

**THE HUMBOLDT COUNTY OFFICE OF EDUCATION
PERSONNEL COMMISSION**

**August 13, 2024
3:00 P.M.**

Humboldt County Office of Education, 901 Myrtle Ave., Eureka, Ca. 95501
The Magnolia Room

REGULAR SESSION AGENDA

1.0 CALL MEETING TO ORDER/ROLL CALL

2.0 REVIEW/APPROVE MINUTES OF June 11, 2024 (Regular) and July 16, 2024 (Special)

3.0 PUBLIC COMMENT (Five-minute limit)

4.0 SUPERINTENDENTS REPORT

5.0 ACTION ITEMS

5.1 Modified Job Description – Genevive Macias

5.1.1 Education Initiatives Coordinator

5.2 Modified Job Description & Reclassification – Taylin Titus

5.2.1 Benefits Specialist – Insurance Services

5.3 New Job Description – Doug Lee

5.3.1 Computer Systems Coordinator

6.0 PERSONNEL UPDATES

6.1 REPORT BY DIRECTOR OF HUMAN RESOURCES

6.2 REVIEW OF PROCESS – Termination of Merit System

6.3 NEW HIRES

- CalSOAP Events Technician – Career & College Resources (FTE 1.0)
- School Bus Driver – Transportation (FTE 1.0)

6.4 POSITION SEPARATION

- Early Childhood Educator 1 – Special Beginnings (FTE 0.8)
- Intermediate Office Clerk – Special Beginnings (FTE 1.0)
- Speech Language Pathology Assistant – Special Beginnings (FTE 1.0)
- Paraeducator – Special Beginnings (FTE 0.86)
- (6) Para Educator – Student Programs & Services, Glen Paul (FTE 0.86)

- Intermediate Office Clerk – Student Programs & Services (FTE 1.0)
- Occupational Therapist – Student Programs & Services (FTE 1.0)
- CalSOAP Events Technician – Career & College Resources (FTE 1.0)
- (2) School Bus Driver – Transportation (FTE 1.0)
- (4) Behavioral Health Clinician – SELPA (FTE 1.0)
- Behavior Health Intervention Specialist – SELPA (FTE 1.0)
- Accounting Supervisor – Business Services (FTE 1.0)
- Paraeducator – Court & Community School (FTE 0.86)

6.5 VACANT POSITIONS

- School Bus Driver – Transportation (FTE 1.0)
- Paraeducator – Glen Paul Pool (FTE 0.86) **multiple vacancies/ongoing recruitment*
- Occupational Therapist – Student Programs & Services (FTE 1.0) **offering position*
- Occupational Therapist – Student Programs & Services (FTE 1.0) **interviews set*
- Licensed Vocational Nurse/Health Team – Student Programs & Services (FTE 0.5)
- Speech & Language Pathology Assistant – Special Beginnings (FTE 1.0)
- Paraeducator – Special Beginnings (FTE 0.86)
- (3) Early Childhood Educator 1 – Special Beginnings (FTE 0.57)
- Early Childhood Educator 1 – Special Beginnings (FTE 0.8) **interviews set*
- Behavioral Health Clinician – SELPA (FTE 1.0)
- Intermediate Office Clerk – Prevention & Intervention (FTE 1.0) **interviews set*
- Department Secretary/Teacher Residency Program – Educational Services (FTE 1.0)
- Mental Health Clinical Services Program Manager – Prevention & Intervention (FTE 1.0)
- Mental Health Clinician – Prevention & Intervention (FTE 1.0)
- Paraeducator Arcata – Court & Community School (FTE 0.86) **interviews set*
- Paraeducator Arcata – Court & Community School (FTE 0.86)
- Paraeducator – Court & Community School (FTE 0.86) **interviews set*
- (2) Paraeducator – Court & Community School (FTE 0.86)
- (2) Paraeducator Short Term – Court & Community School (FTE 0.86)
- Principal Account Technician External Payroll – Business Services (FTE 1.0) **offering position*
- Senior Account Technician – Business Services (FTE 1.0)
- Accounting Supervisor – Business Services (FTE 1.0)

7.0 REVIEW TRAVEL CLAIM

8.0 ADJOURNMENT

**HUMBOLDT COUNTY OFFICE OF EDUCATION
PERSONNEL COMMISSION**

901 Myrtle Avenue, Eureka, CA. 95501

MINUTES**June 11, 2023**

1.0 CALL TO ORDER The Personnel Commission of the Humboldt County Office of Education met in person in a regular session on June 11, 2024. Commissioner Joe McKinzie called the meeting to order at 3:00 p.m.

Present – Commissioners Joe McKinzie and Danette Demello

Not Present – Commissioner Will Folger

Others Present- Michael Davies-Hughes (present from 3:05 pm) – Superintendent; Ariel Aaron – Director of Human Resources; Lex Rohn – Principal of Court & Community Schools; Haley Jones – Executive Director of Humboldt-Del Norte SELPA; Lynne Mahony – Supervisor of Health; Tanya Trump – Director of Career & College Resources; Peter Stoll – Director of Prevention & Intervention Services

Public-None present

2.0 REVIEW OF THE MINUTES Commissioners reviewed the minutes from April 09, 2024. Commissioner Demello made a motion to approve minutes. Commissioner McKinzie seconded. Motion carries.

3.0 PUBLIC COMMENT No comment.

4.0 SUPERINTENDENTS REPORT Superintendent Michael Davies-Hughes stated the organization is in the midst of planning for next year and mentioned that the biggest hurdle being faced is that of space for employees. HCOE is looking for additional facilities, but has thus far come up empty. At the moment, they are specifically looking for dual purpose space for the relocating Career & College Resources department and are needing a place that can accommodate both classroom CTE and offices.

5.0 ACTION ITEMS**5.1 Modified Job Description – Lynne Mahony****5.1.1 Licensed Vocational Nurse/HCOE Health Team**

Supervisor Mahony gave an overview of both the modifications to the position and the reasoning behind them. She mentioned districts have been frequently requesting CPR trainers and this position incorporates that

responsibility. Commissioner Demello questioned the specificity of the age range in the job description summary and leaves it to Supervisor Mahony and Director Aaron as to whether they wish to make that sentence more general. Commissioner Demello moved to approve the description. Commissioner McKinzie seconded. Motion carries.

5.2 Modified Job Description – Haley Jones

5.2.1 Low Incidence Support Technician (SELPA)

Executive Director Jones advised that the current job description is directed only at the Deaf and Hard of Hearing section of students, but it really should be in support of all staff and Low Incidence, which includes other sections of students, such as vision impaired. The purpose of bringing this forward is to update the description to current standards and responsibilities. Commissioner Demello spoke to keeping certain elements of descriptions short and simple, key elements, etc. Director Aaron stated she would work with Executive Director Jones on clarifying a few portions. Commissioner Demello defers that judgment to Director Aaron. Commissioner Demello moved to approve the description. Commissioner McKinzie seconded. Motion carries.

5.3 New Job Description – Tanya Trump

5.3.1 Program Funding and Data Analyst

Director Trump let the Commission know that this position, although new to her department, is very similar to one approved by the Commission for another department previously. This position is needed in Career and College Resources due partly to the responsibility of collecting and analyzing the data of thirteen different counties and working with their budgets, etc.. Commissioner Demello moved to approve the description. Commissioner McKinzie seconded. Motion carries.

5.4 Modified Job Description with Reclassification from Certificated Management – Katie Cavanagh

5.4.1 Court & Community School Counselor

Principal Rohn stated the original description (currently certificated management) required a PPS credential. Other employees have since been hired that have taken on some of the responsibilities of that position. Therefore, the proposal is to retire the certificated management position and reclass this as a classified management position, with an adjusted description. This would mean the ability to hire someone closer to the last holder of this position and to place emphasis on lived experience, better suiting the needs of the program and students and opening the pool of potential candidates. Commissioner Demello moved to approve the description and reclassification. Commissioner McKinzie seconded. Motion carries.

5.5 New Job Descriptions – Peter Stoll

5.5.1 Mental Health Clinician

5.5.2 Mental Health Clinical Services Program Manager

Both descriptions were discussed simultaneously. Director Stoll advised that the Clinician is a specialist level position. The Program Manager will help schools start recouping fees and will help reimagine the partnership with Humboldt County Behavioral Health. The employee hired will be able to supervise and help others toward licensure, thereby serving the need to help with workforce development, along with identifying providers, attending grant reporting meetings and working with various fiscal departments. The Clinician position (a specialist level position) will work directly with districts, helping with social-emotional supports, crisis response and help to supervise Behavioral Wellness coaches. Commissioner Demello confirmed the positions were on different salary ranges. Commissioner Demello moved to approve the descriptions. Commissioner McKinzie seconded. Motion carries.

6.0 PERSONNEL UPDATES

6.1 REPORT BY DIRECTOR OF HUMAN RESOURCES

- 6.1.1 Director Aaron is seeing the end of her first school year at HCOE. She is in the midst of creating and implementing a Violence Prevention Program and has started the process with a survey sent to all HCOE staff. She let the Commission know that effective June 1st, there is a requirement for any employee sitting on an interview panel to have been trained in Avoiding Implicit Bias. Also, that the DEI Roundtable meetings will be starting again in the fall and will continue looking at HCOE recruitment practices and possible ways to improve.

6.2 REVIEW OF PROCESS – Termination of Merit System

- 6.2.1 Director Aaron advised that CSEA has the 40% of signatures needed and they will present to the Board of Education tomorrow. From there, they have a certain period of time for the remaining steps (tabulation, forum, secret ballot, etc). Commissioner Demello asked if the Commissioners would be noticed of the various milestones and dates. Director Aaron stated she would advise the Commissioners and that one of them (already decided at a past Commission meeting) would sit on the Tabulation Committee.

7.0 REVIEW TRAVEL CLAIM

8.0 ADJOURNMENT Commissioner McKinzie adjourned the meeting at 3:26 pm.

**HUMBOLDT COUNTY OFFICE OF EDUCATION
PERSONNEL COMMISSION – SPECIAL SESSION**

July 16, 2024

3:00 PM

Humboldt County Office of Education – Magnolia Room
901 Myrtle Ave., Eureka, CA 95501

SPECIAL SESSION MINUTES

1.0 CALL MEETING TO ORDER/ROLL CALL

Commissioner McKinzie called the special session of the Personnel Commission to order at 3:05 PM with a quorum present.

PRESENT: Joe McKinzie, Danette Demello, and Will Folger
STAFF PRESENT: Ariel Aaron, Jean Legaz and Terrie Smith

2.0 PUBLIC COMMENT

No public comments.

3.0 ACTION ITEMS

3.1 New Job Description – Ariel Aaron

3.1.1 Department Secretary – Teacher Residency Program

Ariel shared with the commission outlining the reasons for the new position. The position will start with time being split between Learning Support and the Teacher Residency Program. There is a growing need for more clerical support with Learning Support due to many grants and additional clerical. Eventually, the Teacher Residency Department Secretary will become a full-time position.

Commissioner Demello asked for clarification of the position.

Ariel reiterated the need to split the position due to additional work in Learning Support until the need for the Department secretary for the Teacher Residency Program reaches capacity to become a full-time position.

Commissioner Folger asked a question about Department Secretaries treated as a separate classification.

Ariel commented this is a *new* Department Secretary position.

Commissioner Demello commented a lot of other secretaries directly supporting a director vs. division manager.

Ariel commented on tiered structure conversations happening right now. There are work load issues and a lot of grant work to process.

Commissioner Folger suggested perhaps with the Department Secretary having less specific job details could have more flexibility.

It was moved/seconded by Demello/Folger to approve the new Job Description of Department Secretary – Teacher Residence Program. Ayes 3. Motion carried.

4.0 ADJOURNMENT

Commissioner McKinzie adjourned the meeting at 3:23 PM.

RECOMMENDATION FOR PERSONNEL COMMISSION ACTION

AGENDA ITEM: 5.1.1

DATE OF MEETING: 08/13/2024

JOB TITLE:

NEW **Modified** *Second reading*

Education Initiatives Coordinator

DEPARTMENT/PROGRAM

Early Education

BACKGROUND INFORMATION

The EI Coordinator is responsible for current and new initiatives which fall within the descriptive duties for the Early Education Department. This includes the Local Child Care Planning Council position, Tobacco Use Prevention and Education and the UPK Mixed Delivery Initiative.

RANGE/SALARY

Remain the same *Re-classify*

Range 17

HUMBOLDT COUNTY OFFICE OF EDUCATION
COORDINATOR, LOCAL CHILD CARE PLANNING COUNCIL EDUCATION INITIATIVES
COORDINATOR

Classification: Classified

Position Summary

Under the supervision of the Director of Early Education, the **Education Initiatives Coordinator** ~~Coordinator — Local Child Care Planning Council~~ (EI Coordinator) is responsible for providing primary staff support to the Local Child Care Planning Council (LPC/LCCPC). ~~The Coordinator will organize, coordinate and support the activities of the Council, provide assistance in reviewing, monitoring and analyzing the status of early learning and care systems in Humboldt County, assist with carrying out the Council's responsibilities to assess needs, develop priorities and implement recommendations and provide technical assistance and support to local school districts' child care program personnel as part of a region wide delivery system of support.~~

Distinguishing Characteristics

This position requires a high level of public interaction ~~and the ability to coordinate~~. ~~The person who fills this position will need to have an aptitude for coordinating~~ with a number of outside agencies and individuals. ~~The ideal candidate will while exercising~~ independence in completing activities with short timelines.

Supervision Received and Exercised

The EI Coordinator is supervised by the Director of Early Education. The position does not directly supervise staff.

Examples Of Duties And Responsibilities

- Promotes ~~community~~ education on early learning and care, universal prekindergarten, mixed delivery systems and related issues;
- ~~Acts as a liason with individuals, public and private agencies to share information about Quality Rating; advocates and recruits child care facilities to participate in quality improvement activities and networks with community advisory committees and local organizations that are relevant to quality child care promotion;~~
- ~~Coordinates opportunities and/or provides education and training on various topics to support quality and access in a mixed delivery system;~~
- ~~Keeps the LCCPC, Superintendent and local district personnel apprised of current activities related to child care programs and services and makes recommendations regarding proposed legislation and/or new policies;~~
- ~~Collects, analyzes and updates data to meet LCCPC mandates;~~
- ~~Attends pertinent meetings and conferences in and outside of Humboldt County as a representative of the LCCPC, which may require overnight travel;~~
- ~~Coordinates, plans and attends special meetings, workshops and conferences sponsored by the LCCPC to support workforce development;~~

- ~~Schedules meetings, Prepares meeting agendas, and minutes, written correspondence and complex reports; distributes correspondence and communications. Uses technology for developing meeting agendas, minutes, other written correspondence and complex reports;~~
- Prepares public notices of ~~LCCPC~~ LPC meetings following Brown Act rules;
- ~~Represents Local Educational Agencies (LEAs) on before and after school care programs;~~
- ~~Conducts research and prepares grant applications in support of various child care related programs promoted by the LCCPC and/or HCOE;~~
- ~~Manages budgets and grant reports;~~
- Assists with the recruitment and selection of members for the ~~LCCPC~~ LPC according to statute membership guidelines;
- Collect, analyze and update data to meet LPC mandates;
- Facilitates the Voluntary Temporary Transfer (VTT) ~~Process~~ process of subsidized contractors in accordance with the law;
- Assists with the preparation, analysis and development of the Community Needs Assessment, Strategic Plan and Child Care Priorities;
- Coordinates ~~LCCPC~~ LPC subcommittee workgroups;
- Maintains tracking of in-kind to support LPC funding match requirements;
- Supports ~~LCCPC~~ LPC bylaws, vision, mission, priorities and a comprehensive county-wide plan for child care within Humboldt ~~County~~ and assures related requirements are met;
- Promotes collaboration amongst early learning and care providers, school districts, agencies, businesses, organizations and community collaborative partners to foster partnerships designed to meet local early learning and care needs in a mixed delivery system;
- Manage and monitor budgets and grants and submit reports;
- Supports the Quality Counts California Consortium with leadership;
- Attend pertinent meetings and conferences both in and outside of Humboldt County as a representative of the LPC, which may require overnight travel;
- Coordinate, plan and attend special meetings, workshops and conferences sponsored by the LPC to support workforce development;
- Act as a liaison for individuals, public and private agencies to share information about Quality Rating;
- Advocate for, and recruit, child care facilities to participate in quality improvement activities;
- Network with community advisory committees and local organizations that are relevant to quality child care promotion;
- Coordinate opportunities and/or provide education and training on various topics to support quality and access within a mixed delivery system;
- Keep the LPC, Superintendent and local district personnel apprised of current activities related to child care programs and services and make recommendations regarding proposed legislation and /or new policies;
- ~~Speaks to large and small groups with poise, clarity and confidence;~~

- Conduct research and prepare grant applications in support of various child care related programs promoted by the LPC and/or the Humboldt County Office of Education (HCOE);
- Assess and analyzes the child care needs within the county and makes recommendations for improvement;
- Support the implementation and utilization of the Classroom Assessment Scoring System (CASS);
- Represent Local Educational Agencies before and after school care programs;
- Complete applications for grant funding, such as Tobacco Use Prevention Education (TUPE) funding;
- Certify districts as Tobacco Free and provide technical assistance to districts regarding tobacco and vaping prevention;
- Support districts with their Healthy Kids Survey and monitor compliance with the grant requirements.

Qualifications

Knowledge of

- Public and private child care delivery systems;
- Community and regional resources related to child care, both school and non-school based;
- Current trends and issues related to ~~the~~ child care delivery systems;
- Effective use of media as a tool for communication and promotion;
- Techniques of good public relations and public speaking;
- Moderate computer word processing and data file management programs.

Ability to

- Establish and maintain cooperative and effective working relationships with individuals from a variety of backgrounds and organizations;
- Understand, carry out and communicate ~~regarding~~ oral and written directions;
- Gather and analyze data;
- Prepare clear, concise agendas, minutes of meetings, reports, brochures, business correspondence and documentation and serve as an informational resource;
- Provide assistance with training and guidance to individuals, public and private agencies;
- Work independently with directives, strictly adhering to program requirements, deadlines and due dates;
- Work as part of a team and collaborate with colleagues;
- Work effectively in a strong service environment, under pressure, and subject to changing priorities;-
- **Speak to both large and small groups with poise, clarity and confidence.**

Education and Experience

Minimum Required:

- Bachelor's degree in Child Development/Early Childhood Education, Education, or Human Services ~~Resources or a closely related field.~~
- ~~Three (3)~~ Five (5) years of related experience, including at least three (3) years in Child Development/Early Childhood Education systems requirements.

Working Conditions

May need to flex work schedule ~~to meet LCCPC and regional program requirements and~~ to accommodate evening meetings. There may be ~~occasional~~ weekends that require the individual to work.

Environmental Elements

The position requires working in an office the majority of the time, ~~The ability to move~~ around the county to attend meetings ~~and being part of a large group to complete tasks is required.~~

Physical Demands

- Sit at a desk for long periods of time.
- Lift/move materials.
- Set up tables and chairs for meetings.

Other Requirements

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by HCOE prior to employment.
- TB testing and/or risk assessment will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6 to 12 months of employment.
- May be required to drive with or without students; some positions may require a California driver's license, proof of insurance and possible participation in the DMV PUII Notice Program once employed.

• *The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties or skills required of personnel so classified.*

Range 17

Updated 03/26/24

PC Approved: 04/09/24

Modified 08/2024

PC Approved:

RECOMMENDATION FOR PERSONNEL COMMISSION ACTION

AGENDA ITEM: 5.2.1

DATE OF MEETING: 08/13/2024

JOB TITLE:

NEW **Modified** *Second reading*

Benefits Specialist

DEPARTMENT/PROGRAM

Insurance Services

BACKGROUND INFORMATION

The Senior Benefits Specialist job description is being updated due to an upcoming retirement. The position was reclassified from range 37 to range 42 on June 11, 2019, but otherwise has not been updated since 2015. The proposed changes streamline the layout and language, eliminate redundancies and emphasize the technical duties of the role. Additionally, oversight of tasks between the Senior Benefits Specialist and the Benefits Clerk has been clarified. Requesting a salary reclassification from Range 12 to Range 15 due to the level of independent work required of the position. The updated job description removed prior wording of many duties being “in conjunction with,” placing more sole responsibilities on the Benefits Specialist.

RANGE/SALARY

Remain the same **Re-classify**

Range 15

**~~NORTH COAST JPA SENIOR BENEFITS TECHNICIAN SPECIALIST –~~
INSURANCE SERVICES
Classification: Classified**

Position Job Summary

Under the general ~~direction and~~ supervision of the Executive Director, ~~serves as a member of the multi-county North Coast Schools' Medical Insurance Group benefits team.~~ sServes as a key technical and informational contact between Medical, Dental, Vision and Pharmacy carriers, school district personnel, members and providers, ~~including but not limited to, eligibility, billing, and claims.~~ Performs a variety of complex clerical, data processing and/or technical accounting work involved in developing, maintaining and auditing data sets specific to their department and serves as a resource to the Humboldt County Office of Education (HCOE), school district and charter staff. ~~Creates complex technical financial reports and spreadsheets. Designs strategy for online benefits enrollment management system.~~ This position oversees ~~serves as the Lead of~~ the work of the Benefits Clerk.

Distinguishing Characteristics

This is a high-level position. A specialist is responsible for the collection, reconciliation and reporting of specialized groups of data. They work with complex data and perform technical and clerical duties specific to their assigned department. A specialist serves as a technical resource to member districts, prepares and provides training and support in both one-on-one and group settings, clearly communicating complex processes.

Supervision Received and Exercised

The Benefits Specialist works under the supervision of the Executive Director of Insurance Services. This position oversees the work of the Benefits Clerk.

Examples of Duties and Responsibilities

- Conducts, ~~in conjunction with the Executive Director, on-site~~ member trainings, employee open enrollment meetings, and individual member benefits consulting sessions;
- Serves as primary system design and technical contact for enrollment management software system, ~~—~~ assistings the Executive Director in the design and content management of member forms, training materials and website;
- ~~Works in coordination with the Humboldt County Office of Education business office staff to~~ Develops tools for member district benefits support;
- Manages ~~JPA~~ customized database program involving rates, plans, plan descriptions, subscriber information, change updates, and ~~member~~customer problems;
- Coordinates the implementation of plan changes for ~~JPA~~ members; and processes enrollment/change forms using custom web-based computer systems;
- ~~Verifies enrollment information and supporting documentation to determine eligibility;~~

- ~~Updates subscriber information, making necessary changes, and forwards enrollment/change information to vendors adhering to specific timelines;~~
- ~~Assists subscribers in resolving Medical, Dental, Pharmacy and Vision claim problems that do not require making exceptions to policy;~~
- ~~Refers more difficult claim concerns to Executive Director;~~
- ~~Reviews~~Generates monthly bills and eligibility lists ~~for~~to districts; collects and processes data ~~from districts~~ for monthly financial reports;
- Compiles and prepares monthly financial reports ~~using electronic spreadsheets;~~
- Reviews and audits Summary Plan Description Books and Summary of Benefit Coverage sheets annually, ~~and~~ noting changes, errors and inconsistencies for each plan;
- Reviews and addresses CMS Medicare demand letters ~~to forward to the Director;~~
- Coordinates, in conjunction with the Director, the initiation of open enrollment;
- ~~Assists members in implementing, managing, maintaining and understanding over~~
- ~~aged disabled~~ dependents eligibility requirements;
- Coordinates exception forms and related issues concerning retro-active changes requested by districts;
- Responds to inquiries concerning benefits coverage, changes, policies and timelines;
- Receives, processes, reviews for accuracy and evaluates employee/subscriber enrollment and a variety of other forms and applications;
- ~~Explains and~~Assists employees with completion of enrollment forms;
- ~~Establishes and maintains employee/subscriber records and files.;~~
- ~~Provides backup support of support staff and performs other routine office work as necessary;~~
- ~~Other duties as not specifically described.~~

Qualifications

Knowledge of:

- Departmental principles and practices.
- Concepts and techniques related to the research, gathering, compiling, auditing and processing of specific sets of data.
- Principles and practices of training and providing work direction as part of a team.
- Offices practices, methods and procedures.
- Computer database systems and computer-based systems.
- Medical billing and coding systems.
- ~~Formal business communications, grammar and medical vocabulary.~~
- ~~Standard CMS 1500 billing form, ICD-9 and CPT coding systems & Code on Dental~~
- ~~Procedures and Nomenclature (CDT);~~
- ~~Construction of~~Insurance documents~~contract structure~~ and the ability to read and interpret Summary Benefit Description booklets;
- ~~PC computer operations and various standard, custom and web-based program~~

- ~~Applications;~~
- Federal HIPAA privacy laws and Affordable Care Act regulations.

Ability to:

- Prepare, process and verify data and report information rapidly and accurately at an acceptable standard of efficiency and to meet assigned timelines;
- Analyze information and statistics and prepare reports, specifications and correspondence;
- Make recommendations regarding improved policies and procedures;
- Audit the record keeping work prepared by other personnel;
- Follow written and oral instructions;
- Work independently with little direction;
- Prepare, organize and maintain records and files;
- Present complex technical information to individuals and both small and large groups effectively;
- Professionally represent the office to other schools, businesses and agencies, as necessary;
- Adjust to changing work demands including, but not limited to, changes in procedures, technologies and fluctuations in work flow;
- Communicate effectively both orally and in writing and in one-on-one scheduled online meetings, as needed;
- Establish and maintain effective working relationships with those contacted in the performance of duties;
- Read well enough to read fine print.
- ~~Speak and write well in English;~~
- ~~Establish and maintain positive, collaborative and cooperative working relationships with both internal and external customers, including communicating consistently with tact and courtesy.~~
- ~~Maintain high ethical standards for all work activity, prioritizing work and multi-tasking to maximize efficiency and productivity of self and others;~~
- ~~Meet changing deadlines and timelines for work completion;~~
- ~~Ability to effectively convey technical information to non-technical clients;~~
- ~~Manage complex data systems and spreadsheets with a high degree of accuracy, including written, numeric and calculated data;~~
- ~~Read, understand and appropriately apply laws, rules and regulations governing all aspects of insurance operations;~~
- ~~Adjust to changing work conditions and timelines in a fast pace, emotionally charged environment, maintaining absolute confidentiality of work-related information;~~
- ~~Work independently, with low supervision, using appropriate critical thinking and~~
- ~~problem-solving skills.~~

Education and Experience and Requirements

- Associates degree in a related field or equivalent and two (2) years of experience OR
- Four (4) years of experience, with increasing responsibility in the field of benefits Administration, health insurance or related work.
- Graduation from high school;
- Completion of an AA/AS degree in Business, Accounting or other related field.
- Proficiency in Spanish is desired, but not required.
- Education may be waived with at least five years specific employee benefit insurance
- Experience;
- Advanced skill in Microsoft Excel and other related Microsoft desktop programs;
- Experience in employee benefits, medical office billing, or insurance company or agency operations required;
- Must be fingerprinted with a satisfactory DOJ records check;
- TB testing will be required upon employment;
- Must have normal vision, corrected or uncorrected;
- May be required to obtain first aid and CPR certificates within first 6 months of employment;
- May be required to drive for work. Must have a current CA driver's license, and proof of insurance.

Working Conditions

This position may require travel to/from other HCOE work sites.

Environmental Elements

The employee is expected to work closely with fellow department employees, district personnel, professionals and outside agencies, in person, via email and on the telephone. This position will be assigned to an office setting where the employee may be required to walk, stand or conduct work where there are interruptions, varied temperatures, public interaction or upset staff or district members.

Physical Demands Requirements

- Long periods of time spent in front of a computer;
- Hand, finger and wrist dexterity to operate a computer keyboard and other standard office equipment.
- Ability to sit fixed at a computer for long periods of time;
- Dexterity of hands, fingers and wrists to operate a computer keyboard, adding machine, fax machine and other standard office equipment;
- Ability to read, speak, think and hear in an environment of constant noise and interruption;
- Ability to bend or twist the neck, waist, or knees, while performing activities such as kneeling or crouching while filing or shredding and lifting up to 40 lbs.

Other Requirements

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by HCOE prior to employment.
- TB testing and/or risk assessment will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6 to 12 months of employment.
- May be required to drive with or without students; some positions may require a California driver's license, proof of insurance and possible participation in the DMV PUII Notice Program once employed.

Range: ~~42 12~~ 15

Reviewed and upgraded by Commission: June 11, 2019

Modified 08/2024

PC Approved:

RECOMMENDATION FOR PERSONNEL COMMISSION ACTION

AGENDA ITEM: 5.3.1

DATE OF MEETING: 08/13/2024

JOB TITLE:

NEW *Modified* *Second reading*

Computer Systems Coordinator

DEPARTMENT/PROGRAM

Information Technology

BACKGROUND INFORMATION

The Information Technology (IT) department has gone through dramatic changes in the last few years, especially in light of the impacts of COVID-19 and a growing HCOE.

The move to more a more digital environment has made the department revisit its structure. In order to address various changes and still maintain outstanding service, the IT Director revisited a former position, the Humboldt Regional Occupational Programs (HROP) Computer Systems Supervisor, which was approved on 1/11/2000 and which provided a high level of support on maintaining the systems we all rely upon. Even though this job description is based upon that description, we feel that it is a new position due to the age and the changes in systems and programs. We plan to retire the older job description and replace it with the Computer Systems Coordinator position.

RANGE/SALARY

Remain the same *Re-classify*

20 (comparable to the last approved salary range of 59 for the HROP position)

COMPUTER SYSTEMS COORDINATOR

Classification: Classified

Job Summary

Under general direction of the Director of Information Technology, this position serves as the Computer Systems Coordinator for the Humboldt County Office of Education (HCOE) and is responsible for the configuration, installation, testing, operation, integrity and maintenance of all servers, workstations, peripherals and local area network equipment, including hardware and software.

Distinguishing Characteristics

The Computer Systems Coordinator is a high-level position within the Information Technology Department of HCOE, requiring a thorough understanding of computer systems, network equipment and related software. This position requires the ability to work independently with little direction or oversight.

Supervision Received and Exercised

This position reports to the Director of Information Technology and provides oversight to the Computer Systems Technicians I and II.

Examples of Duties and Responsibilities

- Assist in planning, upgrading and implementing new and existing services on HCOE's local and wide area networks;
- Produce documentation and provide training and technical assistance to HCOE, school districts and charter school staff as needed;
- Research and prepare recommendations for the purchase of computer and network hardware and software to fulfill current and future needs;
- Order hardware and software as needed;
- Assist HCOE Network Administrator and/or other district personnel on HCOE-related wide area networking issues;
- Provide technical support and training to instructional, administrative and clerical staff and students;
- Install and manage Windows and application software on servers and PCs;
- Set up computer accounts and perform regular backups of system and user files;
- Make recommendations and implement system policies governing the use of, and access to, the computers and network;
- Install and configure network switches, routers, Wi-Fi and cables;
- Monitor system and network performance and make improvements;
- Install hardware and software upgrades;
- Resolve software and hardware problems directly or by working with vendor;
- Perform routine preventive maintenance.

QUALIFICATIONS

Knowledge of:

- Computer and network operating systems;
- Local and wide area network technology;
- Customer support services;
- Data processing concepts, theories and capabilities;
- Standard operating system utilities and application software;
- Network protocols;
- Telecommunication concepts, including the working knowledge of routers, switches, Wi-Fi, local and wide area networks;
- Wiring concepts, such as Ethernet and Fiber Optic;
- Systems analysis and programming at a generalist level;
- Providing user training;
- On-site installation, diagnosis, maintenance, training, and repairing of problems pertaining to all facets of Windows servers and PCs;
- Installation and testing of network cabling systems including: Ethernet, and Fiber Optic cable.

Ability to:

- Work effectively as a member of a team in carrying out the Pillars and Goals of HCOE;
- Plan, design, install and maintain local area networks, servers and PCs;
- Maintain user accounts on server;
- Train other personnel in the principles and techniques of PC;
- Analyze and evaluate PC problems, as well as data communication related problems and effectively implement solutions to those problems;
- Operate diagnostic equipment;
- Read, interpret and apply technical manuals and related documents;
- Establish and maintain effective working relationships with others;
- Communicate effectively with others;
- Work under limited supervision.

Minimum Requirements:

Education and Experience

- Bachelor's degree in Computer Science or a related field and four (4) years of equivalent related experience
OR
- Eight (8) years related experience with increasing responsibility in an information processing environment involving PCs, servers, computer networks and telecommunications support.

Working Conditions

This position may require occasional work on weekends and evenings.

Environmental Elements

Work is performed in a fast paced office environment, as well as in various sites throughout the county, sometimes serving multiple sites in a single workday.

Physical Demands:

- Sitting and/or standing for long periods of time;
- Speaking and hearing ability to sufficiently hear over the phone and carry on routine conversations;
- Operating a computer, calculator, copier and other equipment that involves repetitive arm and hand movements;
- Hand-eye-arm and finger dexterity;
- Visual acuity sufficient to recognize people, words and numbers;
- Reaching and lifting up to forty (40) pounds.

Other Requirements

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by HCOE prior to employment.
- TB testing and/or risk assessment will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment
- May be required to drive with or without students; requires a California driver's license, proof of insurance and possible participation in the DMV PUII Notice Program once employed.

Range 20

PC Approved: