	12 Min: $36.85 Mid: $46.05 Max: $55.27	-
Maintenance Supervisor	Grade and responsibilities changes.	9 Min: $24.21 Mid: $30.30 Max: $36.36	10 Min: $27.88 Mid: $34.83 Max: $41.80
Network Engineer	Supervision exercised and responsibilities changes.	10 Min: $27.88 Mid: $34.83 Max: $41.80	-
Risk Manager	Grade and responsibilities changes.	10 Min: $27.88 Mid: $34.83 Max: $41.80	12 Min: $36.85 Mid: $46.05 Max: $55.27
Service Desk Supervisor	Formerly Service Desk Lead. Supervision exercised and responsibilities changes.	10 Min: $27.88 Mid: $34.83 Max: $41.80	-
Technical Support Specialist I	Formerly Information Systems Specialist I. Responsibilities and title changes.	8 Min: $21.09 Mid: $26.34 Max: $31.61	-
Technical Support Specialist II	Formerly Information Systems Specialist II. Responsibilities and title changes.	9 Min: $24.21 Mid: $30.30 Max: $36.36	-

Fiscal Impact and Timeframe

The updated job descriptions have been reviewed and approved by Human Resources. Employees whose positions have been reevaluated are compensated within the salary range corresponding to the new grade. The budget for 2024-25 has been adopted and approved by the Board, including projected salary increases.

Strategic Plan Impact

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results*, and as part of following objectives, the proposal supports staff development, growth, and retention:

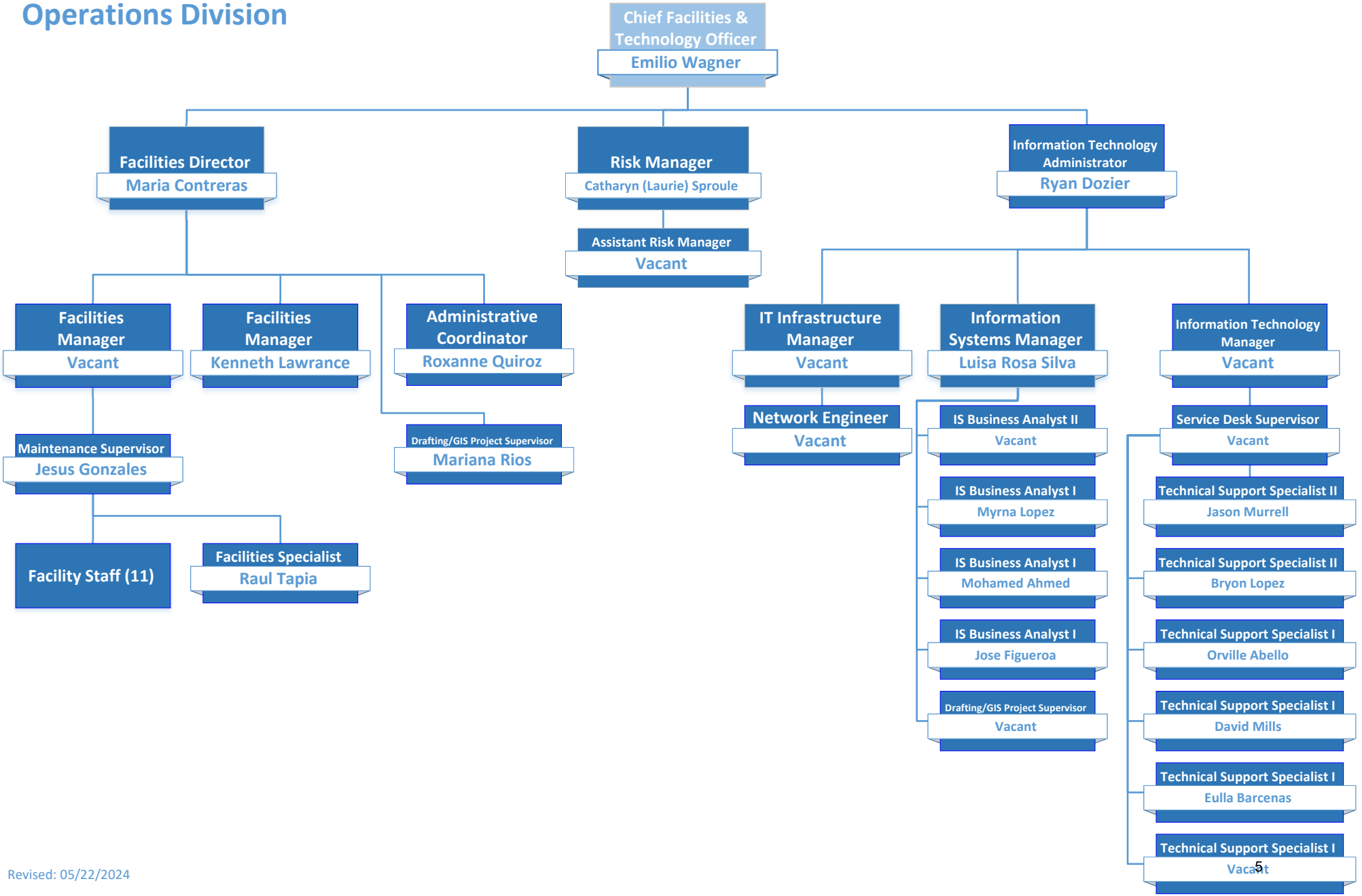
- Objective 4.2: Increase employee engagement, morale, and retention.
    - 4.2.1 Conduct an internal and external equity analysis to evaluate the labor market and fiscal impacts; (b) b) Complete development and consolidation of revised job descriptions.

Recommendation:

Staff recommends the Personnel Committee approve the revisions to the Operations Division job descriptions and proposed salary grades assigned to each position.

Attachments:
Organizational Chart
Administrative Coordinator Job Description
Assistant Risk Manager Job Description
Director of Facilities Job Description
Drafting/GIS Project Supervisor Job Description
Facilities Coordinator Job Description
Facilities Manager Job Description
Information Technology Administrator Job Description
Information Technology Infrastructure Manager Job Description
IS Business Analyst I Job Description
IS Business Analyst II Job Description
IS Manager Job Description
IT Manager Job Description
Maintenance Supervisor Job Description
Network Engineer Job Description
Risk Manager Job Description
Service Desk Supervisor Job Description
Technical Support Specialist I Job Description
Technical Support Specialist II Job Description

Operations Division



Revised: 05/22/2024

Administrative 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 09 **FLSA Status:** Non-Exempt **Date Approved:** 09/27/2023

SUMMARY:
Under the direction of the Director of Facilities, performs sensitive and confidential administrative assistant/secretarial functions for the Director with special assistance to the Division's team. Maintains official records and provides administrative support to the Division.

SUPERVISION RECEIVED:
Receives supervision from Director of Facilities.

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Performs a wide variety of duties for the Director that are complex, detailed, and highly confidential.
- Maintains official records system for the Division.
- Coordinates, plans, and serves as the primary point of contact for Director's management team meetings.
- Manages and coordinates the Director's calendar, meetings, phone calls, and other administrative tasks to help manage the priorities of the Director.
- Acts as the primary liaison for communication within the Agency's departments and responds to queries for general information.
- Provides general information to the public as required.
- Monitors budget for department managed by the Director.
- Prepares a variety of internal and external correspondence and completes forms and memos for distribution as needed.
- Reviews and assembles information and documents for Committee agendas in accordance with the Ralph M. Brown Act.
- Responsible for preparing committee packets and correspondence, takes minutes at various Board and Committee meetings, and transcribes into final minutes for distribution.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Performs any other like duties as assigned or as needed.
- Schedules and organizes activities such as meetings, training, and travel for the Director and staff.

DRAFT

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.

- Completion of two (2) years of college or equivalent level course work in business or public administration, record management, or a related field
- Minimum of four (4) years of responsible administrative assistant work, including document and records management.
- Any combination of education and or experience that demonstrates a high degree of competency.

DRAFT

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- 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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Administrative 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

DRAFT

	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					

DRAFT

Assistant Risk 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: 11 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direct supervision of the Risk Manager, the Assistant Risk Manager will assist in coordinating and performing functions of the CAPK's risk management and safety program, including occupational safety and health programs, liability claims, insurance programs, risk transfer and loss control, and Head Start Health & Safety.

SUPERVISION RECEIVED:
Receives direct supervision from Risk 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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job-Specific Duties:

- Assists in developing, implementing, and administering effective safety standards and programs for CAPK employees.
- Assists agency in establishing loss prevention programs, procedures, and in completing safety investigations and audits; works with employees in the field to identify unsafe working conditions or practices and recommends solutions to continuously improve the safety of CAPK facilities.
- Reviews and evaluates injury reports; analyzes loss and accident reports to identify potential hazards; coordinates with departments to identify employee safety exposure and implements necessary loss prevention measures.
- Monitors and assists in the development of modified work assignments to facilitate the return to work of injured employees and conducts Interactive Process Meetings.
- Performs ergonomic assessments and provides recommendations for correction and improvement.
- Assists the Risk Manager in identifying general liability exposures and necessary loss prevention measures; makes recommendations to correct or control liability exposures.
- Assists in coordinating the CAPK's safety program; participates and/or facilitates the Operational Risk Management Committee and may prepare agendas, reports and maintain minutes.
- Assists with coordinating safety training related to mitigating losses and assists divisions/departments with maintaining annual training calendars as needed.
- Researches, prepares statistics, and provides analysis and recommendations related to risk management programs.

- Ensures safety program is following Cal-OSHA mandates and updates written Cal OSHA Programs as needed.
- Participates in tracking safety initiatives or programs such as Injury and Illness Prevention Program, Safety Training, and Safety Data Sheets (SDS).
- Assists in reviewing contracts, agreements, and insurance policies to determine applicable coverage.
- Assists with gathering data for preparation of insurance applications and assists with annual insurance policy renewals.

Other Job-Specific Duties:

- Conducts and attends meetings, training, and professional growth activities, as required.
- Works alternative hours as required, including nights and weekends.
- 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:

- Safety regulations and practices involved in operations and safety laws regarding the public sector.
- Administrative practices and procedures involved in insurance and risk management programs, claims investigations, and processing.
- Principles and practices of various insurance policies.
- Basic medical terminology related to safety and risk policies and practices.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles and practices of record keeping.
- Principles of effective presentation and public speaking.
- Customer service and public relations methods and techniques.
- Office procedures, methods, and equipment, including computers and applicable software.
- Agency policies and procedures.

Ability to:

- Understand, interpret, and explain the application of policies, procedures, and requirements pertaining to assigned areas of responsibility.
- Interpret and explain CAPK's workers' compensation or general liability policies and procedures.
- Implement and administer safety programs and safety-related training activities.
- Analyze problems, evaluate alternatives, and make sound, appropriate recommendations.
- Establish, foster, and maintain effective working relationships with internal and external stakeholders.
- Gather, research, analyze, organize, and disseminate data.
- Exercise sound independent judgment and initiative within established guidelines.
- Plan and organize work to meet changing priorities and deadlines.

- Prepare clear, concise, and accurate analytical reports, correspondence, and other written materials.
- Effectively present to large groups of individuals.
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential personnel issues and employee situations.
- Operate a computer using relevant word processing and spreadsheet software.
- Communicate effectively, verbally and in writing.
- Supervise employees effectively to achieve professional and organizational goals.
- Work collaboratively and effectively lead a team.

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, plus four (4) years demonstrated experience in safety and/or building maintenance/construction.
- Bilingual language fluency (English/Spanish) preferred, but not 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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

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

- 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 accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Assistant Risk 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**		

DRAFT

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		

DRAFT

Director of Facilities

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 16 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under general direction of the Chief Facilities & Technology Officer, the Director of Facilities is responsible for coordinating space planning, alteration, construction, and repair projects for facilities owned and/or leased space, including all new construction, remodeling, and standardizing furnishings and finishes.

SUPERVISION RECEIVED:
Receives supervision from the Chief Facilities & Technology Officer.

SUPERVISION EXERCISED:
Directly supervises Facilities Manager, Drafting/GIS Project Supervisor, and Administrative Coordinator.

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Supervise and provide leadership to staff associated with the Facilities Department.
- Meets with all related professionals required to plan and construct new facilities and improve existing sites.
- Provides managerial direction and control of department activities. Plans, directs, and reviews the activities and operations of the department.
- Inspects buildings and office areas to evaluate suitability for occupancy.
- Coordinates design layout showing location of furniture, equipment, doorways, electrical and telephone outlets, network, and other facilities amenities.
- Prepares cost estimates for facility improvements and furnishing options.
- Assists in the planning, organizing, and evaluating acquisition, planning design, and construction projects for CAPK facilities.
- Initiates and conducts space planning studies.
- Maintains and develops furniture standards and coordinates furniture purchases.
- Advises departments on feasibility of desired expansion or modification projects and recommend changes to requests, as appropriate.
- Assists in the preparation and coordination of building plans and specifications for CAPK projects.
- Provides general supervision and inspection of facilities projects as necessary, including monitoring work in progress, visiting project sites, and meeting with contractors to review progress, identify and resolve problems, and review and approve proposed change orders to avoid time delays and cost overruns.

DRAFT

- Prepares project schedules and timelines.
- Extensive interaction with staff and departments, local vendors, consultants, and manufacturer representatives.
- Plans and coordinates move and relocation of staff and divisions, including reviewing site readiness and resolution of moving issues.
- Develops and requests documentation for funding applications to include but not limited to title reports, Phase I Environmental Assessment, Project budget, and schematics.
- Develops and tracks facility improvement and maintenance budgets.
- Manages facility issues affecting building tenants and leased property.
- Maintains a deferred maintenance schedule for all facilities and works with program leaders to incorporate improvement costs into their department budgets.
- Plans, supervises, and coordinates the preventative maintenance of facility systems and services.
- Develops and maintains a replacement program for a variety of motorized vehicles and heavy equipment.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences.
- Provides training as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- 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.
- Word processing, spreadsheet, database, and other related software applications.
- Principles and practices of finance, real estate financing, and economic development.
- Davis-Bacon Act.

Ability to:

- Solve problems effectively and efficiently.
- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Effectively present program information to the 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.

DRAFT

- Supervise employees effectively to achieve professional and organizational goals.
- Work collaboratively and effectively lead a team.
- 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's degree in business administration, public administration, planning, construction, or a closely related field preferred.
- Four (4) years' experience in facility planning.
- Possession of General Contractors License preferred.
- Certification as Playground Safety Inspector preferred.

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Director of Facilities			
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	

DRAFT

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					

DRAFT

Drafting/GIS Project 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: 10 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Director of Facilities, the Drafting/GIS Project Supervisor is responsible for coordinating space planning, alteration, schematic maintenance, develops and maintains all facets of Geographic Information System (GIS); performs spatial analytical work; performs database manipulation; develops and maintains standards for base map and associated layers, and develops custom informational maps.

SUPERVISION RECEIVED:
Receives supervision from the Director of Facilities

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Knowledge of Autodesk Revit or other Building Information Modeling (BIM) applications.
- Oversight and supervision of projects related to producing finished plans and drawings from rough sketches, diagrams, and field notes; assist with mathematical calculations of quantities and costs; prepare clear and accurate notes, diagrams, drawings, and reports.
- Plan and coordinate drafting and GIS projects, ensuring that objectives, timelines, and budgets are clearly defined and met.
- Develop and maintain project schedules, tracking progress and adjusting plans as necessary to meet deadlines.
- Responsible for field verifying conditions and understanding of basic methods and means of construction.
- Communicate with stakeholders to understand project requirements, provide updates, and address any concerns or issues.
- Oversight and supervision of projects related to using architectural CAD software to produce floor plan and remodeling plans; designs computer-generated displays, charts, and graphs; develops spreadsheets and word processing for budgetary and file management tasks.
- In coordination with the Director of Facilities, plans relocations, alterations, modifications or construction of facilities or related needs.
- Develops project scopes for bidding purposes.
- Knowledge of: GIS products, techniques, procedures, and concepts; at least two of the following GIS programs: ArcGIS, ArcGIS Server, or other GIS Application (such as Intergraph, GeoMedia, or MapInfo).

DRAFT

- Basic knowledge of or ability to learn one or more of the following programming languages: Visual Basic, VBA, VB.NET, C#.NET, C++, or a scripting language (such as python or VB script); SQL (Structured Query Language).
- Meet with users to define data needs, project requirements, required outputs, or to develop applications.
- Compile geographic data from a variety of sources including censuses, field observation, satellite imagery, aerial photographs, and existing maps.

Other Job Specific Duties:

- Attends all meetings, training, and conferences as well as provides training as assigned.
- Maintains a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- 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 independently, effectively, and efficiently.
- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program to the 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.

- High School Diploma or G.E.D. equivalent and four (4) years of experience in computer-aided drafting, or two (2) years of college course work in computer-aided drafting and two (2) years of hands-on work experience in related field

DRAFT

- Any equivalent combination of education, training and experience which provides 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. Must have reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Drafting/GIS Project 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	

DRAFT

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					

DRAFT

Facilities 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 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Facilities Manager or Director of Facilities, completes a variety of skilled and semi-skilled trades related to the construction/maintenance of buildings, grounds, and equipment. Also maintains related records and ensures compliance with all required regulations.

SUPERVISION RECEIVED:
Receives supervision from the Facilities Manager or Director of Facilities.

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Monitor facility work orders to ensure requests are appropriately handled and resolved in a timely manner.
- Maintain status, generate, close, and ensure material cost and labor hours have been added in the work order system.
- Evaluate and prioritize facility work orders to determine assignments/scheduling. With the guidance of the Facilities Manager and/or Director of Facilities, determine when projects should be contracted.
- Perform and/or schedule routine preventive maintenance (plumbing, electrical, and structural) to ensure proper and safe operation of agency facilities.
- Repair carpentry, masonry, painting, etc. of equipment and facilities.
- Perform light carpentry (build fixtures/cabinets, etc.) and paint exterior and interior surfaces.
- Organize and maintain appropriate documentation for all facilities and maintenance jobs, projects, and equipment.
- Supervise construction work performed by vendors and monitor and evaluate the quality and completion of jobs.
- Coordinate and/or perform routine emergency repairs and maintenance at all sites, including evening and weekend emergency calls.
- Assist in the procurement of goods and services for the repair and maintenance of facilities.
- Prepare basic scope of work and sketches for bidding purposes and work with the Drafting/GIS Project Supervisor, Facilities Manager, and/or Director of Facilities to finalize

bid packets and gain a full understanding of the requirements of the project.
- Meet prospective bidders at the site to conduct job walks.
- Collect proposals from prospective bidders and package them for transmittal to the Facilities Manager and/or Director of Facilities.
- Maintain daily written records of activities, mileage logs, purchase orders, receipts, etc.
- Deliver orders and materials received at the Operations building to various agency facilities.
- Conduct and attend meetings and training as appropriate.

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.
- Assist Facilities Manager as directed.
- Perform 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 related software applications.
- Vehicle maintenance/repair.

Ability to:
- Handle conceptual issues.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Establish priorities, organize work, and work independently.
- Repair and maintain equipment, furniture, fixtures, facilities systems, grounds, and structures.
- Interpret and implement a variety of regulatory standards and guidelines.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Work collaboratively as a team.

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.
- Five (5) years of work experience in building construction and/or maintenance/repair.

- Two (2) years of supervisory experience in building and/or construction/maintenance.

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) highly 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 accommodation may be made to enable employees with disabilities to perform the essential duties.

Job Title Facilities 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					

Facilities 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 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under general direction of the Director of Facilities, the Facilities Manager is responsible for the supervision of maintenance, renovation, and/or alteration of all agency facilities, the arrangement of space, determination of site location, the monitoring of all facilities regulations as they pertain to state and federal regulations, and related work as required.

SUPERVISION RECEIVED:
Receives supervision from the Director of Facilities.

SUPERVISION EXERCISED:
Maintenance Supervisor

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Prepares basic plot plans, lay-outs, floor plans, and other data as required to pictorially or diagrammatically present proposals or situations.
- In coordination with Procurement Services, plans relocations, alterations, modification, or construction of facilities.
- In coordination with Risk Management, develops and implements quality assurance activities such as training, on-site visitation, program review, and follow-up for maintenance.
- Coordinate and handle all activities related to agency leases for all buildings and/or land space agreements:
  - Ensure leases comply with federal, state, and local regulations.
  - Assist Directors and/or Program Managers in negotiation or re-negotiation of leases, space agreements, contracts, or Memorandum of Understandings (MOUs).
  - Serve as liaison between tenants and landlords concerning complaints or problems.
  - Track, update, and coordinate renewal of leases, space agreements, contracts, or MOUs.
- Work collaboratively with Risk Management regarding all OSHA requirements.
- Coordinate and prepare cost feasibility studies/reports for all facility renovation projects.
- Produce and monitor annual budgets for the Maintenance Department.
- Coordinate and/or oversee inventory and maintenance of Head Start vehicles.
- Assist executive management with project status reports to be presented to the Board of Directors and Policy Council.

DRAFT

- Monitor all aspects of facilities to include record keeping of all appropriate facility related documents and ensure that check requests are completed in a timely manner.
- Ensure timely follow-up of maintenance and repairs where safety standards are an issue.
- Responsible for notification to appropriate staff of closures, relocations, etc. of the various sites.

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.
- Perform 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 related software applications.
- Vehicle maintenance/repair.

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish priorities and organize work accordingly.
- Interpret and implement a variety of regulatory standards and guidelines.
- Repair and maintain equipment, furniture, fixtures, facilities systems, grounds, and structures.
- Establish professional working relationships with staff, agencies, and parents.
- Supervise employees effectively to achieve professional and organizational goals.
- Work collaboratively and effectively lead a team.

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.
- Five (5) years of work experience in building construction and/or maintenance/repair.
- Three (3) years supervisory experience in building and/or construction/maintenance.

OTHER REQUIREMENTS:

DRAFT

- 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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) highly 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/outdoors.
- Noise level is mild to moderate.
- Hazards are relevant to the work environment.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Facilities 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

DRAFT

	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		

DRAFT

Information Technology (IT) Administrator

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 14 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Chief Facilities and Technology Officer, the Information Technology (IT) Administrator will be responsible for working with CAPK leaders and other key technology stakeholders to understand and address the organization's IT needs and create a roadmap that will help the organization execute its strategic plan This includes managing the upgrade and installation of new hardware and software, perform troubleshooting to address any problems with computer systems, create and manage the use of backup and retrieval systems, and assess viruses and potential threats to the agency network.

SUPERVISION RECEIVED:
Receives supervision from the Chief Facilities and Technology Officer

SUPERVISION EXERCISED:
Information Technology (IT) Infrastructure Manager, Technology Services Manager, and Information Systems Manager

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develop and implement IT strategies and roadmaps that align with the organization's overall goals and objectives.
- Provide strong leadership to IT managers, fostering a collaborative and high-performing team environment.
- Oversee the IT Infrastructure Manager, ensuring the effective management of the network, servers, storage, and virtualization environments.
- Approve infrastructure projects and initiatives, ensuring they meet organizational needs and budget constraints.
- Oversee the Information Systems Manager, ensuring that all enterprise applications, databases, and other systems are optimized for performance and security.
- Oversee system integration projects and ensure data management policies are enforced.
- Oversee the Information Technology Infrastructure Manager, ensuring efficient operation of the help desk, adherence to SLAs, and high levels of customer satisfaction.
- Ensure that the help desk team has the necessary resources and training to provide effective support.

DRAFT

- Coordinate cross-functional IT projects, ensuring that all aspects of IT infrastructure, information systems, and help desk support are aligned and integrated.
- Monitor project progress, resolve issues, and ensure that projects are delivered on time and within budget.
- Develop and manage the IT budget, ensuring efficient allocation of resources across IT infrastructure, information systems, and help desk operations.
- Allocate resources effectively, balancing the needs of various IT functions and ensuring optimal performance.
- Develop and enforce IT policies, procedures, and standards to ensure consistent and secure IT operations.
- Ensure that all IT operations comply with relevant laws, regulations, and industry standards, including data protection and privacy regulations.
- Provide regular reports to senior management on IT performance, incidents, project status, and strategic initiatives.
- Conduct regular risk assessments to identify and mitigate potential threats to IT operations.
- Oversee the implementation of security measures across IT infrastructure and systems to protect against cyber threats.
- Provide ongoing training and development opportunities for IT managers and their teams to keep them updated on the latest technologies and best practices.
- Stay abreast of emerging technologies and trends, evaluating their potential impact and benefits for the organization.
- Identify opportunities for improving IT processes, systems, and services, implementing changes to enhance efficiency and effectiveness.
- Develop and maintain comprehensive business continuity and disaster recovery plans.
- Ensure regular testing and updating of disaster recovery procedures to guarantee their effectiveness.

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.
- 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:

- Current computer and networking technology solutions.
- Operations management principles in complex environments.
- Information resource development and access of complex information systems.
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.

DRAFT

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

Ability to:

- Ability to deal with conceptual matters.
- Ability to communicate effectively verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Work independently and make clear presentations of ideas and recommendations.
- Supervise employees effectively to achieve professional and organizational goals.
- Work collaboratively and effectively lead a team.

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 business or public administration, information technology, computer science or a technology related field from an accredited college or university and/or equivalent work experience in areas outlined above.
- Seven (7) years of experience managing a technology related operation.
- Experience in budget oversight preferred.
- Minimum of two (2) years of experience in a management position requiring supervision of staff preferred.

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE	**Information Technology (IT) Administrator**

DRAFT

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					

DRAFT

Information Technology Infrastructure 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 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the IT Administrator, the Information Technology (IT) Infrastructure Manager will be responsible for deploying and managing the organization's servers, networks, and cloud systems.

SUPERVISION RECEIVED:
Receives supervision from the Information Technology (IT) Administrator

SUPERVISION EXERCISED:
Network Engineer

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Builds, maintains, documents and monitors CAPK's infrastructure including, but not limited to, server, network, firewall, telecommunications systems, and cloud-related systems.
- Develop and maintain high level reporting for both on premise and cloud related networks.
- Maintains contracts, licenses, and budget transparency for Infrastructure related costs and manages key vendor relationships.
- Responsible for CAPK's IT security strategies, implementations, and monitoring.
- Responsible for supervision of staff to ensure that service commitments are met.
- Develop and maintain network diagrams, both on premise and in cloud services, documentation on work process, and other needed documentation to maintain integrity of IT infrastructure.
- Develop and maintain strong working relationships with internal and external Technology stakeholders.
- Reviews appropriateness of technologies used for system components and recommends modifications and/or upgrades when necessary to keep systems operating according to organizational needs.
- Assists the Service Desk Lead in troubleshooting technical issues, deployment of new software, upgrades and assist with technical documentation.
- Coordinates resources to install network, server and workstation software, and hardware upgrades of said devices.
- Assists Information Technology Administrator with the research of IT infrastructure needs and budgeting.

DRAFT

- Communicates changes in technology and services from the IT department to the appropriate internal and external stakeholders.
- Provide leadership by example and maintain quality work standards.
- Project management across teams/departments

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.
- 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:

- Current computer and networking technology solutions.
- Operations management principles in complex environments.
- Information resource development and access of complex information systems.
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:

- Ability to deal with conceptual matters.
- Ability to communicate effectively verbally and in writing.
- 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.
- Supervise employees effectively to achieve professional and organizational goals.
- Work collaboratively and effectively lead a team.

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 business or public administration, information technology, computer science, or a technology related field from an accredited college or university and/or equivalent work experience in areas outlined above.
- Seven (7) years of experience managing a technology related operation, including supervision of staff.

OTHER REQUIREMENTS

DRAFT

- 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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Information Technology Infrastructure 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	
51-75lbs	x			x		
76-100lb	x			x		
100lbs+	x					

DRAFT

Information Systems (IS) Business Analyst I

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:** Exempt **Date Approved:** TBD

SUMMARY:
Under general direction of the Information System (IS) Manager, the IS Business Analyst I will work collaboratively with leadership and partnered sites to strategically select the most appropriate technology solution, conduct readiness assessments, onboard and train partnered sites, and manage data via the solution.

SUPERVISION RECEIVED:
Receives supervision from the Information Systems (IS) 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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Analyze user requirements and develop optimal workflow to address the business case.
- Perform mapping sessions of agencies Program and Division processes and procedures.
- Participate in the digitization of new and existing systems, ensuring they meet grant requirements and business objectives.
- Provide first-level support in troubleshooting system failures and performing root cause analysis while maintaining records of repair and bug fixes.
- Conduct regular system maintenance, updates, and patches to ensure optimal performance and security while aligning with best practices.
- Assist in developing, maintaining, and updating databases, ensuring data integrity and security.
- Leverage business intelligence tools to generate reports and provide data analysis to support data-driven decision-making processes.
- Create and maintain user manuals, training materials, and documentation for new and existing systems.
- Conduct training sessions for end-users to ensure they can effectively navigate information management software.
- Assist in project management tasks including planning, scheduling, and coordinating activities related to system development and implementation.
- Work collaboratively with project teams to ensure timely delivery of project milestones.

DRAFT

- Follow application lifecycle management practices to ensure seamless execution of solutions. Document and track issues identified during user acceptance testing and assist in their resolution.
- Provide technical support and guidance to end-users and other stakeholders.
- Collaborate with IT staff, software developers, and vendors to resolve technical issues and improve system functionality.
- Ensure information systems comply with organizational policies, industry standards, and regulatory requirements.
- Implement and monitor security measures to protect data and systems from unauthorized access and threats.
- Understand and integrate Service Insights Project data into existing solutions.
- Understanding of Dynamics 365, Power Platform, Microsoft SQL, and other technologies currently used by Information Systems Team.
- Continuous development of knowledge and understanding of organizations technology stack.

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.
- 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:

- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment.
- Microsoft Office Applications.
- Power Platform, SharePoint, SQL, Python, and JavaScript.

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.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively verbally and in writing.
- Effectively present program to the public.
- Work independently with little direction; meet schedules and timelines.
- Plan, develop, and present mixed media presentations.

DRAFT

- 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.
- Maintain and identify problems with shared data and their solutions.

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 preferred, but not required.
- One (1) to three (3) years' experience with data, statistics, or similar analysis.
- Any equivalent combination of education and/or experience may be substituted on an annual basis.

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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.
- The 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 accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Information Systems (IS) Business Analyst I			
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	

DRAFT

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		

DRAFT

Information Systems (IS) Business Analyst 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 11 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under general direction of the Information System (IS) Manager, the IS Business Analyst II 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 (IS) 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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develop, test, and deploy software applications and integrations, ensuring they meet optimal performance and security standards.
- Collaborate with developers, engineers, and other stakeholders to integrate new systems with existing infrastructure.
- Design and manage complex databases, ensuring high levels of data integrity, security, and performance.
- Leverage business intelligence tools to generate advanced reports and data visualizations to support strategic data-driven decision-making.
- Develop detailed technical documentation, user guides, and training materials to streamline application life cycle management.
- Conduct training sessions and workshops for end-users at various levels, ensuring they are proficient with their dedicated platforms.
- Lead project management activities, including planning, scheduling, and coordinating system development and implementation projects.
- Manage project team, ensuring projects are completed on time, within scope, and within budget.
- Implement comprehensive test plans to validate that thorough testing is conducted to meet requirements and deliver defect-free solutions.
- Provide second-level support in troubleshooting system failures and software applications, including troubleshooting issues, performing root cause analysis while maintaining records of repair and bug fixes,
- Collaborate with IT staff and vendors to resolve issues and enhance system performance.

DRAFT

- Ensure systems comply with regulatory requirements, organizational policies, and industry best practices.
- Implement advanced security measures and conduct regular security audits to protect data and systems from threats.
- Stay informed about the latest technological advancements and industry trends.
- Evaluate and recommend new technologies, tools, and practices to improve system efficiency, security, and functionality.
- Monitor and optimize system performance, ensuring high availability and reliability.
- Serve as a liaison between technical teams and business stakeholders, facilitating clear communication and understanding of system capabilities and requirements.
- Provide expert advice and recommendations to senior management on information systems strategies and initiatives.
- Advise clients on approaches to solving business needs leveraging Power Platform, SharePoint, Azure, or other related technologies.
- Provide training and Level 2 support for Power Platform, SharePoint, Azure Synapse Analytics, 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.
- 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.
- 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.
- Word processing, spreadsheet, database, and other related software applications.

DRAFT

- Power Platform.
- SharePoint, Microsoft Excel, PowerPoint, Power Query, and Visio.

Ability to:

- Solve problems effectively and efficiently.
- Lead design sessions and documenting functional specifications.
- Understanding of logical data modeling.
- Demonstrate troubleshooting and testing skills.
- Implement tools and strategies to ensure a high standard of quality control.
- Demonstrate systems analysis skills.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively verbally and in writing.
- Effectively present program to the public.
- Work independently with little direction; meet schedules and timelines.
- Plan, develop, and present mixed media presentations.
- 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.
- Work collaboratively as a team.

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.
- Three (3) to five (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 with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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.

DRAFT

- 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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Information Systems (IS) Business Analyst 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			x		

DRAFT

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 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under general direction of the Information Technology (IT) Administrator, the Information Systems (IS) Manager is responsible for overseeing the IS Team and identifying user needs to develop systems from concept to user acceptance surrounding Power Platform, SharePoint, Azure Synapse Analytics, and other related technologies.

SUPERVISION RECEIVED:
Receives supervision from the Information Technology (IT) Administrator

SUPERVISION EXERCISED:
Information Systems Business Analysts I & II

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Optimizes 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.
- Ensure specifications based on requirements are appropriately captured and implemented by leveraging the most efficient solution. With the assistance of third-party consultants configure systems based on platform best practices.
- Lead sessions with end 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 building 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 and provides training as assigned.
- Maintains safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- 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 i.
- 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.
- Implement tools and strategies to ensure a high standard of quality control.
- Demonstrate systems analysis skills.
- Experience with Microsoft Excel, PowerPoint, and VisioDeal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively verbally and in writing.
- Effectively present program to the 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.
- Supervise employees effectively to achieve professional and organizational goals.

- Work collaboratively and effectively lead a team.

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.
- Four (4) to six (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 with an acceptable driving record, substantiated by a DMV printout. Must have reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Information Systems (IS) 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 Technology (IT) 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 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Information Technology (IT) Administrator, the Information Technology (IT) Manager will plan, organize, direct, and manage a variety of technological functions, direct and administer a variety of special projects in support of the mission for our internal and external IT clients.

SUPERVISION RECEIVED:
Receives supervision from the Information Technology (IT) Administrator

SUPERVISION EXERCISED:
Service Desk Supervisor

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develop and implement IT strategies and initiatives that align with organizational goals.
- Supervise IT staff, including hiring, training, evaluating performance, and providing professional development opportunities.
- Foster a collaborative and innovative team environment.
- Oversee the installation, configuration, maintenance, and upgrading of hardware, software, and networks.
- Ensure the reliability, performance, and security of IT systems.
- Plan, execute, and oversee IT projects, ensuring they are completed on time, within scope, and within budget.
- Coordinate with stakeholders to define project requirements and objectives.
- Enforce IT policies, procedures, and standards to ensure data security and compliance with relevant regulations.
- Monitor security threats and implement measures to protect the organization's IT assets.
- Manage relationships with external vendors and service providers, negotiating contracts and ensuring service level agreements (SLAs) are met.
- Evaluate and select new technologies and services that provide strategic benefits to the organization.
- Oversee technical support and ensure prompt resolution of IT issues.
- Develop and implement procedures for handling support requests and minimizing downtime.
- Ensure the proper management of data, including storage, backup, and disaster recovery.
- Utilize data analytics to drive decision-making and improve IT operations.

DRAFT

- Develop and oversee user training programs to ensure employees are proficient in using IT systems and tools.
- Stay current with the latest technology trends and advancements.
- Recommend and implement new technologies and processes to improve efficiency, productivity, and user experience.
- Monitor and manage IT operations to ensure high availability and reliability of systems.
- Implement and oversee maintenance schedules for IT equipment and infrastructure.
- Identify and mitigate risks associated with IT operations and projects.
- Develop and implement disaster recovery and business continuity plans.
- Track IT expenditures and ensure they align with the approved budget.
- Identify opportunities for cost savings and efficiency improvements.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences and provides training as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours as required, including nights and weekends.
- 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:

- Current computer and networking technology solutions.
- Operations management principles in complex environments.
- Information resource development and access of complex information systems.
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:

- Deal with conceptual matters.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Work collaboratively and effectively lead a team.
- Supervise employees professionally to achieve professional and organizational goals.

EDUCATION AND EXPERIENCE:

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

DRAFT

- Bachelor's degree from an accredited college or university in business or public administration, information technology, computer science, or a technology related field and/or equivalent work experience in areas outlined above.
- Seven (7) years of experience managing a technology related operation, including supervision of staff.

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Information Technology (IT) 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

DRAFT

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					

DRAFT

Maintenance 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 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Facilities Manager, the Maintenance Supervisor delegates assignments and ensures progress and completion of maintenance work orders. Will perform a variety of skilled and semi-skilled trades related to the construction and maintenance of buildings, grounds, and equipment. Maintains related records and ensures compliance with all required regulations.

SUPERVISION RECEIVED:
Receives supervision from Facilities Manager.

SUPERVISION EXERCISED:
Maintenance Technician II and I

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Monitor facility work orders to ensure requests are appropriately handled and resolved in a timely manner.
- Maintain status, generate, close, and input material cost and labor hours in the work order system.
- Evaluate and prioritize facilities work orders to determine assignments/scheduling.
- With the guidance of the Facilities Manager, determine when projects should be contracted.
- Organize and maintain appropriate documentation for all facilities and maintenance jobs, projects, and equipment.
- Supervise staff in the performance of maintenance and construction work.
- With the assistance of Risk Management, monitor and evaluate the quality and completion of jobs.
- Coordinate and/or perform routine emergency repairs and maintenance at all sites, including evening and weekend emergency calls.
- Complete performance evaluations as required.
- Assist in the procurement of goods and services for the maintenance of all facilities.

Other Job Specific Duties:
- Conduct and attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.
- Perform any other like duties as assigned.

DRAFT

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 related software applications.
- Vehicle maintenance/repair.

Ability to:

- Handle conceptual issues.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Establish priorities and organize work accordingly.
- Motivate subordinate employees.
- Interpret and implement a variety of regulatory standards and guidelines.
- Repair and maintain equipment, furniture, fixtures, facilities systems, grounds, and structures.
- Supervise employees professionally to achieve professional and organizational goals.
- Work collaboratively and effectively lead a team.

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.
- Five (5) years of work experience in building construction and/or maintenance/repair.
- Two (2) years of supervisory experience in building and/or construction/maintenance.

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (Spanish/English) highly desirable.

WORK ENVIRONMENT:

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

DRAFT

- 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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Maintenance 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			x		

DRAFT

Network Engineer

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:** TBD

SUMMARY:
Under the supervision of the Information Technology Infrastructure Manager, the Network Engineer will be responsible for the day-to-day overall infrastructure management and project support. Work collaboratively with the technical support team to ensure successful functionality of network and software systems.

SUPERVISION RECEIVED:
Receives supervision from the Information Technology Infrastructure 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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Configure and manage the organization's cloud, server, and network devices and services (e.g., switches, firewalls, VPN, domain controllers, Microsoft 365).
- Configure network software, including network management tools, monitoring systems, and security applications.
- Monitor network performance and security using network management and monitoring tools to identify and resolve issues proactively.
- Diagnose and resolve network problems, including connectivity issues, hardware failures, and software malfunctions.
- Perform routine maintenance tasks, such as firmware updates, patch management, and system backups.
- Maintain comprehensive documentation of network configurations, topologies, hardware, and software inventory.
- Maintain, monitor, and test backup and disaster recovery systems and data.
- Monitor system resource utilization, trending, and capacity planning.
- Provide Level-2/3 support and troubleshooting to resolve issues.
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.
- Create and maintain technical documentation for cloud and application environments, including network diagrams, installation, and configuration procedures, troubleshooting guidelines, and operational procedures.

DRAFT

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.
- 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:

- Current computer and networking technology solutions.
- Operations management principles in complex environments.
- Information resource development and access of complex information systems.
- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, database, and other related software applications.

Ability to:

- Ability to deal with conceptual matters.
- Ability to communicate effectively verbally and in writing.
- Good interpersonal skills.
- Establish priorities, organize work, and work independently.
- Interpret and implement a variety of regulatory standards and guidelines.
- Establish professional working relationships with staff, agencies, and parents.
- Work collaboratively as a team.
- Effectively present program internally and externally.

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 business or public administration, information technology, computer science, or a technology related field from an accredited college or university, and/or equivalent work experience in areas outlined above.
- Seven (7) years of experience managing a technology related operation.

OTHER REQUIREMENTS

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout. Must have reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations

DRAFT

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Network Engineer			
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					

DRAFT

Risk 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 Grade: 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direct supervision of the Chief Facilities and Technology Officer, the Risk Manager will plan, organize, and administer a program of comprehensive risk management and loss control; to analyze, develop and recommend risk management procedures and programs to include workers' compensation, accident investigation, occupational and industrial safety, disaster preparedness, and related activities; to supervise and evaluate the work of a staff engaged in claims adjustment and safety activities.

SUPERVISION RECEIVED:
Receives direct supervision from Chief Facilities and Technology Officer.

SUPERVISION EXERCISED:
Assistant Risk Manager

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develops the implementation, maintenance, and compliance of an agency-wide safety program and workers' compensation program, including updates to the Written Injury and Illness Prevention Program (IIPP).
- Conducts and supervises the routine survey of facilities, work sites, programs, and operations to identify and correct hazardous conditions and potential liabilities.
- Monitors, investigates, and analyzes accidents, accident reports, and safety hazards to initiate corrective action to eliminate unsafe areas and/or acts and make recommendations for preventative action ensuring proper procedures are followed and paperwork completed.
- Develops procedures to maintain complete and current statistics on loss and accident frequency to include OSHA 300A Log, severity, and costs; develops procedures to protect and minimize exposure to general and workers' compensation liability risks.
- Develops safety education and training programs, including training sessions for employees on safety, risk management, loss prevention and monitors for effectiveness.
- Provides assistance to departments in the implementation of and compliance with the California Occupational Safety and Health Act.
- Serves as primary contact and maintains effective working relationships with the agency's workers' compensation carrier, insurance broker and employees to support related safety and workers' compensation activities.

DRAFT

- Collects data and maintains accurate files and comprehensive reports to include assisting with department budget preparation, federal and state reports, and special projects required by the Director.
- Completes and supervises full facility assessments on a regular basis to inspect quality control and identify future or immediate facility improvements.
- Coordinates safety training related to mitigating losses and assists divisions/departments with maintaining annual training calendars as needed.
- Maintains and distributes facility evacuation routes.
- Completes playground safety inspections on all agency play structures and keeps records of each inspection.
- Stays current with changes to California Code of regulations Title 24 and 22 and Head Start Environmental Health & Safety Protocol.

Other Job Specific Duties:

- Conducts and attends meetings, training, and professional growth activities, as required.
- Works alternative hours as required, including nights and weekends.
- 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:

- Safety regulations and practices involved in operations and safety laws regarding the public sector.
- Administrative practices and procedures involved in insurance and risk management programs, claims investigations, and processing.
- Principles and practices of various insurance policies.
- Basic medical terminology related to safety and risk policies and practices.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles and practices of record keeping.
- Principles of effective presentation and public speaking.
- Customer service and public relations methods and techniques.
- Office procedures, methods, and equipment, including computers and applicable software.
- Agency policies and procedures.

Ability to:

- Plans and implements developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear, concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Analyze problems; identify alternative solutions.
- Communicate effectively verbally and in writing.

DRAFT

- 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 internally and externally.
- Supervise employees effectively to achieve professional and organizational goals.
- Work collaboratively and effectively lead a team.

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 of Art Degree from an accredited university in public administration, business administration, human resources, or related field, plus two (2) years demonstrated experience in safety and/or workers' compensation, or high school diploma or equivalent, plus four (4) years demonstrated experience in safety and/or workers' compensation.
- Experience in implementing job safety programs and/or reducing on the job injuries desirable.
- Must possess or must obtain certification as a Playground Safety Inspector through the National Recreation and Parks Association.
- Bilingual (English/Spanish) capabilities desirable

OTHER REQUIRMENTS:

- 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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.
- Bilingual language fluency (English/Spanish) preferred, but not required.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Risk 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					

DRAFT

Service Desk 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 10 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Information Technology (IT) Manager, the Service Desk Supervisor will be responsible for leading the Service Desk team, creating support standards and metrics, and improving the overall quality of support provided by the CAPK Help Desk.

SUPERVISION RECEIVED:
Receives supervision from the Information Technology (IT) Manager.

SUPERVISION EXERCISED:
Technical Support Specialist I and II.

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Supervise and provide guidance to the service desk team, including hiring, training, scheduling, and performance evaluation.
- Foster a positive and productive work environment, encouraging teamwork and professional growth.
- Manage the daily operations of the IT service desk, ensuring efficient and effective handling of support requests.
- Monitor service desk metrics, including ticket volumes, response times, and resolution rates.
- Oversee the logging, categorization, prioritization, and resolution of incidents and service requests.
- Ensure that escalated issues are addressed promptly and effectively, coordinating with other IT teams as necessary.
- Maintain high levels of customer satisfaction by ensuring service desk staff provide courteous, efficient, and effective support.
- Communicate with users and stakeholders to keep them informed of incident progress, upcoming changes, and service improvements.
- Develop, implement, and maintain service desk policies, procedures, and best practices to enhance service delivery.
- Ensure accurate and up-to-date documentation of support processes, incident resolutions, and knowledge base articles.
- Provide advanced technical support and guidance to the service desk team, assisting with complex or high-priority issues.

DRAFT

- Stay current with the latest technology trends and tools to provide effective solutions and advice.
- Identify training needs and develop training programs for service desk staff to enhance their technical and customer service skills.
- Conduct regular training sessions and workshops to keep the team updated on new technologies, tools, and processes.
- Track and analyze service desk performance metrics, generating regular reports for management.
- Identify trends and areas for improvement, making data-driven recommendations to enhance service quality and efficiency.
- Work closely with other IT departments, such as network, security, and applications teams, to ensure coordinated support and service delivery.
- Participate in IT projects and initiatives, providing input and support from a service desk perspective.
- Oversee the management of IT assets, ensuring accurate inventory tracking and proper maintenance of hardware and software.
- Ensure that the service desk team follows asset management policies and procedures.
- Ensure that service desk operations comply with organizational policies, industry standards, and regulatory requirements.
- Promote and enforce IT security best practices among the service desk team and end-users.

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.
- 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:

- Current computer and networking technology solutions.
- Operations management principles in complex environments.
- Information resource development and access of complex information systems.
- 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:

- Ability to deal with conceptual matters.
- Ability to communicate effectively.
- Good interpersonal skills.
- Willingness to attend evening and weekend meetings.

- Effectively present program 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.

- Bachelor's degree in business or public administration, information technology, computer science, or a technology related field from an accredited college or university and/or equivalent work experience in areas outlined above will be considered.
- Seven (7) years of experience managing a technology-related operation, including supervision of staff 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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Service Desk 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

DRAFT

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					

DRAFT

Technical Support Specialist I

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 08 **FLSA Status:** Non-exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the IT Manager, the Technical Support Specialist I will provide technical support, training, and direction to departmental staff using computer equipment and applications on a wide area network (WAN) or large local area network (LAN). Installs, tests, and resolves problems with computer hardware and software.

SUPERVISION RECEIVED:
Receives supervision from the IT 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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provide first-level technical support to internal and external customer issues via service desk concerning computer systems, equipment, and software operation.
- Responds to technical service requests via telephone, email, or other electronic communication in a courteous manner to build rapport and elicit problem details to ensure accurate documentation of issues.
- Maintains Help Desk logs (manually or in a system) of incoming requests for service; generates problem reports for the more difficult jobs; escalates urgent problems to next level of support; refers problem reports to the appropriate staff for follow-up and problem resolution; and informs supervisor of recurring problems.
- Diagnose, troubleshoot, and resolve issues by gathering detailed information from customers regarding technical issues.
- Documents pertinent end user information, concerning the nature of problem or issue.
- Prioritize, schedule, and escalate technical service requests to the appropriate experienced technician(s).
- Record, track, and document the service desk problem-solving process, including decisions, and actions taken, through to the final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access resources to aid in problem resolution, which includes but is not limited to software updates, drivers, and knowledge bases.
- Identify and learn appropriate software and hardware used and supported by the organization.

DRAFT

- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Install and configure computer applications.
- Configure desktop operating systems.
- Test fixes to ensure the problem is adequately resolved.
- Maintain procedural documents and reports.
- Provide accurate feedback to customers promptly.
- Follow up with customers to ensure computer systems are functioning properly after troubleshooting.
- Prepare accurate reports promptly.
- Provide Tier I Network support.
- Ensure Service Level Agreements (SLAs) are met to maintain the high-quality customer service set forth by CAPK.
- Conduct physical inventory of equipment as required. Determine which systems need to be upgraded and make recommendations.
- Provide training and support to agency telephone (cellular and land line) users.
- Maintain inventory of equipment and coordinate vendor support and maintenance.
- Assist in the management and monitoring of LAN operated by the agency.

Other Job Specific Duties:

- Work alternative hours as required, including nights and weekends.
- May assist in deploying new software or hardware systems.
- Assist in monitoring and maintaining computer networks.
- Monitor daily performance of technical systems.
- Develop help sheets and knowledge base articles for end users.
- Document technical knowledge in the knowledge database.
- Perform related duties consistent with the scope and intent of the position.

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.
- Word processing, spreadsheet, database, and other related software applications.
- ITIL (Information Technology Infrastructure Library) Foundation Basics.

Ability to:

- Handle conceptual issues.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Establish priorities, organize work, and work independently.
- Effectively present program information to the public.

DRAFT

- Establish professional working relationships with staff, agencies, and parents.
- Work collaboratively as a team.

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 GED required.
- One (1) year of experience with extensive working knowledge of information systems principles, operating systems, database, word processing and spread sheet applications, current trends in information management, network management, and communication systems.

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Technical Support Specialist I			
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

DRAFT

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		

DRAFT

Technical Support Specialist 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 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the IT Manager, the Technical Support Specialist II is responsible for the coordination, implementation, monitoring, and supporting of the Agency's hardware and software systems.

SUPERVISION RECEIVED:
Receives supervision from the IT 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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provide journey-level technical support to internal and external customer issues concerning their computer systems, equipment, and software operation.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Assists with training for both users and technical staff.
- Respond to technical service requests via telephone, email, or other electronic communication in a courteous manner to build rapport and elicit problem details to ensure accurate documentation of issues.
- Diagnose, troubleshoot, and resolve issues by gathering detailed information from customers regarding technical issues.
- Install and configure computer applications.
- Configure desktop operating systems.
- Deploy new software and/or hardware systems.
- Document all pertinent end-user information concerning the nature of the problem or issue.
- Prioritize, schedule, and escalate technical service requests (when required) to the appropriate experienced technical staff.
- Record, track, and document the service desk problem-solving processes, including decisions, and actions taken, through to the final resolution.
- Utilize diagnostic utilities to aid in troubleshooting.
- Access resources to aid in problem resolution which includes but is not limited to software updates, drivers, and knowledge bases.

DRAFT

- Identify and learn appropriate software and hardware used and supported by the organization.
- Test fixes to ensure problems are adequately resolved.
- Maintain procedural documents and reports.
- Provide accurate feedback to customers promptly.
- Follow up with customers to make sure their computer systems are functioning properly after troubleshooting.
- Prepare accurate reports promptly.
- Provide Tier I Network support.
- Ensure Service Level Agreements (SLAs) are met to maintain the high-quality customer service set forth by CAPK.

Other Job Specific Duties:
- May assist in deploying new software or hardware systems.
- Assist in monitoring and maintaining computer networks.
- Monitor daily performance of technical systems.
- Develop help sheets and knowledge base articles for end users.
- Document technical knowledge in the knowledge database.
- Perform related duties consistent with the scope and intent of the position.
- Work alternative hours as required, including nights and weekends.

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.
- Word processing, spreadsheet, database, and related software applications.
- ITIL (Information Technology Infrastructure Library) Foundation Basics

Ability to:
- Handle conceptual issues.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Establish priorities, organize work, and work independently.
- Effectively present program information to the public.
- Work collaboratively as a team.
- Establish professional working relationships with staff, agencies, and parents.
- Communicate effectively with staff, volunteers, and community members.
- Stay current with changes in technology.

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

DRAFT

- High School Diploma, G.E.D., and completion of sixty (60) semester or ninety (90) quarter units from an accredited college or university with course work in computer science or information systems; AND two (2) years of experience in the installation, repair and maintenance of enterprise computer systems, equipment, mobile devices, and other technical systems.
- Completion of an accredited trade or vocational school training program in computer repair, computer science, or information systems; AND two (2) years of experience in the installation, repair, and maintenance of enterprise computer systems, equipment, mobile devices, and other technical systems.
- Three (3) years of paid full-time experience in electronics or the installation, repair, and maintenance of enterprise computer systems, equipment, mobile devices, and other technical systems.
- Knowledge of the operation and use of automated systems, personal computers, network technologies, and peripheral equipment; an understanding of the logical operation of complex IT systems and mobile communication devices; PC operating systems and hardware; directory services, such as Active Directory, and basic networking of computers; working knowledge of data processing methodology and techniques in creating documentation and data security.

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 work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

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 accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Technical Support 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

DRAFT

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		

DRAFT

MEMORANDUM

To: Personnel Committee

From: Jerry Meade, Assistant Director of Head Start, Program

Date: June 5, 2024

Subject: *Agenda Item 4(b)*: Head Start Recruitment Incentive Extension – **Action Item**

On August 30, 2023, CAPK's Board of Directors approved the Recruitment Incentive Plan to support the Head Start Enrollment Plan of Action. Within the plan presented, the incentive is set to end June 30, 2024. The policy indicated an option to amend the termination date of the incentive with Board approval.

The recruitment incentive has shown a progressive incline in the number of applications received for qualified positions. The volume of applications increased at a higher rate upon entering 2024 as the new benefit plan and new compensation schedule began. The largest increase in applications was in the month of April with close to 50 HS/EHS teacher applications. With many already in the process of onboarding, they will be eligible for the incentive. However, any onboarded after June 30, 2024, will not be eligible for the incentive.

In an effort to maintain the current momentum, program staff are requesting to extend the Recruitment Incentive Plan to the end of the calendar year on December 31, 2024. A draft of the revised plan with the new termination date is attached for review. The only change made to the plan was the termination date.

Recommendation

Staff recommends the Personnel Committee approve the extension of the Recruitment Incentive Plan to end December 31, 2024.

Attachment:

Recruitment Incentive Plan Revised

Policy and Procedure

POLICY TITLE:	Recruitment Incentive Plan - Revised
BOARD APPROVED DATE:	TBD
APPLIES TO:	Identified Positions within the Head Start and State Child Development Division
DEPARTMENT:	Head Start and State Child Development

PURPOSE:
The purpose of the Head Start Recruitment Incentive Plan (Plan) is to help attract qualified employees within hard to fill positions. Upon approval by the Board of Directors, this plan will be temporary and is intended to help address the recruitment challenges caused by the decline in early childhood professionals caused by the COVID-19 pandemic.

OBJECTIVE:
To increase Head Start employment rates with qualified staff in order to open closed classrooms and reach full enrollment. This Policy includes a two-tiered incentive program applied to select Head Start positions with the approach to prioritize the hard-to-fill positions, as well as those positions that, in the absence of said position, would prevent reaching full enrollment for our Head Start/HVP programs. Staff have identified the first tier of positions which are directly linked to enrolling children. The second tier includes positions which support the operation of the Head Start centers. All positions identified include full-time and part-time employees.

GOALS:
1. Increase employee onboarding/fill vacant positions
2. Open closed classrooms
3. Reach full enrollment

ELIGIBILITY PROCEDURES:

1. Employees onboarded into active status on or after the Date of Approval from the BOD August 30, 2023, and maintain their employment through the successful completion of their first 90 days AND receives a satisfactory rating on their 3 Month Evaluation will receive 50% of the stipend as identified in tiers below.
2. Additionally, employees that maintain active employment through the successful completion of their first 180 days AND receives a satisfactory rating on their 6 Month Evaluation will receive the balance of the stipend as identified in tiers below.
3. Employees covered under the collective bargaining agreement will be eligible

DRAFT

for this incentive as outlined in the 2023 SEIU Memorandum of Understanding (MOU). This plan is not intended to be implemented in addition to the MOU.

INCENTIVES:

1. A recruitment incentive will be paid to eligible Head Start employees on the first pay date following the date on which the eligibility criteria has been met.
2. The incentive will be processed through payroll and will be considered taxable wages.
3. Incentives will be expensed to the Head Start Division as this program receives the benefit of the retained employee.

Tier One Positions will receive $3,000

Head Start Teacher	Early Head Start Teacher	Assistant Teacher
Site Supervisor I	Site Supervisor II	Family Advocate
Early Childhood Educator	Home Visitor	Family Service Worker

Tier Two Positions will receive $1,500

Food Service Worker	Custodian	Teacher Aid

Policy Termination

This policy is dependent on availability of funding. At any point the Board of Directors may authorize the suspension of this policy. If the Board of Directors does not renew this policy prior to December 31, 2024, the incentive will end. From the date the policy ends, incentives will not be offered to employees onboarded after December 31, 2024. However, previously incentives will be paid to employees hired prior to the date the policy ended and that have met the eligibility criteria.

DRAFT

MEMORANDUM

To: Personnel Committee

From: Jerry Meade, Assistant Director of Head Start, Program

Date: June 5, 2024

Subject: *Agenda Item 4(c):* Head Start Organizational Structure Revision – **Action Item**

The Head Start and State Child Development Division is proposing a change to their organizational structure related to the addition of the Family Child Care program option and revisions to the Home Base Department.

Program staff have been working with the Office of Head Start's Training and Technical Assistance team on the development of the Family Child Care program option. Through this consultation and development discussion, Program has confirmed the approach will follow the Child Care Partnership model. With that said, the changes to the organizational structure will combine our current partnership program with Family Child Care with reviving the Partnership Manager position that will report to the Program Services Administrator.

Staff will consult with Human Resources on updating the approved Partnership Manager job description. If significant changes are needed, staff will bring the job description back to the Board for approval.

Within the 2024-25 Head Start Funding application, revisions were made to the Home Base program to include three (3) Home Base Supervisor positions (two in Kern and one in San Joaquin County). The included organizational chart accurately displays the change with the quantity of two (2) supervisors in Kern. The transition of the program option will begin July 1, 2024.

Revisions included in this organization change will have a slight financial impact as we have budgeted positions for each role. Any fiscal impact will be included in the 2024 Head Start Budget Revision being presented to the Budget and Finance Committee later this year.

Recommendation

Staff recommends the Personnel Committee approve the revised organizational structure for the Head Start and State Child Development division as presented.

Attachment:
HSSCD Organizational Chart

Head Start/ State Child Development Programs

DRAFT

Community Action Partnership of Kern

Human Resources
Finance
Operations

- Director — Yolanda Gonzales
  - Assistant to the Director
  - Assistant Director ~ Program
    - Administrative Assistant
    - PDM Administrator
      - Administrative Analyst
      - Program Assistant/ Translator
      - Enrollment & Attendance Manager
        - E&A Team
      - Program Governance Coordinator
      - Support Services Manager
        - Wellness and Inclusion Supervisor
          - Wellness and Inclusion Team
        - Family Engagement Supervisor
          - Family Engagement Team
        - Health and Nutrition Supervisor
          - Health and Nutrition Team
      - Professional Development Manager
        - Professional Development Team
    - Program Services Administrator
      - Partnership Manager
        - Family Childcare Coordinator
        - Family Advocates (4)
      - Home Visiting Program Manager
        - Home Visiting Program Team
  - HS Education Manager
    - Administrative Assistant
    - Education Supervisor
      - Mentor Coaches (5)
  - Center-Based Administrator
    - Program Manager (4)
      - Site Supervisors
        - Center Staff
      - Administrative Assistant
  - Quality Assurance Administrator
    - Quality Assurance Coordinator
    - Data Supervisor
      - Quality Assurance Technician
    - Quality Assurance Manager
      - Quality Assurance Specialists (5)
      - Quality Assurance Technician
  - Administrative Assistant
  - Assistant Director San Joaquin
    - Program Assistant
    - Home-Base Manager
      - Home-Base Supervisors (3)
        - Early Childhood Educators Kern (16) SJC (8)
      - EHS Education Manager
        - Education Supervisor
          - Mentor Coaches (5)
      - Maintenance Manager
        - Maintenance Technicians (2)
      - Program Manager SJC

* HR Technician
* Program Manager
* Information Systems Specialist

MEMORANDUM

To: Personnel Committee

From: Jerry Meade, Assistant Director of Head Start, Program
Robert Espinosa, Program Design and Management Administrator

Date: June 5, 2024

Subject: *Agenda Item 4(d):* Head Start Personnel Update – **Info Item**

The Head Start and State Child Development Division remains dedicated to providing regular updates on personnel challenges impacting the Head Start program.

For the month of May 2024, the following information is provided to the Personnel Committee:

- 603 staff currently employed.
- 98 vacant positions.
- Onboarded six (6) new staff members.
- Two (2) resignations.
- Conducted eight (8) days of interviews for nine (9) open requisitions.

Job postings continue to be listed on the Head Start California website, and ongoing recruitment endeavors persist for our direct service roles. We are actively promoting recruitment incentives to attract qualified personnel.

Attached is a document outlining closed classrooms and staff vacancies for both closed and open classrooms as of May 29, 2024.

Attachment:
Enrollment Staffing Data Sheet

Head Start State Child Development

Enrollment Staffing Data Sheet

Site	Funded	Reportable Enrollment	% Enrolled	Budgeted Staffed	Currently Staffed	Staff Vacancies	% Staffed
Alberta Dillard (PY)	40	37	93%	9	8	1	89%
Alicante	20	20	100%	5	5	0	100%
Angela Martinez EHS	24	20	83%	9	6	3	67%
Angela Martinez HS	60	59	98%	19	11	8	58%
Bakersfield College	32	23	72%				
Blanton	16	13	81%				
Broadway (PY)	40	37	93%	9	9	0	100%
California City (PY)	20	20	100%	4	4	0	100%
California Street	24	25	104%	14	14	0	100%
Cleo Foran EHS	8	7	88%	3	3	0	100%
Cleo Foran HS	15	14	93%	6	5	1	83%
Delano (PY)	76	67	88%	19	17	2	89%
E. Cal	40	31	78%	13	12	1	92%
E. Cal EHS	12	6	50%	6	3	3	50%
Escuelita Hernandez	16	15	94%				
Fairfax (PY)	39	33	85%	9	6	3	67%
Garden Pathways	11	11	100%				
Gianone	16	0	0%	8	2	6	25%
Harvey L. Hall EHS	60	42	70%	24	18	6	75%
Harvey L. Hall	80	38	48%	25	19	6	76%
Heritage (PY)	20	19	95%	4	4	0	100%
Kennedy	16	12	75%	9	8	1	89%
Lamont (PY)	20	19	95%	4	4	0	100%
Lathrop	24	16	67%	14	12	2	86%
Lodi	24	24	100%	13	11	2	85%
M. Massei	16	13	81%	9	7	2	78%
MJM EHS	16	0	0%	6	4	2	67%
MJM HS	55	0	0%	14	9	5	64%
McFarland (PY)	20	17	85%	5	5	0	100%
Mojave (PY)	20	16	80%	4	4	0	100%
Oasis EHS (PY)	8	6	75%	3	1	2	33%
Oasis (PY)	37	20	54%	11	9	2	82%
Pete Parra EHS	48	24	50%	20	11	9	55%
Pete Parra HS	80	50	63%	23	16	7	70%
Primeros Pasos EHS	16	13	81%	6	6	0	100%
Primeros Pasos HS	60	34	57%	15	11	4	73%
Rosamond (PY)	60	38	63%	16	13	3	81%
San Diego EHS	32	28	88%	17	16	1	94%
Seibert (PY)	20	20	100%	4	4	0	100%
Shafter EHS	24	14	58%	12	10	2	83%
Shafter	20	20	100%	5	5	0	100%
St. Mary's	24	24	100%	13	13	0	100%
Stockdale HS	60	0	0%	17	1	16	6%
Sterling EHS	64	39	61%	26	20	6	77%
Sterling HS	60	61	102%	18	16	2	89%
Sunrise Villa (PY)	20	19	95%	5	5	0	100%
Taft (PY)	60	57	95%	14	14	0	100%
Taft College	42	13	31%				
Tehachapi (PY)	34	27	79%	4	4	0	100%
Vineland (PY)	20	11	55%	5	4	1	80%
Virginia (PY)	20	20	100%	4	4	0	100%
Wesley (PY)	60	38	63%	17	13	4	76%
Willow (PY)	40	39	98%	9	9	0	100%
Home Base Kern 152	152	97	64%	14	14	0	100%
SJC EHS HB 130	142	72	51%	12	9	3	75%
Total	**2083**	**1438**	**69%**	**554**	**438**	**116**	**79%**

Funded Enrollment	2083	1438 69%

Active Enrollment	1641	1438 88%

Closed Classrooms	Funded Enrollment	Staff Vacancies
Bakersfield College ~ 32		
Class 1	8	0
Gianone ~ 16		
Class 1 & 2	16	6
Harvey Hall EHS ~ 60		
Class 7 & 8	16	5
Harvey Hall HS ~ 80		
Class C-FD	20	3
Class D-FD	20	3
*MJM EHS ~ 16		
Class 1	8	3
Class 2	8	3
MJM HS ~ 55		
*Class A- FD	20	3
Class B- FD	17	2
Class C- FD	15	2
Oasis EHS ~ 8		
Class 1 (HB)	2	2
Oasis HS ~ 37		
Class B-SS	17	3
Class C- SS	20	2
Pete Parra EHS ~ 48		
Class 3	5	2
Class 4	3	2
Class 5	20	2
Class 6	20	2
Pete Parra HS ~ 80		
Class B-FD	8	1
Class D-FD	20	3
Prim. Pasos HS ~ 60		
Class C- FD	20	3
Rosamond ~ 60		
Class A-PD	20	2
San Diego ~ 32		
Class 2 & 3	4	1
Shafter EHS ~ 24		
Class 2	4	0
Stockdale HS ~ 60		
Class A-D-PD	60	11
Sterling EHS ~ 64		
Class 3	4	1
Class 7	8	1
Class 8	8	3
Vineland ~20		
Class A	8	1
Taft College ~ 60		
Class 5	8	0
SJC EHS HB ~ 130		
Lathrop 3	11	1
Stockton 6	12	1
Wesley ~60		
Class A-D	12	4
Classrooms Fully Closed	**Total Slots**	**Staff Vac.**
40	**442**	**78**

* MJM slots moved to Angela Martinez and Sterling

	Slots	Staff Vac.
Closed Enrollment	**21%**	**67.24%**
Open Enrollment	**79%**	**32.76%**

Enrollment Data Run Date 5/29/2024 Staffing Data Run Date