

**Outside Budget Cycle
Augmentations/Reallocations
Request to Classify Form
FY 2020-2021**



Instructions: Please submit the Request to Classify Form for each new position or reallocation of an existing position to Channelle Ceralde and Irene Espinoza, in the Human Resources Department (HRD). HRD will notify you regarding the status of your request or if additional information is necessary. **Please attach a copy of the current and proposed organizational chart depicting the proposed position. Both organizational charts must reflect current FTE's (filled and vacant).**

Department/Division: Social Services - Community Benefits

Budget Unit Number: 5010/8262

Department Contact for Information: Name: Rose De Franco

Phone: 755-4403

Select Corresponding Position Status Maintenance Code (PSTS) for Position Status Maintenance Transaction (PSMT):	
<input type="checkbox"/> New Allocation	Leave Unfilled
<input type="checkbox"/> Reallocation, Filled Position	<i>[Insert Current Classification Title]</i>
<input checked="" type="checkbox"/> Reallocation, Vacant Position	Supervising Office Assistant I Position Number: 80E81-0015

Estimated % of total time spent on task/duty	DESCRIPTION OF TASKS/DUTIES TO BE PERFORMED Use a separate paragraph for each task or duty. Attach additional sheets as necessary. <u>Do not</u> include verbiage directly from the class specification. <i>(Please note rows will expand to allow for thorough description of task/duty)</i>
35%	Supervise and coordinate work for a large group of clerical staff specifically; Social Service Aides (SSAII), Office Assistant III/II, that perform complex clerical work that is directly related to providing support to Eligibility Staff requiring an increased amount of coordination, scheduling and coordinating of Outreach events with outside agencies, schools, employers, and other partners.
25%	Coordinates clerical activities with other related functional units and offices at the (CSC) Customer Service Center and District Office's to allow for proper phone and intake application coverage.

15%	Interprets policy and complex clerical procedures and trains and gives instruction to clerical support staff completing complex clerical assignments, which supports all 4 (CB) Community Benefits District Offices.
10%	Maintains statistics and completes reports for assigned district branch and/or unit and makes effective recommendations to ensure workload needs and deadlines are met.
10%	Prepares effective performance evaluations and meets with staff on a consistent basis evaluating job performance, productivity and goals.
5%	Performs related duties as assigned.

JUSTIFICATION FOR REQUEST: Describe what changes have occurred (i.e., new legislative mandates, departmental reorganization, new services, new equipment, etc.) that necessitate the need for an additional position. Explain why duties cannot be absorbed by another existing position. Describe consequences or ramifications if the position is not approved. *[Please note field(s) will expand to allow space for justification]*

The business needs have changed requiring the need for a higher-level clerical supervisor with expanded expertise managing outreach as well as the skillset and knowledge of CalFresh, CalWORKs, Medi-Cal, General Assistance, and Foster-Care. With the increase demands in Outreach with phone and online applications as well as planning and scheduling of Outreach events within Monterey County. This allows the CB Branch to manage the higher volume with support staff which will allow Eligibility Specialists/Supervisor's to process existing work and meet the high demand in applications, phone calls, and emergency benefits, while ensuring all mandates and timeframes are met. This position will act as a lead within the Office Assistant area, coordinating operations for, the CSC Phone-Triage, Application Registration, and Outreach for not only CB but DSS.

The duties performed by a higher-level supervisor cannot be performed or absorbed by the Supervising Office Assistant I (SOA I) position as it requires additional knowledge and skills to perform the job.

If this position is not approved operations, and services to the community will be impacted. An existing position would be functioning at a lower capacity than what is required to meet the Department's and Community's business need to ensure Outreach Services are coordinated and delivered at the correct supervisory level for the assigned duties. The Department has sufficient funding to support this change.

Were the new duties previously performed by another position(s)?

☒ No Yes (If yes, what is/are the job title(s) of the other position(s)?)

Reclassifying the SOAI position allows CB to staff our Outreach area with the appropriate level of supervision to ensure that assistance is given to the community in applying for CalFresh, CalWORKs, Medi-Cal, and other services under DSS. This area will be expanding in its outreach as well as branch wide application registration, and CSC phone triage.

Is there any other position(s) within the department performing in a similar capacity assigned comparable duties to this position?

☒ No Yes (If yes, what is/are the job title(s) of the other position(s)?)

Please describe what efforts the Department has made to reapportion duties to existing positions/staff.

Efforts have been made to reapportion duties to Eligibility Supervisors as the work to be performed by the reallocated position and clerical staff they will supervise is complex clerical work directly impacting eligibility and customer's benefits to programs. However; due to the increased workload to eligibility supervisors and staff; this is no longer a possibility.

Department Head Name: Lori Medina

Department Head Signature: [Signature]

Date 10/29/2020

Comments:

Departmental HR Analyst Name: Gloria Cavazos

Departmental HR Analyst Signature: [Signature]

Date: 10/29/2020

Class Recommendation: Supervising Office Assistant II

Class Code: 80E82

FOR HRD USE ONLY:

Approved Class Title: Supervising Office Assistant II

Class Code: 80E82

HRD Classification Analyst:

DocuSigned by:
Chanelle Ceralde
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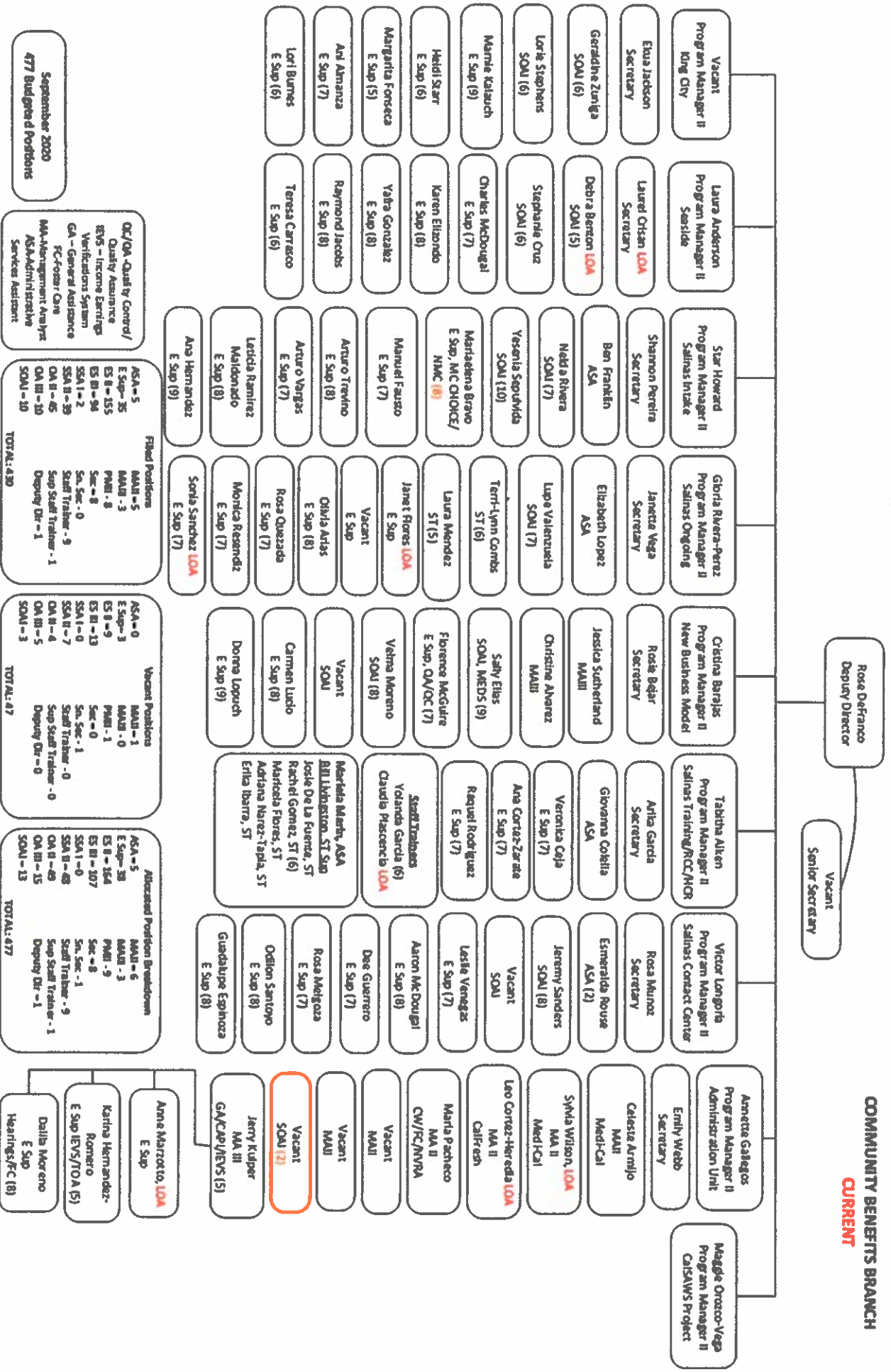
Date: 11/9/2020 | 3:57 PM PST

Chanelle Ceralde, Associate Personnel Analyst

Distribution of HRD Job Class Determination:

- ☐ CAO Budget Analyst ☐ Rocio Quezada (CAO – Admin. Secretary)
☐ Departmental HR Analyst

COMMUNITY BENEFITS BRANCH
CURRENT



COMMUNITY BENEFITS BRANCH
PROPOSED - SOAI

