



RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

Office - 916-354-3700 * Fax - 916-354-2082

PERSONNEL COMMITTEE

(Directors Tim Maybee and Randy Jenco)

Special Meeting

May 11, 2021 at 10:00 a.m.

This meeting will be held via ZOOM video conference only pursuant to Gov. Newsom Executive Order N-29-20. You can join the conference by (1) logging on to <https://us02web.zoom.us/j/86742634573> entering Meeting ID no. 867 4263 4573, and using the audio on your computer, or (2) dialing into 1-669-900-9128 and entering the meeting code 867 4263 4573. Those wishing to join with audio only can simply call the telephone number above and enter the code. Participants wishing to join the call anonymously have the option of dialing *67 from their phone. Please refer to your telephone service provider for specific instructions. ***PLEASE NOTE – MOBILE DEVICE USERS MAY NEED TO INSTALL AN APP PRIOR TO USE AND MAC AND PC DESKTOP AND LAPTOP USES WILL REQUIRE YOU TO RUN A ZOOM INSTALLER APPLICATION – PLEASE FOLLOW DIRECTIONS AS PROVIDED BY ZOOM. IT IS RECOMMENDED YOU ATTEMPT TO LOGIN AT LEAST 5 MINUTES BEFORE THE START OF THE MEETING.***

AGENDA

1. Call to Order
2. Comments from the Public
3. Review Recommended Changes with the Finance Division Retitle and Reclassification of Job Specifications
4. Review Updating Director of Field Operations Job Specification – Including Updated Certifications and Regulatory Requirements
5. Directors & Staff Comments/Suggestions
6. Adjournment

"In accordance with California Government Code Section 54957.5, any writing or document that is a public record, relates to an open session agenda item and is distributed less than 24 hours prior to a special meeting, will be made available for public inspection in the District offices during normal business hours. If, however, the document is not distributed until the regular meeting to which it relates, then the document or writing will be made available to the public at the location of the meeting."

In compliance with the Americans with Disabilities Act and Executive Order No. N-29-20, if you are an individual with a disability and you need a disability-related modification or accommodation to participate in this meeting or need assistance to participate in this teleconference meeting, please contact the District Office at 916-354-3700 or awilder@rmcsd.com. Requests must be made as soon as possible.

Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is May 7, 2021. Posting locations are: 1) District Office; 2) Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

MEMORANDUM

Date: May 6, 2021
To: Personnel Committee
From: Tom Hennig, General Manager
Subject: Administration Organizational Realignment

RECOMMENDED ACTION

District Staff recommends the Personnel Committee approve the Administration Organization and Salary Realignment by adding two full-time equivalent positions, Accountant and Accounting Manager, updating the job descriptions, titles and salary schedules for the Office Assistant I/II and Accounting Assistant I/II, and eliminating the Controller and Accounting Supervisor positions.

BACKGROUND

During the Personnel Committee meeting on April 6, 2021, the committee members discussed the potential reorganization of the Administration accounting and office classifications.

Rancho Murieta Community Services District has been plagued with high turnover and has been unable to fill key Accounting positions due to lack of qualified applicants, outdated and redundant job descriptions and uncompetitive salary schedules.

Currently, the District has three key accounting positions: Accounting Assistant I/II, Accounting Supervisor and Controller; two positions are currently vacant, Controller and Accounting Supervisor. While the positions have been posted in several different locations, the amount of applications has been nearly minimal. A tentative job offer was made in early March to fill the Accounting Supervisor position, however the candidate turned the offer down over compensation concerns. The District was hopeful that the extended recruitment would enable the District to hire an experienced governmental accountant, however, another suitable candidate was not identified through the recruitment process. Further, the Controller position has had one applicant since the initial posting on March 17, 2021.

To further compound the recruitment problem, it was evident that there is no potential for upward mobility within the current structure of the Administration department. Typically there is a pathway to promotion within the organizational structure, however, the District's current organizational structure only allows for potential promotion from Office Assistant to Accounting Assistant. Unfortunately, this Accounting Assistance is where the opportunity ends. It is a significant leap to promote from the Accounting Assistant to the Accounting Supervisor role in that there is a large gap between the knowledge, skills and abilities and educational requirements of an Accounting Assistant and the Accounting Supervisor.

After reviewing the scope of duties for both the Accounting Supervisor and Controller, there were several redundancies in the job descriptions regarding operational duties, with the exceptions of the Accounting Supervisor taking on the role of managing Personnel and HR functions and the Controller managing the Audit for the District.

The District is in dire need of restructuring our Administration department to reflect current market classifications and job descriptions, as well as salary adjustments, to become more competitive in the job

market. Based on the compensation study completed in June of 2020, the Controller position was 3.2% below market and the Accounting Supervisor was 4% below market.

The highest priority of the Administration Division is to finalize the past due audit, completely reconcile the General Ledger (G/L) in preparation for a new Enterprise Resource Planning (ERP), create and maintain proper fund accounting and establish policies, procedures and reporting to ensure the systems are correctly maintained. The District's professional accounting team is integral to this process as the bandwidth of each of their positions is necessary to complete past-due work, ongoing activities and maintain it going forward. Because each position is critical to ensuring workload and goals are completed and internal controls are followed, the District continues to become more behind in day to day operating duties, with the current vacancies.

After reviewing market descriptions, the likelihood of hiring qualified candidates diminishes for several reasons: compensation not in line with current market trends, location of the District, and outdated job descriptions and minimum qualifications allowing more inexperienced applicants to apply.

While the District generally prefers to make pay grade adjustments during the negotiations cycle, in order for the District to hire a qualified candidate during this critical time, it is necessary to upgrade the salary schedule and job descriptions to a professional level. The total cost to the District is projected at \$9,630, based on the projections using the new Control Point salary range.

Staff is requesting the following changes be made:

1. Office Assistant I/II job description is outdated and should outline more professionalized duties. Currently, the job descriptions for both the Office Assistant I and II are the same, with the exception of the "on the job training" for the I and "full working level" required of the II. It is the recommendation of staff that these two classifications be combined into a single classification of Office Technician and update the job description to reflect more current and professional duties as currently required by the District. Because there are different pay ranges set to reflect the distinction between the I and the II classifications, it is recommended to eliminate the salary range for Office Assistant I and use the Office Assistant II salary range for the single Office Technician position moving forward.
2. Accounting Assistant I/II job title and description is outdated and should reflect the professional and technical duties as required by the District. The job descriptions for both the Accounting Assistant I and II are the same, with the exception of the "trainee level" for the I and "full working level" required of the II. It is the recommendation of staff that these two classifications be combined into a single classification of Accounting Technician and update the job description to reflect more current and professional duties as currently required by the District. Because there are different pay ranges set to reflect the distinction between the Accounting Assistant I and Accounting Assistant II classifications, it is recommended to eliminate the salary range for Accounting Assistant I and use the Accounting Assistant II pay for the single Accounting Technician position moving forward.
3. Reclassification of the Accounting Supervisor to an Accountant. To address the lack of upward mobility, lack of internal controls, eliminate inappropriate duties and reduce top-heavy supervisory positions, staff is recommending the reclassification and downgrade of Accounting Supervisor to Accountant. The Accounting Supervisor minimum qualifications currently require an AA degree in Accounting (or other related field) and a minimum of four (4) years technical experience in governmental or private financial accounting, personnel and general office administration. The job description also requires significant experience in Human Resources administration, which includes the potential for managing disciplinary actions, worker's

compensation claims and other personnel-related matters. These duties require significant years of training in Human Resources administration and law interpretation and are not appropriate for Accounting classifications. Although the District is small in size, the Human Resources administration activities should be included in a much higher classification, such as the Director of Administration and/or General Manager, to ensure confidentiality and impartiality in the HR processes, full understanding of Human Resources law, labor relations and risk management. Additionally, there are no requirements for existing supervisory experience further minimizing the ability of a potential candidate to be successful in this role.

Based on current District needs, staff recommends the downgrade of the Accounting Supervisor to Accountant to create an upward job path for existing employees, “right size” the Accounting series by creating the appropriate segregation of duties needed to prevent fraud and ensuring oversight and review to catch internal errors. Staff requests the Board approve updating the job description and new salary range to ensure the District’s recruitment efforts reach appropriate, qualified candidates.

4. Reclassification of the Controller to an Accounting Manager. The District has spent a great deal of effort with minimal success in recruiting a Controller to manage the most complex day to day Accounting activities and audits. To create a balanced Accounting team, reclassifying the Controller position to an Accounting Manager is appropriate and in line with governmental standards and will ensure the District is competitive with other agencies, thus increasing the likelihood of generating a more qualified candidate pool.

The title “Controller” is typically used within the private sector. Although Controllers are tasked with performing similar complex accounting duties, many are unfamiliar with governmental accounting practices and applications. Further, even though the District is a governmental entity and recruits in mostly governmental job boards, the Controller classification title is unfamiliar to public sector employees, causing many qualified candidates to automatically screen themselves out without actually reviewing the job duties. This creates a candidate pool with no governmental experience, but potentially excellent private sector experience, that will have difficulty translating in the government realm. Further, the minimum qualifications for the Controller’s education and experience are a Bachelor’s degree in Accounting or related field with no requirement of experience. This also increases the likelihood of candidates who are looking for an entry level position that does not require experience, yet this particular position within the District performs highly complex accounting and auditing functions requiring existing technical skills.

Because of the complexity associated with the experience needed as an Accounting Manager, it is imperative to have working knowledge and experience in governmental fund accounting and auditing, with additional years of experience as a supervisor.

Replacing the Controller with an Accounting Manager will allow the District to compete with other agencies and increase the likelihood of a more qualified candidate pool. Based on current District needs, staff recommends the reclassification of the Controller to Accounting Manager to create an upward job path for existing employees, “right size” the Accounting series by adding the appropriate supervisory level. Staff requests the Committee recommend the Board to approve updating the job description and new salary range to ensure the District’s recruitment efforts reach appropriate, qualified candidates.

5. Using the Projections based on salary surveys in Attachment B, staff project a minimal increase in cost to the District, approximately \$10,000 when bringing staff in at the Control Point. There is the potential for salary savings as well if a qualified candidate is brought in lower than the Control Point.

SUMMARY

Staff have met with the Union steward regarding the job description and title changes for positions that are currently filled. At this time, the Union has no concerns with updating the existing positions based on feedback provided by the employees. Upon approval from the Personnel Committee, staff will provide updated information to the Board on May 19, 2021. Staff is expected to immediately start reruiting for the vacant positons with Board approval. These new positions will allow the District to align the accounting operations with current industry standard and best practices, provide succession planning and ensure the District is competitive in a tight job market.

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

OFFICE TECHNICIAN

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: NON-EXEMPT

BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS – 05/19/2021

SUMMARY: To perform the duties of receptionist/customer service and to perform a wide variety of document preparation, data entry, entry level accounting and general office support involving extensive public contact work; to perform other related work as required.

SUPERVISION: Receives direct supervision from the Accounting Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Serves as receptionist and customer service representative, greets the public and provides information on routine questions and directs complex technical questions or unusual requests to appropriate staff members; takes and relays messages;
- Performs a wide variety of routine office administrative duties to support District operations, including filing, preparing records and basic reports, accounts payable, cashiering duties, processing permits and licenses;
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.
- Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate District staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff as necessary;
- Performs entry level cashiering duties; receives money and issues receipts; collects and prepares utility payments for deposit; enters information into utility billing system;

- Works with utility customers; monitors past due invoices and follows up on past due accounts;
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information;
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records and files;
- Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files;
- Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, calendars, PowerPoint presentations and memoranda; types from rough drafts, verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections;
- Receives, opens, time stamps, sorts, and distributes incoming mail; prepares and distributes outgoing mail;
- Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials;
- Maintains and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from computer application systems as required;
- May coordinate workshops and classes; assists with special event programs; assists in coordinating reservations, scheduling, and use of equipment and facilities.
- Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

Office Technician is the full working level for office support employees. Incumbents in this class work under minimal supervision in any of the work areas specified in the definition above. They are expected to perform complex tasks. Incumbents will be assigned specific duties according to the District's needs and the individual's ability.

QUALIFICATION REQUIREMENTS:

Knowledgeable in receptionist and telephone techniques, basic accounting concepts, math, filing and recordkeeping procedures, standard office machines, equipment and

software. Proper use of English language, spelling, grammar and punctuation.

Ability to meet the public with courtesy and tact. Perform routine office assistance and office support work. Learn office methods, rules and policies. Understand and carry out oral and written directions. Maintain collaborative and cooperative working relationships with those contacted in the course of the work. Carry out directions independent of close supervision. Operate computer and related accounting and office support software.

EDUCATION AND/OR EXPERIENCE:

Any combination of training and experience providing the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:

Minimum Education: Equivalent to the completion of the 12th grade;

AND

One (1) year of general office clerical experience.

LICENSE AND/OR CERTIFICATES:

Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability and compliance with established District vehicle operation standards are a condition of continuing employment.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 25 pounds with the use of proper equipment.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made on a case-by-case basis to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The noise level in the work environment is usually quiet.

DRAFT

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

OFFICE TECHNICIAN ASSISTANT II

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: NON-EXEMPT

BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS – 01/21/09

REVISED 05/19/2021

SUMMARY: To perform the duties of receptionist/customer service and to perform a wide variety of document preparation, data entry, entry level accounting and general office support involving extensive public contact work; to perform other related work as required.

SUPERVISION: Receives direct supervision from the Accounting ~~Supervisor~~Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. -These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Serves as receptionist and customer service representative, greets the public and provides information on routine questions and directs complex technical questions or unusual requests to appropriate staff members; takes and relays messages;
- ~~performs a wide variety of office assistance and general office support work including document preparation, filing, answering the telephone and assisting the public;~~
• Performs a wide variety of routine office administrative duties to support District operations, including filing, preparing records and basic reports, accounts payable, cashiering duties, processing permits and licenses
- ~~performs kitchen duties as required;~~
- ~~types forms, memoranda, and miscellaneous correspondence;~~
- ~~sets up and maintains a variety of files; sorts and files documents and registers information;~~
- ~~collects, sorts, date stamps and distributes mail; prepares and sends out welcome letters/packets to new customers; orders and maintains adequate office supplies;~~
- ~~receives, prepares receipts, records and deposits funds;~~
- ~~assists accounting class staff with duties involving the receipt, balancing and posting of cash funds; and the gathering, assembling, tabulating, checking and filing of financial data;~~

- ~~responsible for maintaining office equipment in working order and arranging training;~~
- ~~assists accounting class staff with duties involving data entry of accounts payable, purchase orders and timesheet distribution information.~~
- ~~performs the duties of other office support staff in a backup and fill-in capacity as needed.~~
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.
- Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate District staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff as necessary;
- Performs entry level cashiering duties; receives money and issues receipts; collects and prepares utility payments for deposit; enters information into utility billing system;
- Works with utility customers; monitors past due invoices and follows up on past due accounts;
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information;
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records and files;
- Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files;
- Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, calendars, PowerPoint presentations and memoranda; types from rough drafts, verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections;
- Receives, opens, time stamps, sorts, and distributes incoming; prepares and distributes outgoing mail;

- Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials;
- Maintains and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from computer application systems as required;
- May coordinate workshops and classes; assists with special event programs; assists in coordinating reservations, scheduling, and use of equipment and facilities.
- Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

~~This is the full working level in the Office Support series.~~ Office Technician is the full working level for office support employees. Incumbents in this class work under minimal supervision in any of the work areas specified in the definition above. They are expected to perform complex tasks. Incumbents will be assigned specific duties according to the District's needs and the individual's ability.

QUALIFICATION REQUIREMENTS:

Knowledgeable in receptionist and telephone techniques, basic accounting concepts, math, filing and recordkeeping procedures, standard office machines, equipment and software. Proper use of English language, spelling, grammar and punctuation.

Ability to meet the public with courtesy and tact. Perform routine office assistance and office support work. Learn office methods, rules and policies. Understand and carry out oral and written directions. Maintain cooperative working relationships with those contacted in the course of the work. Carry out directions independent of close supervision. Operate computer and related accounting and office support software.

EDUCATION AND/OR EXPERIENCE:

~~Any combination of training and experience providing the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:~~

~~Minimum Education: High School diploma and/or equivalent.~~

~~**Office Assistant II:** One year of experience as an Office Assistant I; or~~

~~Two years of office support experience sufficient to demonstrate the ability to perform a variety of receptionist, customer service, basic accounting and general office support work in an independent manner.~~

Any combination of training and experience providing the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:

Minimum Education: Equivalent to the completion of the 12th grade;

AND

One (1) year of general office clerical experience.

LICENSE AND/OR CERTIFICATES:

Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are a condition of continuing employment.

PHYSICAL DEMANDS:

~~Ability to operate a variety of automated office machines; reasonable typing and writing skills; exert light physical effort in sedentary to light work involving sitting most of the time, but may involve walking or moving from one area to another or standing for brief periods of time.~~

~~Ability to exert negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.~~

~~The employee must occasionally lift and/or move up to 25 pounds.~~

~~Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.~~

~~Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 25 pounds with the use of proper equipment.~~

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made on a case-by-case basis to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The noise level in the work environment is usually quiet.

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

ACCOUNTING TECHNICIAN

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: NON-EXEMPT

BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS - 05/19/2021

SUMMARY: To perform professional accounting and financial recordkeeping work; to assist in the preparation of financial statements, documents, analyses and reports; to personally perform complex and detailed accounting work; and to perform other job-related work as required.

SUPERVISION: Receives direct supervision from the Accounting Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs a variety of technical and specialized financial, personnel, budgetary and statistical recordkeeping work in District general ledger, accounts payable and receivables, water billing, payroll and budget activities, provides customer services in person and by telephone; performs cashiering duties as necessary;
- Responsible for accounts payable; sorts and distributes invoices from vendors; contacts vendors regarding invoices and payments; processes invoices; receives departmental approval; enters all pertinent information into the District's computer system; generates, prints and mails checks for payment; files and maintains copies of checks with invoice backups; creates various accounts payable reports; responsible for vendor database and 1099 processing;
- Processes utility customer requests; assists customers with questions regarding accounts and activity, answers questions and provides information to the public, investigates complaints and recommends corrective action as necessary to resolve complaints;
- Maintains miscellaneous accounts receivable, including adding new invoices, recording paid invoices, working with customers and monitoring past due invoices and following up on past due accounts;
- Prepares annual write-offs for the District;

- Prepares, reviews and maintains a variety of financial and statistical records involving cashiering, customer service and utility billing to include the receipt, balancing and posting of cash funds; gathers, assembles, tabulates, checks and files financial data;
- Coordinates collection procedures; establishes payment plans; works closely with Field Operations on accounts with service interruptions;
- Identifies and recommends ways to improve policies and procedures related to customer service;
- Provides general support to the Accountant and Accounting Manager and support in the absence of the Office Technician.

DISTINGUISHING CHARACTERISTICS:

This is the full working level in the Accounting Technician class series. Incumbents in this class work under minimal supervision in any of the work areas specified in the definition above. They are expected to perform all types of accounting support and professional accounting work related to the development and maintenance of District fiscal and accounting systems. Incumbents will be assigned specific duties according to the District's needs and the individual's ability.

QUALIFICATION REQUIREMENTS:

Knowledgeable in procedures, policies, rules and practices affecting the development, maintenance and control of fiscal and personnel recordkeeping systems. Practices of financial, personnel and statistical recordkeeping, including automated accounting and bookkeeping systems. Basic budget preparation procedures. Filing methods and procedures. Correct English usage, spelling, grammar and punctuation. Basic governmental accounting principles and procedures. Knowledge of modern office practices, procedures and equipment.

Ability to perform a variety of arithmetical calculations with speed and accuracy. Interpret and apply laws, regulations and policies. Maintain cooperative working relationships with those contacted in the course of the work. Carry out directions independent of close supervision. Operate computer and related accounting and office support software.

EDUCATION AND/OR EXPERIENCE:

Any combination of training and experience providing the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:

Minimum Education: High School diploma and/or equivalent.

Two years of technical experience in financial, accounting, personnel or statistical recordkeeping activities,

OR

Possession of a four-year college degree with a major emphasis in accounting, business management, or a closely related field.

LICENSE AND/OR CERTIFICATES:

Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are a condition of continuing employment.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 25 pounds with the use of proper equipment.

3WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made on a case-by-case basis to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The noise level in the work environment is usually quiet.

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

ACCOUNTING ASSISTANT I TECHNICIAN

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: NON-EXEMPT

BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS – 02/16/05

REVISED 05/19/2021

SUMMARY: To perform professional accounting and financial recordkeeping work; to assist in the preparation of financial statements, documents, analyses and reports; to personally perform complex and detailed accounting work; and to perform other job-related work as required.

SUPERVISION: Receives direct supervision from the Accounting Manager/Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs a variety of technical and specialized financial, personnel, budgetary and statistical recordkeeping work in District general ledger, accounts payable and receivables, water billing, payroll, and budget activities, provides customer services in person and by telephone; performs cashiering duties as necessary;
- ~~assists in the establishment of forms and procedures relating to financial recordkeeping methods;~~
- ~~gathers and organizes data to assist District management in the preparation of reports and recommendations; assists in the preparation of special financial, statistical, budgetary and analytical studies and reports;~~
- ~~performs duties involving the receipt, balancing and posting of cash funds; gathers, assembles, tabulates, checks and files financial data;~~
- ~~performs the duties of other office support staff in a backup and fill-in capacity as needed.~~
- Responsible for accounts payable; sorts and distributes invoices from vendors; contacts vendors regarding invoices and payments; processes invoices; receives departmental approval; enters all pertinent information into the District's computer system; generates, prints and mails checks for payment; files and maintains copies of checks with invoice backups; creates various accounts payable reports; responsible for vendor database and 1099 processing;

- Processes utility customer requests; assists customers with questions regarding accounts and activity, answers questions and provides information to the public, investigates complaints and recommends corrective action as necessary to resolve complaints;
- Maintains miscellaneous accounts receivable, including adding new invoices, recording paid invoices, working with customers and monitoring past due invoices and following up on past due accounts;
- Prepares annual write-offs for the District;
- Prepares, reviews and maintains a variety of financial and statistical records involving cashiering, customer service and utility billing to include the receipt, balancing and posting of cash funds; gathers, assembles, tabulates, checks and files financial data;
- Coordinates collection procedures; establish payment plans; works closely with Field Operations on accounts with service interruptions;
- Identifies and recommends ways to improve policies and procedures related to customer service;
- Provides general support to the Accountant and Accounting Manager and support in the absence of the Office Technician.

DISTINGUISHING CHARACTERISTICS:

This is the ~~trainee and first-full~~ working level in the Accounting Technician class series. Incumbents in this class work under minimal supervision in any of the work areas specified in the definition above. ~~They perform less complex tasks and receive on-the-job training in the performance of more complex duties. They are expected to perform all types of accounting support and professional accounting work related to the development and maintenance of District fiscal and accounting systems.~~ Incumbents will be assigned specific duties according to the District's needs and the individual's ability. ~~As an incumbent gains skill and performs more difficult work through experience and training and a desired level of proficiency is reached, promotion to a higher level classification can be reasonably expected.~~

QUALIFICATION REQUIREMENTS:

Knowledgeable in procedures, policies, rules and practices affecting the development, maintenance and control of fiscal and personnel recordkeeping systems. Practices of financial, personnel and statistical recordkeeping, including automated accounting and bookkeeping systems. Basic budget preparation procedures. Filing methods and procedures. Correct English usage, spelling, grammar and punctuation. Basic governmental accounting principles and procedures. Modern office practices, procedures and equipment.

Ability to perform a variety of arithmetical calculations with speed and accuracy. Interpret and apply laws, regulations and policies. Maintain cooperative working relationships with those contacted in the course of the work. Carry out directions independent of close supervision. Operate computer and related accounting and office support software.

EDUCATION AND/OR EXPERIENCE:

Any combination of training and experience providing the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:

Minimum Education: High School diploma and/or equivalent.

Two years of technical experience in financial, accounting, personnel or statistical recordkeeping activities; *or*

Possession of a ~~two-year~~two-year college degree with a major emphasis in accounting, business management, or a closely related field (Two years of experience performing comparable duties to this position may be substituted for the college degree).

LICENSE AND/OR CERTIFICATES:

Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are a condition of continuing employment.

PHYSICAL DEMANDS:

~~Ability to operate a variety of automated office machines; reasonable typing and writing skills; exert light physical effort in sedentary to light work involving sitting most of the time, but may involve walking or moving from one area to another or standing for brief periods of time.~~

~~Ability to exert negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.~~

~~The employee must occasionally lift and/or move up to 25 pounds.~~

~~Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.~~

~~Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 25 pounds with the use of proper equipment.~~

WORK ENVIRONMENT:

[https://ranchomurietacsd.sharepoint.com/teams/Administration/AdminDocuments/Amelia and Tom Meetings/Committee Mtgs/2021/5 May 2021/Personnel/Tom Approved - OK to Post/Accounting Technician - REDLINE ok.docx](https://ranchomurietacsd.sharepoint.com/teams/Administration/AdminDocuments/Amelia%20and%20Tom%20Meetings/Committee%20Mtg/2021/5%20May%202021/Personnel/Tom%20Approved%20-%20OK%20to%20Post/Accounting%20Technician%20-%20REDLINE%20ok.docx) \Debb\Admin Asst\Job Descriptions\2005\Accounting Assistant 1.doc

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made on a case-by-case basis to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The noise level in the work environment is usually quiet.

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

ACCOUNTANT

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: NON-EXEMPT

BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS – 5/19/2021

SUMMARY:

Under general supervision, performs a wide variety of professional accounting, budgeting and fiscal duties, such as establishing and maintaining accounting records, participating in budget preparation and control, reviewing and analyzing accounting and financial transaction records, and preparing financial statements and reports.

SUPERVISION: Receives general supervision from the Accounting Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Compiles, reconciles, analyzes and prepares a variety of financial statements, general and subsidiary ledgers, supporting schedules, and other financial and statistical reports; prepares work papers, financial statements, and various reports for federal and state agencies as well as for internal accounting.
- Responsible for accurately and timely preparing the District's payroll; maintains payroll information by collecting, calculating and entering data on the District's payroll system, spreadsheets and various platforms; coordinates with the Director of Administration on employee changes, new hires, changes in payroll status, pay, benefits, procedures and deadlines; updates payroll records by entering employee changes as requested; prepares and reconciles spreadsheets and reports by compiling summaries of earnings, taxes, deductions, leaves, disability coordination, and nontaxable wages; determines payroll liabilities; prepares and submits reports to the California Public Employees' Retirement System; resolves payroll discrepancies by collecting and analyzing information; serves as a resource to answer employee inquiries regarding payroll information; assists the Director of Administration in tracking and maintaining payroll information in compliance with FMLA/CFRA, FLSA, Workers' Compensation, Disability and other federal and state regulations; prepares and reconciles quarterly and annual federal and state tax filings and W-2s; maintains employee confidence and protects payroll operations by keeping information confidential.

- Performs general ledger accounting, reporting, and reconciliations; prepares monthly reconciliations of District checking accounts, investment and trust accounts, and accounts for developer security deposits; prepares general journal entries and reports based on reconciliations; tracks transactions and transfers; coordinates with other staff in preparation for the monthly, quarterly, and annual closing of the general ledger.
- Performs various cash management, investment, and reporting duties; prepares daily cash report; prepares monthly investment report; gathers and provides information on current and future cash receipts and disbursements; makes recommendations for cash and investment management; prepares bank and investment wire and transfer forms; reconciles bank and investment accounts; coordinates with banks on issues related to the District's accounts, bank transactions, and investment activities.
- Performs capital asset, depreciation and cost accounting; performs capital asset and construction in process (CIP) accounting including monthly journal entries for capital asset and construction in process adds and retirements/deletes; processes capital asset depreciation; prepares quarterly and annual capital asset, capital expense, and CIP reconciliations; and sets up completed CIP projects as capital assets when completed projects are accepted; processes all capital asset donations to the District; coordinates the annual physical inventory of a portion of the capital assets and reconciles the physical inventory to the general ledger and subsidiary ledgers; coordinates with auditors as necessary.
- Assists in budget preparation for assigned areas including debt service payments on bonded debt and capital leases, debt service administration expenses, capital asset depreciation for all applicable funds, and interest earning for all District funds; assists staff with budget preparation, reporting, forecasting and other budget duties.
- Assists in the preparation of the Annual Audit Financial Report, State Controller reports, and related year-end financial statements, schedules, notes and reports; ensures selected general ledger accounts and annual reports accurately reflect District's financial position at fiscal year-end; assists staff and District auditors with the pre-audit and audit.
- Assists the Accounting Manager by preparing special reports, completing special projects, and coordinating specialized transactions for the District with internal and external sources.
- Performs related duties as required.

QUALIFICATION REQUIREMENTS:

Knowledge of:

- Principles and practices of public agency financial management including general and governmental accounting, fund accounting, general ledger accounting, payroll, budgeting, auditing, and reporting functions as well as Generally Accepted Accounting Principles (GAAP) and Generally Accepted Auditing Standards (GAAS).

- Principles and practices of automated financial systems.
- Principles of governmental budget preparation and control.
- Revenues and expenditures of the District for cash flow projections.
- Principles and practices related to the processing of payroll information, computerized payroll systems, and maintenance of payroll records.
- Pertinent laws, rules, and regulations related to payroll.
- Debt financing and accounting.
- Public fund investing principles and practices.
- Principles and procedures of record keeping.
- Principles of business letter writing and report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Examine and verify financial documents, reports, and transactions.
- Prepare a variety of budgets, financial statements, reports, and analyses.
- Analyze, post, balance, and reconcile financial data, ledgers, and accounts.
- Analyze and draw conclusions from financial data.
- Interpret financial data and recognize accounts that need detailed investigation.
- Oversee and coordinate District payroll processing.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.

- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Participate in the preparation and administration of assigned budgets.
- Prepare clear and concise reports.
- Analyze complex issues, evaluate alternatives, and reach sound conclusions.
- Manage multiple projects simultaneously and be sensitive to changing priorities and deadlines.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the District.
- Work collaboratively and cooperatively with other departments, District officials, and outside agencies.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Interpret, explain and apply laws, rules, regulations, and ordinances related to payroll.
- Respond tactfully, clearly, concisely and appropriately to inquiries from the public, District staff, or other agencies on sensitive issues in area of responsibility.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective professional working relationships with those contacted in the course of work.

EDUCATION AND/OR EXPERIENCE:

The following combination of education and experience providing the required knowledge and abilities is qualifying:

Minimum Education: Bachelor's degree from an accredited college or university with major coursework in finance or accounting.

And;

Three (3) years of increasingly responsible experience in professional governmental accounting and personnel recordkeeping activities.

LICENSE AND/OR CERTIFICATES:

Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are a condition of continuing employment.

OTHER SKILLS AND ABILITIES:

Knowledge of supervisory principles and practices; operation, administration, policies and procedures relating to government administration and finance; data management including word processing, spreadsheet and data-base principles.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made on a case-by-case basis to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public

and private representatives in interpreting and enforcing departmental policies and procedures. The noise level in the work environment is usually quiet.

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RANCHO MURIETA COMMUNITY SERVICES DISTRICT

ACCOUNTING MANAGER

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: EXEMPT

BARGAINING UNIT: N/A

APPROVED BY BOARD OF DIRECTORS – 05-19-2021

SUMMARY:

Assists in planning, directing, managing, and overseeing the activities and operations of the Administration Department including general accounting, grant accounting, budgeting, purchasing, utility billing, centralized cashing, and treasury functions and services; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Director of Administration. Under direction, supervises, assigns, reviews, and participates in the work of staff responsible for professional accounting and fiscal work; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to the assigned area of responsibility.

SUPERVISION: Receives general supervision from the Director of Administration.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Oversee the accounting functions and ensure proper accounting treatment with Generally Accepted Accounting Principles (GAAP) according to the Government Accounting Standards Board (GASB);
- Establish and maintain financial policies to ensure proper accounting treatment and consistency;
- Develop and implement divisional goals, objectives, policies and procedures;
- Plan, organize, direct and coordinate accounting activities including financial reporting systems, audits, cash and investments, accounts payable/receivable, payroll, grants, capital assets, and bond financing and monitoring activities;
- Direct, oversee and participate in the development of the Administration work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures;

- Assist in District budget development; assist in budget implementation; administer approved budget; participate in the forecast of additional funds needed for staffing, equipment, materials, supplies, and services for the District.
- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department;
- Develop, monitor, and review complex financial calculations, reconciliations, and reports of the District's financial data;
- Ensure that internal controls are proper and operate efficiently and suggest improvements to internal controls as processes change;
- Oversee and manage the District's accounting operations including financial record keeping and reporting methods, control systems, and related internal and external audits; manage and coordinate the District's financial reporting, including the Annual Financial Report; coordinate the preparation and maintenance of the District's accounting structure including the chart of accounts;
- Manage the Administration division expectations for year-end close and complete all detailed schedules and information to ensure the external audit is completed accurately and on schedule;
- Review and analyze Community Facility District and District bond structures, including procedures for issuance and re-payment; determine future value/cost of money and indebtedness and make related recommendations; oversee bond activities and required disclosures; oversee cash management and support investment activities;
- Participate in and oversee District-wide enterprise resources planning system; manage and implement upgrades to the system. Participate in the implementation of new systems and collaborate on decisions regarding the integration and proper accounting treatment of transactions from secondary systems;
- Ensure the financial processes and procedures are efficient and effective and suggest improvements when necessary;
- Research and prepare technical and administrative reports; prepare written correspondence;
- Build and maintain positive working relationships with District employees and the public using principles of good customer service;

- Perform related duties as assigned.

QUALIFICATION REQUIREMENTS:

Knowledge of:

Principles and practices of public agency financial management including general and governmental accounting, fund accounting, general ledger accounting, payroll, budgeting, auditing, and reporting functions as well as Generally Accepted Accounting Principles (GAAP) and Generally Accepted Auditing Standards (GAAS).

- Principles and practices of automated financial systems.
- Principles of governmental budget preparation and control.
- Revenues and expenditures of the District for cash flow projections.
- Principles and practices related to the processing of payroll information, computerized payroll systems, and maintenance of payroll records.
- Pertinent laws, rules, and regulations related to payroll.
- Debt financing and accounting.
- Public fund investing principles and practices.
- Principles and procedures of record keeping.
- Principles of business letter writing and report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Assign, review, plan coordinate and guide the work of other employees: evaluate the work of employees and assist in the preparation of performance evaluations; promote staff development; train staff and analyze problems
- Examine and verify financial documents, reports, and transactions.

- Prepare a variety of budgets, financial statements, reports, and analyses.
- Analyze, post, balance, and reconcile financial data, ledgers, and accounts.
- Analyze and draw conclusions from financial data.
- Interpret financial data and recognize accounts that need detailed investigation.
- Oversee and coordinate District payroll processing.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Participate in the preparation and administration of assigned budgets.
- Prepare clear and concise reports.
- Analyze complex issues, evaluate alternatives, and reach sound conclusions.
- Manage multiple projects simultaneously and be sensitive to changing priorities and deadlines.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the District.
- Work collaboratively and cooperatively with other departments, District officials, and outside agencies.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Interpret, explain and apply laws, rules, regulations, and ordinances related to payroll.
- Respond tactfully, clearly, concisely and appropriately to inquiries from the public, District staff, or other agencies on sensitive issues in area of responsibility.
- Operate office equipment including computers and supporting word processing,

spreadsheet, and database applications.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective professional working relationships with those contacted in the course of work.

EDUCATION AND/OR EXPERIENCE:

The following combination of education and experience providing the required knowledge and abilities is qualifying:

Education

A Bachelor's degree from an accredited college or university with major course work in finance, accounting, public administration, business administration, or a related field. A Master's degree in Accounting or Business Administration or Public Policy and Administration is highly desirable.

Possession of an active Certified Public Accountant (CPA) license.

And

Three (3) years of administrative and supervisory responsibility.

LICENSE AND/OR CERTIFICATES: Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are a condition of continuing employment.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made on a case-by-case basis to enable individuals with disabilities to

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DRAFT

4. Update of Director of Field Operations Job Specification- Pending