



VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

PERSONNEL COMMISSION

MEETING AGENDA FOR JULY 21, 2016

5:30 p.m.

Guthrie Hall
Ventura College
4667 Telegraph Road
Ventura, CA 93003

ALL ITEMS ARE SUBJECT TO DISCUSSION/ACTION

1. CALL TO ORDER
2. ROLL CALL
3. PUBLIC COMMENTS REGARDING AGENDA ITEMS
4. MINUTES
Personnel Commission Meeting – June 30, 2016
5. CORRESPONDENCE
6. OLD BUSINESS
None
7. REPORTS
 - A. Classified Employees Representative's Report
 - B. Board of Trustees Meeting Report
 - C. Director's Report
 - Current Recruitments Report
 - Positions Filled & Pending Report
 - Upcoming Recruitments Report
 - Classification Studies Report
 - D. Commissioners' Reports
8. REVISION OF CLASSIFICATION SPECIFICATIONS
 - A. Information Technology Help Desk Assistant
 - B. Warehouse Assistant
9. AMENDMENT OF PERSONNEL COMMISSION RULES 137 AND 138 (SECOND READING)
10. RECESS TO CLOSED SESSION
None

11. RECONVENE IN OPEN SESSION

N/A

12. PUBLIC COMMENTS REGARDING NON-AGENDA ITEMS

13. DATE AND TIME OF NEXT PERSONNEL COMMISSION MEETING

The date and time of the next scheduled meeting of the Personnel Commission is August 18, 2016, at 5:30 p.m. The meeting will take place in the Dr. Thomas G. Lakin Boardroom at the District Administrative Center at 255 West Stanley Avenue, Suite 150 in Ventura, California.

14. ADJOURNMENT

Written materials relating to a Commission meeting item that are distributed to at least a majority of the Commission members less than 72 hours before a noticed meeting and that are public record not otherwise exempt from disclosure will be available for inspection at the District Administrative Center located at 255 West Stanley Avenue, Suite 150, Ventura, CA 93001 or at the Personnel Commission meeting.

Pursuant to the Federal Americans with Disabilities Act, if you require any special accommodation or assistance to attend or participate in the meeting, please direct your written request, as far in advance of the meeting as possible, to the office of Michael Arnoldus, Director of Employment Services/Personnel Commission
Ventura County Community College District
255 West Stanley Avenue, Suite 150
Ventura, CA 93001
(805) 652-5521



VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

Personnel Commission

Director's Report

June 25, 2016 – July 18, 2016

Current Classified Selection Processes (Between 06/25/16 – 07/18/16)									
Job Title	Number of Applications	Location	Open Date	Closing Date	Type of Exam	T&E Completed By	Written / Performance Exam Date	Oral Exam Date	Anticipated Certification Date
Administrative Assistant	144	MC	06/30/16	07/14/16	Written Test/Technical Interview	N/A	07/25/16 – 07/29/16	08/15/16 – 08/18/16	08/22/16
Counselor Assistant	190	MC, OC	05/16/16	05/30/16	Training & Experience Evaluation/Technical Interview	5/31/16 – 06/06/16	N/A	06/20/16 – 06/24/16	06/28/16
Director of Software Applications and Development	8	DAC	06/09/16	06/26/16	Training & Experience Evaluation/Technical Interview	06/27/16 – 07/05/16	N/A	07/11/16 – 07/15/16	07/19/16
Financial Aid Technician (bilingual)	1	VC	06/30/16	07/15/16	Written Test/Technical Interview	N/A	08/01/16	08/18/16	08/22/16
Instructional Technologist/Designer	10	VC	07/05/16	07/26/16	Training & Experience Evaluation/Technical Interview	08/02/16	N/A	08/15/16 – 08/19/16	08/23/16
Program Specialist – Career and Technical Education	5	OC	06/23/16	07/10/16	Training & Experience Evaluation/Technical Interview	07/11/16 – 07/18/16	N/A	08/01/16 – 08/04/16	08/08/16
Matriculation Specialist I	63	OC	06/01/16	06/16/16	Training & Experience Evaluation/Technical Interview	06/22/16	N/A	07/13/16	07/15/16
Senior Accounting Technician	24	MC,DAC	05/19/16	06/09/16	Written Test/Technical Interview	N/A	06/23/16	06/30/16	07/05/16
Senior Programmer Analyst	3	DAC	07/05/16	07/26/16	Training & Experience Evaluation/Technical Interview	08/02/16	N/A	08/08/16 – 08/12/16	08/16/16
Student Outreach Specialist	22	MC	06/16/16	07/03/16	Training & Experience Evaluation/Technical Interview	07/05/16 – 07/12/16	N/A	07/18/16 – 07/22/16	07/26/16

Current Classified Positions Filled (As of 07/18/16)					
Employees Hired	Classification	Position Number	Location	Status	Effective Date
Tracey Bassett	Marketing Specialist	XCU407	Oxnard	Probationary (new)	07/18/16
Blene Flores	Matriculation Specialist II	MCU375	Moorpark	Probationary (new)	07/11/16
Victoria Jimenez	Administrative Assistant	VCU447	Ventura	Probationary (new)	07/05/16
Victoria Lopez	Matriculation Specialist II	VCU112	Ventura	Probationary (new)	07/05/16
Larry Maher	Supervising Financial Analyst	DSC060	DAC	Probationary (promotion)	07/18/16
Katherine Owashi	Instructional Data Specialist	VCU103	Ventura	Probationary (promotion)	07/11/16
Courtney Swink	Student Services Assistant I	VCU563	Ventura	Probationary (new)	07/05/16

Current Classified Positions Pending (As of 07/18/16)		
Classification	Position Number	Location
Administrative Assistant	MCU501	MC
Counselor Assistant	XCU400	OC
Counselor Assistant	MCU489	MC
Counselor Assistant	MCU490	MC
Counselor Assistant	VCU034	VC
Instructional Data Specialist	VCU558	VC
Information Technology Support Specialist I	VCU576	VC
Job Placement Specialist	MCU357	MC
Matriculation Specialist I	XCU082	OC
Matriculation Specialist I	XCU411	OC
Senior Accounting Technician	MCU498	MC
Senior Accounting Technician	WCU062	DAC
Warehouse Assistant	MCU133	MC

Upcoming Recruitments		
Classification	Position Number	Location
Curriculum Technician	VCU557	VC
Custodian	VCU579	VC
Financial Aid Specialist	VCU074	VC
Information Technology Help Desk Assistant	WCU063	VC
Instructional Assistant – Assistive Technology Center	MCU341	MC
Instructional Lab Technician II – Chemistry	VCU068	VC
Instructional Lab Technician I – Automotive	Pending Board approval	VC

Requested Position Classification Studies			
Classification	Location	Request Date	Status
Grant Accounting Administrative Assistant	VC	07/16/15	In progress
Student Health Center Assistant I	MC	01/12/16	In progress
Student Health Center Assistant I	MC	01/27/16	In progress
Instructional Data Specialist	MC, OC, VC	04/14/16	In progress

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY HELP DESK ASSISTANT

BASIC FUNCTION:

Under the ~~immediate~~-general supervision of an assigned supervisor, serves as initial point of contact and provides first-level help-desk support relative to computer hardware, software, telephone, and network issues.

REPRESENTATIVE DUTIES:

Serve as the initial point of contact and receives, documents, and coordinates problems reported to the Help Desk; troubleshoot and resolve first-level hardware, software, and peripheral problems, and refer more complex problems to higher-level support staff; advises and assists end users with technical issues related to computer hardware, software, and peripherals. *E*

Receive and record trouble call ticket information (customer information and problem description) into the help desk tracking system for logging and support, and inform the customer when the problem is resolved. *E*

Assist users with troubleshooting login problems and resetting passwords. *E*

Review and update web page content, graphics, and links in a timely manner, using appropriate tools; advise and support faculty and staff in association with maintaining the website. *E*

Provide general clerical support for the assigned department, including composing correspondence scheduling appointments, processing mail, creating equipment requisitions, preparing minutes for distribution to appropriate personnel, tracking purchases and expenses, and maintaining complex files and records. *E*

Assist with basic set up and installation of software, operating systems, patches, and peripheral equipment; diagnoses hardware malfunctions; moves computers and peripheral equipment as needed for users; documents procedures for installs as required. *E*

Conduct individual training in the use of productivity tools, e.g., word processing, spreadsheet, email, calendar, publication, and database applications. *E*

Compile and prepare statistical and narrative reports from a variety of sources. *E*

Monitor annual software license maintenance agreements and vendor contracts to ensure they are evaluated and renewed prior to expiration. *E*

May be required to provide help desk service to faculty and students in support of distance learning programs or initiatives.

Perform related duties as assigned.

INFORMATION TECHNOLOGY HELP DESK ASSISTANT (continued)

E = essential duties

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern computer systems and software packages, including word processing, database, spreadsheet and desktop publishing

General methods and procedures of operating computers and related peripheral equipment

Standard operating manual instructions and help file structure, sufficient to enable quick and accurate diagnosis of problems

Methods of data compilation, maintenance, and reporting

Correct English usage, grammar, spelling, punctuation, and vocabulary

Common methods of scheduling meetings, workshops, and conferences

Principles of customer service and proper telephone etiquette

[Web platform development systems](#)

ABILITY TO:

Operate computers and peripheral equipment

Present technical concepts to a non-technical audience

Communicate effectively, both orally and in writing

Diagnose technological problems and take appropriate corrective action

Query databases, technical manuals, and web-based resources to identify additional resources as needed

Establish and maintain effective working relationships with others

Understand, interpret, and apply technical material, rules, procedures, and policies

Plan and organize work independently with little direction

Keyboard/type at a speed necessary for successful job performance

Maintain confidential information

Exercise discretion in the dissemination of information

EDUCATION AND EXPERIENCE:

~~[Any combination equivalent to:](#)~~

Education: Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in computer science or business information systems.

Experience: Six months of experience in [an information technology help desk environment](#) providing technical support in the use of computer operating systems.

~~WORKING CONDITIONS:~~

~~ENVIRONMENT:~~

~~Office environment~~

~~PHYSICAL ABILITIES:~~

INFORMATION TECHNOLOGY HELP DESK ASSISTANT (continued)

~~Hearing and speaking to exchange information~~

~~Dexterity of hands and fingers to demonstrate software applications use and to operate a computer keyboard~~

~~Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time~~

~~Seeing to read and review documents~~

~~Reaching to retrieve and file records~~

HAZARDS:

~~Extended viewing of a computer monitor~~

~~Extended use of keyboard and mouse~~

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: WAREHOUSE ASSISTANT

BASIC FUNCTION:

Under the direction of ~~Warehouse Supervisor or an~~ assigned supervisor, perform a variety of duties in support of warehouse shipping, receiving, delivery, and storing functions in support of campus operations. ~~receive, process and store equipment and supplies; deliver equipment and supplies to appropriate campus and District locations.~~

DISTINGUISHING CHARACTERISTICS:

A Warehouse Assistant performs duties pertaining to the shipping, receiving, delivery, and storing of materials in the warehouse. In comparison, a Warehouse Operator performs the duties of a Warehouse Assistant and is responsible for planning, organizing, and coordinating warehouse operations, including the analysis of space usage, storage layout, shelf arrangements, and optimum stock quantities. A Warehouse Operator also provides direction to lower-level staff.

REPRESENTATIVE DUTIES:

Receive materials, equipment and supplies; ~~check items received against purchase order for accuracy; inspect merchandise for damage; assist in unloading delivery trucks as necessary. unload and inspect shipments for damage and compliance with purchase order specifications, packing slips, and safety standards; report problems to appropriate parties; prepare and weigh damaged, excess, and incorrect items and return to vendors.~~ *E*

~~Process orders for supplies, materials and equipment according to established procedures.~~ *E*

~~Deliver~~ Perform the routine and special delivery and pick-up of mail, materials, and supplies, and equipment, both on-site and off-site to appropriate locations; adjust mail routes and schedules as needed; load and unload trucks; drive to a variety of off-campus sites as directed. *E*

Arrange and store, stock and supply items in the appropriate section of the warehouse or assigned facility; mark and label materials and equipment for identification purposes. *E*

Perform stock rotation; maintain adequate stock levels and order stock; maintain shelves and stock in a clean and orderly condition. *E*

~~Operate warehouse vehicles and equipment including pallet jack, calculator, forklift, carts and trucks; Ce~~ conduct general inspection and service on campus vehicles; clean inside and outside of vehicles; fuel vehicles; schedule and deliver vehicles for more extensive repairs. *E*

Wrap, pack, load and prepare items for shipment and delivery; pull, pack, sort, and ship items to various locations. Prepare supplies for shipment and/or delivery. *E*

WAREHOUSE ASSISTANT (continued)

~~Assist with warehouse and physical plant inventories; use Operate a computer terminal and electronic interface device to prepare and maintain an inventory tracking system. and related records and reports.~~
E

~~Prepare, submit, and maintain a variety of records, logs, and reports related to warehouse operations including purchase orders, shipping/receiving records, inventory and equipment records, and emergency orders; input receiving and purchase order data into computer system and maintain related computerized records.~~ E

~~Assist in taking stock inventory; rotate stock; order stock according to established guidelines.~~

~~Install lettering and messages on campus marquee as assigned.~~

~~Operate a variety of warehouse equipment and vehicles including trucks, forklifts, pallet jacks, hand trucks, electric carts, hand carts, dollies, and various hand and power tools.~~ E

~~Move, transfer, and deliver furniture, staging and other equipment and assist in set-ups for a variety of activities held at the college including seminars, meetings and other events.~~ E as needed.

~~Perform related other duties as assigned.~~

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

~~Basic warehousing systems and procedures~~

~~Health and safety regulations~~

~~Proper methods of storing equipment, materials and supplies~~

~~Equipment, materials and supplies used in community college districts~~

~~Basic computer operation~~

~~Interpersonal skills using tact, patience and courtesy~~

~~Record-keeping techniques~~

~~Modern methods, practices, procedures, and terminology used in warehouse operations~~

~~Loading and unloading techniques~~

~~Lifting techniques~~

~~Methods of storing goods~~

~~Basic mathematical principles~~

~~Health and safety regulations, including applicable OSHA rules and regulations~~

~~Computer applications, including word processing, spreadsheet, email, database, and inventory tracking systems~~

~~Principles of records management~~

~~Operation of standard warehouse equipment, including forklifts, pallet jacks, hand trucks, electric carts, hand carts, dollies, and various hand and power tools~~

ABILITY TO:

~~Perform heavy physical labor~~

WAREHOUSE ASSISTANT (continued)

~~Understand and follow oral and written directions~~
~~Establish and maintain effective working relationships with others~~
~~Maintain accurate and up-to-date records~~
~~Operate a computer terminal to prepare and maintain inventory and related records~~
~~Operate a forklift, truck and other equipment involved in the performance of duties~~
~~Read, interpret, and follow rules, regulations, policies, and procedures~~
~~Observe health and safety regulations~~
~~Understand and carry out oral and written directions~~
~~Communicate clearly and concisely, both orally and in writing~~
~~Plan and organize work to meet changing priorities and deadlines~~
~~Perform arithmetic calculations quickly and accurately~~
~~Operate campus vehicles and observe legal and defensive driving practices~~
~~Establish and maintain a variety of files and records~~
~~Operate a variety of machines and equipment~~
~~Establish and maintain effective working relationships with those contacted in the course of work~~

EDUCATION AND EXPERIENCE:

~~Any combination equivalent to: one year~~Six months of experience receiving and storing materials in a warehouse environment.~~in the receipt, storing, issuing and shipping of stock.~~

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license ~~and a safe driving record~~

~~WORKING CONDITIONS:~~

ENVIRONMENT:

~~Warehouse and outdoor environment~~
~~Driving to transport supplies~~

PHYSICAL ABILITIES:

~~Seeing to distinguish colors and locate supplies~~
~~Dexterity of hands and fingers to operate warehouse and office equipment~~
~~Lifting, carrying, pushing and pulling heavy objects unload heavy supplies and equipment~~
~~Bending at the waist~~
~~Reaching overhead, above the shoulders and horizontally to retrieve and shelve supplies~~
~~Dexterity of hands and fingers to operate warehouse equipment~~
~~Walking or standing for extended periods of time~~

HAZARDS:

~~Working with objects stored overhead~~

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

TO: THE PERSONNEL COMMISSION

FROM: MICHAEL ARNOLDUS
DIRECTOR OF EMPLOYMENT SERVICES/PERSONNEL COMMISSION

SUBJECT: REVISION OF PERSONNEL COMMISSION RULES 137 – APPEAL FOR REVIEW AND
138 – EXAMINAION MATERIALS

EXPLANATION:

The following rules are being revised to provide detail and clarity pertaining to the conditions under which applicants may appeal examination results, the review process and outcomes associated with examination appeals, and the conditions under which applicants may review examination materials.

REVISION:

Current:

- 137 APPEAL FOR REVIEW
An applicant may request a review of his/her examination results by the Personnel Director if a request is made in writing by the appeal date designated in the notification letter. If the Personnel Director or his/her designee finds discrepancies in the examination process, the rating of one or more of the applicants may be changed. No change in the eligibility list shall invalidate any appointment that was valid when made.
- 138 EXAMINATION MATERIALS
All applications and examination papers are confidential and remain the property of the Personnel Commission.

Proposed:

- 137 APPEAL OF EXAMINATION RESULTS
An applicant may contest the outcome of any step in the examination process. To appeal, an applicant must submit a completed Examination Appeal Form within three (3) business days following notice of the examination results. The date an applicant is notified of the results counts as a business day. Examination Appeal Forms are accepted by email, fax, mail, and in-person.

The appeal must contain specific proof supported by facts and must be based on one of the following qualifying bases:

Procedural error - Procedural error is a lapse, omission, or breach in the consistency of the administration of the process that may cause some individuals to be unfairly advantaged or disadvantaged in the assessment. To appeal on the basis of procedural error, appellant must identify the specific error and explain the reason that the issue affected their examination outcome.

Fraud - Fraud is a false representation of a matter of fact – whether by words, conduct, false or misleading allegations, or concealment of what should have been disclosed – that deceives and is intended to deceive an individual so that the individual will act upon it to his or her disadvantage. To appeal on the basis of fraud, appellant must identify the specific false representation of facts and explain how the false representation affected their examination outcome.

Unlawful discrimination - Unlawful discrimination is anything written, stated, or otherwise communicated that indicates discrimination on the basis of race, color, religion, national origin, age, gender, gender identity, sexual preference, or any other category of people protected under anti-discrimination law. To appeal on the basis of discrimination, appellant must identify specific evidence of discrimination (e.g., a comment, statement, or act) and explain how the comment, statement, or act affected their examination outcome.

Abuse of discretion or bias - Abuse of discretion is the exercise of judgment made irrespective of the facts. Bias is an express or implicit favoritism or disfavor for specific individuals. To appeal on the basis of abuse of discretion or bias, appellant must identify the divergence of judgment from facts and data or the specific biasing relationship or factor and explain the reason that the conduct affected their examination outcome.

Statements that only express general disagreement with test results or with the judgment of raters are not bases for an appeal.

Review Process and Outcomes:

Examination appeals will be reviewed by the Director of Employment Services/Personnel Commission or his/her designee. All appeals will be thoroughly reviewed and determined to be either valid or denied. Appellants will be notified of the determination in writing. If valid, the Director of Employment Services/Personnel Commission will assess the possible effects of the appeal, if any, on the candidacy of the appellant, the examination process as a whole, and/or appointments from the eligibility list(s). Based on such assessment the Director may:

1. allow the appellant to participate in the examination process; or
2. change the rating of one or more applicants; or
3. temporarily suspend examination activities; or
4. dispose of the examination results and order for another administration of all or part of the examination to be conducted; or
5. withhold certification from all or part of the eligibility list(s).

The Director may, at any time, rescind or modify a decision to withhold certification upon review of the specifics of an examination appeal.

138 REVIEW OF EXAMINATION MATERIALS

Examination materials will not be available to the public or to any person for any purpose not directly connected with the examination and are considered confidential but will, under the following conditions, be made available to an applicant.

Conditions for review:

1. Requests to review examination materials must be made to the analyst in charge of the examination within three (3) business days following notice of the examination results. The date an applicant is notified of the results counts as a business day.
2. Only applicants' scores and evaluations are subject to review. Questions, items, scoring keys, rater notes, and rating criteria are not subject to review by applicants due to test confidentiality and security considerations. However, for written tests, applicants may indicate the questions they wish to have reviewed. Personnel Commission staff will make any necessary corrections or adjustments to the applicants' scores if a written test question is found to be flawed. If corrections are required, they shall be applied uniformly to all applicants if applicable.
3. A qualified representative of the Personnel Commission will be present during the examination review session.
4. Applicant's scores and evaluations will not include the identification of the rater(s).
5. Applicants may not leave with or make copies of any examination materials.

The Director of Employment Services/Personnel Commission may deny a request to review examination materials if he or she determines that granting the request would violate the security or confidentiality of the examination.