

Solano County

*675 Texas Street
Fairfield, California 94533
www.solanocounty.com*



Agenda - Final

Wednesday, August 12, 2015

6:30 PM

Solano County Board of Supervisors Chambers

Civil Service Commission

SOLANO COUNTY CIVIL SERVICE COMMISSION

*Regular Meeting
August 12, 2015
Wednesday - 6:30 p.m.
Board of Supervisors Chambers*

TO THE PUBLIC

In compliance with the Americans with Disabilities Act (ADA of 1990), the County will provide accommodations for persons with disabilities who attend public meetings. If you have the need for an accommodation such as interpreters or materials in alternative format, please contact Antoinette Rasmussen at 707-784-6180.

If you wish to address the Commission on a matter not listed on the Agenda, you may do so under Items from the Public. The subject matter must be within the jurisdiction of the Commission.

If you wish to address any item listed on the Agenda, please submit a Speaker Card to the Recording Secretary of the Commission before the Commission considers the specific item. Cards are available on the podium in the Board Chambers.

Please limit your comments to five minutes.

For items not listed on the Agenda, please see Item #3, Items from the Public.

1. Call to Order/Roll Call
2. Pledge Of Allegiance
3. Items from the Public

This is your opportunity to address the Commission on a matter not heard on the Agenda, but it must be within the subject matter jurisdiction of the Commission. Please submit a Speaker Card before the first speaker is called and limit your comments to five minutes. Items from the public will be taken under consideration without discussion by the Commission and may be referred to staff.

4. Approval of Minutes of the Commission

[CSC 15-0035](#) Approve the Minutes of the Commission Meeting of June 11, 2015

Attachments: [Minutes 6-11-15](#)

5. Communications

[CSC 15-0036](#) Grand Jury Report on Procedures for Hiring Solano County Employees

Attachments: [Grand Jury Report](#)
[Grand Jury Response 7-10-2015](#)

6. Information Items (No Action Required by Commissions)
7. Additions to, or deletions from, the Agenda
8. Approval of the Agenda

SCHEDULED CALENDAR

(All items under Scheduled Calendar require Commission Action)

[CSC 15-0034](#) Amend the Class Specification of Process Server.

Attachments: [A - Add-Delete Process Server](#)
[B - Revised Process Server](#)

[CSC 15-0037](#) Amend Civil Service Rule 4.2, Alphabetical Listing of Classes and Salaries, and Civil Service Rule 4.5, Department Position Allocation List

[CSC 15-0038](#) Receive informational report from the Director of Human Resources on Civil Service Rule 4.02

MISCELLANEOUS ITEMS

9. Commission/Staff Comments

Adjourn

To the Civil Service Commission meeting of September 9, 2015 at 6:30 P.M., Board Chambers, 675 Texas Street, Fairfield, CA



Solano County

675 Texas Street
Fairfield, California 94533
www.solanocounty.com

Agenda Submittal

Agenda #: **Status:** Agenda Ready
Type: CSC-Document **Department:** Civil Service Commission
File #: CSC 15-0035 **Contact:** Marc Fox, 784-2552
Agenda date: 8/12/2015 **Final action:**
Title: Approve the Minutes of the Commission Meeting of June 11, 2015

Governing body: Civil Service Commission

District:

Attachments: [Minutes 6-11-15](#)

Date	Ver.	Action By	Action	Result
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Published Notice Required? Yes No
Public Hearing Required? Yes No

DEPARTMENTAL RECOMMENDATION:

The minutes of the Civil Service Commission meeting of June 11, 2015 are presented for your approval.

**MINUTES OF THE SOLANO COUNTY
CIVIL SERVICE COMMISSION**

Special Meeting
Thursday, June 11, 2015
Board of Supervisors Chambers
County Administration Center
Fairfield, CA 94533

1. Call to Order/Roll Call

Vice President Booe called the meeting to order at 5:00 p.m. Roll was called, and the following Commissioners were present: Commissioner Booe, Commissioner Riley, and Commissioner Burton. Commissioner Neal was absent. Commission Staff present were Marc Fox, Director of Human Resources and Commission Secretary; JoAnn Parker, Deputy County Counsel; and Antoinette Rasmussen, Recording Secretary.

2. Pledge of Allegiance

3. Items from the Public

Nadeen Roach claimed that she had emailed a packet of information regarding recently filed appeals to the Commission. None of the Commissioners claim to have received this packet. Ms. Roach presented printed copies of this packet to the Commission. Ms. Roach explained that she requested to be placed on the Commissions agenda and was denied.

Deputy County Counsel JoAnn Parker stated that she will report back with a memo. Commissioner Riley stated that he would like time to review the packet. Director of Human Resources Marc Fox explained that the candidates in this grievance were not disqualified. Commissioners asked for more information at their next regular meeting.

4. Approval of the Minutes of the Commission Meeting of April 8, 2015

A motion to approve the minutes of the April 8, 2015 was made by Commissioner Burton with a second by Commissioner Riley. The motion to approve the minutes carried 3/0.

5. Communications

There were no communication items.

6. Information Items (No Action Required by Commission)

There were no information items.

7. Additions to, or deletions from, the Agenda

There were no additions to or deletions from the Agenda.

8. Approval of the Agenda

A motion was made to approve the agenda by Commissioner Riley with a second by Commissioner Burton. The motion to approve the agenda carried 3/0.

SCHEDULED CALENDAR

CSC 15-0026: Informational update on the Hearing Officer-led hearing on an allegation of workplace discrimination ("Employee M")

Director of Human Resources Marc Fox informed the Commission that they were unable to mutually select a hearing officer. Windy Rouder is the selected hearing officer. The hearing dates will be July 14, 2015 and July 15, 2015. Windy Rouder has requested to potentially schedule a Special Civil Service Commission Meeting on August 19, 2015. Commissioner Riley stated that he is not available that day but if the other Commissioners are available then he can adjust his schedule to accommodate this meeting. Mr. Fox stated that he would like all Commissioners to be present at the hearing. Commissioner Burton stated that he is available for a meeting on August 19, 2015.

CSC 15-0031: Informational update on the Hearing Officer-led hearing on an allegation of workplace discrimination ("Employee Y")

Director of Human Resources Marc Fox informed the Commission that they were also unable to mutually select a hearing officer for "Employee Y" and that he will provide additional updates to the Commission at a later date.

CSC 15-0029: Consider revisions to Civil Service Rule Sections 9.03 and 9.04 –Disciplinary Action and Appeals

Director of Human Resources Marc for explained to the Commission that the Civil Service Rules currently state that employees have 7 days to make appeal and that the various Memorandums of Understanding state that employees have 10 days for an administrative appeal. For consistency purposes, Mr. Fox is requesting the Commission revise Civil Service Rule sections 9.03 and 9.04 to be consistent with the disciplinary action administrative appeal process described in the various Memorandums of Understanding.

A motion to approve the revisions to Civil Service Rule Sections 9.03 and 9.04 – Disciplinary Action and Appeals was made by Commissioner Burton with a second by Commissioner Riley. The motion carried 3/0.

CSC 15-0030: Request to Revise the Welfare Fraud Investigator (WFI) Class Series: WFI, WFI II, and WFI - Supervisor

Mr. Fox introduced Candice Mabra, Human Resources Analyst; Jeannine Seher, Assistant Director of Human Resources; and Meg Nealon, Welfare Fraud Investigator Manager. Mr. Fox explained that Welfare Fraud Investigators are peace officers and must receive P.O.S.T. certification. The County has met and conferred with the Deputy Sheriff's Association regarding revising these class specifications and the union had requested that one word be changed in the proposed class specification, which was made. Commissioner Booe asked who these classifications are

represented by. Mr. Fox replied that they are represented by the Deputy Sheriff's Association. Commissioner Riley asked if the Commission needs to approve these individually. Mr. Fox responded that it is up to the Commission. Commissioner Riley asked if there are any major changes. Assistant Director of Human Resources Jeannine Seher responded that there are no substantial differences.

A motion to approve the request to revise the Welfare Fraud Investigator (WFI) Class Series: WFI, WFI II, and WFI - Supervisor was made by Commissioner Riley with a second by Commissioner Burton. The motion carried 3/0.

9. Commission/Staff Comments

Commissioner Riley stated that he is unable to access his County email on his iPad and that he would like access his County email on other devices. Mr. Fox responded that instructions will be sent to the Commissioners regarding this process.

Commissioner Riley asked if there will be a new Commissioner starting to fill the current vacancy. Mr. Fox responded that there will hopefully be a new Commissioner appointed shortly.

10. Adjourn

Vice President Booe adjourned the meeting at 5:34 p.m.

Respectfully submitted,



Marc A. Fox
Director of Human Resources



Solano County

675 Texas Street
Fairfield, California 94533
www.solanocounty.com

Agenda Submittal

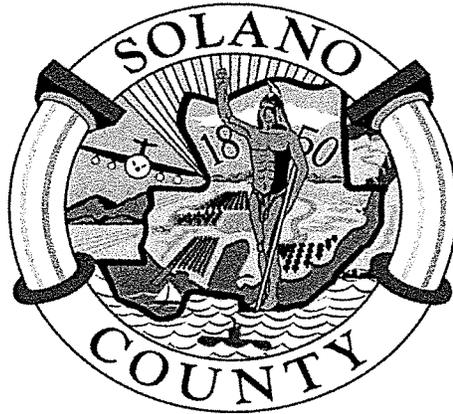
Agenda #: **Status:** Agenda Ready
Type: CSC-Document **Department:** Civil Service Commission
File #: CSC 15-0036 **Contact:** Marc Fox, 784-2552
Agenda date: 8/12/2015 **Final action:**
Title: Grand Jury Report on Procedures for Hiring Solano County Employees

Governing body: Civil Service Commission

District:

Attachments: [Grand Jury Report](#)
[Grand Jury Response 7-10-2015](#)

Date	Ver.	Action By	Action	Result
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SOLANO COUNTY GRAND JURY
2014 - 2015

**PROCEDURES FOR HIRING
SOLANO COUNTY EMPLOYEES**

**PROCEDURES FOR HIRING
SOLANO COUNTY EMPLOYEES
2014-2015 Solano County Grand Jury**

I. Summary

The Solano County Human Resources mission is to *provide the county with a well-qualified and well trained work force that reflects the diversity of the community, appropriately classified and equitably compensated and to develop and implement policies, procedures, and programs which promote a positive and productive work environment.*

The 2014-15 Solano County Grand Jury conducted an inquiry of the Solano County Human Resources Department (HR) to gain a better understanding of county hiring procedures and the length of time it takes to fill a vacancy. The hiring process is lengthy and results in a hiring pool of decidedly qualified candidates.

II. Introduction/Background

The Grand Jury conducted numerous interviews and reviewed various documents pertaining to Solano County HR policies and procedures, to better understand Solano County's hiring process and to determine if there were areas of concern that could cause a delay in the process.

III. Methodology

INTERVIEWED

- Members of the County Administrators Office (CAO)
- Members of the Human Resources Leadership (HR)
- Members of the Health & Social Services Department (HSS)
- A Former HSS Employee
- A Prospective Applicant for a County Position
- Several Human Resources Analysts

DOCUMENTS REVIEWED

- Two County-wide Vacancy Reports
- New Requisition Guide for Hiring (Flowchart for hiring)
- Social Worker III Open Recruitment and Hiring Steps
- Office Assistant II Open Recruitment and Hiring Steps
- Clinic Physician Supervisor Open Recruitment and Hiring Steps
- Environmental Health Manager Recruitment and Hiring Steps

- 2014 Human Resources Goals
- Solano County Bargaining Units by Departments
- Human Resources Organizational Chart
- Vacant Positions and Average Lag Days

IV. STATEMENT OF FACTS

As a result of the 2009 economic downturn, there was a 25% staffing reduction in Solano County. Since that time, the county has been working under a “soft freeze” which is designed to minimize layoffs as the county recovers from the economic downturn. There are 37 departments within the county employing approximately 2,836 positions. As of March 2015, there are 236 vacant positions (including two HR analyst positions) resulting in a vacancy rate of 8.8%. Some of the county-wide vacant positions are not being filled because the workload may not support filling the positions at this time.

Currently, seven HR analysts are responsible for filling employee vacancies in 19 departments, containing 18 divisions. Various positions are represented by 15 unions and associations. Within the 15 unions and associations, there are different rules, regulations and guidelines that may affect the process; i.e., Civil Service rules. The analysts are responsible for filling each position as they are requested, as well as responding to additional requests by management. Of the seven analysts, three are assigned to the largest department in the county, Health & Social Services (HSS).

The average time to fill a position is 60 to 90 days. More complex positions may require more than 90 days. Positions such as Physicians and Psychiatrists are difficult to fill and retain due to factors such as pay, benefits and incentives. Private hospitals offer higher pay and better incentives; e.g., hiring bonuses, benefits packages etc.

To fill a position, the hiring manager submits a requisition to the Human Resources Department (HR). HR will review the requisition and forward it to the County Administrator’s Office (CAO) for review and approval by a CAO analyst. Once approved, the requisition is returned to HR to begin the recruitment process. This process seems simple, however in reality there are many steps in the process to be considered and executed before selecting a viable candidate. Some of the hiring steps may include:

Opening recruitment process

- Check for current eligibility list
- Conduct job analysis
- Develop job announcement
- Create recruitment plan
- Create advertising plan
- Set-up recruitment file

Closing recruitment process

- Identify subject matter expert
- Determine opening and closing dates of recruitment
- Determine applicable exams
- Establish oral board panel
- Certify names of applicants to hiring department
- Determine hiring interview dates

Selection process

- Candidates meeting the minimum requirements then go through the interview process.

Initial interview questions may include:

- Behavior characteristics
- Customer Service skills
- Multi-tasking skills
- Managing difficult situations

If a prospective candidate passes the initial interview, the next step is the hiring interview.

Hiring interview focuses on:

- Position applied for
- Job knowledge

As a result of the 2009 economic downturn, there was a reduction in HR staffing. Prior to the Grand Jury investigation of the HR department, there was a question as to whether the department was adequately staffed and if vacancies were filled in a timely manner. At the beginning of our investigation, it was surmised that the county's hiring process was deficient. Through our investigation we discovered that, in fact, the hiring process is quite adequate based on the parameters set forth by the many types of jobs in the county. With HR's current staffing level, there is no evidence that the process is unduly extended. However, as the Grand Jury conducted various interviews, it was apparent that a number of Solano County Department leadership and interviewees did not have a clear understanding of the hiring process.

V. FINDINGS AND RECOMMENDATIONS

Finding 1

As a result of the 2009 economic downturn, there was a reduction in staffing in the Human Resources Department. Requests have been made to fill three vacant positions with only one filled.

Recommendation 1

The Human Resources Department immediately fill the two vacant positions in HR to bring the department to full complement to expedite the hiring process.

Finding 2

Some of the Solano County leadership other than the Human Resources Department do not have an accurate understanding of the hiring process.

Recommendation 2

Human Resources leadership should be more engaged in educating their peers about the complexities involved in the hiring process. The education will help stem some of the negative perceptions as to how HR performs its duties.

Comments

The hiring process can be justifiably lengthy because of its complexities.

Required Responses

Solano County Administrator Office (Findings All)
Solano County Human Resource Department (Findings All)

Courtesy Copies

Clerk, Solano County Board of Supervisors

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DEPARTMENT OF HUMAN RESOURCES



SOLANO COUNTY

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July 10, 2015

The Honorable E. Bradley Nelson
Presiding Judge of the Superior Court
Solano Superior Court
600 Union Avenue
Fairfield, CA 94533

Regarding: Response to the FY2014/15 Grand Jury Report –
Procedures for Hiring Solano County Employees

Dear Honorable Presiding Judge Nelson:

Pursuant to Penal Code sections 933(c) and 933.05, I am responding to the findings and recommendations in the FY2014/15 Grand Jury report received June 25, 2015 on Procedures for Hiring Solano County Employees that pertain to matters under my control as the Director of Human Resources.

Finding 1

As a result of the 2009 economic downturn, there was a reduction in staffing in the Human Resources Department. Requests have been made to fill three vacant positions with only one filled.

Response to Finding 1

The Director of Human Resources partially agrees with the finding.

There have been vacancies within the Human Resources Department, and positions have been filled. Two Human Resources Analyst positions were filled, with one hired in October 2014 and the other in January 2015. The Employment Relations Manager was hired effective March 2015. The remaining vacancy within the Human Resources Department is the Administrative Secretary, which supports the Director and Assistant Director.

Recommendation 1

The Human Resources Department immediately fill the two vacant positions in HR to bring the department to full complement to expedite the hiring process.

Response to Recommendation 1

The Director of Human Resources partially agrees with the finding.

All Human Resources Analyst vacancies are filled, with the vacancies filled in October 2014 and January 2015.

Finding 2

Some of the Solano County leadership other than the Human Resources Department do not have an accurate understanding of the hiring process.

Response to Finding 2

The Director of Human Resources agrees with the finding.

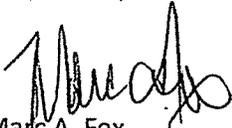
Recommendation 2

Human Resources leadership should be more engaged in educating their peers about the complexities involved in the hiring process. The education will help stem some of the negative perceptions as to how HR performs its duties.

Response to Recommendation 2

The Director of Human Resources partially agrees with the finding. As part of the County's leadership academy, the Human Resources Department trains supervisors and managers on "Interview and Hiring Guidelines." Bimonthly, the assigned Human Resources Analyst and either the Director or Assistant Director of Human Resources meet with each department director to review existing vacancies, recruitment efforts, and those recruitments anticipated during the following 60 days. Additionally, in September and October 2014 the Human Resources Department sponsored two hiring summits for all County hiring managers to better educate managers on the hiring process. In addition to these efforts, the Human Resources Department will prepare and distribute information to all County departments on the hiring process.

Respectfully submitted,



Marc A. Fox

Director of Human Resources

Copy:

Grand Jury

Board of Supervisors

Birgitta Corsello, County Administrator

Dennis Bunting, County Counsel

Michelle Heppner, Legislative, Intergovernmental and Public Affairs Officer

Chris Rogers, Management Analyst



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Agenda Submittal

Agenda #: **Status:** Agenda Ready
Type: CSC-Document **Department:** Civil Service Commission
File #: CSC 15-0034 **Contact:** Marc Fox, 784-2552
Agenda date: 8/12/2015 **Final action:**
Title: Amend the Class Specification of Process Server.

Governing body: Civil Service Commission

District:

Attachments: [A - Add-Delete Process Server](#)
[B - Revised Process Server](#)

Date	Ver.	Action By	Action	Result
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HUMAN RESOURCES' RECOMMENDATION:

The Department of Human Resources (Human Resources) recommends the Civil Service Commission amend the class of Process Server.

SUMMARY:

The District Attorney's Office and the Public Defender's Office use the class of Process Server for serving civil and/or criminal process documents such as court orders, writs, affidavits, summonses, notices, and subpoenas, and for receiving, reviewing, planning and delivering documents necessary to ensure needed witnesses are noticed as to the requirement for their presence in civil and criminal matters. The Public Defender's Office made the initial request to revise the Process Server's class specification, to reflect a clear and accurate description of the essentials duties and responsibilities and the required knowledge, skills and abilities of the position.

DISCUSSION:

On September 12, 2001, the Civil Service Commission approved the Process Server class specification, and the class specification has not been revised since its adoption. The proposed revisions will update the required knowledge, skills and abilities, amend the experience minimum qualifications, and bring the class specification to the current format. In addition, the proposed revisions clearly outline the requirement to maintain a valid California Driver's License.

Copies of the proposed class and the revised class specifications are attached.

ALTERNATIVES:

The Civil Service Commission could elect not to approve the proposed class specification amendments. However, this is not recommended as the Public Defender's Office has requested the updates to ensure that the class specification reflects a clear and accurate description of the duties and responsibilities of the position.

OTHER AGENCY INVOLVEMENT:

Human Resources worked with the Public Defender's Office and the District Attorney's Office in revising the class specification. The Process Server's class specification is represented by SEIU, Local 1021 (Union), and on May 6, 2015, the Union's field representative was provided the proposed class specifications revisions for review. On June 24, 2015,

at the request of the Union, the County representatives met with SEIU's representatives to discuss the proposed changes. SEIU's representatives asked clarifying questions and requested to consider alternate verbiage on a section that remained unchanged; however, SEIU's representatives did not provide any objections to the proposed revisions.

COUNTY OF SOLANO
CLASS SPECIFICATION
PROCESS SERVER

Effective Date: September, 2001
Effective Date of Revision: XX/XX/XXXX
Date of this Add/Delete Draft: 05/06/15

CLASS SUMMARY:

Under general supervision, is responsible for serving civil or criminal process documents such as court orders, writs, affidavits, summonses, notices, subpoenas, and providing proof of service. ~~This is a single class position is~~ Incumbents in this class are responsible for serving civil and/or criminal process documents. ~~Incumbents in this class receive, review, plan and deliver~~ and for receiving, reviewing, planning and delivering documents necessary to assure needed witnesses are noticed as to the requirement for their presence in civil and criminal matters.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- District Attorney Investigator (Supervising) class which plans, organizes, supervises and participates in the activities of one or more investigations units in the District Attorney's Office engaged in conducting investigations of criminal and/or civil law matters; conducts the more complex or sensitive investigations; and serves as a member of the department's management/supervisory team.
- Chief Deputy Public Defender class which plans, organizes and supervises the operations of a Criminal Division within the Office of the Public Defender; defends complex cases ;
- Chief Public Defender Investigator class which plans, organizes, coordinates and supervises the activities of the criminal investigation staff of the Office of the Public Defender; and conducts the more complex or sensitive investigations of criminal and civil law matters in the Office of the Public Defender.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by, for example, the District Attorney Investigator (Supervising), the Chief Deputy Public Defender, the Chief Public Defender Investigator; or
- No supervision is exercised over others.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Receives legal process documents and written instructions for service of documents to litigants; plans daily workload and route to facilitate the service process with a minimum of travel time and mileage.

- Locates witnesses, makes positive identification of person being served and serves court orders, writs, subpoenas, affidavits, summonses, or notices to witnesses for appearance in court.
- Contacts employers, families, neighbors, and others to secure information regarding the whereabouts of individuals in order to effect the service process.
- Informs persons served of the general contents of the documents served.
- Prepares reports on documents served or attempted. Signs proof of service documents and maintains records.
- Transports witnesses for conferences or court appearances and informs witnesses when court is cancelled or postponed.
- ~~Is available~~ During court sessions, to serve as witnesses and provides testimony regarding the measures taken (due diligence) to locate witnesses.
- Performs other ~~related~~ duties as assigned of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

~~Any combination of experience, education, or training which demonstrates possession of and competency in the requisite knowledges and abilities. Typical qualifying experience and/or education would be:~~

- **Education:** Completion of 15 semester or 22.5 quarter units from an accredited college or university in criminal justice, paralegal, sociology, psychology or other related field.

OR

- **Experience:** Six months full time experience performing public contact work ~~which may have included interviewing individuals;~~ and/or reviewing or explaining legal, insurance, financial or other comparable documents or information.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

~~Possession of a valid Class C California Drivers License is required.~~

- Applicants are required to possess a valid California Driver's License, Class C.

Note: The driver's license must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- ~~Thorough knowledge of~~ Basic administrative procedural processes or techniques for delivery and exchange of information.
- Documentation and recordkeeping methods.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Plan and organize daily workload.
- Learn the procedure for the service of different types of legal documents.
- ~~Maintain simple recordkeeping systems.~~
- ~~Communicate effectively with people.~~
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Develop information from the public and other sources to identify persons to be served.
- ~~Establish and maintain cooperative working relationships.~~
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Determine the appropriate course of action in emergency or unusual situations;
- Maintain accurate records and document actions taken.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Use modern office equipment to include computers and related software applications.

PHYSICAL REQUIREMENTS :

- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- Lifting, Carrying, Pushing and Pulling (Light Work): Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also require employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- Office Work plus Outdoor Work: While some work will be in an office setting and driving in a car, locating persons and delivering legal documents will require an employee in this class to work outside and thus will be subject to exposure to intense noises, fumes, odors, pollens, dust, inadequate lighting, and to unpleasant field conditions including rainy, windy, cold, or hot weather.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people.
- Working Alone: Employees in this class may be working in remote areas and/or may be working on night shifts and/or on weekends and thus may working alone for extended periods of time.

OTHER REQUIREMENTS:

- ~~Must be able to work irregular hours, nights, weekends, and holidays as needed.~~

- ~~Positions allocated to this class may require bilingual skills.~~
- ~~Candidates considered for appointment are subject to a background check.~~
- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class.
- Independent Travel: Incumbents are required to travel independently to locate persons and deliver legal documents.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Language Proficiency: Some positions allocated to this class will require the employee to speak, read and write in a language other than English.

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: 09/12/2001
- Date Adopted by the Board of Supervisors:
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class:
- Class Code:

COUNTY OF SOLANO
CLASS SPECIFICATION
PROCESS SERVER

Effective Date: September 12, 2001

Effective Date of Revision: August 12, 2015

CLASS SUMMARY:

Under general supervision is responsible for serving civil or criminal process documents such as court orders, writs, affidavits, summonses, notices, subpoenas, and providing proof of service. Incumbents in this class are responsible for serving civil and/or criminal process documents and for receiving, reviewing, planning and delivering documents necessary to assure needed witnesses are noticed as to the requirement for their presence in civil and criminal matters.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **District Attorney Investigator (Supervising)** class which plans, organizes, supervises and participates in the activities of one or more investigations units in the District Attorney's Office engaged in conducting investigations of criminal and/or civil law matters; conducts the more complex or sensitive investigations; and serves as a member of the department's management/supervisory team.
- **Chief Deputy Public Defender** class which plans, organizes and supervises the operations of a Criminal Division within the Office of the Public Defender; defends complex cases ;
- **Chief Public Defender Investigator** class which plans, organizes, coordinates and supervises the activities of the criminal investigation staff of the Office of the Public Defender; and conducts the more complex or sensitive investigations of criminal and civil law matters in the Office of the Public Defender.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by, for example, the District Attorney Investigator (Supervising), the Chief Deputy Public Defender, the Chief Public Defender Investigator; or
- No supervision is exercised over others.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Receives legal process documents and written instructions for service of documents to litigants; plans daily workload and route to facilitate the service process with a minimum of travel time and mileage.
- Locates witnesses, makes positive identification of person being served and serves court orders, writs, subpoenas, affidavits, summonses, or notices to witnesses for appearance in

court.

- Contacts employers, families, neighbors, and others to secure information regarding the whereabouts of individuals in order to effect the service process.
- Informs persons served of the general contents of the documents served.
- Prepares reports on documents served or attempted. Signs proof of service documents and maintains records.
- Transports witnesses for conferences or court appearances and informs witnesses when court is cancelled or postponed.
- During court sessions, serves as witness and provides testimony regarding the measures taken (due diligence) to locate witnesses.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** Completion of 15 semester or 22.5 quarter units from an accredited college or university in criminal justice, paralegal, sociology, psychology or other related field.

OR

- **Experience:** Six months full time experience performing public contact work and/or reviewing or explaining legal, insurance, financial or other comparable documents or information.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid California Driver's License, Class C.

Note: The driver's license must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Basic administrative procedural processes or techniques for delivery and exchange of information.
- Documentation and recordkeeping methods.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Plan and organize daily workload.
- Learn the procedure for the service of different types of legal documents.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Develop information from the public and other sources to identify persons to be served.

- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Determine the appropriate course of action in emergency or unusual situations;
- Maintain accurate records and document actions taken.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Use modern office equipment to include computers and related software applications.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling (Light Work):** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- **Office Work plus Outdoor Work:** While some work will be in an office setting and driving in a car, locating persons and delivering legal documents will require an employee in this class to work outside and thus will be subject to exposure to intense noises, fumes, odors, pollens, dust, inadequate lighting, and to unpleasant field conditions including rainy, windy, cold, or hot weather.
- **Disruptive/Confrontational Human Contacts:** Employees in this class may be subject to disruptive and confrontational people.
- **Working Alone:** Employees in this class may be working in remote areas and/or may be working on night shifts and/or on weekends and thus may working alone for extended periods of time.

OTHER REQUIREMENTS:

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class.
- **Independent Travel:** Incumbents are required to travel independently to locate persons and deliver legal documents.
- **Hours of Work:** Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- **Language Proficiency:** Some positions allocated to this class will require the employee to speak, read and write in a language other than English.

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: 09/12/2001
- Date Adopted by the Board of Supervisors:
- Date(s) Revised: 08/12/2015
- Date(s) Retitled and Previous Titles of the Class:
- Class Code: 413320



Solano County

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Agenda Submittal

Agenda #: **Status:** Agenda Ready
Type: CSC-Document **Department:** Civil Service Commission
File #: CSC 15-0037 **Contact:** Marc Fox, 784-2552
Agenda date: 8/12/2015 **Final action:**
Title: Amend Civil Service Rule 4.2, Alphabetical Listing of Classes and Salaries, and Civil Service Rule 4.5, Department Position Allocation List
Governing body: Civil Service Commission
District:
Attachments:

Date	Ver.	Action By	Action	Result
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HUMAN RESOURCES' RECOMMENDATION:

The Director of Human Resources recommends that the Civil Service Commission amend Rule 4.2, Alphabetical Listing of Classes and Salaries, and Rule 4.5, Department Position Allocation List, by no longer capitalizing the formal names of the respective reports within the Civil Service Rule.

SUMMARY:

Civil Service Rule 4.2, Alphabetical Listing of Classes and Salaries, provides that the County shall maintain a report listing all classifications and their salaries. Similarly, Civil Service Rule 4.2 provides that the County shall maintain a report listing all authorized positions sorted by department. The Civil Service Rule specifically names each report by capitalizing specific words, naming the salary schedule as the "Alphabetical Listing of Classes and Salaries" and naming the position allocation report as the "Position Allocation List." The proposed amendment would provide the County the flexibility in using a different name, if desired, for each report.

DISCUSSION:

As provided by Civil Service Rule 4.2, Alphabetical Listing of Classes and Salaries, the County's salary schedule is described as either the "Listing of Classes/Alphabetical by Class Title" or the "Alphabetical Listing of Classes and Salaries." The proposed Civil Service Rule amendment is to no longer capitalize this title within the Rule, thus permitting the County to maintain the current document name or describe it as the "Salary Schedule." The proposed amendment is:

4.2 Alphabetical Listing of Classes and Salaries

The Solano County Alphabetical Listing of Classes and Salaries alphabetical listing of classes and salaries, designating class titles in alphabetical order and allocation of such classes to the grades in the basic salary schedule, is hereby incorporated by reference. All classes in the listing are considered to be part of the classified service, except as excluded by Section 20-13, Chapter 20, Solano County Code.

Similarly, as provided by Civil Service Rule 4.5, Department Position Allocation List, the County's position allocation report is described as the "Position Allocation List." The proposed Civil Service Rule amendment is to no longer capitalize this title within the Rule, thus permitting the County to maintain the current document name or describe it as

the "Position Allocation Report." The proposed amendment is:

4.5 Department Position Allocation List

A. The Solano County Position Allocation list position allocation list, designating all regular full-time, regular part-time and limited-term positions by department is hereby incorporated by reference. All positions in the list are considered to be part of the classified service, except as excluded by Section 20-13, Chapter 20 Solano County Code.

Note: All other paragraphs of Civil Service Rule 4.5 would remain unchanged.

ALTERNATIVES:

The Civil Service Commission may elect to not amend the Civil Service Rules, meaning that the formal names listed in the Civil Service Rules would remain in effect.

OTHER AGENCY INVOLVEMENT:

On June 26, 2015 the Director of Human Resources notified designated representatives of each collective bargaining unit of the proposed amendments to Civil Service Rule 4.2 and Rule 4.5. As of August 5, 2015 no bargaining units have raised any objections to the proposed amendments.



Solano County

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Agenda Submittal

Agenda #: **Status:** Agenda Ready
Type: CSC-Document **Department:** Civil Service Commission
File #: CSC 15-0038 **Contact:** Marc Fox, 784-2552
Agenda date: 8/12/2015 **Final action:**
Title: Receive informational report from the Director of Human Resources on Civil Service Rule 4.02

Governing body: Civil Service Commission

District:

Attachments:

Date	Ver.	Action By	Action	Result
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HUMAN RESOURCES' RECOMMENDATION:

None as this is an informational item only.

SUMMARY:

At the June 3, 2015 meeting, the Commission received public comment regarding the Director of Human Resources' decision to not advance individuals in a recruitment. The purpose of this information item is to share information with the Commission regarding Civil Service Rule 4.02, Method of Recruitment.

DISCUSSION:

Civil Service Rule 4.02, Method of Recruitment, states:

The Director of Human Resources shall determine the recruiting plan that in his/her judgment will result in the most successful recruitment possible within practical limitations of budget, time, and needs of the County departments.

The Human Resources Director, or his assignee, approves a recruitment plan in advance of the recruitment start date. The recruitment plan identifies those screening tools that will be utilized in evaluating the qualifications of job applicants. Included, for example, may be a supplemental questionnaire, written examination, performance test, oral examination, or other tests which evaluate the relative qualifications of the applicants.

Included in the recruitment announcement, and consistent with Civil Service Rule 4.02 above, is the following:

SELECTION PROCESS

Based on the information provided in the application documents, the qualified applicants will be invited for further examination. **All applicants meeting the minimum qualifications are not guaranteed advancement through any subsequent phase of the examination. Depending upon the number of applications received, the selection process may consist of an initial application screening, a mandatory information meeting, a written and/or practical exam, an oral interview, or any combination listed.** Information contained herein does not constitute either an expressed or implied contract. [*emphasis added*]

Civil Service Rule **4.09**, Notice of Action on Application/Right of Appeal, states:

All applicants will be notified of the acceptance or rejection of their application. Applicants who fail to meet the qualification guidelines may file their appeal in writing with the Director of Human Resources whose decision shall be final.

- A. Applicants found incomplete or deficient must be corrected by the final filing date.
- B. Requirements of minimum qualifications must be satisfied no later than the final filing date.

The Civil Service Rules also provide in **5.24**, Appeal from Disqualification in Further Examinations and Selections, as follows:

- A. Individuals electing to appeal their disqualifications in any phase of the examination or selection process, except those provided in Section 4.13 (revised 9/30/14) of these rules, shall, within five (5) working days of the receipt of the action, but in any event no later than the next scheduled examination date, file a written statement with the Director of Human Resources setting forth:
 - 1. The action being appealed
 - 2. The specific basis for the appeal
 - 3. The relief sought
- B. Within five (5) working days from the receipt of a timely appeal, the Director of Human Resources shall complete an investigation. The individual shall be promptly notified of the results of the investigation and advised of any rights and responsibilities for further appeal.
- C. An individual may appeal the decision of the Director of Human Resources to the Civil Service Commission may filing a written request to do so with the Director of Human Resources within five (5) working days following the written notification of results by the Director of Human Resources.
- D. Scheduling of a hearing date will be placed on the agenda of the next regular meet of the Civil Service Commission.
- E. When the Commission grants an appeal from disqualification by an oral board, the candidate shall be given a minimum rating as given for the oral interview phase of the examination, which shall be combined with the score from any other phase of the examination to constitute the candidate's total score. The applicant's name shall then be placed on the eligible list in the order which his/her total combined score provides.
- F. Valid appointments from an eligible list shall not be affected by any subsequent action by the Commission which affects the eligible list.

As Civil Service Rule 5.24 references **4.13**, Disqualification of Applicants or Candidates, it is reprinted below:

The Director of Human Resources may refuse to examine an applicant or after examination may disqualify a candidate, or remove the name from the eligible list for any of the following reasons: Any person

- A. Who is found to lack the requirements or qualifications established for the examination.
- B. Who is physically unfit to perform the duties of the class.

- C. Who is addicted to illegal drugs or the habitual use of alcohol to excess and is not entitled to the protections of the Americans with Disabilities Act.
- D. Who presents evidence of immoral, infamous, or disgraceful conduct.
- E. Who has been convicted of or pled nolo contendere to a felony or misdemeanor if the Director determines that there is a rational relationship between the felony or misdemeanor and the position from which the application is made. In making the determination, the Director shall consider the duties and responsibilities of the position, the nature of the felony or misdemeanor, the length of time since the conviction/plea, and the circumstances surrounding the conviction/plea and the individual's subsequent record. In the case of an applicant or eligible for peace officer as defined in Government Code Section 830 et seq., a felony conviction shall automatically disqualify the individual.
- F. Who has been discharged from the Armed Forces under conditions other than honorable.
- G. Who has submitted a false, incomplete, misleading or late application.
- H. Who has been approved by the Director of Human Resources to be removed for job related reasons upon the written request of the appointment authority.
- I. Who has been previously dismissed from public or private employment or has resigned to avoid such dismissal from any of the reasons listed in this section.

A disqualified applicant, candidate, or eligible shall be promptly notified of such action. Individuals electing to appeal any phase of the examination or selection process shall file their appeal following the procedure set forth in Section 4.09 or 5.24 of these rules. Persons alleging discrimination may elect to have their complaints processed through the discrimination complaint procedure in accordance with Section 1.03, but shall not file under both sections. (Revised 9/30/14)

In the instance giving rise to the June 2015 public comment, the pre-established recruitment plan included a supplemental questionnaire. All applications were screened to determine who met the minimum qualifications. The supplemental questionnaire was used to evaluate the relative qualifications of the job applicants. Those responses whose evaluation resulted in a higher relative qualification of the job applicant were invited to the oral board interview (which were scheduled for two days).

Those job applicants who met the classification's minimum qualifications but whose supplemental questionnaire responses resulted in a lower relative qualification were noticed with the following:

We are fortunate to receive applications from a large number of well qualified applicants. Unfortunately, although you met the minimum qualifications for this recruitment, you were not among the most highly qualified as based on answers to the supplemental questionnaire. Therefore, you will not be moving forward in the recruitment process.

There is no appeal under Civil Service Rule 5.25, Appeal from Disqualification in Further Examinations and Selections, as the individuals were not disqualified. Rather, other applicants were found to have received a higher qualifying rating.

There is no appeal under Civil Service Rule 4.13, Disqualification of Applicants or Candidates, as the Director of Human Resources 1) did not refuse to examine an applicant or 2) after examination disqualified an applicant or remove the applicant from the eligible list. The applicants were found to meet the classification's minimum qualifications and were

not disqualified.

Civil Service Rule 4.09, Notice of Action on Application/Right of Appeal, applies in part only. The job applications *were notified* as to the acceptance or rejection of their applications. That notice specifically stated that the job applicant met the classification's minimum qualifications.

The Human Resources Director, and by extension, the Human Resources Department, exercised judgment in establishing a recruitment plan within the practical limitations of budget, time, and needs of the County departments, and then executed that recruitment plan.

ALTERNATIVES:

The Civil Service Commission could elect to not receive this report; however, this would be inconsistent with the Commission's direction on June 3rd to present information at the next regular Civil Service Commission meeting.

OTHER AGENCY INVOLVEMENT:

None.