



# MENDOCINO COUNTY CIVIL SERVICE COMMISSION

## AGENDA

**KEVIN SLATER**  
1<sup>ST</sup> DISTRICT  
COMMISSIONER

**CICI WINIGER**  
2<sup>ND</sup> DISTRICT  
COMMISSIONER – CHAIR

**SHERRIE EBYAM**  
3<sup>RD</sup> DISTRICT  
COMMISSIONER – VICE CHAIR

**TINA ROSE**  
4<sup>TH</sup> DISTRICT  
COMMISSIONER

**DAVID WYLIE**  
5<sup>TH</sup> DISTRICT  
COMMISSIONER

**DATE:** Wednesday August 19, 2026  
**TIME:** 9:00 A.M.  
**PLACE:** Board Chambers (open session)  
Conference Room C (closed session)  
501 Low Gap Road  
Ukiah, CA 95482

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## AGENDA

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*Following the posting of the agenda, the agenda and supporting documentation is available for public review at the Human Resources Department, 501 Low Gap Road, Room 1326, Ukiah, CA 95482 during regular business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. or at: [www.mendocinocounty.gov/hr](http://www.mendocinocounty.gov/hr).*

Zoom Link: <https://mendocinocounty.zoom.us/j/82415468849?pwd=UpcZLnQldm9E9pyvi2GTMcQveiBS4a.1>

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*Those attending the meeting are advised that cell phones and electronic devices are to be silenced during the meeting.*

### 1. OPEN SESSION

Roll call

### 2. APPROVAL OF MINUTES

Approval of Minutes of July 15, 2026, Commission Meeting.

### 3. PUBLIC EXPRESSION

This is an opportunity for the public to address the Commission on matters not listed on this agenda. Individuals wishing to address the Commission under Public Expression are welcome to do so via email, Zoom, or voicemail message. For information on each of these methods, please visit <https://www.mendocinocounty.gov/government/human-resources/civil-service-commission/public-engagement>

All written correspondence received by 8:00 A.M. the day of the meeting will be attached to the item and made available online at <https://www.mendocinocounty.gov/government/human-resources/civil-service-commission>

### 4. EMPLOYEE ORGANIZATION

This agenda item is to be used for Employee Organization representatives to present information/requests to the Civil Service Commission.

#### **5. CLOSED SESSION - IN PERSON ONLY**

*Any public reports of action taken in the closed session will be made in accordance with Government Code sections 54957.1.*

5a) Pursuant to Government Code Section 54957(b) – Disciplinary Appeal Hearing Decision and Findings.

Title: Corrections Deputy – Jail

5b) Pursuant to Government Code Section 54957(b) – Employment Application Appeal

Title: Social Worker III – Social Services

#### **6. CLASSIFICATION**

6a. New Classification and Reclassification of Incumbent – Resource Navigator; Abolishment of – Community Health Services Specialist I and Community Health Services Specialist II Classifications

6b. New Classifications – Geographical Information Services Technician I, Geographical Information Services Technician II, Geographical Information Services Analyst I, and Geographical Information Services Analyst II; Abolishment of Geographical Information Services Technician Classification

6c. Classification Specification Modifications – Supervising Deputy Probation Officer, Deputy Probation Officer III, Deputy Probation Officer II, Deputy Probation Officer I, Supervising Youth Corrections Officer, and Youth Corrections Officer

6d. Classification Specification Modifications – Permit Technician I, Permit Technician II, and Supervising Permit Technician

#### **7. OTHER BUSINESS**

None.

#### **8. HUMAN RESOURCES DEPARTMENT REPORT**

This agenda item is to be used for Human Resources to provide information to the Commission regarding Human Resources topics.

#### **ADJOURN**

The meeting will adjourn when all business has been covered.



**CIVIL SERVICE COMMISSION  
COUNTY OF MENDOCINO  
501 Low Gap Road, Room 1326  
Ukiah, CA 95482**

**SUMMARY/ACTION MINUTES**

**DATE:** Wednesday, July 15, 2026

**LOCATION:** Board Chambers (open session)  
501 Low Gap Road, Room 1070  
Ukiah, CA 95482

**TIME:** 9:00 A.M.

**COMMISSIONERS PRESENT:** Commissioners CiCi Winiger, Sherrie Ebyam, and Tina Rose

**COMMISSIONERS ABSENT:** Commissioners Kevin Slater and David Wylie

**ALSO PRESENT:** Denise Bartolomei, Assistant HR Director  
Mandi Huff, Staff Services Administrator  
Brandy Dalzell, HR Manager

**CALL TO ORDER**

The July 15, 2026, Civil Service Commission meeting was called to order at 9:00 A.M. by Commissioner Winiger.

**AGENDA ITEM NO. 1 - ROLL CALL**

**Present:** Ebyam, Rose, and Commissioner Winiger presiding.

**Absent:** Commissioners Slater and Wylie

The rotation of the Chair was passed from Commissioner Slater to Commissioner Winiger.

**AGENDA ITEM NO. 2 - APPROVAL OF MINUTES**

**COMMISSION ACTION:** Upon motion by Commissioner Rose, seconded by Commissioner Ebyam, the Commission approved the meeting minutes of June 16<sup>th</sup> and 17<sup>th</sup>, 2026, as submitted with a 3/0 vote.

**AGENDA ITEM NO. 3 - PUBLIC EXPRESSION**

None.

**AGENDA ITEM NO. 4 - EMPLOYEE ORGANIZATION**

None.

**AGENDA ITEM NO. 5 - ADJOURN TO CLOSED SESSION - PERSONNEL MATTER/S**

*Any public reports of action taken in the closed session will be made in accordance with Government Code section 54957.1.*

None.

#### AGENDA ITEM NO. 6. - CLASSIFICATION STUDIES

6a) Classification Specifications Modifications for Integrated Services Coordinator I, Integrated Services Coordinator II, and Senior Integrated Services Coordinator

**Presenter/s:** Brandy Dalzell, HR Manager

**Public Comment:** None

**COMMISSION ACTION:** Upon motion by Commissioner Rose, seconded by Commissioner Ebyam, and carried (3/0); IT IS SO ORDERED that the Classification Specifications Modifications for Integrated Services Coordinator I, Integrated Services Coordinator II, and Senior Integrated Services Coordinator be approved as submitted.

6b) Classification Specifications Modifications – Lactation Consultant

**Presenter/s:** Brandy Dalzell, HR Manager

**Public Comment:** None

**COMMISSION ACTION:** Upon motion by Commissioner Ebyam, seconded by Commissioner Rose, and carried (3/0); IT IS SO ORDERED that the Classification Specifications Modifications – Lactation Consultant be approved as submitted.

6c) New Classification – Assistant Superintendent; Classification Specification Modification – Assistant Chief Probation Officer, Probation Division Manager, Supervising Deputy Probation Officer & Deputy Probation Officer III, Deputy Probation Officer II, Deputy Probation Officer I, Supervising Youth Correction Officer, Youth Corrections Officer, and Probation Assistant

**Presenter/s:** Brandy Dalzell, HR Manager

**Public Comment:** None

**COMMISSION ACTION:** Upon motion by Commissioner Rose, seconded by Commissioner Ebyam, and carried (3/0); IT IS SO ORDERED that the New Classification – Assistant Superintendent; Classification Specification Modification – Assistant Chief Probation Officer, Probation Division Manager, and Probation Assistant be approved as submitted. (Note: Supervising Deputy Probation Officer & Deputy Probation Officer III, Deputy Probation Officer II, Deputy Probation Officer I, Supervising Youth Correction Officer, and Youth Corrections Officer were pulled by Human Resources.)

6d) Approval of Standardized License and Certification Language and Authorization to Update Existing Classifications

**Presenter/s:** Brandy Dalzell, HR Manager

**Public Comment:** None

**COMMISSION ACTION:** Upon motion by Commissioner Ebyam, seconded by Commissioner Rose, and carried (3/0); IT IS SO ORDERED that the Approval of Standardized License and Certification Language and Authorization to Update Existing Classifications be approved as submitted and a list of actual positions where classifications have been modified be presented to the Commission at a future meeting.

#### AGENDA ITEM NO. 7. - OTHER BUSINESS

None.

#### AGENDA ITEM NO. 8. - HUMAN RESOURCES DIRECTOR REPORTS

None.

#### AGENDA ITEM NO. 9. - ADJOURN

THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 9:31 A.M.

**Civil Service Commission  
Closed Session Item  
Place Holder**



Mendocino County Human Resources Department  
Cherie Johnson, Director

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MEMORANDUM

To: Civil Service Commission

From: Brandy Dalzell, HR Manager

Date: August 19, 2026

Re: New Classification Specification; Reclassification of Incumbent, and Abolishment of Classification Specifications

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**RECOMMENDED MOTIONS:**

It is recommended that the Commission approve the proposed new classification specification of Resource Navigator, Reclassify Incumbent, and Abolish the classifications of Community Health Services Specialist I and Community Health Services Specialist II

**SUMMARY OF RECOMMENDED ACTIONS:**

Human Resources recommends the Commission approve the proposed new classification of Resource Navigator, reclassify one incumbent, and abolish the Community Health Services Specialist I and Community Health Services Specialist II classifications; or as modified by the Commission.

**BACKGROUND & ANALYSIS:**

Human Resources and the Department of Social Services have collaborated to develop the proposed new Resource Navigator classification. The proposed classification more accurately reflects the work currently being performed and aligns with the County's evolving service delivery model.

The Resource Navigator is a paraprofessional classification responsible for connecting individuals and families with community resources, public benefits, and supportive services through outreach, information sharing, advocacy, interpretation, and service coordination activities. Incumbents conduct basic needs assessments, assist clients with applications and enrollment processes, facilitate access to available services, and serve as a liaison between clients and community service providers. The classification is specifically designed to support clients in navigating available resources without performing eligibility determinations, clinical case management, counseling, or other professional social work functions.

Human Resources also request to reclassify one (1) incumbent from Community Health Services Specialist I to Resource Navigator. The incumbent's assigned duties are consistent with the proposed classification and no longer reflect the broader responsibilities described in the Community Health Services Specialist series.

Finally, Human Resources requests approval to abolish the Community Health Services Specialist I and Community Health Services Specialist II classifications. These classifications were developed to support a broad range of mental health, public health, and social services functions, including ongoing case management, client training and counseling, home visitation, and other duties that no longer accurately reflect the work assigned to these positions.

The proposed Resource Navigator classification establishes a more clearly defined classification focused on outreach, resource navigation, client advocacy, and service coordination





## PROPOSED NEW CLASSIFICATION

### Resource Navigator Classification Specification

**JOB SUMMARY:**

Under general supervision, the Resource Navigator is a paraprofessional classification responsible for connecting individuals and families with community resources, public benefits, and supportive services through outreach, information sharing, advocacy, interpretation, and service coordination activities. Incumbents conduct basic needs assessments, provide application assistance, facilitate access to available services, and serve as a liaison between clients and service providers.

**DISTINGUISHING CHARACTERISTICS:**

This classification is distinguished from Eligibility Specialist classifications in that incumbents assist clients in understanding and accessing available benefits but do not independently determine eligibility, authorize benefits, or perform eligibility adjudication functions. This classification is also distinguished from the social worker classifications in that incumbents do not perform clinical assessments, determine program eligibility, develop formal case plans, provide counseling or therapeutic interventions, investigate abuse or neglect, or carry an ongoing professional case management caseload. The Resource Navigator is distinguished from the Program Specialist classifications in that the latter is responsible for developing and coordinating ongoing programs within various county departments.

**SUPERVISION EXERCISED:**

No supervision exercised.

**EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Assist clients in accessing services and resources through care coordination, referrals, follow-up activities, and service navigation support.
- Maintain the highest level of confidentiality regarding client information and comply with privacy standards.
- Act as a liaison between social services, clients, staff, and agencies to assist with utilization of resources and benefits.
- Provide outreach services: engage clients in enrolling in social services programs, disseminate information on social services benefits and community resources, refer to other agencies and resources.
- Conduct basic needs assessments and screenings to identify potential service and resource needs and make appropriate referrals.
- Assist community members and clients with completing applications, forms, and enrollment processes for public benefits, housing, and other health and social services; conduct information-gathering interviews and track referral, application, and enrollment activities.
- Enter client information into computer systems, ensuring records are accurate and up to date.
- Assist in organizing, facilitating, and attending community outreach events and creating outreach materials.
- Assist callers and visitors, directing them appropriately and scheduling appointments as needed.
- Write case notes in accordance with professional standards, state regulations and department protocol.
- Identify gaps in community resources and communicate unmet needs to supervisors and partner organizations.
- Follow up with clients to ensure services were accessed and needs were met.
- Facilitate warm handoffs to partner agencies and service providers.
- Take part in various group meetings.
- Perform other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- Vehicle

## **MINIMUM QUALIFICATIONS REQUIRED**

### **Education and Experience:**

Any combination of education and experience that would provide the knowledge and abilities necessary to perform the work is qualifying. A typical way to obtain the required qualifications is:

Equivalent to completion of an associate degree from an accredited college or university with coursework including at least 15 semester units (22.5 quarter) in human services, social work, psychology, sociology, child development, behavioral sciences, public health, or a closely related field;

### **OR**

Completion of at least 60 semester units (90 quarter units), including at least 15 semester units (22.5 quarter) in one or more of the above fields, and one year of qualifying experience;

### **OR**

Three (3) years of progressively responsible experience assisting individuals or families in accessing housing, health, behavioral health, public assistance, employment, or other community resources through client advocacy, outreach, resource navigation, eligibility screening, care coordination, or related human services work.

### **Licenses and Certifications:**

Valid Driver's License

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Principles and practices of client advocacy and community outreach.
- Social Services program such as: Medi-Cal, CalFresh, and CalWORKs.
- Community-based organizations and social service delivery systems.
- Needs, problems, and barriers to health care for low-income and minority populations.
- Cultural responsiveness and effective communication across diverse populations.
- Concept and practices of Trauma Informed Care.
- Cultural responsiveness and effective communication across diverse populations.
- Interviewing techniques.
- Computer applications and hardware related to the duties of the position; word processing, email, and spreadsheet programs and the internet.
- Office procedures including filing, record keeping and scheduling of appointments and documentation practices.

### **Skill in:**

- Coordinating services, making referrals, and assisting clients in navigating community resources and benefit programs.
- Understanding and accepting differences in human behavior resulting from cultural, economic, or other forms of deprivation.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Developing a rapport with clients that assures client's trust.
- Assessing client needs.
- Communicating clearly and effectively, both verbally and in writing.
- Interacting with others in a culturally and emotionally sensitive manner.
- Communicate effectively and appropriately verbally and in writing.

### **Mental and Physical Abilities:**

- Speak effectively and respond to questions, tailoring the message to the intended audience.
- Maintain confidential information.
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.

- Establish and maintain effective working relationships with others.
- Safely operate a motor vehicle.
- To perform job duties is generally moderate but can be noisy with multiple conversations occurring in the same room.
- Use a computer to accurately and rapidly enter and retrieve data and information.
- Read, understand, and follow laws, rules, regulations, and policies.
- Some work is performed outside the office environment in homes or other places. When in transport or in the field, employees will be exposed to outside weather conditions and may experience higher than normal noise levels.
- Resolve issues or concerns involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to: stand, walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 25 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Resource Navigator  
 CLASS CODE: TBD  
 DEPARTMENT: Social Services  
 REPORTS TO: Various  
 FLSA STATUS: N  
 CIVIL SERVICE: Yes  
 BARGAINING UNIT: SEIU  
 ADOPTED: 08/2026

History Notes:



Mendocino County Human Resources Department  
Cherie Johnson, Director

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MEMORANDUM

To: Civil Service Commission

From: Brandy Dalzell, HR Manager

Date: August 19, 2026

Re: Classification Study – Information Services Department, Geographic Information Systems (GIS) Technician

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**RECOMMENDED MOTIONS:**

It is recommended that the Commission approve the establishment of the new classifications of Geographic Information Systems Technician I, Geographic Information Systems Technician II, Geographic Information Systems Analyst I, and Geographic Information Systems Analyst II and the abolishment of the existing Geographic Information Systems Technician classification .

**SUMMARY OF RECOMMENDED ACTIONS:**

Human Resources recommends the Commission approve the following as presented, or as modified by the Commission:

- Proposed new classifications of:
  - Geographic Information Systems Technician I
  - Geographic Information Systems Technician II
  - Geographic Information Systems Analyst I
  - Geographic Information Systems Analyst II
- Abolishment of Geographic Information Systems Technician

**BACKGROUND & ANALYSIS:**

Over the past several months, the Information Services Department and Human Resources have collaborated to review the County's Geographic Information Systems (GIS) classifications to ensure they accurately reflect current and emerging operational needs within the department. This review examined the existing Geographic Information Systems Technician classification, the overall GIS classification structure, and the range of duties and responsibilities associated with the proposed GIS classifications and related positions within the GIS program. The review was also prompted by the need to establish a clear development path toward the GIS Coordinator classification and to align the GIS series with the County's existing information systems technician structure.

The study concluded that the single Geographic Information Systems Technician classification no longer provides sufficient differentiation in duties and skill levels to support the department's service delivery requirements. The work being performed encompasses both entry-level technical assignments and more advanced analytical responsibilities, including data modeling, system configuration, and support for complex GIS projects. As a result, a more fully developed series is needed to recognize distinct levels of responsibility, technical expertise, and independence of action.

To address these needs, Human Resources is recommending the abolishment of the existing Geographic Information Systems Technician classification and the establishment of a new four-level GIS series, consisting of Geographic Information Systems Technician I, Geographic Information Systems Technician II, Geographic Information Systems Analyst I, and Geographic Information Systems Analyst II. The Technician I and II classifications will provide progression for staff performing technical and field-oriented GIS work, while the Analyst I and II classifications will recognize positions performing higher-level analysis, system configuration, and complex project work. This structure will modernize the County's GIS classifications, improve alignment between job duties and class specifications, and create clearer career paths for recruitment, retention, and staff development.

The proposed changes are intended to better align classification titles and specifications with the actual and anticipated work performed in the Information Services Department, provide appropriate differentiation between technical and analytical levels, and support the department in meeting current and future GIS service demands. The accompanying class specifications reflect these recommendations.



## Geographic Information Systems Technician I Classification Specification

### **JOB SUMMARY:**

Under immediate supervision, performs a variety of entry-level technical duties in support of the County's geographic information systems (GIS), including preparing, revising, and maintaining geospatial data, basic maps, mapping-related records, and reports using established procedures and automated GIS tools; compiles and organizes geographic data from a variety of sources, assists with routine GIS layer database maintenance, responds to general user inquiries, and may provide basic technical user training on assigned systems and equipment.

### **DISTINGUISHING CHARACTERISTICS:**

This is an entry-level classification in the Geographic Information Systems Technician (GIS) series. Incumbents are expected to develop the knowledge and skills required to perform more difficult and independent GIS assignments as experience is gained. Positions in this class are allocated to the Information Services Department and perform a variety of basic technical duties in support of the County's GIS work. Work typically focuses on data maintenance, basic map and report production, and routine user support tasks that follow established procedures, with guidance available for non-routine problems or when interpretation of GIS standards and practices is required.

This classification is distinguished from GIS Technician II in that the latter is expected to perform the full range of technical GIS duties with greater independence, exercise a higher level of judgment in data development and quality control, and may serve as a technical resource to system users. It is further distinguished from the GIS Analyst class, which performs more advanced, analytical, and project-focused GIS work requiring a higher level of professional responsibility and decision-making.

Incumbents in this classification are expected to advance to the journey-level GIS Technician II within approximately one (1) year, as requisite skills and knowledge are developed, greater independence and a broader scope of responsibility are exercised. This includes taking on more complex assignments related to data development, quality control, and project support and is contingent on satisfactory performance demonstrating proficiency in meeting the qualifications of the higher classification. However, positions with a scope of work limited to more routine or repetitive duties may be permanently allocated at the GIS Technician I level.

### **SUPERVISION EXERCISED:**

Geographic Information Systems Technician I does not exercise supervision.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Provides technical GIS-related support, including assisting with the planning, development, maintenance, and operation of GIS data, maps, and related systems under the direction of more experienced staff.
- Compiles geographic data from County records and other sources, such as legal descriptions, surveys, land use records, topographic maps, roads, and development plans for use in GIS databases and map products.
- Assists in preparing and maintaining GIS datasets using specialized mapping applications and hardware; creates, edits, and updates spatial features and associated attribute data in accordance with established standards and procedures.
- Performs data entry and routine data conversion tasks; follows quality control procedures to help ensure the completeness, consistency, and accuracy of GIS data layers and related records.
- Uses GIS software and related tools to produce basic cartographic maps, reports, and graphics for County departments and the public; prepares standard layouts and map elements following adopted cartographic and formatting guidelines.
- Scans and indexes maps, plans, aerial photographs, and related source documents; assists with organizing, updating, and maintaining map and GIS reference files and digital archives.
- Assists with collecting geographic data in the field using Global Positioning System (GPS) equipment and mobile applications; performs basic post-processing and attribute updates as directed.

- Responds to routine GIS and mapping-related requests from County staff and the public; provides basic user assistance, information, and map interpretation, and refers more complex questions to higher-level staff as appropriate.
- Assists with installation, testing, and routine troubleshooting of GIS software, peripheral devices, and related equipment under guidance from more experienced staff.
- Participates in GIS projects and assignments as a team member; communicates with the supervisor regarding the status of assigned tasks, timelines, and issues encountered.
- Prepares and updates simple documentation, procedures, and user instructions related to assigned GIS data, maps, applications, or workflows.
- Perform other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- General office equipment
- Servers
- Geographic Information Systems software
- Mobile Field Data Collection Devices (i.e. Global Positioning Data [GPS], smartphone, tablet)

#### **MINIMUM QUALIFICATIONS REQUIRED**

##### **Education and Experience:**

An associate's degree from an accredited college or university, with major coursework in geographical information systems or a related field.

##### **Licenses and Certifications:**

A valid driver's license.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

##### **Knowledge of:**

- Basic principles, practices, and terminology of geographic information systems (GIS), cartography, and spatial data management.
- Introductory methods and techniques used in GIS technology support, including software and application installation, troubleshooting, and testing.
- Foundational principles of geography and map design, including layout, symbology, scale, and commonly accepted cartographic standards.
- Common sources and basic interpretation of geographic data, including legal descriptions, parcel maps, surveys, aerial imagery, and topographic information.
- Essential methods and techniques for GIS data entry, editing, digitizing, data conversion, and routine quality assurance/quality control.
- Fundamental concepts and practices of field data collection using GPS or mobile GIS tools.
- Basic principles of metadata and its role in documenting GIS datasets.
- Principles and practices of information technology customer service in a user-support environment.
- Basic concepts of programming and scripting as used in GIS software and automated workflows.
- Basic principles of database structure, relational database technology, and data management as applied to GIS applications.
- Current trends and general capabilities of GIS software and related technologies.
- Standard business software and modern office equipment, including word processing, spreadsheet, database, email, and internet applications.
- Methods and techniques for performing basic technical research, data compilation, and preparation of maps, tables, and simple reports or presentations.
- Applicable federal, state, and local policies and guidelines related to GIS data, including general concepts of data privacy and information security.
- Basic business arithmetic, including percentages, ratios, and decimals.

**Skill in:**

- Using tact, discretion, and initiative within established procedures and asking for guidance appropriately when issues fall outside standard practices.
- Communicating clearly and effectively, both orally and in writing, when collaborating with co-workers, other departments, and the public to share GIS information and support project goals.
- Identifying and describing basic GIS hardware, software, and data-related problems, and assisting in troubleshooting and resolving issues under direction from more experienced staff.
- Researching, compiling, and summarizing geographic and tabular information, including basic statistical or spatial data, from a variety of sources.
- Organizing and prioritizing work, time management, and coordinating tasks to meet project deadlines and ensure appropriate follow-up.
- Applying basic GIS and cartographic techniques to carry out assigned mapping, data maintenance, and spatial data tasks accurately and efficiently.
- Preparing clear and accurate maps, simple reports, correspondence, and other written or graphic materials related to assigned GIS work.

**Mental and Physical Abilities:**

- Read, analyze, and accurately interpret technical information, procedures, and applicable regulations at a basic to moderately complex level.
- Understand and carry out detailed written and oral instructions with close attention to detail and accuracy.
- Adapt to changing assignments and priorities in a dynamic work environment.
- Coordinate and perform multiple tasks simultaneously in a consistent, organized, and accurate manner.
- Investigate and evaluate information efficiently, draw logical conclusions, and recommend appropriate courses of action within established guidelines.
- Communicate technical and GIS-related concepts clearly and effectively to non-technical audiences in a timely and understandable manner.
- Interpret and reconcile information that includes both abstract and concrete data and variables.
- Establish and maintain effective working relationships with others.
- Resolve problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to: stand, walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. Some work may be performed in an outdoor or other environments where exposure to weather and/or dust can occur. The incumbent's working conditions are typically moderately quiet.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Geographic Information Systems Technician I

CLASS CODE: XXXX

DEPARTMENT: Information Services



REPORTS TO: Geographic Information Systems Coordinator  
FLSA STATUS: N  
CIVIL SERVICE: Yes  
BARGAINING UNIT: SEIU  
ADOPTED: 8/2026

History Notes:



## Geographic Information Systems Technician II Classification Specification

### **JOB SUMMARY:**

Under general supervision, performs a variety of journey-level technical duties in support of the County's geographic information systems (GIS), including independently preparing, revising, and maintaining moderate to complex geospatial datasets, maps, mapping-related records, and reports using established procedures and advanced automated GIS tools. Coordinates, performs, and documents routine and non-routine GIS layer and database maintenance; performs spatial and tabular queries and analyses in support of departmental projects; and ensures the accuracy, integrity, and consistency of assigned GIS data layers.

### **DISTINGUISHING CHARACTERISTICS:**

This is a journey-level classification in the Geographic Information Systems Technician (GIS) series. Incumbents in this classification are fully proficient to independently perform a wide range of technical GIS duties, including routine and moderately complex data development, maintenance, and quality control, as well as skilled map and report production and more specialized user support. Positions in this class are allocated to the Information Services Department and are expected to handle a broader variety of assignments, resolve non-routine problems, and ensure adherence to established GIS standards and procedures.

GIS Technician II is distinguished from GIS Technician I in that incumbents at this level perform more difficult and responsible technical work, exercise greater independent judgment in interpreting and applying GIS methods and standards and may provide technical guidance and training to GIS Technician I staff and other system users. This classification is further distinguished from the GIS Analyst class, which performs more advanced, analytical, and project-focused GIS work requiring a higher level of professional responsibility and decision-making.

### **SUPERVISION EXERCISED:**

Geographic Information Systems Technician II does not exercise supervision.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Provides journey-level technical GIS support, including participating in the planning, design, development, implementation, and ongoing operation of GIS data, maps, and related applications.
- Researches, interprets, and compiles a range of geographic and tabular data, including moderately complex datasets, from a variety of sources, such as legal descriptions, surveys, right-of-way documents, land use and development records, and topographic maps, for incorporation into GIS databases and map products.
- Prepares, develops, and maintains GIS datasets using specialized GIS and mapping applications; creates, edits, and manipulates vector and raster data and associated attributes; performs data conversion, integration, and advanced quality assurance/quality control to ensure data integrity and consistency.
- Designs and produces cartographic-quality maps, exhibits, and reports for use by County departments, boards and commissions, outside agencies, and the public; applies established cartographic standards for symbology, projection, scale, labeling, and layout.
- Plans and performs field data collection using GPS and mobile GIS tools; conducts site visits to verify locations, markers, and monuments; performs post-processing and integrates collected data into enterprise GIS layers.
- Provides technical support for the compilation, maintenance, display, and automation of geographic data; assists County departments, outside agencies, and system users with GIS/GPS issues, data extraction, map production, and spatial queries.
- Assists in the development and implementation of GIS standards and procedures
- Participates in and may lead components of GIS development projects; coordinates with departments, vendors, and contractors regarding requirements, schedules, data standards, and implementation activities.
- Assists with the installation, configuration, customization, and maintenance of GIS software, extensions, tools, and peripheral devices such as plotters, scanners, and GPS units; may support integration with related systems and databases.
- Develops and maintains documentation, procedures, metadata, and technical or user guides related to assigned GIS datasets, applications, and workflows.

- Provides training and technical guidance to GIS Technician I staff and other County users on GIS tools, data, standards, and procedures.
- Prepares and maintains a variety of records, correspondence, and reports related to GIS activities, projects, and data maintenance.
- Perform other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

- General office equipment
- Servers
- Geographic Information Systems software
- Mobile Field Data Collection Devices (i.e. Global Positioning Data [GPS], smartphone, tablet)

**MINIMUM QUALIFICATIONS REQUIRED**

**Education and Experience:**

An associate's degree from an accredited college or university, with major coursework in geographical information systems, or a related field.

**AND**

One (1) year as a Geographic Information Services Technician I with the County of Mendocino.

**OR**

A combination of related education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

A valid driver's license

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

- Principles, practices, and terminology of geographic information systems (GIS), cartography, and spatial data management at a journey level, including the use of GIS in enterprise and multi-department environments.
- Methods and techniques used in GIS technology support, including installation, configuration, troubleshooting, testing, and routine administration of GIS software, applications, extensions, and related hardware.
- Concepts of geography, cartography, and map design, including projections, coordinate systems, datums, advanced layout, symbology, scale, and commonly accepted cartographic and graphic presentation standards.
- Common sources of geographic data and their interpretation, including legal descriptions, parcel and subdivision maps, land records, engineering plans, surveys, aerial and satellite imagery, LiDAR, and other elevation or environmental datasets.
- Methods and techniques for GIS data creation, entry, editing, digitizing, data conversion, and quality assurance/quality control, including application of topology rules, data validation checks, and reconciliation of discrepancies.
- Concepts and practices of field data collection using GPS, mobile GIS tools, and related technologies, including coordinate accuracy, data logging, post-processing, and integration of field data into enterprise GIS databases.
- Principles and standards of metadata, including applicable GIS metadata schemas and best practices for documenting data lineage, accuracy, and usage constraints.
- Practices of user-support in GIS environments, including assessing needs, documenting requests, and communicating technical information clearly to all users.
- Programming and scripting concepts as used with GIS software and automated workflows for data processing, geoprocessing, and task automation.

- Foundations of database structure and relational database technology as applied to GIS, including table relationships, attribute normalization, queries and joins, and the basics of spatial databases and services from an application-user perspective.
- Current trends, capabilities, and limitations of GIS software, web mapping platforms, and related technologies, and how to effectively apply these tools to support business needs and decision-making within established strategies.
- Standard business software and office equipment, including word processing, spreadsheet, database, email, and internet applications used to support GIS projects and deliverables.
- Methods and techniques for technical research, spatial and tabular data compilation, analysis, and preparation of professional quality geospatial products and reports.
- Applicable federal, state, and local policies, laws, and guidelines related to GIS data, including concepts of data privacy, information security, public records, and data sharing in a public-sector setting.
- Business arithmetic and basic statistical concepts, including percentages, ratios, decimals, and simple descriptive statistics as applied to spatial and tabular data.

**Skill in:**

- Using tact, discretion, initiative, and sound independent judgment within established policies and standards, and recognizing when issues require elevation to higher-level staff or management.
- Identifying, diagnosing, and resolving a variety of GIS-related hardware, software, data, and workflow problems, and recommending practical, well-documented solutions or workarounds to users.
- Investigating, evaluating, and synthesizing technical, spatial, and tabular information; identifying issues or inconsistencies; drawing logical conclusions; and recommending appropriate courses of action with limited guidance.
- Researching, compiling, and summarizing geographic and tabular information, including performing basic to intermediate spatial and statistical analyses and presenting results in a clear, usable form for decisionmakers.
- Responding to and prioritizing customer and staff requests for GIS maps, data, analyses, and information, balancing multiple concurrent requests while maintaining a high level of service and data quality.
- Organizing and coordinating work across multiple concurrent GIS projects, setting priorities, estimating effort, meeting critical deadlines, and adjusting work plans in response to changing assignments, technologies, and business needs with minimal direction.
- Applying GIS, cartographic, and data management techniques to design and produce accurate, publication-quality maps, datasets, and other geospatial products that meet user and project requirements.
- Using programming, scripting, or model-building tools to automate routine GIS tasks, perform data quality checks, and streamline or standardize workflows where appropriate.
- Communicating clearly and effectively, both orally and in writing; preparing clear, well-organized maps, reports, documentation, and other materials; and establishing and maintaining effective working relationships with technical and non-technical users, project teams, departments, outside agencies, and the public.

**Mental and Physical Abilities:**

- Read, analyze, and interpret moderately complex technical information, procedures, plans, and applicable regulations related to GIS, land records, and information systems, and apply that information appropriately to assigned work.
- Understand, interpret, and carry out written and oral instructions, project requirements, and user requests with a high degree of attention to detail, accuracy, and completeness.
- Coordinate, prioritize, and perform multiple tasks and projects simultaneously in a consistent, organized, and accurate manner under time constraints.
- Communicate technical and GIS-related concepts, requirements, limitations, and results clearly and effectively, in a timely and understandable manner, to non-technical and technical audiences.
- Establish and maintain effective working relationships with others.
- Resolve problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to: stand, walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Geographic Information Systems Technician II

CLASS CODE: XXXX

DEPARTMENT: Information Services

REPORTS TO: Geographic Information Systems Coordinator

FLSA STATUS: N

CIVIL SERVICE: Yes

BARGAINING UNIT: SEIU

ADOPTED: 8/2026

History Notes:



## Geographic Information Systems Analyst I Classification Specification

### **JOB SUMMARY:**

Under general supervision, performs professional geographic information systems (GIS) analysis, application configuration, and data management in support of County departments within the Information Technology Department; assists in the design, development, implementation, and maintenance of GIS databases, mapping layers, web and desktop GIS applications, and related services; performs spatial and tabular data analyses to support decision-making, reporting, and operational needs; provides technical support and consultation to staff on assigned GIS data applications, and tools participates in GIS data integration, quality control processes, and documentation, and in GIS project implementation activities.

### **DISTINGUISHING CHARACTERISTICS:**

The Geographic Information Systems (GIS) Analyst I is the introductory level in the GIS Analyst series. Positions in this class are expected to exercise increasing professional judgment and independence in planning and completing GIS assignments within established standards and procedures.

GIS Analyst I is distinguished from the GIS Technician I and II in that the GIS Analyst I class is responsible for analyzing and interpreting business needs, designing and configuring GIS solutions, and performing more complex spatial analysis, whereas GIS Technicians focus on data creation and maintenance, mapping, and routine to advanced GIS support using established tools and standards. GIS Analyst I is distinguished from GIS Analyst II in that the latter functions with a higher degree of independence, performs complex and specialized GIS work, and regularly serves as a project lead on larger or cross-departmental initiatives, providing lead technical direction to GIS Technician I and II and GIS Analyst I staff.

### **SUPERVISION EXERCISED:**

No supervision exercised. Incumbents may provide technical assistance, training, and assignment-level guidance to GIS Technician I and II.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Participates in the planning, design, implementation, and ongoing administration of the County's GIS databases, mapping layers, and related applications, and may lead specific assigned tasks or project components, ensuring that data structures and services support County operational and decision-making needs.
- Performs spatial and tabular analyses using GIS and related tools; develops methodologies, models, and workflows to answer policy, operational, and planning questions for County departments, and documents assumptions and results in maps, dashboards, and analytical reports.
- Designs, develops, configures, and maintains GIS applications, map services, and tools (such as web maps, field data collection solutions, and custom queries) to meet user requirements, improve business processes, and integrate GIS capabilities with other County systems.
- Coordinates and performs advanced GIS data development, integration, and quality assurance/quality control activities, including complex editing, database workflows, data conversion, and reconciliation of information from multiple internal and external sources.
- Provides technical guidance to GIS Technician I/II staff on assigned projects; may assist with planning, reviewing, and coordinating technical work to ensure consistency with adopted GIS policies, procedures, and best practices.
- Collaborates with departments to identify opportunities to apply GIS to program operations; participates in GIS-related projects from concept through implementation, including understanding, customer needs, gathering requirements, solution design, configuration, testing, rollout, and post-implementation support.
- Assists with the administration and monitoring of GIS environments in coordination with IT infrastructure staff, including user access, performance, security, and backup processes; participates in the integration of GIS with other County information systems and databases.

- Assists in developing and maintaining GIS standards, procedures, and documentation, including data models, metadata, naming conventions, cartographic standards, and workflow guides for County users and GIS Technician staff, under the guidance of the GIS Coordinator and higher-level staff.
- Provides advanced customer support and consultation to County staff on the use of GIS data, applications, and analytical tools; troubleshoots complex GIS-related issues and recommends or implements corrective actions.
- Prepares and delivers training, presentations, and technical materials to GIS users and management on new or enhanced GIS tools, datasets, and capabilities; promotes consistent and effective use of GIS across the organization.
- Serves as a GIS liaison to assigned County departments and external partners; participates in GIS governance activities and helps align assigned projects and services with broader County objectives.
- Researches and evaluates new GIS technologies, tools, and data sources; analyzes potential benefits, impacts, and integration requirements; and provides recommendations regarding adoption and configuration to enhance the County's GIS capabilities.
- Assists in the preparation of technical specifications, statements of work, and requests for proposals for GIS software, data, and consulting services; participates in the evaluation of vendor proposals and in monitoring contractor deliverables for GIS projects.
- Provides technical input for GIS-related budget requests and funding proposals by identifying resource needs, licensing and infrastructure requirements, and anticipated benefits of new or expanded GIS initiatives.
- Monitors developments in legislation, regulations, and industry standards related to GIS, spatial data, and information security; assists in recommending updates to GIS practices and standards to maintain compliance and keep the program current and effective.
- Prepares and maintains records, technical reports, maps, and other documentation related to GIS projects, data maintenance, system changes, and program activities.
- Perform other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

- General office equipment
- Servers
- Geographic Information Systems software
- Mobile Field Data Collection Devices (i.e. Global Positioning Data [GPS], smartphone, tablet)

**MINIMUM QUALIFICATIONS REQUIRED**

**Education and Experience:**

A bachelor's degree from an accredited four-year college or university with major coursework in geography, engineering, architecture, computer science, information systems, or a related field;

**AND**

Two (2) years of progressively responsible professional GIS experience performing GIS data creation and maintenance, cartographic production, and spatial analysis, including experience equivalent to Geographic Information Systems Technician II with Mendocino County or a similar organization.

**OR**

A combination of related education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

A valid driver's license

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

- Principles and concepts of geography, cartography, and geospatial analysis, including coordinate systems, projections, geocoding, and interpretation of mapped and tabular data.

- Functions, capabilities, and typical components of Geographic Information Systems, including desktop, web, mobile, and server-based GIS environments and their role in supporting organizational decision-making.
- Design and development of GIS databases, including basic data modeling, normalization, versioning, topology, and integration with relational database management systems.
- Methods and techniques for spatial and tabular analysis, including geo-processing, overlay, buffering, spatial querying, and the synthesis of analytical results into maps, dashboards, and reports.
- Principles and practices of GIS application configuration and development, including use of scripting and programming tools to automate processes, build tools, and integration with enterprise business systems.
- General information technology and networking concepts related to GIS, including servers, storage, operating systems, security, cloud or virtual environments, and connectivity for multi-user GIS systems.
- Methods of conducting business process and user-needs analysis, documenting functional and technical requirements, and translating them into effective GIS solutions, applications, and data products.
- Principles, methods, and techniques of systems analysis, design, implementation, and integration, including the interrelationships between GIS and other enterprise applications such as permitting, asset management, land records, and public safety systems.
- Fundamentals of project management for technology and GIS initiatives, including estimating scope and effort, scheduling, coordinating resources, and monitoring progress and deliverables, including budgeting, procurement, and vendor coordination.
- Techniques and tools for research, data collection, basic statistical or quantitative analysis, and preparation of technical reports, visualizations, and other decision-support materials.
- Principles and practices of customer service, training, and user support in a technical environment, including communicating complex or analytical GIS concepts clearly to non-technical users and stakeholders.
- Applicable federal, state, and local laws, regulations, standards, and policies related to information technology, spatial data, data privacy and security, records retention, and public access to information.
- Standard office and business software, including word processing, spreadsheet, presentation, and database applications, and their use in supporting GIS workflows and documentation.
- Basic and intermediate business mathematics, including percentages, ratios, and decimals, sufficient to perform cost estimates, interpret statistical outputs, and support project and budget analysis.

**Skill in:**

- Using tact, discretion, initiative, and independent judgment within established policies, standards, and legal/ethical guidelines.
- Applying analytical and critical-thinking skills to evaluate business processes, identify opportunities for GIS automation or improvement, and recommend or implement changes.
- Utilizing GIS technology, data, and applications to analyze departmental and program needs and develop effective solutions that support organizational goals.
- Designing and executing spatial and tabular analyses, interpreting results, and translating analytical findings into maps, reports, dashboards, and recommendations for decisionmakers.
- Researching, compiling, and summarizing geographic and tabular information, including statistical or quantitative data, from multiple sources to support planning, reporting, and project work.
- Analyzing and resolving GIS and technology-related problems and customer requests, including diagnosing data, application, and configuration issues and identifying appropriate corrective actions.
- Preparing basic cost estimates, cost/benefit analyses, and budget inputs for GIS projects, software, data, and infrastructure, and articulating the impacts of alternative solutions.
- Planning, organizing, and coordinating assigned GIS tasks and project activities, including providing technical guidance to GIS Technician staff.
- Principles and practices of working within a technical team environment, including coordinating work, sharing information, and supporting the development of GIS Technician staff through technical guidance and mentoring.
- Providing day-to-day technical support, mentoring, and informal coaching to GIS users and technician staff, and contributing to a collaborative, service-oriented team environment.
- Communicating clearly and effectively, both orally and in writing, with technical and non-technical audiences, including explaining complex or analytical GIS concepts in understandable terms.
- Preparing clear, concise, and well-structured reports, correspondence, technical documentation, maps, and other written or graphic materials.
- Establishing and maintaining effective working relationships with staff, management, other departments, outside agencies, vendors, and the public in a customer-service-oriented environment.



**Mental and Physical Abilities:**

- Organize and prioritize work, remain focused, and meet deadlines in both routine and time-sensitive situations.
- Read, analyze, and interpret technical information, including professional journals, technical documentation, diagrams, and applicable regulations or standards, and apply it to County GIS environments.
- Understand, interpret, and carry out written and oral instructions with close attention to detail, accuracy, and completeness.
- Adapt to changing assignments, priorities, technologies, and stakeholder needs, and adjust work plans accordingly in a dynamic environment.
- Work cooperatively and effectively with staff, management, vendors, outside agencies, and the public to achieve shared objectives.
- Coordinate and perform multiple tasks and projects simultaneously in a consistent, organized, and accurate manner.
- Analyze information and situations logically, evaluate alternatives, and develop or recommend appropriate courses of action.
- Communicate technical and analytical GIS concepts clearly and in a timely manner to non-technical managers, policy makers, and staff, both orally and in writing.
- Sit or stand for extended periods, operate a computer and standard office equipment, and occasionally lift, carry, push, or pull materials and equipment consistent with typical office and light field duties.
- Establish and maintain effective working relationships with others.
- Resolve problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to: stand, walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Geographic Information Systems Analyst I  
CLASS CODE: XXXX  
DEPARTMENT: Information Services  
REPORTS TO: Geographic Information Systems Coordinator  
FLSA STATUS: N  
CIVIL SERVICE: Yes  
BARGAINING UNIT: SEIU  
ADOPTED: 8/2026

History Notes:



## PROPOSED NEW CLASSIFICATION

### Geographic Information Systems Analyst II Classification Specification

#### **JOB SUMMARY:**

Under direction, performs journey-level professional geographic information systems (GIS) analysis, application configuration and development, enterprise data management, and project leadership work in support of County departments within the Information Technology Department; leads the design, development, implementation, and maintenance of GIS databases, mapping layers, web and desktop GIS applications, and related services at the journey level of the Analyst series; plans, executes, and reviews complex spatial and tabular data analyses to support County operational, regulatory, planning, and decision-making needs; provides lead direction to GIS Technician and GIS Analyst I staff on assigned projects and functional areas.

#### **DISTINGUISHING CHARACTERISTICS:**

The Geographic Information Systems (GIS) Analyst II is the journey-level classification in the professional GIS Analyst series. Positions in the class are expected to exercise a high degree of professional judgment, technical expertise, and independence in planning, prioritizing, and completing work within established policies, standards, and objectives.

GIS Analyst II is distinguished from the GIS Analyst I in that the GIS Analyst II performs more complex and specialized GIS work; regularly leads major, cross-departmental, or high-impact projects. This class is distinguished from the GIS Coordinator in that the Coordinator provides countywide leadership and coordination of GIS initiatives, establishes standards and best practices, oversees enterprise GIS resources, and has formal supervisory responsibility.

#### **SUPERVISION EXERCISED:**

No supervision exercised. Incumbents may provide lead technical direction to GIS Technician I and II and GIS Analyst I.

#### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Leads the planning, design, implementation, and ongoing administration of the County's GIS databases, mapping layers, and related applications, ensuring that data structures and services effectively support Countywide operational, regulatory, and decision-making needs.
- Plans, performs, and reviews spatial and tabular analyses using GIS and related tools; designs methodologies, models, and workflows to address high-priority policy, operational, and planning questions, and presents findings and assumptions in maps, dashboards, and analytical reports for managers and decision-makers.
- Leads the design, development, configuration, and maintenance of GIS applications, map services, and tools (such as web maps, field data collection solutions, custom queries, and integrations) to meet evolving user requirements, streamline business processes, and integrate GIS capabilities with other County systems.
- Oversees and performs advanced GIS data development, integration, and quality assurance/quality control activities, including complex editing, database workflows, data conversion, and reconciliation of information from multiple internal and external sources, and provides guidance on data management best practices.
- Provides lead technical direction, training, and assignment-level guidance to Geographic Information Systems Technician I/II and Geographic Information Systems Analyst I staff; plans, organizes, and reviews their work on assigned projects to ensure adherence to established GIS policies, procedures, and standards.
- Leads and coordinates GIS-related projects from concept through implementation, including business process review, requirements gathering, solution design, configuration, testing, rollout, change management, and post-implementation support.
- Administers and monitors GIS environments in coordination with IT infrastructure staff, including user access, performance, security, and backup processes; leads the integration of GIS with other County information systems, databases, and cloud or hosted services.

- Develops, implements, and helps enforce GIS standards, procedures, and documentation, including data models, metadata, naming conventions, cartographic standards, and workflow guides, and provides expert consultation on their application across departments.
- Provides high-level customer support and consultation to County staff and management on the use of GIS data, applications, and analytical tools; troubleshoots and resolves the most complex GIS-related issues and coordinates corrective actions with IT and vendor resources as needed.
- Designs and delivers training, presentations, and technical materials to GIS users, managers, and stakeholders on existing and emerging GIS tools, datasets, and capabilities; promotes consistent, effective, and innovative use of GIS across the organization.
- Serves as a primary GIS liaison for assigned departments, committees, and external partners; leads or plays a key role in GIS governance activities and helps align GIS priorities, standards, and projects with broader County objectives and initiatives.
- Leads research and evaluation of new GIS technologies, tools, and data sources; assesses potential benefits, impacts, and integration requirements; and develops recommendations and implementation strategies to enhance the County's GIS capabilities.
- Leads or participates in the preparation of technical specifications, statements of work, and requests for proposals for GIS software, data, and consulting services; leads or participates in the evaluation of vendor proposals and the technical oversight of contractor deliverables for GIS projects.
- Provides advanced technical input for GIS-related budget requests and funding proposals by estimating resource needs, licensing and infrastructure requirements, and anticipated benefits and risks of new or expanded GIS initiatives.
- Monitors developments in legislation, regulations, and industry standards related to GIS, spatial data, cybersecurity, and information management; recommends updates to GIS practices, standards, and controls to maintain compliance and keep the program current and effective.
- Prepares and maintains complex records, technical reports, maps, diagrams, and other documentation related to GIS projects, data maintenance, system changes, security and access controls, and program activities.
- Perform other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- General office equipment
- Servers
- Geographic Information Systems software
- Mobile Field Data Collection Devices (i.e. Global Positioning Data [GPS], smartphone, tablet)

#### **MINIMUM QUALIFICATIONS REQUIRED**

##### **Education and Experience:**

A bachelor's degree from an accredited four-year college or university with major coursework in geography, engineering, architecture, computer science, information systems, or a related field;

##### **AND**

Three (3) years of progressively responsible professional GIS experience that included the analysis, development, enhancement, and maintenance of GIS systems and the provision of GIS customer service.

##### **OR**

A combination of related education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

##### **Licenses and Certifications:**

A valid driver's license

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

- Advanced principles and concepts of geography, cartography, and geospatial analysis, including complex coordinate system and projection issues, geocoding strategies, and interpretation of large or complex mapped and tabular datasets.
- Functions, capabilities, architecture, and integration patterns of Geographic Information Systems, including desktop, web, mobile, and server-based GIS environments and their role in supporting Countywide decision-making and enterprise business processes.
- Design, development, and administration of enterprise GIS databases, including advanced data modeling, normalization, versioning, topology, performance optimization, and integration with relational database management systems.
- Advanced methods and techniques for spatial and tabular analysis, including complex geo-processing models, overlay and network analysis, raster processing, and the synthesis of analytical results into maps, dashboards, and reports for executive-level and operational decision-making.
- Principles and practices of GIS application configuration and development, including use of scripting and programming tools to automate complex workflows, develop custom tools, and integration with enterprise business systems.
- Information technology and networking concepts as they relate to enterprise GIS, including servers, storage, operating systems, security, cloud or virtual environments, and connectivity and performance considerations for multi-user and distributed GIS systems.
- Principles of public and business administration as applied to GIS programs, including planning, budgeting, procurement, and contract and vendor management for software, data, and consulting services.
- Principles and practices of providing lead direction in a technical team environment, including planning and coordinating work, sharing information, and supporting the development of GIS Technician and GIS Analyst I staff through technical guidance and mentoring.
- Methods for conducting complex business process and user-needs analyses, documenting functional and technical requirements, and translating them into effective, scalable GIS solutions, applications, and data products.
- Principles, methods, and techniques of systems analysis, design, implementation, and integration, including advanced understanding of the interrelationships between GIS and other enterprise applications such as permitting, asset management, land records, and public safety systems.
- Project management principles and practices for technology and GIS initiatives, including defining scope and objectives, estimating effort and resources, scheduling, risk management, stakeholder communication, and monitoring progress and deliverables.
- Techniques and tools for research, data collection, statistical or quantitative analysis, and preparation of complex technical reports, visualizations, and other decision-support materials.
- Principles and practices of customer service, training, and user support in a technical environment, including communicating complex or analytical GIS concepts clearly to non-technical users, managers, and policy makers.
- Applicable federal, state, and local laws, regulations, standards, and policies related to information technology, spatial data, data privacy and security, records retention, cybersecurity, and public access to information.
- Standard office and business software, including word processing, spreadsheet, presentation, and database applications, and their use in managing GIS projects, documentation, and reporting.
- Business mathematics and quantitative reasoning, including percentages, ratios, and basic statistics, sufficient to perform cost estimates, evaluate cost/benefit and return-on-investment analyses, interpret analytical outputs, and support project and budget analysis.

**Skill in:**

- Utilizing advanced GIS technology, data, and applications to analyze complex departmental and program needs and develop effective, scalable solutions that support organizational goals.
- Designing, executing, and reviewing complex spatial and tabular analyses, interpreting results, and translating analytical findings into maps, reports, dashboards, and recommendations for managers and decision-makers.
- Diagnosing and resolving the most complex GIS and technology-related problems and customer requests, including data, application, integration, and configuration issues, and coordinating appropriate corrective actions with IT staff and vendors.
- Preparing detailed cost estimates, cost/benefit analyses, and budget inputs for GIS projects, software, data, and infrastructure, and clearly articulating the impacts, risks, and trade-offs of alternative solutions.

- Researching, compiling, and synthesizing geographic and tabular information, including statistical or quantitative data, from multiple internal and external sources to support high-priority planning, reporting, and project work.
- Planning, organizing, and leading GIS tasks and project activities, including assigning and reviewing work, providing lead technical directions to GIS Technician and GIS Analyst I staff, and ensuring adherence to established standards and procedures.
- Providing advanced technical support, mentoring, and coaching to GIS users, technicians, and junior analysts, and fostering a collaborative, service-oriented, and continuous-improvement team environment.
- Applying strong analytical and critical-thinking skills to evaluate business processes, identify and prioritize opportunities for GIS automation or improvement, and design and implement effective changes.
- Organizing work, setting priorities, and managing multiple complex projects and deadlines concurrently, while exercising a high degree of independence and accountability.
- Using tact, discretion, initiative, and independent judgment in dealing with sensitive or complex situations within established policies, standards, and legal/ethical guidelines.
- Communicating clearly, persuasively, and effectively, both orally and in writing, with technical and non-technical audiences, including explaining complex or analytical GIS concepts, trade-offs, and recommendations in understandable terms.
- Preparing clear, concise, and well-structured reports, correspondence, technical documentation, maps, diagrams, and other written or graphic materials for a variety of audiences.
- Establishing and maintaining effective working relationships with staff, management, other departments, outside agencies, vendors, and the public in a customer-service-oriented and politically sensitive environment.

#### **Mental and Physical Abilities:**

- Organize and prioritize complex work assignments, remain focused, and meet deadlines in both routine and high-pressure, time-sensitive situations.
- Read, analyze, and interpret complex technical information, including professional journals, technical documentation, diagrams, and applicable regulations or standards, and apply it to the design and administration of County GIS environments.
- Understand, interpret, and carry out written and oral instructions, policies, and technical specifications with close attention to detail, accuracy, and completeness.
- Anticipate and adapt to changing assignments, priorities, technologies, and stakeholder needs, and adjust work plans and project approaches accordingly in a dynamic environment.
- Work cooperatively and effectively with staff, management, vendors, outside agencies, and the public to achieve shared objectives on cross-departmental or high-impact projects.
- Coordinate and perform multiple complex tasks and projects simultaneously in a consistent, organized, and accurate manner, while monitoring dependencies and risks.
- Analyze information and situations logically and strategically, evaluate alternatives, and develop or recommend appropriate courses of action, including complex or sensitive issues.
- Communicate technical and analytical GIS concepts, options, and recommendations clearly, persuasively, and in a timely manner to non-technical managers, policy makers, and staff, both orally and in writing.
- Sit or stand for extended periods, operate a computer and standard office equipment, and occasionally lift, carry, push, or pull materials and equipment consistent with typical office and light field duties.
- Establish and maintain effective working relationships with others.
- Resolve problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to: stand, walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

#### **Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is

not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Geographic Information Systems Analyst II

CLASS CODE: XXXX

DEPARTMENT: Information Services

REPORTS TO: Geographic Information Systems Coordinator

FLSA STATUS: N

CIVIL SERVICE: Yes

BARGAINING UNIT: SEIU

ADOPTED: 08/2026

History Notes:



Mendocino County Human Resources Department  
Cherie Johnson, Director

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MEMORANDUM

To: Civil Service Commission  
From: Brandy Dalzell, HR Manager  
Date: August 19, 2026  
Re: Probation – Classification Specification Modifications

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**RECOMMENDED MOTIONS:**

It is recommended that the Commission approve the classification specification modifications for:

- Supervising Deputy Probation Officer
- Deputy Probation Officer III
- Deputy Probation Officer II
- Deputy Probation Officer I
- Supervising Youth Correction Officer
- Youth Corrections Officer

**SUMMARY OF RECOMMENDED ACTIONS:**

Human Resources recommends the Commission approve the classification specification modifications below; or as modified by the Commission:

- Supervising Deputy Probation Officer
- Deputy Probation Officer III
- Deputy Probation Officer II
- Deputy Probation Officer I
- Supervising Youth Correction Officer
- Youth Corrections Officer

**BACKGROUND & ANALYSIS:**

Human Resources worked with the Probation Department to review the Deputy Probation Officer classification series and the Youth Correction Officer series. Following the review, Human Resources recommends several revisions for all existing Deputy Probation Officer and Youth Corrections classification specifications. The modifications include updating the minimum qualifications for clarity, while maintaining a promotional career path within the department, and those that require certain licenses and or certifications have been updated with specific language addressing the timeframe in which licenses or certifications must be obtained.

Additional revisions include updates to the Job Summary, Distinguishing Characteristics, as well as Knowledge, Skills, and Abilities sections of each classification specification. Collectively, these changes improve the clarity, consistency, and overall quality of the classification specifications.





PROPOSED FINAL DRAFT

## Supervising Deputy Probation Officer Classification Specification

### **JOB SUMMARY:**

Under general supervision, primary responsibilities are to perform difficult, complex, specialized, and highly sensitive assignments; plan, supervise, review, and evaluate the work of subordinate Probation Officers; train and monitor staff within an assigned unit; coordinate programs and activities; and to participate in the investigation and supervision of juvenile and/or adult probation cases.

### **DISTINGUISHING CHARACTERISTICS:**

This sworn peace officer is a first-line supervisory classification in the Probation Officer Series. Incumbents in this classification exercise full first-line supervisory responsibilities over assigned staff and for the activities of the unit. This position is that of a working supervisor. This class is distinguished from the Deputy Probation Officer III by its performance of the most complex and/or sensitive duties, and by the supervision of subordinate Probation Officers. This classification is distinguished from the Assistant Superintendent by the latter's management and oversight of programs and supervisors.

### **SUPERVISION EXERCISED:**

Exercises direct supervision of assigned staff.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following)*

- Carry out supervisory responsibility in accordance with policies, procedures, and applicable laws, including: training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.
- Provide direction, instruction, and guidance to subordinate professionals in the management of their casework.
- Review, modify, and approve court reports and recommendations prepared by subordinate professionals.
- Assign new cases to subordinate professionals; approve case transfers from one Probation Officer to another.
- Assist subordinate Probation Officers with interpretations of technical and legal matters; provide consultation and training where required in the preparation of court reports and recommendations.
- Perform project work and specialized studies in efforts to improve caseload management; implement new projects and programs.
- Perform the more sensitive and difficult court assignment and supervision cases, requiring the application of considerable knowledge, skill, and judgment.
- Assist in the development and implementation of unit policies and procedures.
- Communicate with a wide variety of agencies, probation departments, law enforcement agencies, or other organizations to arrange and maintain needed services for probationers.
- Communicate with Sheriff's Office, Police Department, District Attorney's Office, Probation Department, and/or social service agencies on crime investigation and prevention.
- Intervene in crisis situations; counsel with probationers and/or family members; communicate with involved community and/or private agencies; make referrals as required.
- Compile, investigate, verify, and present reports on personal, social, educational, financial, health, and/or prior criminal involvement of probationers.
- Maintain records; prepare and process various reports and court documents as needed.
- Conduct presentations to community groups, organizations, or others as assigned.
- Represent the department in proceedings before the court.
- Maintain and upgrade professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Serve on various boards and committees as directed.
- Serve as Probation Division Manager in his/her absence.
- Perform other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- Vehicle
- Dictaphone
- Radio
- Pepper Spray
- Hand Cuffs
- Firearms

**MINIMUM QUALIFICATIONS REQUIRED****Education and Experience:**

Associate degree from an accredited college or university in criminal justice, behavioral science, or a related field.

**And**

Three (3) years of progressively responsible related experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work.

**Substitution:**

A combination of related education, training, and experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work may be substituted for the education at a rate of two (2) years of experience for each year of education required.

**Licenses and Certifications:**

- Valid Driver's License
- Penal Code 832
- Board of State and Community Corrections (BSCC) Standards and Training (STC) - Probation Officer Core Course, or applicable substitution as defined by BSCC.
- Board of State and Community Corrections (BSCC) Standards and Training for Corrections (STC) – Supervisor Core Course, or applicable substitution as defined by BSCC. *(within the first year of the job assignment.)*

*Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.*

**Special Requirements:**

Must be able to meet physical and psychological standards and pass a detailed background investigation.

Must meet and maintain all statutory requirements for appointment and continued service as a California peace officer throughout employment.

**KNOWLEDGE, SKILLS, AND ABILITIES****Knowledge of:**

- Principles of human behavior and applied psychology.
- Principles and techniques of interviewing and casework.
- Administrative principles and practices, including goal setting and implementation.
- Administration of staff and activities.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.
- Record keeping, report preparation, filing methods, and records management techniques.
- Methods and techniques of research, statistical analysis and report presentation.
- All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence, and other written materials.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks.
- Understanding, interpreting, and communicating complicated policies, procedures, and protocols.
- Communicating clearly and effectively, both orally and in writing.

**Mental and Physical Abilities:**

- Establish and maintain effective working relationships with a variety of individuals.
- Write reports and correspondence.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Speak effectively before groups and respond to questions.
- Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and lift and/or move up to 50 pounds.
- While performing the essential functions of this job, the employee is occasionally required to lift and/or move over 100 pounds, and arrest, detain, and/or physically restrain clients.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Supervising Deputy Probation Officer

CLASS CODE: 6013

DEPARTMENT: Probation

REPORTS TO: Probation Division Manager

FLSA STATUS: N

CIVIL SERVICE: Yes

BARGAINING UNIT: MCPEA

ADOPTED: 01/17; REV: 01/18

History Notes:





## PROPOSED REVISIONS

### Supervising Deputy Probation Officer Classification Specification

#### **JOB SUMMARY:**

Under general supervision, primary responsibilities are to perform difficult, complex, specialized, and highly sensitive assignments; plan, supervise, review, and evaluate the work of subordinate Probation Officers; train and monitor staff within an assigned unit; coordinate programs and activities; and to participate in the investigation and supervision of juvenile and/or adult probation cases.

#### **DISTINGUISHING CHARACTERISTICS:**

This sworn peace officer is a first-line supervisory classification in the Probation Officer Series. Incumbents in this classification exercise full first-line supervisory responsibilities over assigned staff and for the activities of the unit. This position is that of a working supervisor. This class is distinguished from the Deputy Probation Officer III by its performance of the most complex and/or sensitive duties, and by the supervision of subordinate Probation Officers. This classification is distinguished from the ~~Probation Division Manager~~ [Assistant Superintendent](#) by the latter's management and oversight of ~~a division of the department~~ [programs and supervisors.](#)

#### **SUPERVISION EXERCISED:**

Exercises direct supervision ~~over~~[of](#) assigned staff.

#### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following)*

- Carry out supervisory responsibility in accordance with policies, procedures, and applicable laws, including: training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.
- Provide direction, instruction, and guidance to subordinate professionals in the management of their casework.
- Review, modify, and approve court reports and recommendations prepared by subordinate professionals.
- Assign new cases to subordinate professionals; approve case transfers from one Probation Officer to another.
- Assist subordinate Probation Officers with interpretations of technical and legal matters; provide consultation and training where required in the preparation of court reports and recommendations.
- Perform project work and specialized studies in efforts to improve caseload management; implement new projects and programs.
- Perform the more sensitive and difficult court assignment and supervision cases, requiring the application of considerable knowledge, skill, and judgment.
- Assist in the development and implementation of unit policies and procedures.
- Communicate with a wide variety of agencies, probation departments, law enforcement agencies, or other organizations to arrange and maintain needed services for probationers.
- Communicate with Sheriff's Office, Police Department, District Attorney's Office, Probation Department, and/or social service agencies on crime investigation and prevention.
- Intervene in crisis situations; counsel with probationers and/or family members; communicate with involved community and/or private agencies; make referrals as required.
- Compile, investigate, verify, and present reports on personal, social, educational, financial, health, and/or prior criminal involvement of probationers.
- Maintain records; prepare and process various reports and court documents as needed.
- Conduct presentations to community groups, organizations, or others as assigned.
- Represent the department in proceedings before the court.
- Maintain and upgrade professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Serve on various boards and committees as directed.
- Serve as Probation Division Manager in his/her absence.
- Perform other related duties as assigned.

## **MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- ~~Computer~~
- Vehicle
- Dictaphone
- Radio
- Pepper Spray
- Hand Cuffs
- Firearms

## **MINIMUM QUALIFICATIONS REQUIRED**

### **Education and Experience:**

Associate degree from an accredited college or university in criminal justice, behavioral science, or a related field.

### **And**

Three (3) years of progressively responsible related experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work, and one (1) year of experience that is the equivalent to that of Deputy Probation Officer III with Mendocino County; or, an associate degree as stated above, and three (3) years of experience that is equivalent to Deputy Probation Officer II with Mendocino County. A bachelor's degree in a related field is desired.

### **~~Education Substitution:~~**

A combination of related education, training, and experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work may be substituted for the education at a rate of two (2) years of experience for each year of education required.

### **Licenses and Certifications:**

- Valid Driver's License
- Penal Code 832
- Board of State and Community Corrections Authority (BSCC) Standards and Training (STC) - Probation Officer Core Course, or applicable substitution as defined by BSCC.
- ~~State Corrections Authority STC Probation Supervisor Core Course, or applicable substitution as defined by the Board of State and Community Corrections (within first year of job assignment)~~
  - Board of State and Community Corrections (BSCC) Standards and Training for Corrections (STC) – Supervisor Core Course, or applicable substitution as defined by BSCC. (within the first year of the job assignment.)

Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.

### **Special Requirements:**

Must be able to meet physical and psychological standards and pass a detailed background investigation.

Must meet and maintain all statutory requirements for appointment and continued service as a California peace officer throughout employment.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

- Principles of human behavior and applied psychology.
- Principles and techniques of interviewing and casework.
- Administrative principles and practices, including goal setting and implementation.
- Administration of staff and activities.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.
- Record keeping, report preparation, filing methods, and records management techniques.
- Methods and techniques of research, statistical analysis and report presentation.
- All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence, and other written materials.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks.
- Understanding, interpreting, and communicating complicated policies, procedures, and protocols.
- Communicating clearly and effectively, both orally and in writing.

**Mental and Physical Abilities:**

- Establish and maintain effective working relationships with a variety of individuals.
- Write reports and correspondence.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Speak effectively before groups and respond to questions.
- Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception ~~and discrimination~~; and lift and/or move up to 50 pounds.
- While performing the essential functions of this job, the employee is occasionally required to lift and/or move over 100 pounds, and arrest, detain, and/or physically restrain clients.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Supervising Deputy Probation Officer

CLASS CODE: 6013

DEPARTMENT: Probation  
REPORTS TO: Probation Division Manager  
FLSA STATUS: N  
CIVIL SERVICE: Yes  
BARGAINING UNIT: MCPEA  
ADOPTED: 01/17; REV: 01/18

History Notes:





## PROPOSED REVISIONS

### Deputy Probation Officer III Classification Specification

#### **JOB SUMMARY:**

Under general supervision, primary responsibilities are to perform difficult, complex, and highly sensitive assignments, and to participate in the investigation and supervision of juvenile and/or adult probation cases. Serves as lead worker and provides training to subordinate Probation Officers.

#### **DISTINGUISHING CHARACTERISTICS:**

This sworn peace officer is the advanced journey-level classification in the Probation Officer Series. This classification is distinguished from the Deputy Probation Officer I and II by the performance of complex and/or sensitive duties and by lead work. This classification is distinguished from the Supervising Deputy Probation Officer by the latter's supervision of subordinate Probation Officers and performance of the most complex and/or sensitive duties.

#### **SUPERVISION EXERCISED:**

Exercises no supervision. Serves as lead worker over subordinate Probation Officers. May participate in training other staff.

#### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Provide lead direction to lower level staff including training, assigning, directing, and reviewing the work of staff.
- Review and suggest modifications to court reports and recommendations prepared by subordinate professionals.
- Manage caseload of assigned misdemeanor and/or felony probationary cases; monitor adherence of probationers with terms of probation; search probationer and residence.
- Assess, investigate, evaluate, and recommend disposition for each case.
- Perform the more sensitive and difficult court assignment and supervision cases, requiring the application of considerable knowledge, skill, and judgment.
- Carry an assigned caseload of juvenile and/or adult probationers, monitoring adherence to the conditions of probation when necessary.
- Perform project work and specialized studies in efforts to improve caseload management; assist in the implementation of new projects and programs.
- Assist in the development and implementation of unit policies and procedures.
- Arrange and monitor placement of individuals on probation in rehabilitation and/or treatment programs.
- Perform drug tests following established policies and procedures, including: collecting urine specimens; sending specimens to appropriate laboratory; and monitoring and recording test results.
- Communicate with a wide variety of agencies, probation departments, law enforcement agencies, or other organizations to arrange and maintain needed services for probationers.
- Communicate with Sheriff's Office, Police Department, District Attorney's Office, Probation Department, and/or social service agencies on crime investigation and prevention.
- Intervene in crisis situations; counsel with probationers and/or family members; communicate with involved community and/or private agencies; make referrals as required.
- Compile, investigate, verify, and present reports on personal, social, educational, financial, health, and/or prior criminal involvement of probationers.
- Maintain records; prepare and process various reports and court documents as needed.
- Arrest of and transport probation violators to appropriate location, which may involve physically restraining and/or detaining individuals.
- Appear and/or testify in court for detention, jurisdictional, disposition, and/or violation of probation hearings; attend special and/or annual review and sealing of records per assigned casework.
- Conduct presentations to community groups, organizations, or others as assigned.
- Act as liaison between Board of Parole Commissioners and inmates of City/County jail; may be appointed by the presiding Juvenile Court Judge to perform the duties of Juvenile ~~Traffic~~-Hearing Officer.

- Maintain and upgrade professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.
- Perform other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- ~~Computer~~
- Vehicle
- ~~Dictaphone~~
- Security Equipment
- Radio
- Pepper Spray
- Hand Cuffs
- Firearms
- ~~Flashlight~~

#### **MINIMUM QUALIFICATIONS REQUIRED**

##### **Education and Experience:**

Associate degree from an accredited college or university in criminal justice, behavioral science, or a related field.

##### **And**

A minimum of two (2) years of progressively responsible related experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work.

~~and one (1) year of experience that is the equivalent to that of Deputy Probation Officer II with Mendocino County. A bachelor's degree in a related field is desired.~~

##### **Substitution:**

A combination of related education, training, and experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work may be substituted for the education at a rate of two (2) years of experience for each year of education required.

##### **Licenses and Certifications:**

- Valid Driver's License
- Penal Code 832
- Board of State and Community Corrections Authority (BSCC) Standards and Training for Corrections (STC) Probation- Probation Officer's Core Course, or applicable substitution as defined by BSCC.

*Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.*

##### **Special Requirements:**

Must be able to meet physical and psychological standards and pass a detailed background investigation.

Must meet and maintain all statutory requirements for appointment and continued service as a California peace officer throughout employment.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

- Principles of human behavior and applied psychology.
- Principles and techniques of interviewing and casework.
- Administrative principles and practices, including goal setting and implementation.
- Administration of staff and activities.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.
- Record keeping, report preparation, filing methods, and records management techniques.
- Methods and techniques of research, statistical analysis and report presentation.
- All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence, and other written materials.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks.
- Understanding, interpreting, and communicating complicated policies, procedures, and protocols.
- Communicating clearly and effectively, both orally and in writing.

**Mental and Physical Abilities:**

- Establish and maintain effective working relationships with a variety of individuals.
- Write reports and correspondence.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Testify effectively and professionally in court proceedings and administrative hearings.
- Speak effectively before groups and respond to questions.
- Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and lift and/or move up to 50 pounds.
- While performing the essential functions of this job, the employee is occasionally required to lift and/or move over 100 pounds, and arrest, detain, and/or physically restrain clients.
- ~~While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and discrimination.~~
- ~~While performing the essential functions of this job, the employee is occasionally required to lift and/or move over 50 pounds and arrest, detain, and/or physically restrain clients.~~

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Deputy Probation Officer III  
CLASS CODE: 6007  
DEPARTMENT: Probation  
REPORTS TO: Supervising Deputy Probation Officer  
FLSA STATUS: N  
CIVIL SERVICE: Yes  
BARGAINING UNIT: MCPEA  
ADOPTED: 08/06; REV: 01/17

History Notes:



## PROPOSED REVISIONS

### Deputy Probation Officer II Classification Specification

#### **JOB SUMMARY:**

Under general supervision, primary responsibilities are to investigate assigned cases, prepare written reports and make recommendations to the referring court. Work consists of varied and moderately complex professional duties.

#### **DISTINGUISHING CHARACTERISTICS:**

This sworn peace officer classification is the journey-level in the Probation Officer Series. This class is distinguished from the Deputy Probation Officer I by the performance of a full range of more complex duties under general supervision, while exercising more independent judgment than entry-level incumbents. This class is distinguished from the Deputy Probation Officer III by the performance of more complex work and lead duties at the III level.

#### **SUPERVISION EXERCISED:**

Exercises no supervision. May participate in training other staff.

#### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Manage caseload of assigned misdemeanor and/or felony probationary cases; monitor adherence of probationers with terms of probation; search probationer and residence.
- Assess, investigate, evaluate, and recommend disposition for each case.
- Arrange and monitor placement of individuals on probation in rehabilitation, treatment, and/or other programs.
- Compile, investigate, verify, and present reports on personal, social, educational, financial, health, and/or prior criminal involvement of probationers and present the sentencing recommendations in court.
- Communicate with a wide variety of agencies, probation departments, law enforcement agencies, or other organizations to arrange and maintain needed services for probationers.
- Communicate with Sheriff's Office, Police Department, District Attorney's Office, Probation Department, and/or social service agencies on crime investigation and prevention.
- Intervene in crisis situations; counsel with probationers and/or family members; communicate with involved community and/or private agencies; make referrals as required.
- Maintain records; prepare and process various reports and court documents as needed.
- Arrest and transport probation violators to appropriate location, which may involve physically restraining and/or detaining individuals.
- Appear and/or testify in court for detention, ~~jurisdictional~~[jurisdiction](#), disposition, and/or violation of probation hearings; attend special and/or annual review and sealing of records per assigned casework in both adult and juvenile cases.
- Perform drug tests following established policies and procedures, ~~including~~[including](#) collecting urine specimens; sending specimens to appropriate ~~laboratory~~[laboratories](#); and monitoring and recording test results.
- Monitor payments of fines, fees, and restitution.
- Conduct presentations to community groups, organizations, or others as assigned.
- May be appointed by the presiding Juvenile Court Judge to perform the duties of Juvenile ~~Traffic~~-Hearing Officer.
- Perform other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- ~~Computer~~
- Vehicle
- ~~Dictaphone~~
- [Security Equipment](#)
- Radio

- Pepper Spray
- Hand Cuffs
- Firearms
- ~~Flashlight~~

## **MINIMUM QUALIFICATIONS REQUIRED**

### **Education and Experience:**

Associate degree from an accredited college or university in criminal justice, behavioral science, or a related field;

### **And**

A minimum of one (1) year of progressively responsible related experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work.

~~and one (1) year of experience that is the equivalent to that of Deputy Probation Officer I with Mendocino County.~~

### **Substitution:**

A combination of related education, training, and experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work may be substituted for the education at a rate of two (2) years of experience for each year of education requirement.

### **Licenses and Certifications:**

- Valid Driver's License
- Penal Code 832
- Board of State and Community Corrections Authority (BSCC) Standard and Training for Corrections (STC) Probation- Probation Officer's Core Course, or applicable substitution as defined by BSCC.

Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.

### **Special Requirements:**

Must be able to meet physical and psychological standards and pass a detailed background investigation.

Must meet and maintain all statutory requirements for appointment and continued service as a California peace officer throughout employment.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Principles of human behavior and applied psychology.
- Principles and techniques of interviewing and casework.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.
- Record keeping, report preparation, filing methods, and records management techniques.

### **Skill in:**

- Preparing clear and concise reports, correspondence, and other written materials.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks.

- Understanding, interpreting, and communicating complicated policies, procedures, and protocols.
- Communicating clearly and effectively, both orally and in writing.

#### **Mental and Physical Abilities:**

- Establish and maintain effective working relationships with a variety of individuals.
- Write reports and correspondence.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Testify effectively and professionally in court proceedings and administrative hearings Speak effectively before groups and respond to questions.
- Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and lift and/or move up to 50 pounds.
- While performing the essential functions of this job, the employee is occasionally required to lift and/or move over 100 pounds, and arrest, detain, and/or physically restrain clients.
- ~~While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and discrimination.~~
- ~~While performing the essential functions of this job, the employee is occasionally required lift and/or move over 50 pounds, and to arrest, detain, and/or physically restrain clients~~

#### **Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

#### **ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Deputy Probation Officer II  
 CLASS CODE: 6006  
 DEPARTMENT: Probation  
 REPORTS TO: Supervising Deputy Probation Officer  
 FLSA STATUS: N  
 CIVIL SERVICE: Yes  
 BARGAINING UNIT: MCPEA  
 ADOPTED: 08/06; REV: 01/17; 07/26

History Notes:





## PROPOSED REVISIONS

### Deputy Probation Officer I Classification Specification

#### **JOB SUMMARY:**

Under direct supervision, primary responsibilities are to investigate assigned cases, prepare written reports, and make recommendations to the referring court. Work consists of varied and moderately complex professional duties.

#### **DISTINGUISHING CHARACTERISTICS:**

This sworn peace officer classification is the entry-level position in the Probation Officer Series. Work is initially performed in a learning capacity under relatively close supervision. This class is distinguished from the Deputy Probation Officer II in that incumbents enter the classification series with less relevant previous experience and education and are not initially expected to function at the same skill level as the II. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Most incumbents are expected to promote to the journey-level within one (1) ~~to two (2) years~~ of successful performance and all licenses and certifications obtained; however, positions that are limited to duties of a more routine, repetitive nature may be permanently allocated ~~at the I level~~ at level I.

#### **SUPERVISION EXERCISED:**

Exercises no supervision. May participate in training other staff.

#### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Manage caseload of assigned misdemeanor and/or felony probationary cases; monitor adherence of probationers with terms of probation; search probationer and residence.
- Assess, investigate, evaluate, and recommend disposition for each case.
- Arrange and monitor placement of individuals on probation in rehabilitation, treatment, and/or other programs.
- Compile, investigate, verify, and present reports on personal, social, educational, financial, health, and/or prior criminal involvement of probationers and present the sentencing recommendations in court.
- Communicate with a wide variety of agencies, probation departments, law enforcement agencies, or other organizations to arrange and maintain needed services for probationers.
- Communicate with Sheriff's Office, Police Department, District Attorney's Office, Probation Department, and/or social service agencies on crime investigation and prevention.
- Intervene in crisis situations; counsel with probationers and/or family members; communicate with involved community and/or private agencies; make referrals as required.
- Maintain records; prepare and process various reports and court documents as needed.
- Arrest and transport probation violators to appropriate location, which may involve physically restraining and/or detaining individuals.
- Appear and/or testify in court for detention, ~~jurisdictional~~ jurisdiction, disposition, and/or violation of probation hearings; attend special and/or annual review and sealing of records per assigned casework in both adult and juvenile cases.
- Perform drug tests following established policies and procedures, ~~including~~ including collecting urine specimens; sending specimens to appropriate ~~laboratory~~ laboratories; and monitoring and recording test results.
- Monitor payments of fines, fees, and restitution.
- Conduct presentations to community groups, organizations, or others as assigned.
- May be appointed by the presiding Juvenile Court Judge to perform the duties of Juvenile ~~Traffic~~ Hearing Officer.
- Perform other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- ~~Computer~~
- Vehicle
- ~~Dietaphone~~



- [Security Equipment](#)

- Radio
- Pepper Spray
- Hand Cuffs
- Firearms
- ~~Flashlight~~

## **MINIMUM QUALIFICATIONS REQUIRED**

### **Education and Experience:**

Associate degree from an accredited college or university in criminal justice, behavioral science, or a related ~~field~~ ~~six (6) months of related experience~~.

### **And**

Six (6) months of progressively responsible related experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work.

### **Substitution:**

A combination of related education, training, and experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work may be substituted for the education at a rate of two (2) years of experience for each year of education requirement.

### **Licenses and Certifications:**

- ~~Penal Code 832 (within first year of job assignment)~~
- ~~State Corrections Authority STC Probation Officer Core Course (within first year of job assignment)~~
- Valid Driver's License
- Penal Code 832 (within the first year of job assignment)
- Board of State and Community Corrections (BSCC) Standards and Training for Corrections (STC) – Probation Officer Core Course, or applicable substitution as defined by BSCC. (within the first year of job assignment)

Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.

### **Special Requirements:**

Must be able to meet physical and psychological standards and pass a detailed background investigation.

Must meet and maintain all statutory requirements for appointment and continued service as a California peace officer throughout employment.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Principles of human behavior and applied psychology.
- Principles and techniques of interviewing and casework.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.
- Record keeping, report preparation, filing methods, and records management techniques.

**Skill in:**

- Preparing clear and concise reports, correspondence, and other written materials.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks.
- Understanding, interpreting, and communicating complicated policies, procedures, and protocols.
- Communicating clearly and effectively, both orally and in writing.

**Mental and Physical Abilities:**

- Establish and maintain effective working relationships with a variety of individuals.
- Write reports and correspondence.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Testify effectively and professionally in court proceedings and administrative hearings Speak effectively before groups and respond to questions.
- Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and lift and/or move up to 50 pounds. While performing the essential functions of this job, the employee is occasionally required to lift and/or move over 100 pounds, and arrest, detain, and/or physically restrain clients.~~While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and discrimination.~~
- ~~While performing the essential functions of this job, the employee is occasionally required lift and/or move over 50 pounds, and to arrest, detain, and/or physically restrain clients~~

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Deputy Probation Officer I  
CLASS CODE: 6005  
DEPARTMENT: Probation  
REPORTS TO: Supervising Deputy Probation Officer  
FLSA STATUS: N

CIVIL SERVICE: Yes

BARGAINING UNIT: MCPEA

ADOPTED: 08/06; REV: 01/17; [07/26](#)

History Notes:



## PROPOSED REVISIONS

### Supervising Youth Corrections Officer Classification Specification

#### **JOB SUMMARY:**

Under general supervision, primary responsibility is to supervise and coordinate the daily activities and operation of the Mendocino County Juvenile Hall; performs responsible, technical, and first-level supervisory duties. May be assigned as Program Coordinator.

#### **DISTINGUISHING CHARACTERISTICS:**

This classification is distinguished from Youth Corrections Officer by its performance of specialized assignments, and by the supervision of subordinate Youth Corrections Officers and assigned staff. This position is that of a working supervisor. This classification is distinguished from ~~Probation Division Manager~~ [Assistant Superintendent](#) by the latter's responsibility to oversee and manage a division of the ~~Probation Department~~ [Youth Corrections \(Juvenile Hall\)](#).

#### **SUPERVISION EXERCISED:**

Exercises direct supervision of assigned staff.

#### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following:)*

- Carry out supervisory responsibility in accordance with policies, procedures, and applicable laws, including training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.
- Ensure that policies, procedures, and general orders pertaining to facility operations are followed by subordinates.
- Review and process records, report, and other documents related to the detention of youth to ensure accurate and complete files; prepare reports and other documents as required.
- Monitor various activities on a daily basis, including checking daily count on profile board; assigning rooms and officers to youth as they are admitted; ensuring youth are enrolled in school; reviewing status designation upon detainment; checking that the medical staff performs a complete physical; and that phone calls are made to parents in appropriate timeline.
- Review, research, and reconcile problems, grievances, and other complaints within and against the facility.
- Assist in the maintenance and development of facility policies, procedures, and operations.
- Monitor and assist in the use of control techniques of youth, including physical restraints.
- Monitor special needs youth, i.e., mentally ill, suicidal, etc.
- Advise and participate with staff in the development of recreational and treatment programs for youth.
- Encourage others to participate as active team members in an effort to support the work of the facility.
- Provide information, advice, feedback, or assistance to others within the facility to refine work outputs or resolve problems.
- Pick up and distribute mail, messages, and notes to the appropriate individuals.
- Attend and/or conduct periodic staff meetings or training sessions.
- Communicate with Probation Officers, attorneys, and/or other law enforcement and social service agencies on youth cases.
- Consult with youth about subjects that need ~~a-supervisory~~ [supervisory](#) approval.
- Verify passes with Probation Department representatives, schedule pass arrangements.
- Oversee maintenance of facility and grounds.
- Maintain inventory of supplies and equipment; order items as needed.
- Conduct interviews on potential employees.
- Conduct group and/or individual counseling sessions to resolve problems and establish behavioral goals of youth.
- Anticipate and avert potential problems; assist in suppressing and controlling problems that occur; report incidents in the prescribed manner.

- Speak with parents regarding concerns about the safety, care, and detention of their youth.
- Schedule emergency and non-emergency medical and dental appointments for youth detailed in facility; arrange for transportation needs.
- Oversee maintenance and repair needs of vehicles and equipment.
- Assume responsibility for operation and security of unit when regular supervisor is unavailable.
- Perform other related duties as assigned.

~~When Assigned as Program Coordinator—the following shall be primary job duties (performs the above on as needed basis):~~

- ~~• Oversee and monitor the implementation of programs and services within facility, maintains and identifies program needs, draft and monitor program goals.~~
- ~~• Participate in meetings and collaborate with community program providers, Deputy Probation Officers and Juvenile Corrections Officers on youth case plans.~~
- ~~• Evaluate existing operations and procedures and analyze whether programming meets those requirements. Collect, maintain and report program data and outcomes; research and prepare recommendations for new programs and services; develop and recommend changes to policies and procedures to ensure compliance.~~
- ~~• Depending on program needs, may perform any of the following: enroll participants, facilitate various groups, receive and disseminate program information and direction, conducts training sessions, instruct participants in the use of equipment, create and/or order educational materials, flyers, posters, etc., make program presentations, create and maintain library or materials, attend project-related meetings and meetings with community groups and other agencies.~~
- ~~• Participate in special projects, studies, administrative meetings, and committees as assigned.~~
- ~~• Perform other related duties as assigned.~~

#### **MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- Livescan Equipment
- Security Equipment
- ~~• Computer~~
- Vehicle
- Radio
- First Aid Kit
- Pepper Spray
- Handcuffs
- Wrap/Restraint Device
- Washer/Dryer

#### **MINIMUM QUALIFICATIONS REQUIRED**

##### **Education and Experience:**

High school diploma, GED, or equivalent.

**And**

~~A minimum of three~~ **Three** (3) years of progressively responsible related experience performing duties such as custodial care, treatment counseling, probation, parole, corrections, criminal investigation, or other related law enforcement or counseling work.

##### **Licenses and Certifications:**

- Valid Driver's License
- Penal Code 832

~~Preferred but not Required Licenses and Certifications (requires the ability to obtain within first year of job assignment):~~

- ~~• First Aid/CPR Certificate~~
- ~~• Penal Code 832~~

- ~~Board of State and Community Corrections (BSCC) Standards and Training for Corrections (STC) – Juvenile Corrections Officer Core Course, or applicable substitution as defined by the BSCC.~~
- ~~BSCC (STC) – Supervisor Core Course, or applicable substitution as defined by the BSCC.~~
- Board of State and Community Corrections (BSCC) Standards and Training for Corrections (STC) - Juvenile Corrections Officer Core Course, or applicable substitution as defined by the BSCC. (within the first year of job assignment)
- Board of State and Community Corrections (BSCC) Standards and Training for Corrections (STC) - Supervisor Core Course, or applicable substitution as defined by the BSCC. (within the first year of job assignment)

Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.

### **Special Requirements:**

Must be able to meet physical and psychological standards and pass a detailed background investigation.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Administration and supervision of a youth correctional facility, including the proper care and treatment of youth.
- Administrative principles and practices, including goal setting and implementation.
- Administration of staff and activities.
- First aid methods and techniques.
- Basic budgetary principles and practices.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.
- Recordkeeping, report preparation, filing methods, and records management techniques.

### **Skill in:**

- Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence, and other written materials.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret, and communicate complicated policies, procedures, and protocols.
- Communicating clearly and effectively, both orally and in writing.

### **Mental and Physical Abilities:**

- Establish and maintain effective working relationships with a variety of individuals.
- Maintain orderly conduct among youth.
- Make quick, effective, and reasonable decisions in emergency situations, and to take appropriate action to include physically restraining violent youth.
- Write reports and correspondence.
- Solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
- Define problems, collect data, establish facts, and draw valid conclusions.
- While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and discrimination; and lift and/or move up to 50 pounds.

- While performing the essential functions of this job, the employee is occasionally required to lift and/or move over 50 pounds and detain and/or physically restrain clients.

**Working Conditions:**

Work is performed in a normal office environment or institutional setting with occasional exposure to weather elements, outdoor temperatures, dirt, and dust. The incumbent's working conditions are typically moderately quiet but may become loud at times.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Supervising Youth Corrections Officer

CLASS CODE: 6002

DEPARTMENT: Probation

REPORTS TO: ~~Probation Division Manager~~ [Assistant Superintendent](#)

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: MCPEA

ADOPTED: 10/99 REV: 8/14; 2/18; 9/21; 01/23; [07/26](#)

History Notes: 01/23 – UPDATED TEMPLATE WITH MODIFICATIONS TO SPEC. SB1100 6/25



## PROPOSED REVISIONS

### Youth Corrections Officer Classification Specification

**JOB SUMMARY:**

Under general supervision, primary responsibility is to supervise and provide for the custody, care, safety, treatment, recreation, and daily activities of youth detained in the Mendocino County Juvenile Hall.

**DISTINGUISHING CHARACTERISTICS:**

This classification is distinguished from the Supervising ~~Juvenile~~-Youth Corrections Officer by the latter's performance of specialized assignments and supervision of subordinate ~~Juvenile~~-Youth Corrections Officers and assigned staff.

**SUPERVISION EXERCISED:**

Exercises no supervision. May assist in training other staff.

**EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following:)*

- Book youth into facility following prescribed procedures; assign rooms for youth; orient new arrivals; issue supplies to youth; process inmate discharges or transfers; determine if youth is at risk of suicide or self-harm requiring evaluation by professional.
- Monitor behavior of youth when going to and from school, cafeteria, while in living unit, during showers, during visits, and during outside recreation.
- Refer youth in crisis situations to appropriate specialist.
- Explain, monitor, and reinforce facility rules, policies, and procedures.
- Receive, maintain, and account for the personal property of youth; return or send personal property to youth upon discharge; maintain appropriate written records.
- Visually and physically search youth for prohibited possessions, contraband, weapons, or narcotics; inspect quarters of youth for contraband; inspect and direct cleaning activities of youth for maintenance of sanitation, orderliness, and safety.
- Promote acceptable attitude and behavior of youth to assist them in adjusting to confinement; confer with assigned supervisors or officers regarding behavioral or other inmate problems; hold youth accountable for their behavior.
- Communicate with Probation Officers, attorneys, and/or other law enforcement and social service agencies on youth cases.
- Write incident and crime reports as required and write special reports for Probation Officers and courts as requested.
- Counsel youth and/or their families on problems; develop treatment plans detailing behavioral goals.
- Conduct group sessions to resolve problems between youth and to structure shift activities.
- Dispense medically cleared prescription medications and over-the-counter medications.
- Transport youth to and from medical appointments, court, or other locations; transfer youth to other facilities.
- Perform laundry duties as required.
- Anticipate and avert potential problems; assist in suppressing and controlling problems that occur; report incidents in the prescribed manner.
- Enter and retrieve a variety of information from a computer; maintain daily logs and records on school attendance, medical treatment, unusual incidents, and the number and location of youth; write reports concerning ~~juvenile~~ youth activities and behavior.
- Answer inquiries from the criminal justice stakeholders, program providers and family members.
- Attend staff or other meetings.
- Assume responsibility for operation and security of unit when regular supervisor is unavailable.
- Perform other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- Live Scan Equipment



- Security Equipment
- ~~Computer~~
- Vehicle
- Radio
- First Aid Kit
- Pepper Spray
- Handcuffs
- Wrap/Restraint Device
- Washer/Dryer

## **MINIMUM QUALIFICATIONS REQUIRED**

### **Education and Experience:**

High school diploma, GED or equivalent.

### **Experience:**

No related experience required. ~~A minimum of six (6) months of progressively responsible related experience is preferred but not required.~~

### **Licenses and Certifications:**

- ~~Valid Driver's License~~

•

- ~~Preferred but not Required Licenses and Certifications (requires the ability to obtain within first year of job assignment):~~

- Penal Code 832 (within first year of job assignment)

- Board of State and Community Corrections (BSCC) Standards and Training for Corrections (STC) – Juvenile Corrections Officer Core Course, or applicable substitution as defined by BSCC. (within first year of job assignment)

Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.

- ~~Penal Code 832~~
- ~~First Aid/CPR Certificate~~

### **Special Requirements:**

Must be able to meet physical and psychological standards and pass a detailed background investigation.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Methods and techniques of dealing with individuals in custody, including behavioral counseling techniques.
- First aid methods and techniques.
- Applicable state, federal, and local ordinances, laws, rules and regulations.
- Arrest, search, and seizure procedures.
- County Court system and procedures.
- All computer applications and hardware related to performance of the essential functions of the job.
- Record keeping, report preparation, filing methods, and records management techniques.

### **Skill in:**

- Preparing clear and concise reports, correspondence, and other written materials.
- Using tact, discretion, initiative, and independent judgment within established guidelines.

- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret, and communicate complicated policies, procedures, and protocols.
- Communicating clearly and effectively, both orally and in writing.

**Mental and Physical Abilities:**

- Establish and maintain effective working relationships with a variety of individuals.
- Maintain orderly conduct among youth.
- Make quick, effective, and reasonable decisions in emergency situations, and to take appropriate action to include physically restraining violent youth.
- Write reports and correspondence.
- Solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
- Define problems, collect data, establish facts, and draw valid conclusions.
- While performing the essential functions of this job the employee is regularly required to stand, walk, run, and sit; reach with hands and arms; use manual dexterity to operate machinery/tools; handle, seize, hold, or otherwise work with hands; climb, jump, and/or balance; stoop, kneel, crouch, or crawl; speak and hear; use shape, sound, odor, and color perception and discrimination.
- While performing the essential functions of this job, the employee is occasionally required to lift and/or move over 50 pounds and detain and/or physically restrain youth.

**Working Conditions:**

Work is performed in a normal office environment or institutional setting with occasional exposure to weather elements, outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times.

Incumbents may be required to work weekends, holidays, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: ~~JUVENILE~~-Youth Corrections Officer

CLASS CODE: 6001

DEPARTMENT: Probation

REPORTS TO: Supervising ~~JUVENILE~~-Youth Corrections Officer

FLSA STATUS: N

CIVIL SERVICE: Yes

BARGAINING UNIT: MCPEA

ADOPTED: 10/99, REVISED: 7/13, 1/17, 01/23; 07/26

History Notes: SB1100 6/25



Mendocino County Human Resources Department  
Cherie Johnson, Director

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MEMORANDUM

To: Civil Service Commission

From: Brandy Dalzell, HR Manager

Date: August 19, 2026

Re: Classification Specification Modification – Permit Technician I, Permit Technician II  
and Supervising Permit Technician

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**RECOMMENDED MOTIONS:**

It is recommended that the Commission approve the classification specifications modifications of Permit Technician I, Permit Technician II, and Supervising Permit Technician

**SUMMARY OF RECOMMENDED ACTIONS:**

Human Resources recommends the Commission approve the proposed classification of specifications modifications of Permit Technician I, Permit Technician II, and Supervising Permit Technician; or as modified by the Commission.

**BACKGROUND & ANALYSIS:**

Human Resources and the Planning and Building Services Department have worked in partnership to revise the current classification specifications for Permit Technician I, Permit Technician II, and the Supervising Permit Technician.

The proposed revisions to the Permit Technician I, Permit Technician II, and the Supervising Permit Technician specifications are intended to improve the overall quality and accuracy by strengthening the positions summaries and clarifying the duties and responsibilities associated with each position.

Additionally, the revisions enhance the Knowledge, Skills, and Abilities section by replacing broad, generalized statements with more precise descriptions of the competencies required to successfully perform the work.

These updates promote consistency in recruitment, classification, and performance expectations while ensuring the specifications more accurately reflect the current operational needs of the County.



## Permit Technician I Classification Specification

### **JOB SUMMARY:**

Under direct supervision, greets and meets the general public inquiring about the permit application process, issues simple permits, confers with applicants regarding County procedures and plan requirements. Calculates fees, routes plans for professional review, and reviews ~~basic plans within specific guidelines~~applications and plans for completeness and required submittal documents.

### **DISTINGUISHING CHARACTERISTICS:**

Permit Technician I is the entry-level classification in the Permit Technician Series. Incumbents ~~learns and provides general technical support related to permit and plan review activities~~perform routine permit intake, customer service, and permit-processing support duties while learning departmental procedures applicable codes, and permit requirements ~~-As experience is gained, incumbents may assist with basic~~ with basic ~~plan and application review for completeness and may issue routine permits within established guidelines.~~ As experience is gained duties become more complex and difficult; frequent review of work lessens as the incumbent demonstrates skill to perform the work independently. This classification is distinguished from the Permit Technician II in that the latter classification is a journey-level with more complex general and specialized technical and paraprofessional duties ~~within Planning and Building Services.~~ Incumbents are expected to promote to ~~the~~ journey-level within one (1) to two (2) years of successful performance and possession of the required certification~~classification~~; however, positions that are limited to duties of a more routine, repetitive nature may be permanently allocated at the I level.

### **SUPERVISION EXERCISED:**

Exercises no supervision.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Provides a high level of customer service by responding to inquiries from the public.
- Receives, reviews and processes a variety of building permit applications such as commercial, industrial, and residential new construction, additions, alterations, tenant improvements, and site grading and drainage.
- Reviews building permit plan submittals for proper content, format, and completeness; confers with builders, engineers, contractors, architects and the public concerning building codes and permit requirements.
- Inputs application information into an automated permit tracking system; and issues certain "same day" or "over the counter" development permits.
- Assembles application materials and creates project application files, physically and/or digitally, for routing to other department staff for processing, including initiating referrals and performing any necessary entries into the tracking system.
- Checks the addresses and parcel numbers for any previous work or departmental actions regarding the properties.
- Routes sets of plans to various County departments for review and sign off; tracks plans and ensures their return in a timely manner; prepares plan packets for plan check by contract services.
- Prepares and mails routine letters; updates forms; inputs data; provides support to field staff and maintains records.
- Performs research to determine the status of permits and projects; performs initial review of submitted applications, plans, and complaints.
- Schedules building inspections.
- Performs a variety of office and administrative support work.
- Maintains forms and handouts, needed by customers.
- Performs other related duties as assigned.

### **MATERIAL AND EQUIPMENT USED:**

- ~~Personal Computer~~
- General Office Equipment
- Vehicle

## •—Telephones

### **MINIMUM QUALIFICATIONS REQUIRED**

#### **Education and Experience:**

High school diploma or G.E.D. equivalent;

#### **And**

One (1) year of progressively responsible experience in clerical, administrative support, and customer service, permit-processing, planning, building, code enforcement, records management, or closely related experience involving frequent public contact, detailed review, and data entry. ~~work which included answering phones, dealing with high volumes of documents, significant public contact including handling difficult or disgruntled individuals.~~

#### **Or**

~~An equivalent combination of related education and experience that provides the required knowledge, skills, and abilities. Previous experience working for a government agency and/or in a building-related field is desirable.~~

#### **Licenses and Certifications:**

- Valid Driver's License
- Ability to obtain a Building Permit Technician Certification issued by California Building Officials (CALBO) or equivalent organization within twenty-four (24) months from date of appointment.

*Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Knowledge of:**

- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- ~~Applicable Federal, State, and Local ordinances, laws, and regulations~~ Basic principles of permit application processing.
- County and department policies, rules, regulations, and procedures, and practices related to permit intake, records, and customer service. ~~applicable to the work.~~
- Basic provision of applicable building and related codes, ordinances, and regulations as they pertain to assigned duties.
- External governmental bodies and agencies ~~related to building permits and related functions~~ involved in permit review and approval processes.
- Standard business arithmetic, including percentages and decimals.
- Record keeping, report preparation, filing methods and records management techniques.
- General office procedures, policies, and practices.
- ~~Computer application, hardware, and other general office equipment related to the performance of the essential functions of the job~~ Modern office practices, procedures, and computer applications used in permit processing and records management.

#### **Skill in:**

- Accurately performing detail-oriented work.-
- ~~Planning, organizing, reviewing, and evaluating applications~~ Reviewing permit applications and supporting documents for completeness, accuracy, and conformance with established requirements.
- Using tact, discretion, initiative, and independent judgment within established guidelines.

- Communicating clearly and effectively, both orally and in writing, with internal staff, citizens, and other departmental staff to give and receive information in a courteous manner.
- ~~Operating and performing routine maintenance of general office machines.~~ Using standard/general office equipment and systems related to permit processing and records.
- Providing explanations ~~and interpretations of the~~ and routine submittal requirements to applicants ~~permit or application process.~~
- ~~Document scanning.~~

#### **Mental and Physical Abilities:**

- Read, interpret, explain, and apply ~~complex~~ policies, procedures, rules, regulations, and routine code requirements.
- Read and understand plans, maps, aerial photos, drawings, reports, applications, various construction documents and specifications.
- Review ~~complex and diverse~~ permit application materials for accuracy and completeness.
- Add, subtract, multiply and divide whole numbers, common fractions, and decimals.
- Establish and maintain effective working relationships with others.
- ~~Deal with problems involving several concrete variables in standardized situations~~ Identify routine problems in permit processing and customer service situations and take appropriate action within established procedures.
- While performing the essential functions of this job, the incumbent is regularly required to : stand, walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 25 pounds.

#### **Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

#### **ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Permit Technician I

CLASS CODE: 2076

DEPARTMENT: Planning and Building Services

REPORTS TO: Supervising Permit Technician

FLSA STATUS: - N

CIVIL SERVICE: -Yes

BARGAINING UNIT: SEIU

ADOPTED: 10/24; REV: 08/26

History Notes: SB1100 6/25



## Permit Technician II Classification Specification

### **JOB SUMMARY:**

Under general supervision, assists engineers, architects, contractors, agents, and homeowners by providing routine and technical information related to the issuance of permits; provides technical information regarding routine building code requirements and ordinances; assists the public in completing applications and other required forms; tracks permit applications received as they proceed through inter-departmental processes.

### **DISTINGUISHING CHARACTERISTICS:**

Permit Technician II is the journey-level classification in the Permit Technician Series. Incumbents are expected to work more independently in the performance of assigned duties. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. This classification is distinguished from Supervising Permit Technician in that the latter is required to supervise counter staff performing specialized customer service work related to accepting and processing building permit applications and related documents. This requires the use of specialized technical knowledge related to building permit processing, including handling the more complex questions and difficult customers.

### **SUPERVISION EXERCISED:**

Exercises no supervision.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Serves as primary contact, liaison, and resource for assigned functions and programs with other County staff, the general public, and outside agencies and organizations; provides a high level of customer service by responding to inquiries.
- Receives, reviews, and processes a variety of building permit applications such as commercial, industrial, and residential new construction, additions, alterations, tenant improvements, and site grading and drainage.
- ~~Reviews building permit plan submittals for proper content, format, and completeness; confers with builders, engineers, contractors, architects, agents, and the public concerning building codes and permit requirements~~  
Reviews permit applications, plans, and supporting documents for completeness and compliance with permit-processing requirements and routine code provisions within assigned authority; identifies missing or deficient information; and advise applicants, contractors, and the public regarding permit requirements, submittal procedures, and corrective actions needed for processing.
- Inputs application information into an automated permit tracking system; and issues certain "same-day" or "over-the-counter" development permits.
- Assembles application materials and creates project application files, physically and/or digitally, for routing to other department staff for processing, including initiating referrals and performing any necessary entries into the tracking system.
- Checks the addresses and parcel numbers for any previous work or departmental actions regarding the properties.
- Routes sets of plans to various County departments for review and sign off; tracks plans and ensures their return in a timely manner; prepares plan packets for plan check by contract services.
- Prepares and mails routine letters; updates forms; inputs data; provides support to field staff and maintains records.
- Serves as primary contact, liaison, and resource for assigned functions and programs with other County staff.
- Performs research to determine the status of permits and projects; performs initial review of submitted applications, plans, and complaints.
- Prepares graphics for a variety of reports.
- Schedules building inspections.
- Performs a variety of office and administrative support work.
- Maintains forms and handouts, needed by customers.
- Perform other related duties as assigned.



### **MATERIAL AND EQUIPMENT USED:**

- ~~Personal Computer~~
- General Office Equipment
- Vehicle
- ~~Telephones~~

### **MINIMUM QUALIFICATIONS REQUIRED**

#### **Education and Experience:**

High school diploma or G.E.D. equivalent;

#### **And**

Two (2) years of progressively responsible experience in clerical, administrative support, and customer service work, permit-processing, planning, building, and code enforcement, records management, or related experience involving application review, detailed records processing and public contact. ~~which included answering phones, dealing with high volumes of documents, significant public contact including handling difficult or disgruntled individuals, and providing information on complex topics.~~

#### **Or**

One (1) year of experience as a Permit Technician I with the County of Mendocino.

#### **~~Or~~**

~~An equivalent combination of related education and experience that provides the required knowledge, skills, and abilities. Previous experience working for a government agency and/or in a building related field is desirable.~~

#### **Licenses and Certifications:**

- Valid Driver's License
- ~~Ability to obtain a~~ Building Permit Technician Certification issued by California Building Officials (CALBO) or equivalent organization within twelve (12) months from date of appointment.

Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Knowledge of:**

- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Applicable ~~Federal, State, and Local ordinances, laws, and regulations~~ building, zoning, land use, and related codes ordinances, regulations, and departmental requirements relevant to permit intake, review, and issuance.
- County and department policies, rules, regulations, and procedures applicable to the work.
- External governmental bodies and agencies ~~related to building permits and related functions~~ involved in permit processing, application routing, and approvals.
- Standard business arithmetic, including percentages and decimals.
- Record keeping, report preparation, filing methods and records management techniques.
- General office procedures, policies, and practices, including records management practices, and computer applications used in permit-processing tracking, and records maintenance. ~~.-~~



- ~~Computer application, hardware, and other general office equipment related to the performance of the essential functions of the job.~~

#### **Skill in:**

- Accurately performing detail-oriented work.
- Reviewing permit applications, plans, and supporting documents for completeness and compliance with established permit-processing requirements and routine code provisions within assigned authority~~Planning, organizing, reviewing, and evaluating applications.~~
- Using tact, discretion, initiative, and independent judgment within established routine and technical information regarding routine building code requirements~~guidelines.~~
- Communicating clearly and effectively, both orally and in writing, with internal staff, citizens, and other departmental staff to give and receive information in a courteous manner.
- Using standard/general office equipment and systems related to permit processing and records~~Operating and performing routine maintenance of general office machines.~~
- ~~Providing explanations and interpretations of the permit or application process~~Explaining permit application procedures, submittal requirements, fee requirements, and routine code-related information.
- ~~Document scanning.~~

#### **Mental and Physical Abilities:**

- Read, interpret, explain, and apply ~~complex policies~~departmental, procedures, ~~rules, regulations, and code~~permit processing requirements, and applicable building and related code provisions within assigned authority.
- Read and understand plans, maps, aerial photos, drawings, reports, applications, various construction documents and specifications.
- Review ~~complex and diverse~~ permit applications, plans, and supporting materials for completeness and compliance with established permit-processing requirements and routine code provisions~~accuracy and completeness.~~
- Add, subtract, multiply and divide whole numbers, common fractions, and decimals.
- Establish and maintain effective working relationships with others.
- Identify routine problems in permit processing and customer service situations and take appropriate action within established procedures.~~Deal with problems involving several concrete variables in standardized situations.~~

While performing the essential functions of this job, the incumbent is regularly required to: stand, walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 25 pounds.

#### **Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

#### **ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Permit Technician II  
CLASS CODE: 2077  
DEPARTMENT: Planning and Building Services  
REPORTS TO: Supervising Permit Technician  
FLSA STATUS: N  
CIVIL SERVICE: Yes  
BARGAINING UNIT: SEIU  
ADOPTED: 10/24; REV: 08/26

History Notes: SB1100 6/25



## PROPOSED REVISIONS

### Supervising Permit Technician Classification Specification

#### **JOB SUMMARY:**

Under general direction, plans, organizes, assigns, oversees, supervises and participates in the work of staff engaged in permit intake, application processing, records maintenance, fee collection, and customer service; ~~and performs a variety of technical, paraprofessional, and administrative work in the acceptance and processing of building permit applications and related documents. Incumbents in this class are responsible for a considerable amount of customer service and to perform basic/minor plan checks to assist in expediting the review process.~~

#### **DISTINGUISHING CHARACTERISTICS:**

~~The Supervising Permit Technician supervises and performs technical, paraprofessional, and administrative work for the Planning and Building Department. This is the supervisory level of the Permit Technician series; incumbents provide first-line supervision over Permit Technicians and perform the most complex permit-processing work, provide technical guidance on permit applications requirements and routine code-related issues.~~ This classification is distinguished from the Permit Technician II in that the ~~Supervising Permit Technician is required to supervise counter staff performing specialized customer service work related to accepting and processing building permit applications and related documents. This requires the use of specialized technical knowledge related to building permit processing, including handling the more complex questions and difficult customers.~~ latter performs journey-level permit-processing duties but does not exercise supervisory responsibilities.

#### **SUPERVISION EXERCISED:**

Exercises direct supervision ~~to positions within the Permit~~ of Permit Technician I and II-series or clerical staff.

#### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Plans, ~~organizes~~ assigns, prioritizes, oversees, and performs customer service activities including counter service, and phone and email coverage related to building permit applications and related functions and evaluates the work of permit counter and permit-processing staff.
- Asks clarifying questions to determine the needs of the customer and provide the appropriate response.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including interviewing, hiring and training, planning, assigning and directing work; appraising performance; making recommendations for and/or rewarding and disciplining employees; addressing complaints, and resolving problems.
- Provides interpretation and guidance to staff regarding permit requirements, submittal standards, routing, and department procedures.
- Ensures consistent application of department policies and established permit-processing requirements.
- ~~Communicates, monitors, and assists in the development of policies and procedures and standards related to building permits acceptance and processing, counter coverage, and related areas.~~
- Provides building information, answers questions and provides guidance on the application process, refers customers to other individuals, units, or agencies as required, and routes permits for the public.
- Reviews complex permit submittals, unusual applications, and escalated permit-processing issues.
- Investigates, responds to, and resolves complex customer service questions, issues and/or complaints.
- Directs and participates in logging, tracking, processing, and routing applications, permits, and related documents to ensure timely response to the public.
- Calculates and/or provides information on applicable fees.
- Performs minor application and plan reviews related to building permits in accordance with department policies and the adopted Building Code.
- Prepares reports, correspondence, correction letters, and similar documents.
- Supervises and performs a variety of routine and non-routine administrative duties related to the creation and maintenance of building records, commercial plans, residential plans, fee calculations, and related documents, ensuring compliance with established codes and regulations; research files, permit history, and other information to assist other staff and customers.

- Coordinates with stakeholders to schedule special inspections, document construction project status for large developments, and issue appropriate documents related to compliance with established codes and regulations.
- Reviews, interprets, and explains applicable codes, policies, and regulations for other staff and the public, as appropriate.
- Performs other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- ~~Personal Computer~~
- General Office Equipment
- ~~Vehicle~~
- 

#### **MINIMUM QUALIFICATIONS REQUIRED**

##### **Education and Experience:**

High school diploma or G.E.D. equivalent;

**And**

Three (3) years of progressively responsible experience in administrative support, ~~and~~ customer service work, permit-processing, planning, building, and code enforcement, records management, or related experience involving application review, detailed records processing and public contact with at least one (1) year of lead or supervisory experience, which included answering phones, dealing with high volumes of documents, significant public contact including handling difficult or disgruntled individuals, and providing information on complex topics,

**Or**

An equivalent combination of ~~related~~ higher education in a related field and experience that provides the required knowledge, skills, and abilities. Previous experience in a lead or supervisory role is preferred. ~~Previous experience working for a government agency and/or in a building related field is desirable.~~

##### **Licenses and Certifications:**

- Valid California Driver License.
- Possession of, or ability to obtain, a Building Permit Technician Certification issued by California Building Officials (CALBO) or equivalent organization within six (6) months from date of appointment.

Incumbents must possess and maintain, or obtain and maintain, all licenses, certifications, registrations, and/or other requirements identified in the minimum qualifications, as applicable, and within the timeframes specified. These requirements are conditions of continued employment and minimum qualifications for the position. Failure to possess, obtain, or maintain any required license, certification, registration, or other requirement within the specified timeframe may result in rejection during the probationary period, or disciplinary action, up to and including termination of employment.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

##### **Knowledge of:**

- Principles and practices of ~~effective~~ supervision, ~~and~~ training, performance evaluation and employee development.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Applicable ~~Federal, State, and Local ordinances, laws, and regulations~~ building, zoning, land use, and related codes, ordinances, regulations, and departmental requirements relevant to permit intake, review, routing and issuance.
- County and department policies, rules, regulations, and procedures applicable to the work.
- External governmental bodies and agencies ~~related to building permits and related functions~~ involved in permit processing, application routing and approvals.
- Standard business arithmetic, including percentages and decimals.

- Record keeping, report preparation, filing methods and records management techniques.
- General office procedures, policies, and practices, including records management practices, and computer applications used in permit-processing tracking, and records maintenance.
- ~~Computer application, hardware, and other general office equipment related to the performance of the essential functions of the job.~~

#### **Skill in:**

- Accurately performing and overseeing detail-oriented work.
- Planning, organizing, assigning, directing, reviewing, and evaluating the work of assigned staff engaged in permit intake, application processing, records maintenance, and customer service.
- ~~Selecting and motivating staff and providing for their training and professional development~~ Training, mentoring, and developing staff in permit-processing procedures, departmental requirements, customer service practices, and use of permit tracking systems.
- Monitoring permit-processing workflow, application routing, records accuracy, and customer service practices to ensure timely and consistent service.
- Using tact, discretion, and initiative, ~~and independent judgment~~ in supervising staff, assisting the public, and applying departmental procedures within established guidelines.
- Communicating clearly and effectively, both orally and in writing, with internal staff, citizens, and other departmental staff to give and receive information in a courteous manner.
- Using standard/general office equipment and systems related to permit processing and records ~~Operating and performing routine maintenance of general office machines.~~

#### **Mental and Physical Abilities:**

- Read, interpret, explain, and apply complex policies, procedures, rules, regulations, and code requirements.
- Read and understand plans, maps, aerial photos, drawings, reports, applications, various construction documents and specifications.
- Review complex and diverse permit application materials for accuracy and completeness.
- Add, subtract, multiply and divide whole numbers, common fractions, and decimals.
- Use independent judgment within established guidelines.
- Communicate effectively verbally and in writing with a wide variety of individuals.
- Establish and maintain effective working relationships with others.
- Identify, analyze, and resolve routine and complex permit-processing, workflow, and customer service issues in accordance with established policies and procedures ~~Deal with problems involving several concrete variables in standardized situations.~~
- Exercise tact, discretion, and sound judgment in dealing with staff, other departments, outside agencies, and members of the public, including in difficult or sensitive situations. ~~Exercise tact and discretion with internal and external stakeholders, including responding appropriately to difficult customers.~~
- While performing the essential functions of this job, the incumbent is regularly required to: stand, walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift objects weighing up to 25 pounds above and below the neck.

#### **Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

#### **ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Supervising Permit Technician  
CLASS CODE: 2075  
DEPARTMENT: Planning and Building Services  
REPORTS TO: Administrative Services Manager II  
FLSA STATUS: N  
CIVIL SERVICE: Yes  
BARGAINING UNIT: SEIU  
ADOPTED: 02/2023; REV: 10/24, 08/26

History Notes: SB1100 6/25