

Public Session: 11:00 a.m.

- I. Organizational Functions
  - a. Call to Order
  - b. Roll Call

Commissioner	Present	Absent
Dr. Joseph Metoyer Jr., Chair	X	
Joy Abbott, Vice Chair	X	
Barbara Greenstein	X	
Deborah Jansen	X	
Lawrence Leone	X	

- c. Public Comments: Non-Actionable Items from those in attendance.

II. Agenda Reports: Major Items of Business

Report Number	Subject	Page Number
1	Classification Revisions: Program Coordinator-Emeritus	2
2	Classification Revision and Salary Reallocation: Program Coordinator- Workforce & Economic Development	11
3	Classification Revisions, Retitle and Salary Reallocation: Workforce & Economic Development Project Assistant to Workforce & Economic Development Specialist	21
4	Approval of Advanced Step Placement: Human Resources Technician	32
5	Examination Schedule	33
6	Classification Revisions, Retitle and Salary Reallocation: Media and Reprographic Services Manager to Reprographics Supervisor	34
7	Approval of Advanced Step Placement: IT User Support Manager	45

III. Adjournment

Agenda Report Number	1
Subject	Classification Revisions: Program Coordinator-Emeritus
Date	June 29, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

**BACKGROUND**

Attached for your approval are the classification revisions for **Program Coordinator – Emeritus**

As scheduled on the annual cyclical study calendar, Commission staff is reviewing the Program Coordinator – Emeritus classification. The Program Coordinator – Emeritus oversees, coordinates, and assists in the day-to-day operation and activities of the Emeritus program, by planning and scheduling course offerings based on student enrollment, facilities and faculty availability. The Santa Monica College Emeritus Program offers a broad range of noncredit classes that serve the interest of older adults.

The Program Coordinator - Emeritus was established in October 2006. This classification was last revised in April 2008. There is currently one incumbent in this classification. The proposed changes will not adversely affect the incumbent.

**METHODOLOGY**

This study was scheduled in the cyclical review calendar for 2021-2022. The incumbent from the Program Coordinator - Emeritus classification, as well as CSEA, were invited to participate in a class study orientation on November 8, 2021, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbent was requested to complete a Position Description Questionnaire (PDQ) by December 13, 2021.

Personnel Commission staff met with Scott Silverman, Dean of Noncredit & External Programs (Interim), and Guadalupe Salgado, Associate Dean of Emeritus, to discuss the classification description. In addition, the supervisors were requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Distinguishing characteristics were added to clarify related roles within the occupational series, and duties were added to more accurately reflect responsibilities assigned to this classification. The knowledge, skills and abilities section were updated with standardized language.

Additionally, a job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

**RESULTS**

Based on the data gathered, revisions to the class description are being proposed to include a more accurate description of the work required. Additional changes serve to clarify the concept of the class, essential duties and KSAs (knowledge, skills and abilities).

A comprehensive survey of comparable agencies was conducted. The salary survey of standard benchmark organizations resulted in moderate to strong matches, which are identified and resented below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN
Santa Monica College	Program Coordinator-Emeritus	\$5,959	\$7,244	\$6,602
Cerritos College	Program Facilitator	\$5,645	\$6,789	\$6,217
Contra Costa CCD	Program Coordinator	\$5,703	\$5,992	\$5,848
El Camino College	Program Coordinator	\$5,347	\$6,880	\$6,114
Mt. San Antonio College	Coordinator, Project/Program	\$5,862	\$7,482	\$6,672
Ventura County CCD	Program Coordinator I	\$5,971	\$8,232	\$7,102
	Average	\$5,706	\$7,075	\$6,390
	25th Percentile	\$5,645	\$6,789	\$6,114
	50th Percentile	\$5,703	\$6,880	\$6,217
	75th Percentile	\$5,862	\$7,482	\$6,672
	80th Percentile	\$5,884	\$7,632	\$6,758
	90th Percentile	\$5,938	\$8,007	\$6,930
	<b>SMC % RANK</b>	97.2%	65.1%	<b>71.1%</b>
	SMC Difference From AVG	4.3%	2.3%	3.2%
	SMC Difference From MED	4.3%	5.0%	5.8%

*\*The midpoint or 50th percentile of data; a calculation that is not as susceptible to extreme high or low values in a dataset, as compared to the average. Due to variability in the number of steps per range in comparable agencies, the median provides a more accurate comparison between agencies.*

The current salary range for Program Coordinator – Emeritus is \$5,959 to \$7,244 per month (Classified Employee Salary Schedule, Range 37). In this survey, SMC is in the 71<sup>st</sup> median percentile compared to all benchmark agencies with comparable classifications, which meets the College’s goal to target base median salary at or above the 70th percentile.

Cyclical review results have been sent for review to the incumbent, CSEA, Department Management, Business Services, Human Resources, and executive leadership.

The following chart show related classifications in this job discipline and current salary allocation for each classification:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
<i>Program Coordinator - Emeritus</i>	<i>37</i>	<i>\$5,959</i>	<i>\$7,244</i>	<i>0%</i>
Program Coordinator-Workforce & Economic Development*	37	\$5,959	\$7,244	0%
Program Coordinator – Community & Contract Education	37	\$5,959	\$7,244	

*\*See subsequent agenda item*

**RECOMMENDATION**

It is recommended that the Commission approve the proposed class description revisions for Program Coordinator – Emeritus.

Disposition by the Commission	
Motion Made By	Deborah Jansen
Seconded By	Lawrence Leone
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District  
Personnel Commission**

**Program Coordinator – Emeritus**

**CONCEPT OF THE CLASS**

Under general supervision, the positions in this classification coordinate the daily activities of the Emeritus Program provide assistance to the Dean and Assistant Dean in the daily operation and coordination of a specialized academic program, which by organizing and overseeing require student enrollment, planning logistics, and maintaining accurate and detailed records management.

**DISTINGUISHING CHARACTERISTICS**

The Program Coordinator – Emeritus oversees, coordinates, and assists in the day-to-day operation and activities of the Emeritus program, by planning and scheduling course offerings based on student enrollment, facilities and faculty availability.

The Program Coordinator – Community & Contract Education coordinates the daily operations and activities of the Community & Contract Education programs, including logistics and scheduling course offerings.

**ESSENTIAL DUTIES**

Coordinates the daily program activities, and of a specialized academic program, reviews and resolves problems with students, faculty, community members, and program logistics as they arise; recommends modifications to program procedures.

Coordinates and secures offsite facilities by preparing prepares contracts for offsite facilities; requesting insurance coverage of classes, and; submitting agenda items to Board of Trustees; submits facilities invoices for payment; assists in schedule preparation; prepares and ensures mailing of continuing student mailer and enrollment cards;

Enters new student applications into mainframe; updates and maintains continuing student records with information such as address changes, telephone number updates, name changes and status holds.

Oversees enrollment activities; recruits and provides guidance and training to employees who perform program enrollment and registration duties; creates training and orientation materials.

Performs Coordinates the schedule preparation by scheduling and placement of course offerings based on group and faculty availability, contacts faculty to establish availability, contracts, insurance certificates, and invoices for on and off campus sites; oversees maintenance of sites where services are provided.

Coordinates, Schedules and monitors the use of on and off campus classrooms for use by the College departments, community groups, and college events, and ensures building access by notifying Campus Police.

Researches and recommends program equipment and supplies; anticipates program supply needs and arranges equipment needs; takes inventory and orders supplies for the office and classrooms.

Prepares work orders and requisitions; tracks requisition of funds and monitors budget expenditures.

Maintains accurate and detailed program records; prepares and maintains the program's master calendar of events.

Collaborates with other college personnel to streamline the creation, archiving and revisions, and replication process of all program forms and the production of class schedule; prepares specialized text for schedule of classes.

Assists in the evaluation of the effectiveness of course offerings and determines the need for continuation.

Monitors and updates class fill rates, closed classes listing and schedule changes to students, staff, and the public.

Maintains the bulletin boards in the building current and up to date.

Assists in the planning of special events and activities, on and off campus meetings, and fundraising events; creates

public relations materials such as announcements and flyers.

Prepares informational materials enrollment cards and utilizes mailers, flyers and electronic communication to promote assigned program, events important deadlines, and program updates to ~~for~~ students, faculty, staff and ~~the public use.~~

Participates in the selection and training of student workers and prepares timesheets.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

#### SUPERVISION

##### *Supervision Received:*

~~Under g~~General supervision is received from assigned Dean or assigned administrator. ~~†~~The employee receives assignments and is expected to carry them through to completion with substantial independence.

##### *Supervision Exercised:*

Positions in this classification do not supervise other classified positions, but may Pprovides work direction, training, and guidance ~~and direction~~ to classified employees, student ~~workers~~ assistants, work study students and volunteers.

#### KNOWLEDGE, SKILLS AND ABILITIES

##### Knowledge of:

Mission, objectives, goals, and service delivery requirements of assigned program

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of student programs

Federal, State and local laws, regulations, grant requirements, and procedural guidelines pertaining to assigned student program

Business writing and effective formats for presentations, correspondence and other written materials

Basic data collection, research, and reporting methods, techniques and procedures

Related computer programs, systems and database development

Principles, techniques and processes for providing customer service, including customer needs assessment and evaluation of customer satisfaction

Admissions and Records policies and procedures-

~~Knowledge of c~~Community relations principles and techniques-

Needs of older adults

~~Knowledge of basic w~~Work scheduling methods-

~~Knowledge of B~~asic accounting, budgeting and record-keeping techniques-

~~Knowledge of personal computer based software programs that support this level of work, including word processing, spreadsheet, presentation graphics, and data management.~~

##### Ability to:

~~e~~Coordinate the daily operation of a college program providing a public service.

~~Ability to o~~rganize and schedule work for others-

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility  
Meet deadlines and work in a fast-paced environment with frequent interruptions

~~Demonstrate sensitivity and understanding of the diverse challenges and needs faced by targeted population~~

~~Ability to keep track of budget expenditures.~~

~~Ability to evaluate the effectiveness of a variety of proposed or ongoing course offerings.~~

~~Ability to effectively publicize and promote College programs.~~

~~Ability to write, edit, and produce catalogs, bulletins, and news releases.~~

~~Operate a computer using computer applications, programs and standard office equipment~~

~~Interpret, apply, explain, and ensure compliance applicable laws and regulations, and District policies and procedures~~

~~Organize and maintain specialized files and confidentiality of employee and student information~~

~~Communicate effectively, both orally and in writing~~

~~Stay updated on technology changes and adapt to new technologies~~

~~Role model exceptional internal and external customer service~~

~~Demonstrate a commitment to diversity, equity, inclusion, and accessibility principles and participate in related training~~

~~Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences~~

~~Ability to establish and maintain cooperative working relationships with employees, students, and members of the public.~~

~~Ability to provide sensitivity and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students and staff.~~

~~Ability to work and meet deadlines with limited supervision.~~

#### MINIMUM QUALIFICATIONS

**Education Requirement:**

Associate's of Arts, Degree or equivalent in Business Administration, Liberal Arts, Communications, or a closely related field.

**Experience Requirement:**

Four (4) years of experience with planning, and coordinating a student or public program ~~providing a public service.~~

**Education/Experience Equivalency:**

Experience and/or education of the same kind, level or amount as required in the minimum qualifications may be substituted on a year-for-year basis.

**Licensure and/or Certification:**

None.

#### WORKING CONDITIONS AND PHYSICAL DEMANDS

**Disclosure:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Normal Office Environment:**

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to ~~1025~~ pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

#### CLASS DETAIL

<b>Job Family:</b>	Student Services (Non-classroom)
<b>FLSA Status:</b>	Non-exempt
<b>Personnel Commission Approval Date:</b>	10/25/2006
<b>Class History:</b>	Program Coordinator – Emeritus College
<b>Revision Date(s):</b>	4/25/08; <u>6/29/23</u>

**Santa Monica Community College District  
Personnel Commission**

**Program Coordinator – Emeritus**

**CONCEPT OF THE CLASS**

Under general supervision, positions in this classification coordinate the daily activities of the Emeritus Program by organizing and overseeing student enrollment, planning logistics, and maintaining accurate and detailed records management.

**DISTINGUISHING CHARACTERISTICS**

The Program Coordinator – Emeritus oversees, coordinates, and assists in the day-to-day operation and activities of the Emeritus program, by planning and scheduling course offerings based on student enrollment, facilities and faculty availability.

The Program Coordinator – Community & Contract Education coordinates the daily operations and activities of the Community & Contract Education programs, including logistics and scheduling course offerings.

**ESSENTIAL DUTIES**

Coordinates the daily program activities, and reviews and resolves problems with students, faculty, community members, and program logistics as they arise; recommends modifications to program procedures.

Coordinates and secures offsite facilities by preparing contracts for offsite facilities, requesting insurance coverage of classes, and submitting agenda items to Board of Trustees.

Enters new student applications into mainframe; updates and maintains continuing student records with information such as address changes, telephone number updates, name changes and status holds.

Oversees enrollment activities; recruits and provides guidance and training to employees who perform program enrollment and registration duties; creates training and orientation materials.

Coordinates the schedule preparation by scheduling and placement of course offerings based on group and faculty availability, contacts faculty to establish availability, contracts, insurance certificates, and invoices for on and off campus sites; oversees maintenance of sites where services are provided.

Coordinates, schedules and monitors the use of on and off campus classrooms for use by the College departments, community groups, and college events, and ensures building access by notifying Campus Police.

Researches and recommends program equipment and supplies; anticipates program supply needs and arranges equipment needs; takes inventory and orders supplies for the office and classrooms.

Prepares work orders and requisitions; tracks requisition of funds and monitors budget expenditures.

Maintains accurate and detailed program records; prepares and maintains the program's master calendar of events.

Collaborates with other college personnel to streamline the creation, archiving and revisions, and replication process of all program forms and the production of class schedule; prepares specialized text for schedule of classes.

Assists in the evaluation of the effectiveness of course offerings and determines the need for continuation.

Monitors and updates class fill rates, closed classes listing and schedule changes to students, staff, and the public.

Maintains the bulletin boards in the building current and up to date.

Assists in the planning of special events and activities, on and off campus meetings, and fundraising events; creates public relations materials such as announcements and flyers.

Prepares informational materials, enrollment cards and utilizes, mailers, flyers and electronic communication to promote



assigned program, events important deadlines, and program updates to students, faculty, staff and the public.

Participates in the selection and training of student workers and prepares timesheets.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

#### SUPERVISION

***Supervision Received:***

General supervision is received from assigned Dean or assigned administrator. The employee receives assignments and is expected to carry them through to completion with substantial independence.

***Supervision Exercised:***

Positions in this classification do not supervise other classified positions, but may provide work direction, training, and guidance to classified employees, student workers and volunteers.

#### KNOWLEDGE, SKILLS AND ABILITIES

**Knowledge of:**

Mission, objectives, goals, and service delivery requirements of assigned program

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of student programs

Federal, State and local laws, regulations, grant requirements, and procedural guidelines pertaining to assigned student program

Business writing and effective formats for presentations, correspondence and other written materials

Basic data collection, research, and reporting methods, techniques and procedures

Related computer programs, systems and database development

Principles, techniques and processes for providing customer service, including customer needs assessment and evaluation of customer satisfaction

Admissions and Records policies and procedures

Community relations principles and techniques

Needs of older adults

Work scheduling methods

Basic accounting, budgeting and recordkeeping techniques

**Ability to:**

Coordinate the daily operation of a college program providing a public service.  
Organize and schedule work for others

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility  
Meet deadlines and work in a fast-paced environment with frequent interruptions

Demonstrate sensitivity and understanding of the diverse challenges and needs faced by targeted population

Keep track of budget expenditures

- Evaluate the effectiveness of a variety of proposed or ongoing course offerings
- Effectively publicize and promote College programs
- Write, edit, and produce catalogs, bulletins, and news releases
- Operate a computer using computer applications, programs and standard office equipment
- Interpret, apply, explain, and ensure compliance applicable laws and regulations, and District policies and procedures
- Organize and maintain specialized files and confidentiality of employee and student information
- Communicate effectively, both orally and in writing
- Stay updated on technology changes and adapt to new technologies
- Role model exceptional internal and external customer service
- Demonstrate a commitment to diversity, equity, inclusion, and accessibility principles and participate in related training
- Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

**MINIMUM QUALIFICATIONS**

**Education Requirement:**  
Associate's degree or equivalent in business administration, liberal arts, communications, or a closely related field.

**Experience Requirement:**  
Four years of experience with planning and coordinating a student or public program.

**Education/Experience Equivalency:**  
Experience and/or education of the same kind, level or amount as required in the minimum qualifications may be substituted on a year-for-year basis.

**Licensure and/or Certification:**  
None.

**WORKING CONDITIONS AND PHYSICAL DEMANDS**

**Disclosure:**  
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Normal Office Environment:**  
While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

**CLASS DETAIL**

<b>Job Family:</b>	Student Services (Non-Classroom)
<b>FLSA Status:</b>	Non-exempt
<b>Personnel Commission Approval Date:</b>	10/25/2006
<b>Class History:</b>	Program Coordinator – Emeritus College
<b>Revision Date(s):</b>	4/25/08; 6/29/23

Agenda Report Number	2
Subject	Classification Revision and Salary Reallocation: Program Coordinator- Workforce & Economic Development
Date	June 29, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

### **BACKGROUND**

Attached for your approval are the classification revisions for **Program Coordinator – Workforce & Economic Development**.

As scheduled on the annual cyclical study calendar, Commission staff is reviewing the classifications in Workforce & Economic Development. The Program Coordinator – Workforce & Economic Development has considerable responsibility for overall planning, program coordination and oversight utilizing program and contract specific knowledge related to development, marketing, implementation, budgeting, and funding of assigned programs with substantial impact on District resources. This role is required to coordinate \$14M in grants, projects and initiatives.

The Santa Monica College Workforce & Economic Development Office administers multiple economic development grants and workforce participation projects from a variety of government funding sources to enhance Santa Monica College’s programs and services. Grant funded projects are dedicated to workforce skills upgrades and business expansion. They enable the College to enhance its full complement of services, including assessment, career education, training in workplace skills, internships, and customized training to meet the needs of business and industry. SMC collaborates with local businesses through industry advisory councils composed of business executives and representatives, college administrators and faculty experts to ensure that SMC’s curricula meets and exceeds industry standards.

The Program Coordinator - Workforce & Economic Development was established in March 2018. There is currently one incumbent in this classification. The proposed changes will not adversely affect the incumbent.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for 2021-2022. The incumbents from the Workforce & Economic Development classifications, as well as CSEA, were invited to participate in a class study orientation on November 8, 2021, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked

questions. The incumbent was requested to complete a Position Description Questionnaire (PDQ) by December 13, 2021.

Personnel Commission staff met with Patricia Ramos, Dean, Academic Affairs, to discuss the class description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Distinguishing characteristics were added to clarify related roles within the occupational series, and duties were added to more accurately reflect responsibilities assigned to this classification. The knowledge, skills and abilities section were updated with standardized language.

Additionally, a job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

## **RESULTS**

Based on the data gathered, revisions to the class description are being proposed to include a more accurate description of the work required. Additional changes serve to clarify the concept of the class, essential duties and KSAs (knowledge, skills and abilities).

A comprehensive survey of comparable agencies was conducted. The salary survey of standard benchmark organizations resulted in moderate to strong matches, which are identified and resented below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN
Santa Monica College	Program Coordinator-Workforce & Economic Development	\$5,959	\$7,244	\$6,602
Cerritos College	Program Facilitator	\$5,645	\$6,789	\$6,217
Contra Costa CCD	Program Coordinator	\$5,703	\$5,992	\$5,848
El Camino College	Program Coordinator	\$5,347	\$6,880	\$6,114
Foothill De Anza CCD	Program Coordinator I	\$6,494	\$8,699	\$7,597
Long Beach City College	Workforce Development Training Coordinator	\$5,950	\$7,344	\$6,647
Mt. San Antonio College	Coordinator, Project/Program	\$5,862	\$7,482	\$6,672
Ventura County CCD	Program Coordinator I	\$5,971	\$8,232	\$7,102
	Average	\$5,853	\$7,345	\$6,599
	25th Percentile	\$5,674	\$6,835	\$6,165
	50th Percentile	\$5,862	\$7,344	\$6,647
	75th Percentile	\$5,961	\$7,857	\$6,887
	80th Percentile	\$5,967	\$8,082	\$7,016
	90th Percentile	\$6,233	\$8,466	\$7,300
	<b>SMC % RANK</b>	<b>73.8%</b>	<b>46.4%</b>	<b>48.2%</b>
	SMC Difference From AVG	1.8%	-1.4%	0.0%
	SMC Difference From MED	1.6%	-1.4%	-0.7%

*\*The midpoint or 50th percentile of data; a calculation that is not as susceptible to extreme high or low values in a dataset, as compared to the average. Due to variability in the number of steps per range in comparable agencies, the median provides a more accurate comparison between agencies.*

The current salary range for Program Coordinator – Workforce & Economic Development is \$5,959 to \$7,244 per month (Classified Employee Salary Schedule, Range 37). In this survey, SMC is in the 48<sup>th</sup> median percentile compared to all benchmark agencies with comparable classifications; that is, 52% of market comparables were paid higher than the SMC classification.

**SALARY REALLOCATION**

It is recommended that Program Coordinator – Workforce & Economic Development be reallocated from Range 37 of the Classified Employee Salary Schedule to Range 39 (\$6,257 to \$7,606 per month), a 5% increase. The proposed increase would place the median salary for this classification at the 77<sup>th</sup> percentile compared to the market median. Salary reallocation is justified given that it meets the College’s goal to target base median salary at the 70<sup>th</sup> percentile. This will serve to establish a competitive salary to attract and retain qualified candidates, while ensuring that the proposed ranges is aligned with other classifications within the Workforce & economic Development series.

Cyclical review results have been sent for review to the incumbent, CSEA, Department Management, Business Services, Human Resources, and executive leadership.

The following chart show related classifications in this job discipline and current salary allocation for each classification:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
<i>Program Coordinator - Workforce &amp; Economic Development (Proposed Salary)</i>	39	\$6,257	\$7,606	5.00%
<i>Program Coordinator-Workforce &amp; Economic Development (Current)</i>	37	\$5,959	\$7,244	7.62%
Workforce & Economic Development Specialist (Proposed Retitle & Salary Reallocation)*	34	\$5,537	\$6,730	15.76%
Workforce & Economic Development Project Assistant (Current)	28	\$4,783	\$5,814	

\*See subsequent agenda item

**RECOMMENDATION**

It is recommended that the Commission approve the proposed class description revisions and salary reallocation for Program Coordinator – Workforce & Economic Development.

**FROM:**

\$5,959 to \$7,244 per month  
Classified Employee Salary Schedule, Range 37

**TO:**

\$6,257 to \$7,606 per month  
Classified Employee Salary Schedule, Range 39

Disposition by the Commission	
Motion Made By	Barbara Greenstein
Seconded By	Joy Abbott
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District  
Personnel Commission**  
**Program Coordinator – Workforce & Economic Development**

**CONCEPT OF THE CLASS**

Under general supervision positions in this classification provide coordination for the daily operation of Workforce and Economic Development programs including development, marketing, implementation, budgeting, and funding.

**DISTINGUISHING CHARACTERISTICS**

~~Positions in the~~ The Program Coordinator-Workforce & Economic Development ~~classification have~~ has considerable responsibility for overall planning, program coordination and oversight utilizing program and contract specific knowledge related to development, marketing, implementation, budgeting, and funding of assigned programs with substantial impact on District resources. Work is varied in scope and is performed with considerable independence within established guidelines, policies, laws, and regulations.

~~Positions in the~~ Workforce & Economic Development ~~Specialist Project Assistant classification assist with the compliance, coordination, revenue generation and monitoring~~ performs specialized and technical duties related to supporting and promoting of Workforce and Economic Development grant programs and contracts.

**ESSENTIAL DUTIES**

Coordinates the daily activities of Workforce and Economic Development programs; provides assistance to faculty, vendors, grant monitors, staff and district administrators with program logistics as they arise.

Reconciles grant budgets for multiple large grants; obtains necessary reports from faculty leads; coordinates quarterly reporting, uploads mandated information onto government website.

Monitors and tracks budget expenditures for funds; determines allowable expenditures; creates various financial statements to aid in decision making and financial reporting; prepares financial spreadsheets as needed.

Communicates and facilitates the distribution of pertinent information to department stakeholders.

Assists in researching, gathering and aggregating data; enters, updates and maintains department related information into databases.

Executes a range of departmental tasks such as preparing work orders, processing requisitions, conference requests, running reports, creating usable templates and updating website.

Prepares, updates and edits documents and expenditure proposals; creates department related materials to support department objectives such as training and orientation materials, brochures and informational sheets.

Coordinates the creation of public relations materials such as announcements, brochures and flyers to promote Career and Technical Education programs and assigned programs.

Makes recommendations to modify operational program procedures to ensure compliance with meeting grant objectives. Provides guidance and training to department employees in department processes and procedures.

Creates agenda items that are submitted to the Board of Trustees.

Assists with required audits to ensure compliance with grant requirements.

Performs other related duties as requested, assigned or as the situation requires.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

**SUPERVISION**

**Supervision Received:**

Under general supervision from ~~an assigned manager or administrator, this classification is expected to perform job duties through to completion with substantial independence.~~ ~~Dean or Director, this classification is expected to perform job duties through to completion with substantial independence.~~

**Supervision Exercised:**

Positions in this classification do not supervise other classified positions. Provides guidance and direction to student ~~assistants and work-study students~~ workers. May provide direction to other staff.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

Applicable laws, codes, regulations, policies, procedures and objectives of assigned programs

Grant funding policies and procedures and applicable local, state, federal and district regulations

Methods of collecting and organizing information and data

Computer and web-based programs that support this level of work, including ~~word processing~~, spreadsheet, presentation graphics, and data management

Procurement processes, budget expenditure processes financial reporting and auditing procedures

Recordkeeping and filing techniques

Principles of basic marketing and public relations

**Ability to:**

Interpret, apply, explain and reach sound decisions in accordance with applicable laws and regulations, contracts, budgets and District policies and procedures

Research, compile and analyze a variety of information and data

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Set priorities, manage time and work in fast-paced and busy environment with multiple tasks and interruptions with limited supervision

Monitor, categorize and reconcile budget expenditures

~~Ability to p~~ Perform work requiring accuracy and attention to detail

Operate a computer using word processing and other business software and standard office equipment

Organize and maintain specialized files and confidentiality of information

Communicate effectively, both orally and in writing

Stay ~~abreast of~~ updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Demonstrate a commitment to diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with ~~District management, staff, students, the public and others,~~ supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences encountered in the course of work, in a diverse, multicultural and multi-ethnic educational environment

**MINIMUM QUALIFICATIONS**

**Education Requirement:**

~~A Bachelor's degree in Bbusiness Aadministration, Lliberal Aarts, Ccommunications or related field, from an accredited college or university.~~

**Experience Requirement:**

Four (4) years of experience assisting with coordination, compliance, and monitoring of ~~e-grants, projects or programs.~~ Experience in an educational institution is highly desirable.

**Education/Experience Equivalency:**

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

~~4 additional years of experience as a Project Assistant or equivalent position may substitute for 2 years of education.~~



**Licensure and/or Certification:**

A valid driver's license may be required for some positions.

~~None~~

**WORKING CONDITIONS AND PHYSICAL DEMANDS**

**Disclosure:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Normal Office Environment:**

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

**CLASS DETAIL**

<b>Job Family:</b>	<u>Student Services (Non-Classroom)-Community Outreach</u>
<b>FLSA Status:</b>	Non-exempt
<b>Personnel Commission Approval Date:</b>	3/21/18
<b>Class History:</b>	
<b>Revision Date(s):</b>	<u>6/29/23</u>

**Santa Monica Community College District  
Personnel Commission**  
**Program Coordinator – Workforce & Economic Development**

**CONCEPT OF THE CLASS**

Under general supervision positions in this classification provide coordination for the daily operation of Workforce and Economic Development programs including development, marketing, implementation, budgeting, and funding.

**DISTINGUISHING CHARACTERISTICS**

The **Program Coordinator-Workforce & Economic Development** has considerable responsibility for overall planning, program coordination and oversight utilizing program and contract specific knowledge related to development, marketing, implementation, budgeting, and funding of assigned programs with substantial impact on District resources. Work is varied in scope and is performed with considerable independence within established guidelines, policies, laws, and regulations.

The **Workforce & Economic Development Specialist** performs specialized and technical duties related to supporting and promoting Workforce and Economic Development grant programs and contracts.

**ESSENTIAL DUTIES**

Coordinates the daily activities of Workforce and Economic Development programs; provides assistance to faculty, vendors, grant monitors, staff and district administrators with program logistics as they arise.

Reconciles grant budgets for multiple large grants; obtains necessary reports from faculty leads; coordinates quarterly reporting, uploads mandated information onto government website.

Monitors and tracks budget expenditures for funds; determines allowable expenditures; creates various financial statements to aid in decision making and financial reporting; prepares financial spreadsheets as needed.

Communicates and facilitates the distribution of pertinent information to department stakeholders.

Assists in researching, gathering and aggregating data; enters, updates and maintains department related information into databases.

Executes a range of departmental tasks such as preparing work orders, processing requisitions, conference requests, running reports, creating usable templates and updating website.

Prepares, updates and edits documents and expenditure proposals; creates department related materials to support department objectives such as training and orientation materials, brochures and informational sheets.

Coordinates the creation of public relations materials such as announcements, brochures and flyers to promote Career and Technical Education programs and assigned programs.

Makes recommendations to modify operational program procedures to ensure compliance with meeting grant objectives. Provides guidance and training to department employees in department processes and procedures.

Creates agenda items that are submitted to the Board of Trustees.

Assists with required audits to ensure compliance with grant requirements.

Performs other related duties as requested, assigned or as the situation requires.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

**SUPERVISION**

**Supervision Received:**

Under general supervision from an assigned manager or administrator, this classification is expected to perform job duties through to completion with substantial independence.

**Supervision Exercised:**

Positions in this classification do not supervise other classified positions. Provides guidance and direction to student workers. May provide direction to other staff.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

Applicable laws, codes, regulations, policies, procedures and objectives of assigned programs

Grant funding policies and procedures and applicable local, state, federal and district regulations

Methods of collecting and organizing information and data

Computer and web-based programs that support this level of work, including spreadsheet, presentation graphics, and data management

Procurement processes, budget expenditure processes financial reporting and auditing procedures

Recordkeeping and filing techniques

Principles of basic marketing and public relations

**Ability to:**

Interpret, apply, explain and reach sound decisions in accordance with applicable laws and regulations, contracts, budgets and District policies and procedures

Research, compile and analyze a variety of information and data

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Set priorities, manage time and work in fast-paced and busy environment with multiple tasks and interruptions with limited supervision

Monitor, categorize and reconcile budget expenditures

Perform work requiring accuracy and attention to detail

Operate a computer using word processing and other business software and standard office equipment

Organize and maintain specialized files and confidentiality of information

Communicate effectively, both orally and in writing

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Demonstrate a commitment to diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

**MINIMUM QUALIFICATIONS**

**Education Requirement:**

A bachelor's degree in business administration, liberal arts, communications or related field..

**Experience Requirement:**

Four years of experience assisting with coordination, compliance, and monitoring of grants, projects or programs. Experience in an educational institution is highly desirable.

**Education/Experience Equivalency:**

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

**Licensure and/or Certification:**

A valid driver's license may be required for some positions.

**WORKING CONDITIONS AND PHYSICAL DEMANDS**

**Disclosure:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Normal Office Environment:**

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

**CLASS DETAIL**

<b>Job Family:</b>	Student Services (Non-Classroom)
<b>FLSA Status:</b>	Non-exempt
<b>Personnel Commission Approval Date:</b>	3/21/18
<b>Class History:</b>	
<b>Revision Date(s):</b>	6/29/23

Agenda Report Number	3
Subject	Classification Revisions, Retitle and Salary Reallocation: Workforce & Economic Development Project Assistant to Workforce & Economic Development Specialist
Date	June 29, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

### **BACKGROUND**

Attached for your approval are the classification revisions for **Workforce & Economic Development Project Assistant**.

As scheduled on the annual cyclical study calendar, Commission staff is reviewing the classifications in Workforce & Economic Development. The Workforce & Economic Development Project Assistant performs specialized and technical duties and activities related to supporting and promoting Workforce and Economic Development grant programs and contracts.

The Santa Monica College Workforce & Economic Development Office administers multiple economic development grants and workforce participation projects from a variety of government funding sources to enhance Santa Monica College's programs and services. Grant funded projects are dedicated to workforce skills upgrades and business expansion. They enable the College to enhance its full complement of services, including assessment, career education, training in workplace skills, internships, and customized training to meet the needs of business and industry. SMC collaborates with local businesses through industry advisory councils composed of business executives and representatives, college administrators and faculty experts to ensure that SMC's curricula meets and exceeds industry standards.

The Workforce & Economic Development Project Assistant was established in May 2013. There are currently two incumbents in this classification. The proposed changes will not adversely affect the incumbents.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for 2021-2022. The incumbents from the Workforce & Economic Development classifications, as well as CSEA, were invited to participate in a class study orientation on November 8, 2021, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbent was requested to complete a Position Description Questionnaire (PDQ) by December 13, 2021.

Personnel Commission staff met with Patricia Ramos, Dean, Academic Affairs, to discuss the class description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Distinguishing characteristics were added to clarify related roles within the occupational series, and duties were added to more accurately reflect responsibilities assigned to this classification. The knowledge, skills and abilities section were updated with standardized language.

Additionally, a job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

## **RESULTS**

Based on the data gathered, revisions to the class description and a retile are being proposed to include a more accurate description of the work required. Additional changes serve to clarify the concept of the class, essential duties and KSAs (knowledge, skills and abilities).

A comprehensive survey of comparable agencies was conducted. Sufficient market data was not available to utilize the percentile ranking method of salary placement. Comparable agencies did not have an equivalent role in nature and level of responsibilities. Salary allocation is recommended using internal alignment with the existing and comparable specialized student services specialist classifications.

## **SALARY REALLOCATION**

It is recommended that Workforce & Economic Development Project Assistant be reallocated from Range 28 on the Classified Employee Salary Schedule (\$4,783 to \$5,814 per month) to Range 34 (\$5,537 to \$6,730 per month), a 15.76% increase. The proposed increase would align the salary for this classification with other classifications within the same job discipline. Based on job evaluation data, the Workforce & Economic Development Project Assistant is comparable to other recently reviewed specialized student services specialist classifications in factors such as complexity, knowledge required, scope & effect and nature & purpose of contacts.

Cyclical review results have been sent for review to the incumbents, CSEA, Department Management, Business Services, Human Resources, and executive leadership.

The following chart show related classifications in this job discipline and current salary allocation for each classification:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Program Coordinator - Workforce & Economic Development (Proposed Salary)*	39	\$6,257	\$7,606	5.00%
Program Coordinator-Workforce & Economic Development (Current)	37	\$5,959	\$7,244	7.62%
<b><i>Workforce &amp; Economic Development Specialist (Proposed Retitle &amp; Salary Reallocation)*</i></b>	<b><i>34</i></b>	<b><i>\$5,537</i></b>	<b><i>\$6,730</i></b>	<b><i>15.76%</i></b>
<i>Workforce &amp; Economic Development Project Assistant (Current)</i>	28	\$4,783	\$5,814	

\*See previous agenda item

Specialized Student Services Specialist Classifications	RANGE
Curriculum Specialist	34
International Student Services Specialist	34
Outreach & Recruitment Specialist	34
Program Specialist	34
Student Judicial Affairs	34
Transfer & Articulation Specialist	34
<b><i>Workforce &amp; Economic Development Specialist</i></b>	<b><i>34</i></b>

**RECOMMENDATION**

It is recommended that the Commission approve the proposed class description revisions, retitle and salary reallocation for Workforce & Economic Development Project Assistant.

**FROM:**

Workforce & Economic Development Project Assistant  
\$4,783 to \$5,814 per month  
Classified Employee Salary Schedule, Range 28

**TO:**

Workforce & Economic Development Specialist  
\$5,537 to \$6,730 per month  
Classified Employee Salary Schedule, Range 34

Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Barbara Greenstein
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

Santa Monica Community College District  
Personnel Commission

Workforce & Economic Development ~~Specialist~~PROJECT ASSISTANT

CONCEPT OF THE CLASS

Under general supervision, Positions in this Workforce & Economic Development Project Assistant classification ~~assist~~ provide program support with the compliance, coordination, revenue generation and monitoring of Workforce and Economic Development (WF&ED) grant programs and contracts.

DISTINGUISHING CHARACTERISTICS

The Workforce & Economic Development Specialist performs specialized and technical duties and activities related to supporting and promoting Workforce and Economic Development grant programs and contracts.

The Program Coordinator-Workforce & Economic Development has considerable responsibility for overall planning, program coordination and oversight utilizing program and contract specific knowledge related to development, marketing, implementation, budgeting, and funding of assigned programs with substantial impact on District resources. Work is varied in scope and is performed with considerable independence within established guidelines, policies, laws, and regulations.

ESSENTIAL DUTIES

Acts as the first point of contact and serves as a technical resource for WF&ED clients to identify, clarify and resolve complex issues, and for WF&ED clients of assigned projects/grants. Provides information and assistance regarding policies and procedures of assigned projects/grants; and responds to program inquiries from District employees, clients, students and the public.

Assist Workforce & Economic Development management in providing Provides specialized support services to program participants; meets with WF&ED management on a regular basis to establish goals and provide project updates and share relevant information.

Assists in developing and monitoring the budget of assigned projects and/or grants; compiles and reconcile budget information; initiates and reviews purchase orders for compliance; processes invoices for payment; keeps and ongoing record of all equipment purchases and current location of equipment for grant compliance; projects annual revenue and expenditures of assigned projects/grants.

Retrieves, receives and compiles data from several sources, compares information to verify its completeness, and prepares informational and/or statistical reports detailing requisite data according to established guidelines.

Monitors the status of agreements, contracts and grants, reporting and resolving variations or discrepancies to WF&ED management

Maintains the project/grant database; sets up specialized databases, enters and retrieves data and ensures accuracy of database records; creates special forms, charts and reports using word processing, spreadsheet and database software.

Composes and drafts correspondence, reports, specialized forms, technical and statistical material from drafts, notes or brief instructions; independently responds to correspondence and inquiries; proofreads and checks typed and other materials for accuracy and completeness and for compliance with policies and regulations.

Establishes and maintains a variety of filing and tracking systems to monitor the effectiveness of services, project revenue and compliance with applicable laws, rules and regulations relating to each project/grant.

Assists with special projects and reports as needed.

Participates and assists in the creation of innovative programs to meet the needs of clients; follows-up on all client requests.



~~Establishes and maintains relationships with District departments, community partners, vendors, organizations and public agencies to encourage participation, promote, leverage resources, and coordinate projects, programs and activities. Produces numerous marketing materials such as ads, brochures, web-related materials to effectively promote program activities, etc.~~

Provides logistical support of all project training courses, seminars and workshops; provides training materials support, including securing facilities.

Attends project meetings and takes minutes; prepare and distribute minutes and action item summaries.

~~Assists in public~~ Speaks and presents ~~to~~ make the service-area business community aware of programs and opportunities available through WF&ED, Workforce & Economic Development

May maintain and update department or functional service area web site and bulletin boards.

May meet and interface with students in assigned program to provide assistance with predetermined educational and career goals, monitors student progress, reviews application and applicable program documents.

May proctor tests.

May be required to travel and work at offsite locations.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

#### SUPERVISION

##### *Supervision Received:*

~~Positions in this classification receive~~ Under general supervision from the Dean of Workforce and Economic Development or an assigned manager or administrator, this classification is expected to perform job duties through to completion with substantial independence, other management designee.

##### *Supervision Exercised:*

Positions in this classification do not supervise others, but may provide work direction and guidance to student workers.

#### KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Mission, objectives, goals, and service delivery requirements of assigned program.

~~Business, accounting, budgeting~~ principles and practices

~~Knowledge of~~ Marketing principles, practices and techniques

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of programs and projects

Federal, State and local laws, regulations, grant requirements, and procedural guidelines pertaining to assigned student program

Business writing and effective formats for presentations, correspondence and other written materials

Basic data collection, descriptive statistics, research, and reporting methods, techniques and procedures

Related computer programs, systems and database development

Principles, techniques and processes for providing customer service, including customer needs assessment and evaluation of customer satisfaction

~~Knowledge of current office practices and procedures, such as business letter writing and the operation of standard office equipment, including a personal computer~~

~~Knowledge of effective customer service techniques~~  
~~Knowledge of English grammar, usage, spelling, punctuation and business vocabulary~~  
~~Knowledge of budgetary processes and procedures~~

**Ability to:**

Interpret, apply, explain and reach sound decisions in accordance with applicable laws and regulations, and District policies and procedures within assigned program

Prepare clear, comprehensive and effective reports, correspondence and presentations

Compile and analyze data, generate reports, monitor program budget, and resolve discrepancies

Stay updated on program changes, requirements and adapt to new requirements and technologies

~~Ability to d~~Design and develop a variety of promotional, informational and educational materials

~~Ability to c~~Coordinate activities and collaborate with internal and external entities~~with multiple groups and agencies~~

~~Ability to p~~Provide effective customer service

~~Ability to e~~Establish and maintain manual and computerized files for tracking and recordkeeping systems

~~Ability to p~~erform mathematical computations, ~~Ability to~~ reconcile figures and ~~Ability to~~ check words and numbers quickly and accurately

Organize and maintain specialized files and confidentiality of employee and student information

Communicate effectively, both orally and in writing

~~Ability of e~~Efficiently organize and manage multiple ongoing projects with a high degree of accuracy

~~Ability to m~~ake routine organizational and procedural studies ~~and to prepare and present comprehensive reports~~

~~Ability to r~~esearch, compile and summarize a variety of informational and statistical data and materials

Plan, organize, set priorities, and exercise sound independent judgment within areas of assigned responsibility

Meet deadlines and work in a fast-paced environment

Operate a computer using computer applications, programs and standard office equipment

Demonstrate a commitment to diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

~~Skill in using personal computers and related word processing, spreadsheet, database, graphics and presentation software~~

~~Ability to learn, understand and apply the Family Educational Right to Privacy Act (FERPA) in accordance with assigned duties~~

~~Skill in organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction~~

~~Skill in interacting effectively with person of various social, cultural, economic and educational backgrounds~~

~~Ability to establish and maintain effective working relationships with District employees, administrators, clients and the general public~~

~~understand, interpret and apply laws, rules, regulations, policies, contracts and budgets in accordance with assigned duties~~

~~Ability to learn and apply policies, procedure and guidelines of WE&ED~~

~~Ability to understand and follow written and oral instructions~~

~~Ability to present a courteous, professional image~~

~~Ability to prioritize workload and adapt to frequently changing deadlines in a fast paced environment~~

**MINIMUM QUALIFICATIONS**

**Education Requirement:**

~~Two years of college level coursework. A Bachelor's degree in Business Administration, Communications, Computer Information Systems, Marketing or a closely related field~~

**Experience Requirement:**

~~Four years ~~6 months~~ of experience in an administrative or student program support role. Experience with grant budgeting administration is desirable, and demonstrated competence in using office productivity applications, such as Microsoft Office Suite.~~

**Education/Experience Equivalency:**

~~Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis. An Associate's degree and a Certified Associate in Project Management certification (CAPM) from the Project Management Institute (PMI) may substitute for the Education Requirement.~~

~~Project Management Professional Certification (PMP) from the Project Management Institute (PMI) may substitute for the Education Requirement.~~

~~4 years of experience as a Project Assistant may substitute for 2 years of education.~~

**Licensure and/or Certification:**

~~A valid driver's license may be required for some positions.~~

**WORKING ENVIRONMENT AND PHYSICAL DEMANDS**

**Disclosure:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Normal Office Environment:**

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to ~~1025~~ pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

**CLASS DETAIL**

<b>Job Family:</b>	<del>Student Services (Non-Classroom)Project Management</del>
<b>FLSA Status:</b>	Non-exempt
<b>Personnel Commission Approval Date:</b>	5/15/13
<b>Class History:</b>	<del>Workforce &amp; Economic Development Project Assistant</del>
<b>Revision Date(s):</b>	<del>6/29/23</del>

**Santa Monica Community College District  
Personnel Commission**

**Workforce & Economic Development Specialist**

**CONCEPT OF THE CLASS**

Under general supervision, positions in this classification provide program support with the compliance, coordination, revenue generation and monitoring of Workforce and Economic Development (WF&ED) grant programs and contracts.

**DISTINGUISHING CHARACTERISTICS**

The **Workforce & Economic Development Specialist** performs specialized and technical duties and activities related to supporting and promoting Workforce and Economic Development grant programs and contracts.

The **Program Coordinator-Workforce & Economic Development** has considerable responsibility for overall planning, program coordination and oversight utilizing program and contract specific knowledge related to development, marketing, implementation, budgeting, and funding of assigned programs with substantial impact on District resources. Work is varied in scope and is performed with considerable independence within established guidelines, policies, laws, and regulations.

**ESSENTIAL DUTIES**

Acts as the first point of contact and serves as a technical resource for WF&ED clients to identify, clarify and resolve complex issues, and provides information and assistance regarding policies and procedures of assigned projects/grants; and responds to program inquiries from District employees, clients, students and the public.

Provides specialized support services to program participants; meets with WF&ED management on a regular basis to establish goals and provide project updates and share relevant information.

Assists in developing and monitoring the budget of assigned projects and/or grants; compiles and reconcile budget information; initiates and reviews purchase orders for compliance; processes invoices for payment; keeps and ongoing record of all equipment purchases and current location of equipment for grant compliance; projects annual revenue and expenditures of assigned projects/grants.

Retrieves, receives and compiles data from several sources, compares information to verify its completeness, and prepares informational and/or statistical reports detailing requisite data according to established guidelines.

Monitors the status of agreements, contracts and grants, reporting and resolving variations or discrepancies.

Maintains the project/grant database; sets up specialized databases, enters and retrieves data and ensures accuracy of database records; creates special forms, charts and reports using word processing, spreadsheet and database software.

Composes and drafts correspondence, reports, specialized forms, technical and statistical material from drafts, notes or brief instructions; independently responds to correspondence and inquiries; proofreads and checks typed and other materials for accuracy and completeness and for compliance with policies and regulations.

Establishes and maintains a variety of filing and tracking systems to monitor the effectiveness of services, project revenue and compliance with applicable laws, rules and regulations relating to each project/grant.

Assists with special projects and reports as needed.

Participates and assists in the creation of innovative programs to meet the needs of clients; follows-up on all client requests.

Establishes and maintains relationships with District departments, community partners, vendors, organizations and public agencies to encourage participation, promote, leverage resources, and coordinate projects, programs and activities. Produces numerous marketing materials such as ads, brochures, web-related materials to effectively promote program activities,

Provides logistical support of all project training courses, seminars and workshops; provides training materials support, including securing facilities.

Attends project meetings and takes minutes; prepare and distribute minutes and action item summaries.

Speaks and presents to make the service area business community aware of programs and opportunities available through WF&ED.

May maintain and update department or functional service area web site and bulletin boards.

May meet and interface with students in assigned program to provide assistance with predetermined educational and career goals, monitors student progress, reviews application and applicable program documents.

May proctor tests.

May be required to travel and work at offsite locations.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

#### SUPERVISION

***Supervision Received:***

Under general supervision from an assigned manager or administrator, this classification is expected to perform job duties through to completion with substantial independence.

***Supervision Exercised:***

Positions in this classification do not supervise others, but may provide work direction and guidance to student workers.

#### KNOWLEDGE, SKILLS AND ABILITIES

**Knowledge of:**

Mission, objectives, goals, and service delivery requirements of assigned program

Business, accounting, budgeting principles and practices

Marketing principles, practices and techniques

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of programs and projects

Federal, State and local laws, regulations, grant requirements, and procedural guidelines pertaining to assigned student program

Business writing and effective formats for presentations, correspondence and other written materials

Basic data collection, descriptive statistics, research, and reporting methods, techniques and procedures

Related computer programs, systems and database development

Principles, techniques and processes for providing customer service, including customer needs assessment and evaluation of customer satisfaction

**Ability to:**

Interpret, apply, explain and reach sound decisions in accordance with applicable laws and regulations, and District policies and procedures within assigned program

Prepare clear, comprehensive and effective reports, correspondence and presentations

- Compile and analyze data, generate reports, monitor program budget, and resolve discrepancies
- Stay updated on program changes, requirements and adapt to new requirements and technologies
- Design and develop a variety of promotional, informational and educational materials
- Coordinate activities and collaborate with internal and external entities
- Provide effective customer service
- Establish and maintain manual and computerized files for tracking and recordkeeping systems
- Perform mathematical computations, reconcile figures and check words and numbers quickly and accurately
- Organize and maintain specialized files and confidentiality of employee and student information
- Communicate effectively, both orally and in writing
- Efficiently organize and manage multiple ongoing projects with a high degree of accuracy
- Make routine organizational and procedural studies
- Research, compile and summarize a variety of informational and statistical data and materials
- Plan, organize, set priorities, and exercise sound independent judgment within areas of assigned responsibility
- Meet deadlines and work in a fast-paced environment
- Operate a computer using computer applications, programs and standard office equipment
- Demonstrate a commitment to diversity, equity, inclusion, and accessibility principles and participate in related training
- Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

**MINIMUM QUALIFICATIONS**

*Education Requirement:*  
Two years of college level coursework.

*Experience Requirement:*  
Four years of experience in an administrative or student program support role. Experience with grant budgeting administration is desirable. .

*Education/Experience Equivalency:*  
Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

*Licensure and/or Certification:*  
A valid driver's license may be required for some positions.

**WORKING ENVIRONMENT AND PHYSICAL DEMANDS**

*Disclosure:*  
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Normal Office Environment:*

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

**CLASS DETAIL**

<i>Job Family:</i>	Student Services (Non-Classroom)
<i>FLSA Status:</i>	Non-exempt
<i>Personnel Commission Approval Date:</i>	5/15/13
<i>Class History:</i>	Workforce & Economic Development Project Assistant
<i>Revision Date(s):</i>	6/29/23

Agenda Report Number	4
Subject	Approval of Advanced Step Placement: Human Resources Technician
Date	June 29, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is requested that the Personnel Commission approve an initial salary placement for Yasmin Alpay, Human Resources Technician, at Range 38, Step E on the Classified Salary Schedule.

The Minimum Qualifications for this position include a high school diploma and three years of technical/clerical experience in a setting similar to the Human Resources Department.

This candidate possesses a Master’s degree in Legal Studies, a law degree (J.D.), and over 14 years of job-related experience .

**Merit Rule 12.2.4 B (4) Salary on Employment**

The maximum initial salary placement is the third step on the salary schedule, unless approval for higher initial salary placement is granted by the Personnel Commission, Superintendent/President, and the appropriate appointing authority. In order to be considered for initial salary placement above Step C, candidates must have more than four (4) additional years of training and experience beyond the years indicated in the class qualifications, and two or more of the criteria listed in 12.2.4.B.3. must be present.

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Barbara Greenstein
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	



Agenda Report Number	5
Subject	Examination Schedule: Administrative Assistant I
Date	June 29, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is recommended that the Personnel Commission approve the following Examination Schedule:

Class Title	Field of Competition	Time
Administrative Assistant I	Merged Promotional and Open Competitive	3 weeks

Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Lawrence Leone
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

Agenda Report Number	6
Subject	Classification Revisions, Retitle and Salary Reallocation: Media and Reprographic Services Manager to Reprographics Supervisor
Date	June 29, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Amy Gurjian, Classification and Compensation Manager

### **BACKGROUND**

Education Enterprise requested changes to the Media & Reprographics Services Manager classification. As result of description changes, a retitle to Reprographics Supervisor is proposed.

This classification was originally established in 1994 and has been revised several times since its inception. This classification has been vacant since 2017.

### **METHODOLOGY**

Personnel Commission staff worked with the Dean of Education Enterprise, Mitch Heskell, to review the current classification description and determine if the duties and scope of work accurately reflect the job requirements.

A job evaluation and external salary study was conducted to identify similar roles in comparable agencies. Internal comparisons were also reviewed to ensure proper alignment with other related classifications and adequate distinction between job levels. Once the duties were finalized, Commission staff prepared the description and salary proposal and sent recommendations for review to senior leadership.

Commission staff will conduct further meetings with Department management prior to opening recruitment to gather and analyze documentation for developing a recruitment plan and creating talent assessment content.

### **RESULTS**

Changes to the classification title, duties, reporting relationships, and requirements are being recommended to reflect the nature and level of work required.

A comprehensive salary survey of 16 comparable agencies was conducted to examine industry trends and determine current salary ranking. Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies did not utilize a similar role or assigned much broader scope of

management responsibilities related to warehouse, delivery and mail services. As a result, salary recommendation is based on internal alignment within the job series and similar supervisory roles in Education Enterprise.

**SALARY REALLOCATION**

As a result of description changes, it is recommended that the salary be reallocated from Range M22 (\$8,408 to \$10,219 per month) to Range M13 (\$6,748 to \$8,202 per month) on the Classified Management Salary Schedule. Salary reallocation was recommended given substantial changes in level and nature of work assigned to this classification, and internal alignment considerations within the job series to attract, motivate and retain qualified candidates through effective promotional paths. See proposed pay structure within the job series:

JOB TITLE	RANGE	MIN	MAX	% DIFFERENCE BETWEEN LEVELS
Director of Auxiliary Services	M31	\$10,469	\$12,725	55.14%
<i>Reprographics Supervisor<sup>1</sup></i>	<i>M13</i>	<i>\$6,748</i>	<i>\$8,202</i>	<i>27.97%</i>
Senior Reprographics Technician	32	\$5,273	\$6,410	5.00%
Reprographics Technician	30	\$5,022	\$6,105	

<sup>1</sup>*Proposed retitle & salary reallocation.*

Internal comparison of supervisory roles in Education Enterprise was also considered. Higher paid roles require advanced level of professional or administrative knowledge, managing a larger, more complex operation. See pay data for other supervisory roles in Education Enterprise:

JOB TITLE	RANGE	MIN	MAX
Campus Store Manager	M16	\$7,264	\$8,828
Accounting Supervisor	M14	\$6,918	\$8,408
Enterprise Business Supervisor	M14	\$6,918	\$8,408
<i>Reprographics Supervisor<sup>1</sup></i>	<i>M13</i>	<i>\$6,748</i>	<i>\$8,202</i>

<sup>1</sup>*Proposed retitle & salary reallocation.*

Proposed changes were sent for review to Department leadership, Business Services, Human Resources, and the Superintendent/President.

**RECOMMENDATIONS**

It is recommended that the Commission approve the proposed class description revisions, retitle and salary reallocation for Media & Reprographics Services Manager.

**FROM:**

Media & Reprographics Services Manager  
\$8,408 to \$10,219 per month  
Classified Management Salary Schedule, Range M22

**TO:**

Reprographics Supervisor  
\$6,748 to \$8,202 per month  
Classified Management Salary Schedule, Range M13

Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Lawrence Leone
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District  
Personnel Commission**

**Media & Reprographics Services Manager/Supervisor**

**CONCEPT OF THE CLASS**

Under general supervision, this position manages/supervises the activities and services associated with the production and distribution of a variety of audio/visual, video, reprographic and photography, digital multimedia, printing and graphic projects, as well as the planning, coordination, installation and ongoing support for related multimedia, reprographic, and classroom-based education technology.

**DISTINGUISHING CHARACTERISTICS**

The Reprographics Supervisor manages the day-to-day operations of Reprographic Services.

The Senior Reprographics Technician performs lead work in the daily operation of Reprographic Services.

The Reprographics Technician operates digital high speed, high volume printers and related equipment to provide a high level of customer service to meet the reprographic needs of the campus community.

**ESSENTIAL DUTIES**

Supervises the technical and counter staff of Media Services and Reprographic Services involved in the production of audio/visual projects (photography, video, multimedia, etc.) and printing services; hires, schedules work, trains and evaluates technical and clerical personnel; reviews and approves regular and overtime pay.

Manages daily technical support operations provided to faculty and staff to ensure operational objectives and work standards are met; ~~oversees the operation of the campus-wide media services help desk; reviews requests from faculty and staff for media equipment and materials; assesses feasibility including time required and availability of resources; approves and prioritizes request for media and graphic services; supervises distribution of A/V equipment and services; resolves faculty and staff complaints when necessary;~~

Manages and participates in complex ~~multimedia and Digital Video~~ reprographic projects; prioritizes, assigns, evaluates and otherwise assures that projects are completed correctly and in a timely manner; performs quality assurance checks on production quality and service delivery; ~~may participate in media production design elements and activities as needed~~

Designs and manages complex multimedia and Digital Video projects; Plans, researches, and recommends new media, reprographic, and education technology and related services, procedures and processes to ensure service-oriented operations that support organizational goals; demonstrates new media technologies to a variety of college audiences; proposes and implements protocols that contribute to the efficiency of new technologies; recommends technology implementation plans; oversees the design, planning, installation, interconnectivity, and ongoing support of education technology and multimedia systems including projectors, document cameras, monitors, media playback devices, computers, smart boards and other audio and visual equipment; acts as a liaison between various departments in the planning, procurement, implementation and support of education technology; manages and oversees the troubleshooting and repair of multimedia systems, computer and audio/visual equipment

~~Maintains current knowledge of advances in educational technology; a~~Assists in the development, implementation, and monitoring of service level agreements; coordinates activities with vendors in the delivery, setup, installation and repair of equipment; assists Purchasing Department in researching ~~education-reprographic~~ technologies to secure best quality, services, and pricing.

~~Solicits, gathers, and analyzes feedback from students, faculty, and staff to determine appropriate media and education technology solutions to meet the needs of academic and administrative departments; prepares reports and proposals pertaining to media and educational technology services~~

~~Works with faculty, staff and administration to encourage the development and integration of technology-mediated instruction; develops short and long term technology strategies, policies and standards for a~~

~~broad customer service base; works with faculty, staff and administration to identify institutional priorities, determine interests and needs for technology integration and multimedia systems development, promote new technologies and establish standards and guidelines for instructional technology implementation~~

~~Develops, organizes and oversees multimedia systems training for faculty and staff; oversees the testing and evaluation of multimedia, reprographic and education technology~~

~~Formulates and proposes plans to adapt to changing institutional needs; promotes and participates in academic and administrative planning committees and groups; develops short and long range plans to ensure availability of technical support services for digital multimedia services~~

~~Prepares annual program budgets, recommends expenditures; receives, reviews, approves and forwards purchase orders, invoices and receivables for appropriate processing; assures the efficient processing of cash transactions; maintains daily income journals; researches, writes and distributes a variety of reports~~

~~Manages KSMC-TV operations; supervises technical aspects; determines programming; ascertains production support services; negotiates programming and service contracts; participates in strategic planning, development, implementation and evaluation of services; creates and develops strategic marketing campaigns and advertisements; works with faculty and administration on course offerings; serves as liaison for television station~~

Manages, monitors, and ensures the production of high-quality reprographic services to meet customer needs, and recommends new solutions to enhance the effectiveness of services.

Provides technical advice and recommendations to customers pertaining to printing needs, in order to maintain customer service standards and procedures.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

#### SUPERVISION

*Supervision Received:*

This position receives general direction from the Dean of Academic Affairs, Director of Auxiliary Services.

*Supervision Exercised:*

This position exercises general supervision over the work of the ~~Multimedia Specialists, Media Services Technicians, Electronic Equipment Technician, Sr-Senior~~ Reprographics Technician and Reprographics Technicians.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

Methods, processes, principles, and procedures of high-quality, large-volume reprographic operations and services

Production equipment, devices, supplies, and technology

Supervisory principles and practices including effective recruitment and selection; work assignment and delegation, performance evaluation, employee motivation, staff development and training, grievance management and imposition of corrective or disciplinary action

Applicable federal, state and local laws, rules and regulations

~~Knowledge of e~~Effective customer service techniques

~~Knowledge of effective p~~Purchasing and billing, ~~pricing, selling~~ practices and procedures

~~Knowledge of c~~Current trends in ~~audiovisual, video, television, digital multimedia production, computer technology, software and peripherals, printers, personal electronics, digital printing, production and copy technology, and photography~~

Safety policies and practices

~~Knowledge of electronic equipment storage and inventory control~~

~~Knowledge of methods, procedures, principles, equipment materials used in audio-visual and video production~~

~~Knowledge of media production methodology including digital multimedia, videography, graphics and digital printing~~

~~Knowledge of education technology and multimedia systems including projectors, document cameras, monitors, media playback devices, computers, and interactive smart boards~~

~~Knowledge of learning methods, instructional design, and techniques for computer-mediated learning~~

**Ability to:**

~~r~~Research, analyze, evaluate alternatives and develop conclusions and recommendations

~~Ability to s~~Set priorities, manage time and meet competing deadlines

~~Ability to c~~Communicate well both orally and in writing

~~Ability to o~~rganize and review projects for quality assurance

~~Ability to r~~espond to ~~dissatisfied~~ customers with tact and diplomacy and resolve ~~problems~~ concerns

Interpret, apply, and explain applicable laws and regulations, and District policies and procedures

Operate a computer using computer applications, programs and standard office equipment

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

Create a positive work environment and ensure that clear, challenging and attainable goals are set for assigned groups and aligned with organizational objectives

Model professional integrity and ethics and deal quickly with breaches and misconduct

Demonstrate a commitment to diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

~~Ability to develop strategic plans for education technology, fiscal, and budgetary issues~~

~~Ability to assist faculty and staff to determine multimedia needs, forecast and plan for anticipated technological needs~~

~~Ability to assist District in planning for short and long term technology needs and develop digital multimedia service needs~~

~~Ability to main accurate accounting, timekeeping and project records~~

#### MINIMUM QUALIFICATIONS

**Education Requirement:**

An associate's degree or equivalent, Bachelor's degree in Television or Film Production, Media Production, Broadcasting, Communications, Business Administration, Computer Science or a closely related field.

**Experience Requirement:**

Three years of experience leading or supervising ~~the~~ staff and activities of ~~a media production or distribution operation, or digital multimedia in a service-oriented environment, a copy center and digital printing services in a high production environment.~~

**Education/Experience Equivalency:**

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis

**Licensure and/or Certification:**

None.

#### WORKING ENVIRONMENT & PHYSICAL DEMANDS

**Disclosure:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



***Normal Office Environment:***

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

**CLASS DETAIL**

<b><i>Job Family:</i></b>	Instructional Support
<b><i>FLSA Status:</i></b>	Exempt
<b><i>Personnel Commission Approval Date:</i></b>	<a href="#">11/09/06</a> <a href="#">1/18/94</a>
<b><i>Class History:</i></b>	- Media Services Manager <del>(01/18/94)</del> ;; Media and Graphic Services Manager <del>(01/21/98)</del>
<b><i>Revision Date(s):</i></b>	- <a href="#">1/21/98</a> ; 11/09/06; <del>Hay Study</del> , 7/15/15, <a href="#">6/29/23</a>

**Santa Monica Community College District  
Personnel Commission  
Reprographics Supervisor**

**CONCEPT OF THE CLASS**

Under general supervision, this position supervises the activities and services associated with the production and distribution of a variety of reprographic and printing projects, as well as the planning, coordination, installation and ongoing support for related reprographic technology.

**DISTINGUISHING CHARACTERISTICS**

The **Reprographics Supervisor** manages the day-to-day operations of Reprographic Services.

The **Senior Reprographics Technician** performs lead work in the daily operation of Reprographic Services.

The **Reprographics Technician** operates digital high speed, high volume printers and related equipment to provide a high level of customer service to meet the reprographic needs of the campus community.

**ESSENTIAL DUTIES**

Supervises the technical and counter staff of Reprographic Services involved in the production of printing services; hires, schedules work, trains and evaluates technical and clerical personnel; reviews and approves regular and overtime pay.

Manages daily technical support operations provided to faculty and staff to ensure operational objectives and work standards are met.

Manages and participates in complex reprographic projects; prioritizes, assigns, evaluates and otherwise assures that projects are completed correctly and in a timely manner; performs quality assurance checks on production quality and service delivery.

Plans, researches and recommends reprographic and related services, procedures and processes to ensure service-oriented operations that support organizational goals.

Assists in the development, implementation, and monitoring of service level agreements; coordinates activities with vendors in the delivery, setup, installation and repair of equipment; assists Purchasing Department in researching reprographic technologies to secure best quality, services, and pricing.

Manages, monitors, and ensures the production of high-quality reprographic services to meet customer needs, and recommends new solutions to enhance the effectiveness of services.

Provides technical advice and recommendations to customers pertaining to printing needs, in order to maintain customer service standards and procedures.  
Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

**SUPERVISION**

***Supervision Received:***

This position receives general direction from the Director of Auxiliary Services.

***Supervision Exercised:***

This position exercises general supervision over the work of the Senior Reprographics Technician and Reprographics Technicians.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

Methods, processes, principles, and procedures of high-quality, large-volume reprographic operations and services

Production equipment, devices, supplies, and technology

Supervisory principles and practices including effective recruitment and selection; work assignment and delegation, performance evaluation, employee motivation, staff development and training, grievance management and imposition of corrective or disciplinary action

Applicable federal, state and local laws, rules and regulations

Effective customer service techniques

Purchasing and billing practices and procedures

Current trends in digital printing, production and copy technology.

Safety policies and practices

**Ability to:**

Research, analyze, evaluate alternatives and develop conclusions and recommendations

Set priorities, manage time and meet competing deadlines

Communicate well both orally and in writing

Organize and review projects for quality assurance

Respond to customers with tact and diplomacy and resolve concerns

Interpret, apply, and explain applicable laws and regulations, and District policies and procedures

Operate a computer using computer applications, programs and standard office equipment

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

Create a positive work environment and ensure that clear, challenging and attainable goals are set for assigned groups and aligned with organizational objectives

Model professional integrity and ethics and deal quickly with breaches and misconduct

Demonstrate a commitment to diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

#### MINIMUM QUALIFICATIONS

***Education Requirement:***

An associate's degree or equivalent.

***Experience Requirement:***

Three years of experience leading or supervising staff and activities of a copy center and digital printing services in a high production environment.

***Education/Experience Equivalency:***

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis

***Licensure and/or Certification:***

None.

#### WORKING ENVIRONMENT & PHYSICAL DEMANDS

***Disclosure:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Normal Office Environment:***

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

#### CLASS DETAIL

<b><i>Job Family:</i></b>	Instructional Support
<b><i>FLSA Status:</i></b>	Exempt
<b><i>Personnel Commission Approval Date:</i></b>	1/18/94
<b><i>Class History:</i></b>	Media Services Manager; Media and Graphic Services Manager
<b><i>Revision Date(s):</i></b>	1/21/98; 11/09/06; 7/15/15, 6/29/23

Agenda Report Number	7
Subject	Approval of Advanced Step Placement: IT User Support Manager
Date	June 29, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is requested that the Personnel Commission approve an initial salary placement for Miguel Reyes, IT User Support Manager, at Range M29, Step E on the Classified Management Salary Schedule.

The Minimum Qualifications for this position include Bachelor’s degree in Computer Science or a closely related field and three years of technical experience providing end user hardware and software applications support. One year of experience leading or managing IT technical projects or teams is also required.

This candidate possesses a Bachelor’s degree in Information Systems, over 16 years of hardware and software support experience at Santa Monica College, and over 8 years of experience leading IT projects and/or teams.

**Merit Rule 12.2.4 B (4) Salary on Employment**

The maximum initial salary placement is the third step on the salary schedule, unless approval for higher initial salary placement is granted by the Personnel Commission, Superintendent/President, and the appropriate appointing authority. In order to be considered for initial salary placement above Step C, candidates must have more than four (4) additional years of training and experience beyond the years indicated in the class qualifications, and two or more of the criteria listed in 12.2.4.B.3. must be present.

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Barbara Greenstein
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

III. Adjournment at 12:09 PM

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Joy Abbott
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

As required by law, the agenda for the June 29, 2023, Special Meeting of the Santa Monica College Personnel Commission was posted on the Official District Website no later than 24 hours prior to the date and time of this meeting.