

# **CLASSIFICATION MAINTENANCE STUDIES**

## **RECOMMENDED ACTIONS – CLASSIFICATION MAINTENANCE STUDIES**

6. Effective October 4, 2024, approve revised classification specifications and adjust pay grades for Assessment Technician Trainee (Title Code 0598GE), Assessment Technician II (Title Code 0599GE), Assessment Technician III (Title Code 0600GE), Senior Assessment Technician (Title Code 0601SM), and Managing Assessment Technician (Title Code 0603SM); delete Principal Assessment Technician (Title Code 0602GE) and direct Human Resource Services to remove the obsolete classification from all Orange County Plan documents.
7. Effective October 4, 2024, approve revised title code, title description, classification specification, and adjust the pay grade and recruiting step for Building Maintenance Supervisor (Title Code 3183SM); delete Craft Supervisor I - Structural (Title Code 3180SM) and Craft Supervisor II (Title Code 3183SM) and direct Human Resource Services to remove the obsolete classifications from all Orange County Plan documents.
8. Effective October 4, 2024, approve new title code, title description, classification specification and set pay grade for Data Scientist (Title Code 8375GE).
9. ~~Effective October 4, 2024, approve revised classification specification for Facilities Mechanic (Title Code 3166CP) and delete Facilities Mechanic Leadworker (Title Code 3167CP); approve and adopt associated Side Letter Agreement between the County of Orange and the International Union of Operating Engineers, Local 501, included as Attachment E and direct Human Resource Services to remove the obsolete classifications from all Orange County Plan documents after all budgeted positions have been reallocated. (Deleted)~~
10. Effective October 4, 2024, approve revised classification specifications and adjust pay grade for Information Technology Supervisor (Title Code 7952SM).
11. Effective October 4, 2024, adjust pay grades for Undergraduate Intern (Title Code 9021SY), Graduate Intern (Title Code 9022SY), and Technical Intern (Title Code 9023SY), approve revised UI Salary Schedule included as Attachment F; and authorize the Chief Human Resources Officer to adjust the pay ranges for the Paid Intern classifications consistent with the salary range increases approved by the Board of Supervisors for other bargaining units to maintain appropriate salary differentials and market competitiveness.
12. Approve and adopt Side Letter Agreement between the County of Orange and the International Union of Operating Engineers, Local 501, to modify the Plant Pay premium included as Attachment G.
13. Effective October 4, 2024, approve revised title code, title descriptions, classification specifications, and adjust the pay grades for the Associate Real Property Agent (Title

Code 0318GE), Real Property Agent (Title Code 0326GE), and Senior Real Property Agent (Title Code 0328GE); delete Real Property Technician Aide (Title Code 0317GE), Real Property Agent I (Title Code 0320GE), Real Property Agent II (Title Code 0324GE) and direct Human Resource Services to remove the obsolete classifications from all Orange County Plan documents after all budgeted positions have been reallocated.

14. Effective October 4, 2024, approve revised classification specifications and adjust pay grades for Sheriff's Community Services Officer (Title Code 6122GE) and Senior Sheriff's Community Services Officer (Title Code 6123SM).

## **BACKGROUND INFORMATION:**

With Board approval of the current Memoranda of Understanding between the International Union of Operating Engineers, Local 501, AFL-CIO (IUOE), Orange County Employees Association (OCEA) and the County of Orange, along with requests by County departments, Human Resource Services (HRS) conducted multiple classification maintenance studies. Included for Board consideration and approval are a variety of recommendations impacting the pay ranges, recruiting steps, title codes, title descriptions, and/or class specifications for the Assessment Technician series, Craft Supervisor series, Information Technology Supervisor classification, Paid Intern series, Real Property Agent series, Sheriff's Community Services Officer series, along with the creation of the Data Scientist classification, and approval of one side letter agreement.

The goal of the maintenance studies was to update the classification specifications, review the organizational structure of the occupational series, and evaluate the current salaries in relation to comparable public employer organizations. The maintenance study ensures that the job descriptions, working conditions, and minimum qualifications are accurate, and compensation is fair and competitive.

### **Maintenance Study Process**

The maintenance study process involves analysis to identify the need to create, modify, or delete classifications, update, or create job duties described in classification specifications, identify necessary changes to minimum qualifications, and delineate the physical, environmental, and mental characteristics of a classification. HRS reviews comparable classification specifications from local jurisdictions and collaborates with department management, subject matter experts, and labor organizations to review and update existing classification specifications. Changes to classification specifications ensure that: the duties and levels of responsibility are current; the classification occupational series have the appropriate structure to meet departmental workload demands in an efficient manner; and minimum qualifications are at an appropriate level to attract candidates with the necessary skills, knowledge, and abilities to perform the expected duties.

The market salary study and analysis consist of identifying comparators from surrounding public agencies to determine if current salaries are consistent with market salary averages. If it is determined that the minimum salary of a proposed pay grade is below the average within the market or is below the previously advertised minimum salary for the classification, an advanced recruiting step may be requested. HRS analyzes data from previous recruitments and internal employee separation reports and reviews current staffing levels to determine if current salaries affect employee recruitment and retention.

In addition to identifying comparable salaries, comparators' current labor agreements are reviewed to identify and consider additional premium pay, allowances, and future negotiated salary adjustments offered by comparators.

**Assessment Technician Series**

The Assessment Technician classifications perform technical and public contact work in supplying a variety of services and information to the general public relative to property valuation matters; carry out existing assessment policies and procedures; inspect property value, cost, income; and collect data for market appraisals of property for the Assessor.

HRS conducted a market salary survey and determined that the pay range for the journey-level, Assessment Technician II, classification is 0.42% below the market average. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to Assessment Technician II:

<b>Organization</b>	<b>Title Description</b>	<b>Maximum Monthly Pay</b>
County of Ventura	Assessor's Technician II	\$5,967
County of Riverside	Assessor-Clerk-Recorder Technician II	\$5,458
County of San Diego	Property Assessment Specialist II	\$5,418
County of Los Angeles	Ownership Clerk II	\$5,281
County of San Bernardino	Title Transfer Technician I	\$4,907
	<b>Average Monthly Maximum</b>	<b>\$5,406</b>
<b>County of Orange</b>	<b>Assessment Technician II</b>	<b>\$5,384</b>
	<b>Variance Below Market Average</b>	<b>-0.42%</b>

Following an assessment of the internal salaries, external market data, and to maintain appropriate pay differentials within the Assessment Technician series, HRS requests approval to revise the classification specifications and adjust the pay grades for the Assessment Technician series as follows:

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Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
0598GE	Assessment Technician Trainee	A4-37 \$3,744 - \$4,609	0598GE	Assessment Technician Trainee	C-16 \$4,066 - \$5,051
0599GE	Assessment Technician II	A4-43 \$4,016 - \$5,384	0599GE	Assessment Technician II	C-21 \$4,292 - \$5,782
0600GE	Assessment Technician III	A4-48 \$4,609 - \$6,155	0600GE	Assessment Technician III	C-25 \$4,782 - \$6,446
0601SM	Senior Assessment Technician	A3-53 \$5,179 - \$6,926	0601SM	Senior Assessment Technician	C-28 \$5,188 - \$6,991
0602GE	Principal Assessment Technician	A3-53 \$5,179 - \$6,926	Delete Classification		
0603SM	Managing Assessment Technician	A3-60 \$6,240 - \$8,403	0603SM	Managing Assessment Technician	C-35 \$6,273 - \$8,455

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Top Step)
Position Count	Title Description	Position Count	Title Description	
0	Assessment Technician Trainee	0	Assessment Technician Trainee	9.59%
53	Assessment Technician II	53	Assessment Technician II	7.41%
17	Assessment Technician III	17	Assessment Technician III	4.73%
12	Senior Assessment Technician	12	Senior Assessment Technician	0.93%
0	Principal Assessment Technician	0	Delete Classification	-
4	Managing Assessment Technician	4	Managing Assessment Technician	0.62%
<b>76</b>	<b>Total</b>	<b>76</b>	<b>Total</b>	

If all positions are filled, the OC Assessor Department will attempt to absorb the approximate \$418,832 annual cost of implementing the proposed changes as follows:

<b>Title Description</b>	<b>Approximate Annual Cost</b>	<b>Funding Source</b>	<b>Approximate Net County Cost</b>
Assessment Technician Trainee	\$35,542	100% - NCC	\$418,832
Assessment Technician II	\$288,092		
Assessment Technician III	\$80,270		
Senior Assessment Technician	\$11,643		
Managing Assessment Technician	\$3,285		
<b>Total</b>	<b>\$418,832</b>	<b>Total</b>	<b>\$418,832</b>

**Craft Supervisor Series**

Craft Supervisors are responsible for assigning, directing, and reviewing the work of journey craft workers for their assigned department. Using a Computerized Maintenance Management System (CMMS), Craft Supervisors create and track work orders and inspect and approve the work of their subordinates and contractors. The Craft Supervisor series is currently comprised of a Craft Supervisor I – Structural, Craft Supervisor I – Electrical/Mechanical, Craft Supervisor II and are utilized by OC Public Works and OC Sheriff’s Department.

HRS conducted a market salary survey and determined that the pay range for the Craft Supervisor I classifications are 5.03% above the market average. This market salary analysis was unique in that many of the comparable counties and cities had separate supervisory classifications overseeing a specific trade as opposed to the County of Orange’s structure where a Craft Supervisor I can supervise a variety of different trades. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to Craft Supervisor I - Structural and Craft Supervisor I – Electrical/Mechanical classifications:

<b>Organization</b>	<b>Title Description</b>	<b>Maximum Monthly Pay</b>
City of Los Angeles	Plumber Supervisor	\$10,615
City of Los Angeles	Electrician Supervisor	\$10,495
County of Los Angeles	Plumber Supervisor	\$10,152
County of Los Angeles	Electrician Supervisor	\$10,045
City of Los Angeles	Carpenter Supervisor	\$9,991
City of San Diego	Heating, Ventilation & Air Conditioning Supervisor	\$9,244
City of Santa Ana	Building Maintenance Supervisor	\$8,900
City of Long Beach	Electrical Supervisor	\$8,414
County of Los Angeles	Carpenter Supervisor	\$8,393
County of Los Angeles	Locksmith Supervisor	\$8,393
City of San Diego	Electrician Supervisor	\$8,383
City of San Diego	Plumber Supervisor	\$8,383
County of San Bernardino	Maintenance Supervisor	\$7,745
County of Riverside	Building Maintenance Supervisor	\$7,733
City of Long Beach	Plumber Supervisor	\$7,536
City of San Diego	Carpenter Supervisor	\$7,338
	<b>Average Monthly Maximum</b>	<b>\$8,860</b>
<b>County of Orange</b>	<b>Craft Supervisor I</b>	<b>\$9,329</b>
	<b>Variance Above Market Average</b>	<b>5.03%</b>

Based on external market findings and assessment of internal salaries, HRS requests approval to consolidate the Craft Supervisor series into one classification and revise the title description, classification specification and pay grade as follows: The proposed changes will provide a slight increase to the salary range, rename the class to a more appropriate title, delete unnecessary classes to create one broad supervisory class which can be flexibly filled, and update the class specification to better reflect the duties performed.



Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
3180SM	Craft Supervisor I - Structural	A3-64 \$8,852 - \$9,329	Delete Classification		
3182SM	Craft Supervisor I – Electrical/Mechanical	A3-64 \$8,852 – \$9,329 (Recruiting Step 10)	3182SM	Building Maintenance Supervisor	C-39 \$8,455 - \$9,421 (Recruiting Step 8)
3183SM	Craft Supervisor II	A3-67 \$7,535 - \$10,135	Delete Classification		

Currently, Craft Supervisor I - Structural and Craft Supervisor I - Electrical/Mechanical are on the same pay grade and are performing identical duties. Based on this information and the market findings, HRS requests approval to re-title the Craft Supervisor I – Electrical/Mechanical classification to Building Maintenance Supervisor, revise the classification specification and adjust the pay grade and recruiting step and delete the Craft Supervisor I – Structural classification.

In addition, there were no matches identified for the Craft Supervisor II classification as the cities and counties surveyed did not have a two-level supervisory class structure for their series. Following a review of business needs, reporting relationships, and organizational structure at the departments which utilize these classes, it was determined that the additional layer of supervision was redundant and unnecessary. As a result, HRS requests approval to delete the Craft Supervisor II classification following reallocation of the two existing positions.

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Top Step)
Position Count	Title Description	Position Count	Title Description	
1	Craft Supervisor I - Structural	0	Delete Classification	-
10	Craft Supervisor I – Electrical/Mechanical	11	Building Maintenance Supervisor	0.98%
2	Craft Supervisor II	0	Delete Classification	-
<b>13</b>	<b>Total</b>	<b>11</b>	<b>Total</b>	

Initially, the proposed changes will result in a cost savings of \$7,854 due to existing vacancies. However, if all positions are filled at the top step, OC Sheriff’s Department and OC Public Works will attempt to absorb the approximate \$21,046 annual cost of implementing the proposed changes as follows:

Agency	Approximate Annual Cost	Funding Source	Approximate Net County Cost
OC Sheriff’s Department	\$11,764	80% State 20% NCC	\$2,117
OC Public Works	\$9,282	100% - NCC	\$9,282
<b>Total</b>	<b>\$21,046</b>	<b>Total</b>	<b>\$11,399</b>

**Data Scientist**

OC Health Care Agency (HCA) worked with a vendor to explore and study the creation of a new classification in the data science field. Following review of the vendor’s initial findings and a comprehensive review of external market data, internal equity analysis, and an assessment of the current business needs, HRS recommends the creation of a new Data Scientist classification. The study highlighted a need for a specialized and technical Data Scientist role within the organization to meet the current and future business requirements. The Data Scientist classification will provide advanced technical expertise for complex data science projects and advanced analytics within the County departments. In addition, the class will be responsible for utilizing advanced data science techniques such as statistical modeling, predictive and prescriptive analysis, machine learning and data visualization.

HRS conducted a market salary survey to determine the market average for Data Scientist. The following table displays a comparison of salaries from surrounding organizations for the classification equivalent to the Data Scientist (advanced-journey level):

Organization	Title Description	Maximum Monthly Pay
County of Los Angeles	Senior Data Scientist	\$12,986
County of Riverside	Data Scientist	\$12,143
CalOptima	Senior Data Analyst	\$11,212
State of California	Research Data Specialist III	\$10,505
City of Los Angeles	Data Analyst	\$10,136
County of San Diego	Senior Data and Research Analyst	\$10,117
	<b>Average Monthly Maximum</b>	<b>\$11,305</b>

Based on external market findings and assessment of internal salaries, HRS recommends creating a new title code, title description, classification specification and pay grade for the Data Scientist classification as follows:

Title Code	Title Description	Pay Grade & Monthly Pay Range
8375GE	Data Scientist	C-47 \$8,687 - \$11,707

Following the approval of this classification, departments may add positions or reallocate existing positions to the Data Scientist class. HCA plans to reallocate a small number of unused vacant positions (up to six) and have confirmed they will be able to absorb the approximate \$200,148 annual cost of implementing the proposed changes as follows:

Classification Title	Approximate Annual Cost	Funding Source	Approximate Net County Cost
Data Scientist	\$200,148	75% - State 21% - Fees/Charges 3% Federal 1% - NCC	\$957
<b>Total</b>	<b>\$200,148</b>	<b>Total</b>	<b>\$957</b>

**Information Technology (IT) Supervisor**

The Information Technology (IT) Supervisor classification is utilized county-wide and supervises a group of information technology staff in one of the following technology disciplines: Application Development, Network, Security, Database or General Technology Support, as well as managing complex technology projects. Incumbents supervise technology units for OC Assessor, Auditor-Controller’s Office, Clerk-Recorder Department, OC District Attorney’s Office, CEO OC Information Technology (OCIT), OC Public Defender, and OC Sheriff’s Department (OCSD).

HRS conducted a market salary survey and determined that the pay range for the IT Supervisor classification is 4.48% above the market average. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to IT Supervisor:

Organization	Title Description	Maximum Monthly Pay
County of Los Angeles	Information Technology Supervisor	\$13,311
County of San Bernardino	Management Information Systems Supervisor	\$12,801
County of Riverside	IT Supervising Applications Developer	\$12,691
County of Ventura	Principal Applications Architect/Supervisor	\$11,687
City of Santa Ana	Information Technology Support Supervisor	\$11,090
	<b>Average Monthly Maximum</b>	<b>\$12,316</b>
<b>County of Orange</b>	<b>Information Technology Supervisor</b>	<b>\$12,894</b>
	<b>Variance Above Market Average</b>	<b>4.48%</b>

Based on market findings and to assist with recruitment/retention, HRS requests approval to revise the classification specification and adjust the pay grade for the IT Supervisor classification as follows:

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
7952SM	IT Supervisor	A5-75 \$9,556 - \$ 12,894	7952SM	IT Supervisor	C-51 \$9,684 - \$13,055

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Top Step)
Position Count	Title Description	Position Count	Title Description	
32	IT Supervisor	32	IT Supervisor	1.25%
<b>32</b>	<b>Total</b>	<b>32</b>	<b>Total</b>	

If all positions are filled, the OC Assessor, Auditor-Controller's Office, Clerk-Recorder Department, OC District Attorney's Office, OCIT, OC Public Defender, and OCSD will attempt to absorb the approximate \$84,965 annual cost of implementing the proposed changes as follows:

<b>Agency</b>	<b>Approximate Annual Cost</b>	<b>Funding Source</b>	<b>Approximate Net County Cost</b>
Assessor	\$7,707	100% - NCC	\$7,707
Auditor-Controller	\$8,112	80% - Fees or Charges 20% - NCC	\$1,649
Clerk-Recorder	\$2,704	100% - Fees or Charges	\$0
District Attorney	\$2,704	50% - NCC 50% - Other	\$1,352
OCIT	\$45,215	100% - Fees or Charges	\$0
Public Defender	\$2,704	100% - NCC	\$2,704
OCSD	\$15,819	80% - State 10% - NCC 10% - Other	\$1,582
<b>Total</b>	<b>\$84,965</b>	<b>Total</b>	<b>\$14,994</b>

**Paid Intern Series**

The Paid Intern series consist of Undergraduate Intern, Graduate Intern, and Technical Intern classifications. Paid Interns provide students or recent college graduates with meaningful work experience, field training, and exposure to a potential or chosen career path and perform a variety of routine professional, para-professional, technical, or administrative duties and assist with specialized projects and assignments related to the business, operational, and administrative activities of a department. Positions are filled as extra help and are permitted to work up to 59 hours per pay period or 1,040 hours per fiscal year.

HRS conducted a market salary survey and determined that the pay range for the Undergraduate Intern classification series is 23.50% below the market average. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to Undergraduate Intern:

<b>Organization</b>	<b>Title Description</b>	<b>Maximum Monthly Pay</b>
County of Riverside	Professional Student Intern	\$3,957
County of San Bernardino	Student Intern	\$3,808
City of Irvine	Intern I	\$3,680
City of Long Beach	Administrative Intern	\$3,598
County of Los Angeles	Student Professional Worker I	\$3,351
City of Santa Ana	Administrative Intern	\$3,304
City of San Diego	Student Worker	\$3,273
County of Ventura	Student Worker III	\$3,082
County of San Diego	Student Worker - Undergraduate	\$2,773
	<b>Average Monthly Maximum</b>	<b>\$3,425</b>
<b>County of Orange</b>	<b>Undergraduate Intern</b>	<b>\$2,773</b>
	<b>Variance Below Market Average</b>	<b>-23.50%</b>

HRS conducted a market salary survey and determined that the pay range for the Graduate Intern classification series is 6.17% below the market average. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to Graduate Intern:

<b>Organization</b>	<b>Title Description</b>	<b>Maximum Monthly Pay</b>
City of Long Beach	Management Intern	\$4,252
City of Irvine	Intern II	\$4,018
City of Santa Ana	Management Intern	\$3,997
County of Los Angeles	Student Professional Worker II	\$3,983
City of San Diego	Management Intern	\$3,825
County of San Bernardino	Graduate Student Intern	\$3,938
City of Anaheim	Administrative Intern II	\$3,474

Organization	Title Description	Maximum Monthly Pay
County of San Diego	Student Worker - Graduate/Tech	\$3,430
	<b>Average Monthly Maximum</b>	<b>\$3,864</b>
<b>County of Orange</b>	<b>Graduate Intern</b>	<b>\$3,640</b>
	<b>Variance Below Market Average</b>	<b>-6.17%</b>

HRS conducted a market salary survey and determined that the pay range for the Technical Intern classification series is 11.45% below the market average. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to Technical Intern:

Organization	Title Description	Maximum Monthly Pay
City of Long Beach	Engineering / Technology Intern	\$4,553
County of Los Angeles	Student Professional Worker, IT	\$4,477
City of Santa Ana	Engineering Intern	\$3,633
City of San Diego	Student Engineer	\$3,564
	<b>Average Monthly Maximum</b>	<b>\$4,057</b>
<b>County of Orange</b>	<b>Technical Intern</b>	<b>\$3,640</b>
	<b>Variance Below Market Average</b>	<b>-11.45%</b>

During our analysis, we found that Technical Interns are performing more specialized duties in fields such as engineering and information technology warranting a higher pay grade than the Graduate Intern classification. Based on market findings and to assist with recruitment/retention, HRS requests approval to adjust the pay grades for the Paid Intern series as follows:

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
9021SY	Undergraduate Intern	UI-1 \$2,773	9021SY	Undergraduate Intern	UI-1 \$3,293

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
9022SY	Graduate Intern	UI-2 \$3,640	9022SY	Graduate Intern	UI-2 \$3,813
9023SY	Technical Intern	UI-2 \$3,640	9023SY	Technical Intern	UI-3 \$3,987

Currently there is only one active Graduate Intern employed by the County. However, in a typical year the County employs up to 10 interns, mostly in the Undergraduate Intern class. Therefore, if the County employed up to 10 interns, the approximate cost of implementing the proposed changes would be \$39,520 per fiscal year and would attempt to be absorbed by the various departments that plan to utilize these paid intern classifications.

**Plant Pay Premium Side Letter**

As agreed, under the 2023-2026 Craft and Plant Engineer Unit Memorandum of Understanding (MOU), HRS Classification and Compensation reviewed the Central Utility Facility (CUF) Plant premium pay for potential inclusion of the Electrician classification. As part of our review, we identified the premium pays for the equivalent classifications in the surrounding agencies, which included the County of Los Angeles, County of San Bernardino, and the City of Anaheim. Based on our findings, it was determined that the surrounding agencies do provide a comparable Premium Pay for their equivalent Electrician classifications assigned to similar assignments as those in the CUF Plant.

Therefore, HRS recommends approval and adoption of a Side Letter Agreement between the County and IUOE that will modify the existing Plant Pay Premium in the Craft and Plant Engineer MOU. The modification will adjust the current premium pay from \$1 per hour for hours worked to an additional \$2.00 per hour for hours worked, and add Electricians, who are assigned to the CUF Plant, as an eligible classification to receive the Plant Pay premium.

**Real Property Agent Series**

The positions in the Real Property Agent series are responsible for the preparation, negotiation, and execution of documents related to leasing, real estate acquisition, property management, land development, commercial leasing, and/or redevelopment. Positions in the Real Property Agent series are assigned to the CEO Real Estate and John Wayne Airport (JWA).



HRS conducted a market salary survey and determined that the pay range for the journey-level, Real Property Agent III, classification is 6.51% above the market average. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to the Real Property Agent III:

<b>Organization</b>	<b>Title Description</b>	<b>Maximum Monthly Pay</b>
City of Los Angeles	Real Estate Officer	\$11,658
City of Long Beach	Real Estate Coordinator II	\$10,079
City of Anaheim	Real Property Specialist II	\$9,121
City of Long Beach	Real Estate Coordinator I	\$8,897
County of Los Angeles	Real Property Agent II	\$8,710
County of San Diego	Associate Real Property Agent	\$8,284
City of San Diego	Associate Property Agent	\$8,202
County of Ventura	Real Property Agent II	\$7,932
County of Riverside	Real Property Agent III	\$7,812
County of San Bernardino	Real Property Agent II	\$7,798
	<b>Average Monthly Maximum</b>	<b>\$8,849</b>
<b>County of Orange</b>	<b>Real Property Agent III</b>	<b>\$9,466</b>
	<b>Variance Above Market Average</b>	<b>6.51%</b>

Following an assessment of the internal salaries, external market data, and to maintain appropriate pay differentials, HRS requests approval to consolidate classes within the series and revise title codes, title descriptions, classification specifications, and adjust the pay grades for the Real Property Agent series as follows:

<b>Current</b>			<b>Proposed</b>		
<b>Title Code</b>	<b>Title Description</b>	<b>Pay Grade &amp; Monthly Range</b>	<b>Title Code</b>	<b>Title Description</b>	<b>Pay Grade &amp; Monthly Range</b>
0317GE	Real Property Technician Aid	A3-44 \$4,066 - \$5,451		Delete Classification	

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
0318GE	Real Property Technician	A3-52 \$5,044 - \$6,753	0318GE	Associate Real Property Technician	C-27 \$5,051 - \$6,801
0320GE	Real Property Agent I	A4-48 \$4,609 - \$6,155	Delete Classification		
0324GE	Real Property Agent II	A4-58 \$5,989 - \$8,074	Delete Classification		
0326GE	Real Property Agent III	A3-53 \$5,179 - \$6,926	0326GE	Real Property Agent	C-40 \$7,183 - \$9,684
0330SM	Senior Real Property Agent	A3-68 \$7,739 - \$10,407	0328GE	Senior Real Property Agent	C-42 \$7,585 - \$10,218

HRS proposes the deletion of the Real Property Technician Aid classification as it has not been utilized in 10+ years and there were no comparable positions identified during the market analysis. In addition, HRS recommends the consolidation of the Real Property Technician, Real Property Agent I, and Real Property Agent II classifications to eliminate the overlap in job function/duties and streamline the occupational series classification structure.

It is noted that the proposed maximum monthly rate for the Senior Real Property Agent classification does reflect a slight decrease, however, this is due to the change from a lead/supervisory class, currently part of the Supervisory Management MOU, to an advanced-journey level class which will fall under the County General MOU. Therefore, it is recommended that the supervisory/management class Senior Real Property Agent (0330SM) be deleted and replaced with the advanced-journey class Senior Real Property Agent (0328GE). The proposed deletions and consolidation of classes will not have a negative impact on current employees as there are no budgeted positions or incumbents in those classifications.

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Top Step)
Position Count	Title Description	Position Count	Title Description	
1	Real Property Technician	1	Associate Real Property Agent	0.82%
16	Real Property Agent III	16	Real Property Agent	2.31%
0	Senior Real Property Agent	0	Senior Real Property Agent	-1.82%
<b>17</b>	<b>Total</b>	<b>17</b>	<b>Total</b>	

If all positions are filled, CEO Real Estate and JWA will attempt to absorb the approximate \$48,900 annual cost of implementing the proposed changes as follows:

Agency	Classification Title	Approximate Annual Cost	Funding Source	Approximate Net County Cost
CEO Real Estate	Associate Real Property Agent	\$2,047	68% - Fees or Charges 32% - NCC	\$655
	Real Property Agent	\$9,195	74% - Fees or Charges 26% - NCC	\$2,391
	Senior Real Property Agent	\$24,435	80% - Fees or Charges 20% - NCC	\$4,887
JWA	Real Property Agent	\$13,223	100% Other	\$0
<b>Total</b>		<b>\$48,900</b>	<b>Total</b>	<b>\$7,933</b>

**Sheriff's Community Services Officer Series**

The positions in the Sheriff's Community Services Officer series are responsible for performing various routine law enforcement-related tasks in support of the activities of peace officers, but which do not require the exercise of peace officer authority. Positions in the Sheriff's Community Services Officer series are assigned to the OC Sheriff's Department (OCSD).

OCSD Human Resources conducted a market salary survey and determined that the pay range for the journey-level, Sheriff's Community Services Officer, classification is 7.72% below the market average. The following table displays a comparison of salaries from surrounding organizations for the classification equivalent to the Sheriff's Community Services Officer (journey level):

<b>Organization</b>	<b>Title Description</b>	<b>Maximum Monthly Pay</b>
City of Irvine	Public Safety Representative I	\$6,718
County of Riverside	Community Services Officer II	\$6,567
City of Long Beach	Community Services Assistant II	\$6,159
City of Anaheim	Police Services Representative II	\$5,796
County of San Diego	Community Services Officer	\$5,041
County of San Bernardino	Sheriff's Service Specialist	\$4,997
	<b>Average Monthly Maximum</b>	<b>\$5,880</b>
<b>County of Orange</b>	<b>Sheriff's Community Services Officer</b>	<b>\$5,458</b>
	<b>Variance Below Market Average</b>	<b>-7.72%</b>

Following an assessment of the internal salaries, external market data, and to maintain appropriate pay differentials, HRS requests approval to revise the classification specifications, and adjust the pay grades for the Sheriff's Community Services Officer series as follows:

<b>Current</b>			<b>Proposed</b>		
<b>Title Code</b>	<b>Title Description</b>	<b>Pay Grade &amp; Monthly Range</b>	<b>Title Code</b>	<b>Title Description</b>	<b>Pay Grade &amp; Monthly Range</b>
6122GE	Sheriff's Community Services Officer	A1-45 \$4,066 - \$5,458	6122GE	Sheriff's Community Services Officer	C-24 \$4,567- \$6,273
6123SM	Senior Sheriff's Community Services Officer	A1-49 \$4,548 - \$6,093	6123SM	Senior Sheriff's Community Services Officer	C-28 \$5,188 - \$6,991

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Top Step)
Position Count	Title Description	Position Count	Title Description	
57	Sheriff's Community Services Officer	57	Sheriff's Community Services Officer	14.93%
2	Senior Sheriff's Community Services Officer	2	Senior Sheriff's Community Services Officer	14.74%
<b>59</b>	<b>Total</b>	<b>59</b>	<b>Total</b>	

If all positions are filled, the OC Sheriff's Department will attempt to absorb the approximate \$753,334 annual cost of implementing the proposed changes as follows:

Classification Title	Approximate Annual Cost	Funding Source	Approximate Net County Cost
Sheriff's Community Services Officer	\$738,269	*Varies – See Note	\$27,414
Senior Sheriff's Community Services Officer	\$15,065	47% - State 40% - Fees/Charges 13% - NCC	\$1,958
<b>Total</b>	<b>\$753,334</b>	<b>Total</b>	<b>\$29,372</b>

\*Note: The funding source(s) vary based on the unit the position is budgeted to. Each unit funding source(s) consists of a variety of baseline sources allocated from Net County Cost (NCC), Enterprise funds, Federal and State funds, and/or charges for services. The percentage of NCC costs per position ranges from 0% to 13%.



## ASSESSMENT TECHNICIAN TRAINEE

Bargaining Unit: GE General

Class Code:  
0598GE

COUNTY OF ORANGE

Established Date: 01/17/1978

Revision Date: 10/04/2024

### DEFINITION:

Under direct supervision, the Assessment Technician Trainee learns to perform technical and public contact work in supplying a variety of services and information to the general public relative to property valuation matters; to explain and carry out existing assessment policies and procedures; to inspect property and collect data for the market appraisal of property; to assist in the analysis of that data, generates reports; to perform a wide variety of support functions such as checking and reviewing value, cost, income and other declarations; computing value of real and personal property; researching title transfers; and perform other work as required.

### The Assessment Technician series includes the following:

Assessment Technician Trainee (0598GE)

Assessment Technician II (0599GE)

Assessment Technician III (0600GE)

Senior Assessment Technician (0601SM)

Managing Assessment Technician (0603SM)

### CLASS CHARACTERISTICS:

Assessment Technicians are assigned duties and responsibilities which directly relieve professional appraisal personnel of the more routine and standardized technical field and office functions short of value judgments. Positions in this series may be distinguished from positions in the appraisal series in that less independent judgment and interpretive ability is exercised since only appraisal staff is authorized to determine structural classification or property value. However, positions in the class are hallmarked by detailed knowledge and interpretation of the Revenue and Taxation code of the State of California and various other Assessor rules, regulations, and procedures. This is an empowered work class whose actions, regardless of level, can have broad impact. All positions in this class must use judgment and discretion daily to accomplish work.

The Assessment Technician Trainee class is the entry level in the Assessment Technician series. The class is for training/preparing employees for a promotion to Assessment Technician II. Normally, an Assessment Technician Trainee will initially work with an Assessment Technician II or higher, and with increasing experience will be required to independently perform routine assessment technician assignments subject to a check and review. Positions are not budgeted at this level, and there is no permanent status in this class. Incumbents who do not promote to Assessment Technician II at the end of the one-year probationary period will have failed probation.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Learns to utilize a computer system to accomplish work assignments. The specific areas of computer use will be with the Assessment Tax System (ATS II), work assignment management, internet, and office support utilities for spreadsheets, database use/management, and correspondence. It is expected that this technology will change over time and the foregoing list should not be considered all-inclusive.
2. Learns to assist the public with simple inquiries both in person at the public service counter and/or on the telephone at individual workstations.
3. Learns to read and interprets basic legal descriptions of property as contained in a variety of recorded documents, learns to prepare and mail letters to taxpayers, title companies and attorneys and to address any discrepancies in legal description. Screens Preliminary Change of Ownership Reports (PCORs) to ensure completeness and learns to prepare and mail letters as needed. Also, learns to batch documents for scanning into OnBase.
4. Learns to review claims; answers questions regarding various types of exemptions, legal requirements, and filing procedures; document observations in reports.
5. Learns to read simple legal descriptions of annexed or de-annexed properties, identifies taxing jurisdiction of the property; assigns appropriate tax rate area, maintains file on new tax rate areas; notifies the State Board of Equalization and other agencies of changes in tax rate areas, and determines needs for new mapping actions.
6. Learns to check and reviews property statements, appraisal forms and other documents to ensure completion and conformance with established procedures.
7. Learns to participate in the field canvass of properties for discovery purposes.
8. Learns to receive audit worksheets and inputs data into databases; calculates amounts reported by Auditor-Appraisers and taxpayers; apply relevant cost factors; compares the Auditor-Appraisers' findings with taxpayer reported figures, and identify discrepancies; maintain a list of mandatory audits, research computer outputs, creates reports, and responds to public inquires.
9. Learns to process documents including building permits, personal property statements, boat and aircraft declarations, business verification of information forms, assessment roll changes and petitions from property owners to Assessment Appeals Board requesting reconsideration of their property assessment; coordinates, compiles, updates action on these documents and entering information as appropriate.
10. Learns to receive documents from field appraisers, including building permits, Real Property building records, appraiser hand draws and architectural blueprints; reads and interprets the information provided to establish new construction work being done to a property; uses the current CAD based software to create basic electronic sketches from appraiser hand draws or blueprints to provide square footage calculations; provides quality assurance to the appraisal staff by verifying information provided is accurate and complete, entering information as appropriate.

11. Learns to process secured address updates and to apply basic Homeowners' and/or Disabled Veterans' Exemptions and performs assessment roll changes as required.
12. Learns the process of incoming and outgoing mail, sends 10-day letters, reviews claim for completion, identify missing documents, read, and interpret legal documents, and create file folders.

## **MINIMUM QUALIFICATIONS:**

### **Knowledge of**

- Modern office, store, or branch procedures, practices and systems including operating standard equipment that can aid customer support, such as operating phone lines or computers for email or internet communication.
- Conferring with customers or clients by telephone, email, in-person, or over the internet to provide information about products or services, take or enter orders, cancel, or open accounts, or obtain details of comments and complaints.

### **Ability to**

- Work with or without direct supervision
- Accomplish divergent complex work in a dynamic environment (i.e. the ability to multitask)
- Communicate with tact to customers of diverse backgrounds
- Defuse confrontational situations with upset customers
- Use of a County-approved means of transportation to perform fieldwork (may be required for some assignments)

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

One (1) year of experience conferring with customers or clients via telephone, email, in-person, or internet to provide information about products or services, take or enter orders, cancel or open accounts, or obtain details of comments and complaints.

Possession of an Associate of Arts or Science degree (or higher) may substitute for the required experience.

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Positions in these classes are considered light duty positions under the definitions of the California Worker's Compensation System. Most positions are office positions that utilize a computer to accomplish work. Most positions will be in a work group cubicle arrangement. At this location an ergonomically configured computer will normally be used for majority of the workday. Visual acuity necessary to view legal documents optically stored and dexterity to utilize a keyboard with mouse for the entire workday are required. Incidental lifting with this position is 10 lbs., and most positions can accommodate wheelchair use. All positions in this job class require the ability to meet and verbally assist the public and to be able to use a telephone to verbally assist the public.



Some positions will require the ability to read microfiche, walk/ambulate extended distances (over one mile) across varied terrain to accomplish field work, or may require the ability to use county approved transportation.



## ASSESSMENT TECHNICIAN II

Bargaining Unit: GE General

Class Code:  
0599GE

COUNTY OF ORANGE

Established Date: 01/17/1978

Revision Date: 10/04/2024

### DEFINITION:

Under general supervision, to perform technical and public contact work in supplying a variety of services and information to the general public relative to property valuation matters; to explain and carry out existing assessment policies and procedures; to inspect property and collect data for the market appraisal of property; to assist in the analysis of that data, generates reports; to perform a wide variety of support functions such as checking and reviewing value, cost, income and other declarations; computing value of real and personal property; researching title transfers; and perform other work as required.

### The Assessment Technician series includes the following:

Assessment Technician Trainee (0598GE)

Assessment Technician II (0599GE)

Assessment Technician III (0600GE)

Senior Assessment Technician (0601SM)

Managing Assessment Technician (0603SM)

### CLASS CHARACTERISTICS:

Assessment Technicians are assigned duties and responsibilities which directly relieve professional appraisal personnel of the more routine and standardized technical field and office functions short of value judgments. Positions in this series may be distinguished from positions in the appraisal series in that less independent judgment and interpretive ability is exercised since only appraisal staff is authorized to determine structural classification or property value. However, positions in the class are hallmarked by detailed knowledge and interpretation of the Revenue and Taxation code of the State of California and various other Assessor rules, regulations, and procedures. This is an empowered work class whose actions, regardless of level, can have broad impact. All positions in this class must use judgment and discretion daily to accomplish work.

The Assessment Technician II class performs journey-level work including a variety of difficult and responsible work requiring extensive experience, thorough knowledge and application of assessment laws, regulations, and procedures. Depending on assignment, incumbents may perform a variety of office and/or field duties. Incumbents may have extensive public contact which requires the explanation of detailed and complex policies, rules, and procedures in person, by phone or in the process of performing field duties.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Utilizes a computer system to accomplish work assignments. The specific areas of computer use will be with the Assessment Tax System (ATS II), work assignment management, internet, and office support utilities for spreadsheets, database use/management, and correspondence. It is expected that this technology will change over time and the foregoing list should not be considered all-inclusive.
2. Assists the public both in person at the public service counter and/or on the telephone at individual workstations remotely.
3. Reads and interprets legal descriptions of property from various recorded documents, prepares and mails letters to notify taxpayers, title companies and/or attorneys of any discrepancies found; screens Preliminary Change of Ownership Reports (PCORs) for completeness and sends letters as necessary; reviews, researches, prepares, and distributes daily correspondence; batches documents for scanning into OnBase; conducts some research to clarify conflicting ownership and boundary information, and assist in resolving discrepancies by examining assessment records and recorded documents and by contacting title companies, attorneys, and governmental agencies; performs mathematical calculations related to percentage of ownership and re-accessibility.
4. Reviews claims and interviews applicants seeking tax exemptions; answers questions regarding various types of exemptions, legal requirements, and filing procedures; conducts field inspections to verify property use, documenting observations in reports, calculates property values proportionally between eligible and ineligible portions for exemptions, and performs assessment roll changes as required.
5. Reads simple legal descriptions of annexed or de-annexed properties; determines taxing jurisdiction of the property; assigns appropriate tax rate area; maintains file on new tax code areas; notifies the State Board of Equalization and other agencies of changes in tax rate areas; and determines needs for new mapping actions.
6. Checks and reviews property statements, appraisal forms and other documents to ensure completion and conformance with established procedures.
7. Participates in the field canvass of properties for discovery purposes.
8. Receives audit worksheets and inputs data into databases; calculate amounts reported by Auditor-Appraisers and taxpayers; apply relevant cost factors; compares Auditor-Appraisers' findings with taxpayer reported figures, and identify discrepancies; maintain a list of mandatory audits, research and correct computer outputs, create reports, and responds to public inquires.
9. Processes documents including building permits, personal property statements, boat and aircraft declarations, business verification of information forms, assessment roll changes, and petitions from property owners to Assessment Appeals Board requesting reconsideration of their property assessment; coordinates, compiles, updates action on these documents, and enters information as appropriate.
10. Receives documents from field appraisers, including building permits, Real Property building records, appraiser hand draws and architectural blueprints; reads and interprets the information provided to establish new construction work being done to a property; uses the current CAD based software to create electronic sketches from appraiser hand draws or blueprints to provide square footage calculations; provides quality assurance to the appraisal staff by verifying information provided is accurate and complete, entering information as appropriate.

11. Processes secured address updates and Homeowners' and/or Disabled Veterans' Exemptions and performs assessment roll changes as required.
12. Processes incoming and outgoing mail, sends 10-day letters, reviews claim for completion, identify missing documents, read and interpret legal documents, and create file folders.

## **MINIMUM QUALIFICATIONS:**

### **Knowledge of**

- Laws and procedures regulating the mission of the Assessor Department
- State revenue and taxation laws governing the preparation of tax assessment rolls and the valuation of property for assessment purposes
- Laws, rules, and regulations pertaining to veterans', homeowners', and institutional tax exemptions
- Activities involved in the various phases of assessment roll preparation and in processing appraisal records
- Procedures, methods, instruments, and records used to convey, transfer and record title to property and the methods and terminology used in conducting title searches
- Methods and records used in computer-assisted appraisal programs and basic data processing principles
- Modern office procedures, practices and systems including operating standard office equipment
- Basic principles of writing and grammar
- Techniques of training and supervising (Required for some Assessment Technician assignments.)

### **Ability to**

- "Think on one's feet" and apply creative solutions to practical problems
- Work without direct supervision
- Make decisions
- Compile statistics
- Accomplish divergent complex work in a dynamic environment (i.e. the ability to multitask)
- Understand complex Assessor technical data
- Research complex Assessor technical publications

- Relate Assessor complex technical data both orally and in writing to someone that doesn't understand the subject
- Communicate with tact to customers of diverse backgrounds
- Defuse confrontational situations with distraught customers
- Work with mathematics and spatial design layouts
- Use of a County-approved means of transportation to perform fieldwork (May be required for some assignments.)

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

One (1) year of satisfactory performance as an Assessment Technician Trainee for the County of Orange.

### **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

#### ***Physical and Mental Requirements***

Positions in these classes are considered light duty positions under the definitions of the California Worker's Compensation System. Most positions are office positions that utilize a computer to accomplish work. Most positions will be in a work group cubicle arrangement. At this location an ergonomically configured computer will normally be used for majority of the workday. Visual acuity necessary to view legal documents optically stored and dexterity to utilize a keyboard with mouse for the entire workday are required. Incidental lifting with this position is 10 lbs., and most positions can accommodate wheelchair use. All positions in this job class require the ability to meet and verbally assist the public and to be able to use a telephone to verbally assist the public. Some positions will require the ability to read microfiche, walk/ambulate extended distances (over one mile) across varied terrain to accomplish field work, or may require the ability to use county approved transportation.



## ASSESSMENT TECHNICIAN III

Bargaining Unit: GE General

Class Code:  
0600GE

COUNTY OF ORANGE

Established Date: 01/17/1978

Revision Date: 10/04/2024

### DEFINITION:

Under general supervision, to perform technical and public contact work in supplying a variety of services and information to the general public relative to property valuation matters; to explain and carry out existing assessment policies and procedures; to inspect property and collect data for the market appraisal of property; to assist in the analysis of that data, generates reports; to perform a wide variety of support functions such as checking and reviewing value, cost, income and other declarations; computing value of real and personal property; researching title transfers; and to do other work as required.

### The Assessment Technician series includes the following:

Assessment Technician Trainee (0598GE)

Assessment Technician II (0599GE)

Assessment Technician III (0600GE)

Senior Assessment Technician (0601SM)

Managing Assessment Technician (0603SM)

### CLASS CHARACTERISTICS:

Assessment Technicians are assigned duties and responsibilities which directly relieve professional appraisal personnel of the more routine and standardized technical field and office functions short of value judgments. Positions in this series may be distinguished from positions in the appraisal series in that less independent judgment and interpretive ability is exercised since only appraisal staff is authorized to determine structural classification or property value. However, positions in the class are hallmarked by detailed knowledge and interpretation of the Revenue and Taxation code of the State of California and various other Assessor rules, regulations, and procedures. This is an empowered work class whose actions, regardless of level, can have broad impact. All positions in this class must use judgment and discretion daily to accomplish work.

The Assessment Technician III performs advanced journey-level work and is distinguished by having lead worker responsibilities involved in training, reviewing, correcting, and reporting on the technical work of employees in the lower-level classes of Assessment Technician and/or assisting higher level technicians with supervising larger sections. Positions also perform difficult and complex assignments typically involving responsibility for a function, a database or the input of value or ownership changes without further review. Complex work is characterized by the processing of various forms and documents which require adaptation of guides to individual situations and reference to other than standard sources of information and to select appropriate methods for resolving problems.

## EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Utilizes a computer system to accomplish work assignments. The specific areas of computer use will be with the Assessment Tax System (ATS II), work assignment management, internet, and office support utilities for spreadsheets, database use/management, and correspondence. It is expected that this technology will change over time and the foregoing list should not be considered all-inclusive.
2. Provides training and feedback to team members on policies and procedures for their assigned units. Conducts quality checks, manages workload by assigning work to staff, offers input on performance reviews, and updates procedure manuals and training resources as needed.
3. Assists the public with complex inquiries both in person at the public service counter and/or on the telephone at individual workstations or remotely.
4. Reads and interprets complex legal descriptions of property from various recorded documents; clarifies conflicting ownership and boundary information and resolves discrepancies through extensive research, including reviewing assessment records and recorded documents, contacting title companies, attorneys, and government agencies; performs complex mathematical calculations related to percentage of ownership and re-assessability.
5. Reviews and manages multiple Penalty Queues to ensure record accuracy and prevent incorrect penalty assessments for taxpayers. Reviews and completes the monthly Legal Entity Ownership Program (LEOP) Reports, and oversees the management and processing of Entity Mergers, Letters of Testamentary, Letters of Administration, and Letters of Conservatorship that impact ownership records.
6. Reads simple legal descriptions of annexed or de-annexed properties; determines taxing jurisdiction of the property; assigns correct tax rate area; maintains file on new tax rate areas; notifies the State Board of Equalization and other agencies of changes in tax code areas; and determines needs for new mapping actions.
7. Processes complex exemptions claims for low-income housing and hospitals; reviews staffs' work for accuracy and completion.
8. Reads simple legal descriptions of annexed or de-annexed properties; determines taxing jurisdiction of the property; assigns correct tax rate area; maintains file on new tax rate areas; notifies the State Board of Equalization and other agencies of changes in tax code areas; and determines needs for new mapping actions.
9. Checks and reviews property statements, appraisal forms and other documents to ensure completion and conformance with established procedures; handles documents that report information which requires additional research to process.
10. Participates in field canvassing of properties for discovery purposes; leads this task by holding daily meetings with staff to assign canvassing routes, monitor project progress, and provide guidance, feedback, and support.

11. Receive audit worksheets and inputs data into databases; calculate amounts reported by Auditor-Appraisers and taxpayers; apply relevant cost factors; compares the Auditor-Appraisers' findings with taxpayer reported figures, and identify any discrepancies; maintain a list of mandatory audits, research and correct computer outputs, create reports, and responds to public inquires.
12. Processes more complex documents including building permits, personal property statements, boat and aircraft declarations, business verification of information forms, assessment roll changes and petitions from property owners to Assessment Appeals Board requesting reconsideration of their property assessment; coordinates, compiles, and updates action on these documents, and enters information as appropriate.
13. Receives documents from field appraisers, including building permits, Real Property building records, appraiser hand draws and architectural blueprints; reads and interprets the information provided to process new construction of major developments, such as new commercial/composite or multi-family improvements; uses the current CAD based software to create electronic sketches from appraiser hand draws or multi-level blueprints to provide square footage calculations; provides quality assurance to the appraisal staff by verifying information provided is accurate and complete, entering information as appropriate.
14. Performs as the temporary replacement Senior Assessment Technician for a unit or units within the Assessor Department's Roll Support Division.
15. Creates, reviews, and corrects weekly, quarterly, and annual reports.

#### **MINIMUM QUALIFICATIONS:**

##### **Knowledge of**

- Laws and procedures regulating the mission of the Assessor Department
- State revenue and taxation laws governing the preparation of tax assessment rolls and the valuation of property for assessment purposes
- Laws, rules, and regulations pertaining to veterans', homeowners', and institutional tax exemptions
- Activities involved in the various phases of assessment roll preparation and in processing appraisal records
- Procedures, methods, instruments, and records used to convey, transfer and record title to property and the methods and terminology used in conducting title searches
- Methods and records used in computer-assisted appraisal programs and basic data processing principles
- Modern office procedures, practices and systems including operating standard office equipment
- Basic principles of writing and grammar
- Techniques of training and supervising



## **Ability to**

- "Think on one's feet" and apply creative solutions to practical problems
- Work without direct supervision
- Make decisions
- Complete complex special projects
- Compile statistics
- Accomplish divergent complex work in a dynamic environment (i.e. the ability to multitask)
- Understand complex Assessor technical data
- Research complex Assessor technical publications
- Relate Assessor complex technical data both orally and in writing to someone that doesn't understand the subject
- Communicate with tact to customers of diverse backgrounds
- Defuse confrontational situations with distraught customers
- Work with mathematics and spatial design layouts
- Use of a County-approved means of transportation to perform fieldwork (May be required for some assignments.)

## ***Education and Experience***

One (1) year of experience as an Assessment Technician II.

Must complete a minimum of 16 hours training on supervision prior to passing probation.

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Positions in these classes are considered light duty positions under the definitions of the California Worker's Compensation System. Most positions are office positions that utilize a computer to accomplish work. Most positions will be in a work group cubicle arrangement. At this location an ergonomically configured computer will normally be used for majority of the workday. Visual acuity necessary to view legal documents optically stored and dexterity to utilize a keyboard with mouse for the entire workday are required. Incidental lifting with this position is 10 lbs., and most positions can accommodate wheelchair use. All positions in this job class require the ability to meet and verbally assist the public and to be able to use a telephone to verbally assist the public. Some positions will require the ability to read microfiche, walk/ambulate extended distances (over one mile) across varied terrain to accomplish field work, or may require the ability to use county approved transportation.



## SENIOR ASSESSMENT TECHNICIAN

Bargaining Unit: SM Supervisory Management

Class Code:  
0601SM

COUNTY OF ORANGE

Established Date: 01/17/1978

Revision Date: 10/04/2024

### DEFINITION:

Under general direction, to lead paraprofessional and technical support staff within the Roll Support Division in the Assessor Department; conducts highly technical independent work; and perform other work as required.

### The Assessment Technician series includes the following:

Assessment Technician Trainee (0598GE)

Assessment Technician II (0599GE)

Assessment Technician III (0600GE)

Senior Assessment Technician (0601SM)

Managing Assessment Technician (0603SM)

### CLASS CHARACTERISTICS:

This Senior Assessment Technician is the senior and/or supervisory level classification in the Assessment Technician occupational series. This class plans, trains and supervises a large unit of paraprofessional and technical staff who are performing a variety of specialized duties requiring knowledge and application of assessment laws, regulations, and procedures. Positions at this level may provide full supervision of staff and/or work on the most complex assignments. This class also assists the public with unique issues or complaints.

This class is considered second to the Managing Assessment Technician as the most technically developed/competent within the Assessment Technician series. Employees may report to and receive assignments from the Division Manager or designee, Mapping Supervisor, and/or a Managing Assessment Technician. This class is required to be technical experts in all the major functions of the assigned section and possess a thorough knowledge of the department's other divisions. This class also must have extensive knowledge and experience in the Assessment Technician job field and perform complex advanced research and development tasks, operate independently or with support dictated by the complexity, timing, and vastness of the assignments.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Plans, schedules, trains, supervises, and reviews the work of paraprofessional and technical staff in policies and procedures in the production of Assessment Rolls; interviews and recommends on the selection of employees for hire or promotion; conducts performance evaluations and reviews; counsels and disciplines staff, and assists subordinate supervisors to train and supervise employees performing a variety of paraprofessional and technical functions.
2. Gathers information to identify and analyze procedural and/or technical problems; consults with management to resolve problems affecting workflow and the level of support provided to appraisal and other professional staff; assists Division Managers in conducting special projects and performing a variety of administrative and program support duties.
3. Assists in designing, operating, and maintaining computer control, data collection and roll support systems; prepares data and recommendations with justification on staff and equipment needs.
4. Performs as the acting/temporary replacement Managing Assessment Technician for a section within the Assessor Department's Roll Support Division.
5. Prepares or supervises the preparation of reports and statistics pertaining to various operations and activities within the Real Property Project Section, Business Property Project Section, Identification Section, Mapping Section, or Exemptions Section.
6. May serve as a lead on complex special projects as the subject matter expert; schedules, assigns work, provide direction and guidance to team members; monitors staff work and work products to help meet project goals and objectives; and may provide input to employee performance evaluations.

#### **MINIMUM QUALIFICATIONS:**

##### **Knowledge of**

- Laws and procedures regulating the mission of the Assessor Department
- State revenue and taxation laws governing the preparation of assessment rolls and the valuation of property for assessment purposes
- Laws, rules, and regulations pertaining to veterans', homeowners', and institutional tax exemptions
- Activities involved in the various phases of assessment roll preparation and in processing appraisal records
- Procedures, methods, instruments, and records used to convey, transfer and record title to property and the methods and terminology used in conducting title searches
- Methods and records used in computer-assisted appraisal programs and basic data processing principles
- Modern office procedures, practices and systems including operating standard office equipment

- Basic principles of writing and grammar
- Techniques of training and supervising

**Ability to**

- "Think on one's feet" and apply creative solutions to practical problems
- Work without direct supervision
- Make decisions
- Accomplish divergent complex work in a dynamic environment (i.e. the ability to multitask)
- Understand complex Assessor technical data
- Perform detailed research of complex Assessor technical publications
- Relate Assessor complex technical data both orally and in writing to someone that doesn't understand the subject
- Communicate with tact to customers of diverse backgrounds
- Defuse confrontational situations with distraught customers
- Work with mathematics and spatial design layouts
- Manage the work of others and assist with processing the workload
- Assist in tracking employee performance in writing
- Set a performance example
- Use a County-approved means of transportation to perform fieldwork (May be required for some assignments.)

***Education and Experience***

Two (2) years of experience as an Assessment Technician III for the County of Orange

***OR***

Three (3) years of experience in an Assessor Department position of comparable or higher level requiring the application of the knowledge and abilities listed as minimum qualifications

Must have completed a minimum of 24 hours training on supervision at time of application.

Possession of a Bachelor's degree may substitute for up to one (1) year of the required experience.

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Positions in these classes are considered light duty positions under the definitions of the California Worker's Compensation System. Most positions are office positions that utilize a computer to accomplish work. Most positions will be in a work group cubicle arrangement. At this location an ergonomically configured computer will normally be used for majority of the workday. Visual acuity necessary to view legal documents optically stored and dexterity to utilize a keyboard with mouse for the entire workday are required. Incidental lifting with this position is 10 lbs., and most positions can accommodate wheelchair use. All positions in this job class require the ability to meet and verbally assist the public and to be able to use a telephone to verbally assist the public. Some positions will require the ability to read microfiche, walk/ambulate extended distances (over one mile) across varied terrain to accomplish field work, or may require the ability to use county approved transportation.



## MANAGING ASSESSMENT TECHNICIAN

Bargaining Unit: SM Supervisory Management

Class Code:  
0603SM

COUNTY OF ORANGE

Established Date: 01/17/1978

Revision Date: 10/04/2024

### DEFINITION:

Under general direction, to plan, organize, staff and direct through subordinate supervisors, paraprofessional and technical support of one of the major divisions in the Assessor Department; and perform other work as required.

### The Assessment Technician series includes the following:

Assessment Technician Trainee (0598GE)

Assessment Technician (0599GE)

Senior Assessment Technician (0600GE)

Supervising Assessment Technician (0601SM)

Managing Assessment Technician (0603SM)

### CLASS CHARACTERISTICS:

This class plans, trains, evaluates, and supervises, through subordinate team leaders, the paraprofessional and technical staff performing a variety of specialized duties requiring knowledge and application of assessment laws, regulations, and procedures.

This class works with managers and supervisors from other divisions to develop and implement new and revised policies and procedures and Roll Support systems. The size and diversity of operations supervised requires performance of administrative duties pertaining to supplies and equipment staffing and coordination of efforts with appraisal staff, other departments, and agencies. Also, this class assists the public with unique issues or complaints.

This class is considered the most technically developed/competent within the Assessment Technician series. On occasion it will be used to research issues and develop solutions on complex technical issues that may have broad County or State impact.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Plans, budgets, schedules, trains, supervises, and reviews the work of paraprofessional and technical staff, in policies and procedures in the production of Assessment Rolls; interviews and recommends on the selection of employees for hire or promotion, conducts performance evaluations and reviews, determines if probation is passed, counsels and disciplines staff and assists subordinate supervisors to

train and supervise employees performing a variety of paraprofessional and technical functions.

2. Gathers information to identify and analyze procedural and/or technical problems; consults with management to resolve problems affecting workflow and the level of support provided to appraisal and other professional staff; assists Division Managers in conducting special projects and performing a variety of administrative and program support duties.
3. Assists in designing, operating, and maintaining computer control, data collection and Roll Support systems; prepares data and recommendations with justification on staff and equipment needs.
4. Consults with Assessor, Department Managers, County Counsel, and the State Board of Equalization on various matters, works with various other agencies at the Federal, State, County, and Municipal levels on technical issues.
5. Acts as decision maker on a variety of technical issues and signs correspondence on behalf of the Assessor, as delegated; writes applicable section procedures and ensures compliance, approves and/or authorizes penalty cancelations pursuant to Revenue and Taxation Code and department policies.
6. Prepares or supervises the preparation of reports and statistics pertaining to various operations and activities within the Real Property Project Section, Business Property Project Section, Identification Section, Mapping Section, or Exemptions Section.
7. Performs other duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

##### **Thorough Knowledge of**

- State revenue and taxation laws governing the preparation of tax assessment rolls and for the valuation of property for assessment purposes
- Laws, procedures, and practices regulating the work of the Assessor Department
- California Revenue and Taxation Code as it relates to assessments and exemptions of all types of property, for both Business Property's and Real Property's assessment rolls, escape assessments penalties and Assessment Roll Corrections
- Data processing systems and program procedures as they relate to the specific roll project assignment
- Methods used to prepare and monitor the operating plan and monitor work production for a paraprofessional and technical operation
- Modern office management, organization, practices, and equipment
- The principles of supervision, including hiring, training, evaluating, counseling, and disciplining employees

##### **Ability to**

- "Think on one's feet" and apply creative solutions to practical problems
- Work without direct supervision
- Make decisions
- Accomplish divergent complex work in a dynamic environment (i.e., the ability to multitask)
- Understand complex Assessor technical data
- Perform detailed research of complex Assessor technical publications
- Relate Assessor complex technical data both orally and in writing to someone that doesn't understand the subject
- Communicate with tact to customers of diverse backgrounds
- Defuse confrontational situations with distraught customers
- Develop a professional rapport with other government agencies
- Work with mathematics and spatial design layouts
- Manage the work of others and assist with processing the workload
- Set a performance example
- Track the staff's production
- Track employee performance in writing
- Develop a budget, works within a budget, and tracks budget for staffing
- Use a County-approved means of transportation to perform fieldwork (May be required for some assignments.)

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

#### ***Option I***

Two (2) years of experience as a Senior Assessment Technician for the County of Orange

#### ***Option II***

Three (3) years of experience as an Assessment Technician III with the County of Orange

#### ***Option III***

Four (4) years of experience in an Assessor Department class of comparable or higher level requiring the application of the knowledges and abilities listed as minimum qualifications

Must have completed a minimum of 48 hours training in supervision at the time of application.



Possession of a Bachelor's degree may substitute up to one (1) year of the required experience .

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Positions in these classes are considered light duty positions under the definitions of the California Worker's Compensation System. Position requires extensive interface with people to issue work assignments, monitor work, and to ensure production requirements are met. Positions are office positions that utilize a computer to accomplish work. At the position's workstation an ergonomically configured computer will normally be used for majority of the workday. Visual acuity necessary to view legal documents optically stored and dexterity to utilize a keyboard with mouse for the entire workday are required. Incidental lifting with this position is 10 lbs., and most positions can accommodate wheelchair use. All positions in this job class require the ability to meet and verbally assist the public and to be able to use a telephone to verbally assist the public. Occasional requirements exist to require the ability to read microfiche, walk/ambulate extended distances (over one mile) across varied terrain to accomplish field work verification, or may require the ability to use county approved transportation.



## BUILDING MAINTENANCE SUPERVISOR

Bargaining Unit: SM Supervisory Management

Class Code:  
3182SM

COUNTY OF ORANGE

Established Date: 04/03/1973

Revision Date: 10/04/2024

### DEFINITION:

Under general supervision, to assign, direct and review the work of journey craft workers, and helpers; to coordinate work operations; to solve problems related to the work supervised and to do other work as required.

### CLASS CHARACTERISTICS:

The Building Maintenance Supervisor is a full-time supervisor responsible for control over work operation and subordinates and accountable to superiors for the quantity and quality of work done. Incumbents normally act within general instructions, standard procedures and established policy and are responsible for ensuring the efficient and economical accomplishment of work assignments by subordinates. Shop Planner differs from the Building Maintenance Supervisors by its emphasis on planning and coordinating current and future projects rather than supervising journey craft workers.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Assigns, supervises, and coordinates the work of journey craft workers and helpers; prioritizes and schedules work to be completed, inspects work of subordinates and contractors; explains work requirements, methods and procedures as needed; defines standards of quality and quantity to be met; confers with and advises subordinates on technical problems.
2. Creates, assigns, reviews, and tracks work orders through a computerized maintenance management system. Inspects work of staff and contractors and updates work orders accordingly.
3. Coordinates work with departments, journey craft workers, contractors, suppliers, Craft Supervisors, and other project supervisors throughout the County; may prepare drawings, diagrams, or schematics; checks jobs for progress, proper use of materials, technical specifications, safety, and the quality of work; assures that material is on hand or delivered to work sites so as not to delay work.
4. Instructs subordinates on difficult work operations; reviews work while in progress or on completion; changes work plans, work assignments and methods to reduce or control costs and to accomplish the

work of the unit as effectively as possible.

5. Sets performance standards expected of subordinates, evaluates the work of staff and determines training needs; prepare and sign performance evaluations; participate in hiring and disciplinary decisions.
6. Conducts training in the proper use of materials and equipment, safety, and the safe handling of hazardous materials.
7. Prepare and maintain records and reports; creates purchase orders, expeditors, and submits invoices for payment.
8. Ensures compliance with applicable building, fire, and safety codes and initiates corrective action as required.
9. Confers, advises, and directs the efforts of contracted vendors on jobs with limited monetary cost

#### **MINIMUM QUALIFICATIONS:**

##### **Thorough Knowledge of**

- Methods, techniques, and safe practices of skilled trades work
- Current building codes and work practices of journey-level trades (air conditioning, electrical, plumbing, structural, etc.)
- Cal-OSHA regulations, material safety data sheets, hazardous waste procedures, and other safety rules and regulations

##### **General Knowledge of**

- Principles and techniques of supervision related to the training, direction, and evaluation of subordinates
- Methods of planning, prioritizing, scheduling, and checking work in progress and completed projects
- Principles and techniques of project management, project cost estimation and project planning

##### **Ability to**

- Train, instruct, supervise and evaluate subordinates engaged in a variety of skilled tasks; assign and coordinate their work with the work of others
- Use Microsoft Office suite and other County specific software programs, including Computerized Maintenance Management Systems (CMMS) to assign and monitor work performance and analyze workload trends

- Communicate effectively both verbally and in writing with staff, management, and contractors to ensure excellent customer service, resolve problems and work collaboratively
- Accurately estimate labor and materials cost for construction and repair
- Read and interpret blueprints; follow written and oral instructions
- Perform mathematical computations to determine linear, area and volumetric measurements
- Maintain records and prepare reports on work in progress
- Reconcile staff work order queues and work order completion monthly

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

Four (4) years of journey level experience in a craft related to structural, mechanical, electrical, plumbing, air conditioning or a similarly comparable craft.

### ***License/Certification***

Possession of a valid California Driver License, Class C or higher by date of appointment.

Some assignments may require a trade specific license and/or certification at the time of appointment.

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Frequent standing and walking; may be on uneven terrain; occasional pushing/pulling and lifting of up to 50lbs; occasional bending, kneeling, squatting, and crawling; repetitive use of hands to operate computers, printers and copiers. Incumbents must possess vision sufficient to read standard size text, read fine print such as those found on blueprints and schematics, and see at distances of over 20 feet; frequent hearing/talking to others on the telephone and in person and be able to hear audible directions; frequent decision making and concentration; occasional public contact; occasional working alone.

### ***Environmental and Working Conditions***

Incumbents primarily work in an office environment but may be required to travel to different sites under various weather conditions; may be exposed to molds, dust, fumes, asbestos and other allergens and may be required to wear a respirator. Incumbents will interact and communicate with members of the public and contractors. Depending on assignment, incumbents may be required to work in a juvenile or adult detention center and may be exposed to heavy machinery and/or working at heights by climbing fixed ladders.



## DATA SCIENTIST

Bargaining Unit: GE General

Class Code:  
8375GE

COUNTY OF ORANGE  
Established Date: 10/04/2024

### **DEFINITION:**

Under minimal supervision, provides administrative and technical expertise for conducting complex data science projects and other advanced analytics and modeling for a County department, division or interagency collaboration. Collaborates with IT staff to build and maintain data infrastructure necessary to support data science projects and serves as a technical resource for departmental managers on the uses of data science to strengthen programs and policy initiatives. Effectively communicates results to County, departmental, and divisional decision makers and provides ongoing support to strengthen data-driven program design and management.

### **CLASS CHARACTERISTICS:**

Incumbents utilize advanced expertise in data science, including advanced statistical design and modeling, predictive and prescriptive analytics, machine learning and visualization to contribute to the design of systems used to complete data science projects. Data Scientists work collaboratively with both technical and nontechnical partners to develop and complete large-scale or complex projects in response to identified business needs and may lead or supervise teams of analysts or other staff as part of a large-scale project. Incumbents coordinate and contribute to complex projects that require using advanced methods of data science such as cloud-based data design; data extraction, transformation, and loading; classical statistical analysis and machine learning, including predictive and prescriptive modeling and optimization; data visualization; and placement of predictive models, automated dashboards, and other data science products into production. Incumbents present their findings to technical and nontechnical stakeholders to support data-driven program design and management.

The Data Scientist is distinguished from Research Analyst series by its focus on applying advanced expertise in data science to identify new and emerging business problems, and to develop and complete large-scale projects of greater technical complexity. Data Scientists are tasked with leading large-scale projects that are complex in nature and require innovative solutions. This involves developing new methodologies or adapting cutting-edge technologies to tackle challenges that may have not previously been addressed within the organization. This class may act in a lead or supervisory capacity for Research Analysts or other staff, ensuring that project goals are met.

### **EXAMPLES OF DUTIES:**

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Collaborates with division, departmental, and countywide stakeholders to solicit, define, and manage highly complex data science projects from conception through implementation.
2. Leads the discovery process with stakeholders to document business requirements and frame business problems and/or processes so that appropriate corresponding data science techniques and products can be identified and deployed.
3. In collaboration with the Information Technology organization, supports collection, integration, and retention requirements for large sets of structured and unstructured data from disparate sources; acts as a resource for senior data engineers and architects in the selection and design of systems for use by the data science team.
4. Develops and maintains a high level of expertise in statistical programming languages and packages and other software tools; provides training and support to other staff as necessary; and ensures the quality of code and programming logic generated by the data science team.
5. Uses statistical programming languages and packages, computer scripting languages, and/or domain-specific languages to digest, manipulate, prepare, augment, evaluate, analyze, validate, summarize, and visualize data.
6. Conducts end-to-end predictive data modeling projects that include basic exploratory data analysis, feature engineering, model selection, deployment of models into production environments, and visualization of findings.
7. Uses supervised machine learning techniques on complex business problems, with an understanding of algorithms, feature selection, variable importance, hyper parameter tuning, and optimization.
8. Ensures that projects result in actionable insights and recommendations that can be used to support business decisions and allocate resources.
9. Conveys findings and conclusions by developing interactive tools as appropriate to communicate effectively with a wide range of audiences, including technical and nontechnical staff, stakeholders, and members of the public.
10. Educates and coordinates with various functional teams to implement products, services, tools, or business process changes resulting from the analysis.
11. Provides peer review regarding selection and improvement of data science tools and ensures that the team's tools and systems are well documented.
12. May act in a lead capacity or provide technical oversight for Research Analysts or other staff.

**MINIMUM QUALIFICATIONS:**

**Thorough Knowledge of**

- Computer/programming languages such as R, Python, SQL, etc.
- Data management and manipulation, including writing data queries, data cleaning, transformation and joining of multiple and disparate data sets
- Machine learning model development, evaluation, validation and/or monitoring
- Quality-control techniques to ensure the accuracy, completeness, and suitability of all data and how to resolve missing or conflicting data and other anomalies
- Traditional statistical analyses such as Chi-square, ANOVA, t-test, correlation, multiple regression, GLM, etc.
- Statistical techniques such as survival analysis, forecasting, logistic regression, outcome prediction and/or risk stratification
- Machine learning model development, evaluation, validation, implementation and/or monitoring
- Ethical issues surrounding machine learning and the potential for bias, misuse, etc.
- Best use cases and technical limits of different machine learning techniques and generative AI tools
- Large language, natural language processing, and/or sentiment analysis
- Data visualization and use of data visualization platforms such as Tableau, Power BI or other report and business intelligence applications
- Creating and maintaining data dictionaries and codebooks, and tools for version control and documentation
- Tools and frameworks (e.g., Hadoop, Spark, Apache Flink, etc.) for handling and processing large volumes of data

### **Knowledge of**

- Principles of supervision, including techniques to lead, coach and train others

### **Ability to**

- Carry out complex data science projects that includes independently developing and applying methods to identify, collect, process, structure, and analyze data using statistical prediction, inference, and optimization to support data-driven program design and management
- Collaborate with stakeholders to evaluate and establish data governance and management strategies, and to review and improve complex tools and systems
- Work with departmental stakeholders to document business requirements, frame business problems and select relevant sources of data

- Collaborate with IT staff to establish data pipelines and advise on identified issues/infrastructure changes to improve data pipelines and workflows
- Manage multiple sets of data and/or maintain, design and create relational databases and data systems
- Filter and “clean” data by reviewing reports and performance indicators to locate and correct code problems and/or increase data quality and reliability
- Apply qualitative and quantitative methods to develop and support data analysis and testing of structured, semi-structured, and unstructured data to identify, analyze and interpret trends and patterns in complex data sets
- Use specialized statistical techniques such as text analytics, natural language processing, fuzzy matching, machine learning, etc.
- Develop, maintain and monitor diagnostic support or forecasting tools
- Design and maintain interactive reporting dashboards that meet stakeholder needs
- Present findings to internal and external stakeholders and assist in implementing business process changes based on analysis
- Ensure that code is well-documented, reproducible, and follows best practices for software development to facilitate knowledge sharing and collaboration within the team
- Develop/maintain data dictionaries and related metadata and contribute to internal knowledge repositories
- Assign, direct, lead, and review the work of professional, technical, and other staff

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

A Bachelor’s degree from an accredited college or university in a field of applied research such as Data Science, Machine Learning, Statistics, Economics or similar field of study that included at least fifteen (15) semester units or twenty-four (24) quarter units of coursework in data science, machine learning, predictive analytics, information systems/computer science or advanced statistical analysis.

### ***And***

Four (4) years of professional experience conducting complex data science projects, including developing and applying advanced methods of data collection, processing, analysis, and interpretation. Experience should include machine learning, predictive analysis, and statistical modeling.

A Master’s from an accredited college or university in a field of applied research such as Data Science, Machine Learning, Statistics, Economics or similar field of study may substitute for one (1) year of the required experience.



A Doctoral degree in a related field may substitute for up to two (2) years of the required experience.

### ***License/Certification***

Depending upon assignment, some positions in this class may require possession of a valid California driver's license, Class C or higher.

### ***Special Requirements***

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment. Frequent standing and walking for extended periods. Ability to reach, push, pull and bend on an infrequent basis. Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle. Ability to speak and hear well enough in a moderately noisy office environment to communicate clearly and understandably in person, over the telephone or virtual meetings and in small groups. Possess manual dexterity sufficient to use hands, arms, and shoulders repetitively to write and use a computer, keyboard and mouse, and use office equipment on a frequent to constant basis.

### ***Environmental and Working Conditions***

Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions. Occasional early morning, evening, holiday and/or weekend work may be required.

Function effectively in a standard office environment.



## INFORMATION TECHNOLOGY SUPERVISOR

Bargaining Unit: SM Supervisory Management

Class Code:  
7952SM

COUNTY OF ORANGE

Established Date: 04/01/2011

Revision Date: 10/04/2024

### DEFINITION:

Supervises a group of information technology (IT) staff in one or more of the following technology disciplines: Application Development, Network, Security, Database or General Technology Support; performs other related duties as assigned.

### CLASS CHARACTERISTICS:

This is a full supervisory-level class where incumbents work under general direction, and broad policies. Although incumbents may supervise a variety of professional, technical and/or other support staff, the preponderant responsibility assigned to positions in this class is to directly supervise the operations and staff within an information technology work unit.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Supervises a group of technology professionals within an assigned technology work unit. Selects, trains and directs staff; schedules, assigns and evaluates work; procures and provides resources to staff as needed; monitors and evaluates staff performance and quality of work; initiates informal and formal disciplinary actions as necessary.
2. Develops and recommends work unit goals, objectives, policies, and procedures; maintains procedure manuals and other unit documentation; plans and prioritizes work strategies for self and subordinates; creates workflow processes; identifies and recommends staffing changes in response to workload requirements.
3. Assists in administering and monitoring departmental budgets; tracks and monitors expenses for assigned areas; research costs for new hardware, software and other items and prepares reports and recommendations.
4. Designs, directs, and oversees work unit quality assurance activities.
5. May manage complex technology projects requiring the support of multiple diverse staff and the procurement/utilization of specialized resources; develops and monitors project budgets and resources; monitors and manages vendor performance to ensure compliance with County standards

and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; manages the use of project resources based on project specifications; designs and directs the implementation and quality assurance of the technical initiatives; investigates, troubleshoots, evaluates, and resolves complex problems within assigned technology work unit.

6. Prepares reports, correspondence, and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
7. Performs other related duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

Note: Technology discipline-based knowledge and ability requirements may differ and are subject to area of assignment.

#### **Knowledge of**

- Principles and practices of public administration; including, budgeting, staff development, customer service and human resource management
- Principles and practices of supervision and leadership
- Computer hardware and software systems similar to those being used by the hiring department, including business applications, operating systems, and network systems
- Project management principles and techniques
- Principles, methods, and techniques used in designing, developing, testing, and implementing information technology applications, systems and networks
- Advanced operations, services, concepts, terms, and activities common to a comprehensive, state-of-the-art information technology program
- Advanced information technology development lifecycle and design principles
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions
- Advanced principles and practices of system security design, development, analysis, and testing
- Database concepts
- Operational characteristics of local and wide area network systems
- Operational characteristics of communication systems, equipment, and devices
- Principles and methods of troubleshooting computer hardware, software, and network problems

- Principles and practices of customer service
- Methods and techniques of developing and presenting technical documentation and training materials

### **Ability to**

- Supervise a unit of subordinate employees who perform professional information technology work
- Develop work plans and methods to ensure that assigned work areas are functioning in the most effective and efficient manner
- Develop and maintain comprehensive procedures manuals and documentation
- Assist with development and administration of the budget for the assigned unit
- Perform professional level applications, systems and network analysis and administration duties
- Coordinate and administer a variety of information technology projects
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations
- Communicate technical information to a wide variety of users
- Interpret and apply complex and technical information pertaining to computer and network systems
- Adapt quickly to changes in policies, procedures, assignments and work locations
- Communicate effectively, both verbally and in writing
- Establish and maintain effective working relationships with those encountered during the course of the work

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

Three (3) years performing at a level that is comparable to an Orange County class of Senior IT Professional in a specific discipline.

College level education or training directly related to the competencies and attributes required of the position may be substituted for up to one (1) year of the required experience at the rate of three (3) semester units or the equivalent, equaling one (1) month of experience and one (1) hour of training equaling one (1) hour of experience.

A Bachelor's degree or higher in Computer Science, Information Systems, or a closely related field may substitute for two (2) years of the required experience.

### ***License/Certification***

Depending upon assignment, some positions in this class may require possession of a valid California driver's license, Class C or higher.

### ***Special Requirements***

Depending upon assignment, demonstrated professional level competency and/or certification pertaining to the information technologies used by the appointing department may be required.

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Frequent standing or sitting for extended periods; frequent walking; occasional driving may be required, depending upon assignment; infrequent pushing/pulling; infrequent bending, kneeling, squatting and crawling; infrequent lifting up to 25 pounds; constant use of good overall vision for reading/close up work; infrequent use of color perception and occasional eye/hand coordination; frequent repetitive motion from writing and using a computer keyboard; occasional grasping, holding and reaching; frequent hearing/talking to others on the telephone and in person; frequent decision making and concentration; occasional public contact; occasional working alone.

Additional physical/mental requirements or frequencies may be required, depending upon assignment.

### ***Environmental and Working Conditions***

Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Work environments may include high levels of noise, dust and/or unpleasant odors. Occasional early morning, evening, holiday and/or weekend work may be required.



## ASSOCIATE REAL PROPERTY AGENT

Bargaining Unit: GE General

Class Code:  
0318GE

COUNTY OF ORANGE

Established Date: 04/15/1975

Revision Date: 10/04/2024

### DEFINITION:

Under supervision, is responsible for the preparation and processing of documents related to leasing, real estate acquisition, property management, and/or land development; report development and preparation; transaction research and coordination; and to do other work as required.

### The Real Property Agent series includes the following:

Associate Real Property Agent (0318GE)

Real Property Agent (0326GE)

Senior Real Property Agent (0328GE)

### CLASS CHARACTERISTICS:

The Associate Real Property Agent is the entry level classification in the Real Property Agent occupational series. Positions are responsible for performing routine real property assignments that involve valuation, sale, purchase, lease, development, relocation or concession, and negotiation. These assignments require incumbents to utilize knowledge of the laws and principles of real property. Positions within this class perform assignments that are made in specific terms and objectives defined. Associate Real Property Agents provide general assistance to other real estate staff as needed.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Prepare documents and process the dedication or acquisition of real property for County use.
2. Perform routine rental management functions such as collecting rents, arranging maintenance, and finding tenants for rental properties.
3. Perform land management functions such as conveyance of easements over County property, clearance of County property by sale or demolition of improvements and surveillance of County-owned property.
4. Perform lease servicing functions such as inspection of facilities for compliance with lease terms, investigation of complaints, processing of amendments, extensions, hypothecations and subleasing of

leased premises.

5. Assist in preparation of condemnations suits.
6. Secure, examine, and interpret property records and title reports.
7. Process claims filed by displacees under the provisions of the Relocation Assistance Program and assist them in filing claims, in selecting replacement facilities and completing moving arrangements.
8. Assist in data research for appraisals, survey and studies, such as doing property inspection and measurement, compiling market sales and rental data and doing lease space surveys.
9. Reviews mathematical calculations of various appraisal and other reports.
10. Apply the principles and practices of real estate and condemnation law to assist Real Property Agents in more complex assignments in a broad range of real property functions.

#### **MINIMUM QUALIFICATIONS:**

##### **General Knowledge of**

- Real property and condemnation law relating to the acquisition, disposal, valuation, and management of real property and/or concessions
- Lease servicing and property management best practices
- Relocation assistance laws and regulations
- Agreements and instruments relative to transfer or acquisition of interests in real property such as contracts, deeds, leases, escrows, financing, etc.
- Real estate appraisal process
- Real property procedures and terms

##### **Ability to**

- Understand and interpret technical and legal material relating to acquisition, disposal, valuation and management of real property
- Prepare technical material and reports in a clear and concise manner including the ability to handle basic mathematical computations
- Communicate and deal effectively with people, tenants, regarding real property transactions verbally and in writing; negotiate routine real estate/property management transactions
- Learn and understand the principles and procedures of real property acquisition, disposal, valuation and management

- Use property management/asset management and general business software and computer systems
- Use a County-approved means of transportation to perform field work

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

Two (2) years of professional experience in leasing, real estate acquisition, property management, land development, and/or reallocation assistance.

Graduation from an accredited college with a bachelor's degree, in real estate, economics, business, political science, public administration, or a closely related field may be substituted for one year of the experience requirement.

### ***License/Certification***

Possession of a California Class C Driver License or the ability to use an alternative method of transportation to carry out the essential functions of the job.

### ***Special Requirements***

For John Wayne Airport Assignments: Employees must clear background check, which includes a Criminal History Records Check (CHRC), Transportation Security Administration (TSA) check and Security Threat (STA) check. Possession of, or ability to obtain, a valid Airport Access Badge with an Airport Driving Endorsement within ten (10) days of employment. Airport Access Badge must be maintained and renewed every two (2) years.)

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

### ***Environmental and Working Conditions***

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions. Some assignments may require working nights, evenings, and/or weekends.





## REAL PROPERTY AGENT

Bargaining Unit: GE General

Class Code:  
0326GE

COUNTY OF ORANGE

Established Date: 03/01/1964

Revision Date:10/04/2024

### DEFINITION:

Under direction, responsible for the preparation, negotiation, and execution of documents related to leasing, real estate acquisition/disposition, property management, land development, commercial leasing, and/or redevelopment; to assist in the training of others; and perform other work as required.

### The Real Property Agent series includes the following:

Associate Real Property Agent (0318GE)

Real Property Agent (0326GE)

Senior Real Property Agent (0328GE)

### CLASS CHARACTERISTICS:

The Real Property Agent is the journey level classification in the Real Property Agent occupational series. Positions in this class are characterized by the ability and knowledge to operate independently and to exercise individual judgment and initiative. Real Property Agents are independently responsible for reviewing appraisals/valuations; negotiating relocation and rights-of-way; lease/concession administration; real property and asset management; financial modeling, forecasting, and analysis; business development; industry benchmarking; data and market analytics; tenant improvement project coordination; assessing property to be acquired, sold or leased; negotiating and preparing real estate transaction agreements; providing relocation services to individuals or businesses displaced by County projects; conducting property investigations; preparing reports, financial analysis, and recommendations; may assist in the training of other staff members; and perform other duties as assigned.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Negotiate to purchase or lease real property; prepare contracts, agreements, leases, concession agreements, deeds, and other instruments used to acquire or convey interests in real property; prepare site surveys and reports relating to real property required for public projects; provide relocation assistance to occupants of real property acquired for public projects; provide consultative services relating to real property acquisition and relocation assistance matters.
2. Prepare Request for Proposals, Request for Qualification, or similar documents through research and industry benchmarking and incorporating departments vision, goals, and objectives.

3. Manage County-owned real property by developing and administering revenue-producing lease and concession agreements, monitoring to assure property rights are protected, property management, conduct real estate inspections with documentation, and selling excess land; prepare documents used in the management process including proposals, options, leases, licenses, and deeds; provides consultative services relating to real estate management matters. In some assignments, collaborate with other architectural/engineering stakeholders, assess, address operational/lease impacts or tenant improvements/capital projects.
4. Develop and coordinate various communications, such Memorandums, Agenda Staff Reports, letters, and presentations for elected officials, and various other external and departmental audiences, with ability to communicate clearly, concisely, and eloquently both verbally and written. Prepare visual presentations with proper data charts and visual cues that presents information accurately and professionally to the targeted audience.
5. Estimate the market value of real property and prepare written appraisal reports; prepare economic feasibility studies relating to the prospective use of real property; estimate relocation assistance entitlements; review appraisal reports, feasibility studies, and economic projections prepared by contractors or consultants; testify as an expert valuation witness eminent domain trials; provide consultative services relating to real estate valuation matters.
6. Responsible for revenue generation, tracking, and creating opportunities for successful revenue generation strategy. Responsible for security deposit monitoring and processing, rent adjustment calculations, including notices, and processing, Consumer Price Index Rent Adjustments, and issuing tenant notices pursuant to the applicable real estate agreements.
7. Analyze title reports, contracts, judgments, court records, and other applicable documents to determine the legal status and effect upon title of various liens, claims, reservations, restrictions, encumbrances, and judicial proceedings; investigate the physical occupancy of land and other evidence of possible unrecorded interests to determine the legal status and effect upon title.
8. Coordinate the preparation and filing of eminent domain actions.
9. Propose and manage property improvements or renovations to increase property value over time.
10. Prepare written status reports and transaction memoranda explaining the disposition of liens and encumbrances, including unrecorded interests, the basis for monetary settlements, and other relevant information.
11. Some assignments may conduct field inspections of County property, assets, leaseholds, and tenancies to ensure the agreed upon lessor-lessee specifications are met. Monitor and review concession/tenant quality, business operations and customer service in support of overall County objectives and lease compliance. Make recommendations and escalate issues to management and/or tenants as is appropriate.
12. Review title reports, record owner reports, and title certificates; advise concerning title problems and issues and the relative risk of taking title to real property subject to specific encumbrances; consult with County Counsel regarding title questions in condemnation cases and other County litigation.
13. Provide consultative services regarding escrow functions and title matters; provide liaison with title insurers and prepare and administer contracts for title services.

## **MINIMUM QUALIFICATIONS:**

### **Thorough Knowledge of**

- The philosophy, principles, and practices of real property/commercial real property acquisition, leasing, appraisal, and management
- Legal instruments involved in real estate/commercial real estate transactions, property management, including their use and effect
- Practices, techniques, and terminology used in the examination of land titles and in title clearance
- Economic principles and their relationship to commercial real estate values, the real estate market, business operations impacting the management of County owned assets

### **General Knowledge of**

- Laws and practices relating to real property/commercial real property ownership, transfer, and title
- Laws, regulations, and court decisions governing the acquisition, leasing, appraisal, and management of real property/concessions
- The laws of eminent domain and relocation assistance, and their application
- Methods and terminology for describing real property
- Laws and practices governing contracts
- Procedures, techniques, and terminology used in escrow practice
- Construction, development, improvement, and infrastructure practices related to real property assets management

### **Ability to**

- Read and understand complex and technical material, including contracts, leases, financial statements, title reports, and deeds
- Understand and apply business mathematics and basic statistical methods
- Use a variety of computer software systems to manage property, conduct financial analysis, and engage in a variety of real estate transactions
- Read and understand terms and symbols used in architectural drawings and construction plans
- Apply principles of logic to define problems, collect data, determine facts, and draw valid conclusions
- Interpret and utilize technical data dealing with the real estate market, construction, finance, and law

- Coordinate visual observation and oral or written communication into concise, descriptive, written or oral formats that reflect continuity of thought and effectively convey concepts and conclusions
- Communicate and interact in situations requiring instruction, persuasion, and counseling; participate in conferences, group discussions, and individual interviews
- Effectively negotiate in a matter that effectively represents the interests of the County, holds stakeholders accountable, and demonstrates an understanding of the interest of other stakeholders
- Simultaneously manage several projects with varying due dates and differing requirements, maintaining continuity from planning through implementation and monitoring stages
- Use a computer to record project progress, search and update property data, and perform complex financial calculations
- Prepare complete and accurate title reports and perform other title services
- Use a County-approved means of transportation to perform field work

***Education and Experience***

Two (2) years of experience as an Associate Real Property Agent with the County of Orange.

***OR***

Four (4) years of professional experience in leasing, commercial leasing, real estate acquisition, property management and/or land development. Certification as a "Registered Senior Member" of the International Right of Way Association (IR/WA) will satisfy the experience requirement.

Graduation from an accredited college with a bachelor’s degree in real estate, business, finance, economics, political science, or public administration, or a closely related field may be substituted for one year of the experience requirement.

***License/Certification***

Some assignments may require an accredited Project Manager certification.

Possession of a California Class C Driver License or the ability to use an alternative method of transportation to carry out the essential functions of the job.

***Special Requirements***

For John Wayne Airport Assignments, employees must clear background check, which includes a Criminal History Records Check (CHRC), Transportation Security Administration (TSA) check and Security Threat (STA) check. Possession of, or ability to obtain, a valid Airport Access Badge with an Airport Driving Endorsement within ten (10) days of employment. Airport Access Badge must be maintained and renewed every two (2) years.)

**PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

### ***Environmental and Working Conditions***

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions. Some assignments may require working nights, evenings, and/or weekends.



## SENIOR REAL PROPERTY AGENT

Bargaining Unit: GE General

Class Code:  
0328GE

COUNTY OF ORANGE

Established Date: 03/05/1974

Revision Date: 10/04/2024

### DEFINITION:

Under direction, to perform the most difficult, complex, or sensitive technical work related to leasing, real estate acquisition/disposition, concession management, property management and/or land development, as well as the coordination of tenant improvements and construction projects associated with real estate acquisitions and leases; and perform other work as required.

### The Real Property Agent series includes the following:

Associate Real Property Agent (0318GE)

Real Property Agent (0326GE)

Senior Real Property Agent (0328GE)

### CLASS CHARACTERISTICS:

The Senior Real Property Agent is the advanced-journey level classification in the Real Property Agent occupational series. This position independently manages the more technical, complex, specialized, or sensitive real property or commercial real property activities for the County. Projects assigned to this level involve significant resources, complex technical execution requirements, and high-level relationship management with executive management within County departments or Supervisorial offices. Positions at this level may manage the most complex and diverse project teams. Positions at this level must possess and excel in technical project management, leadership, and strategic and business management skills.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Establish research criteria, gather information and/or lead the information gathering process, analyze information pertaining to real estate transactions, valuations, acquisitions, dispositions, and development, and use technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Perform the most difficult assessment and valuation of properties to be acquired for public purposes.
3. Negotiate with property owners where the acquisition involves complicated methods of valuation and title matters or large amounts of money.

4. Manage and operate rental properties owned by the County; manage complex concessions and ensure compliance with lease and/or lease agreements.
5. Negotiate to purchase or lease real property; prepare contracts, agreements, leases, concessions, deeds, and other instruments used to acquire interests in real property; prepare site surveys and reports relating to real property required for public projects; reviews and assess title reports and title-related information; provide relocation assistance to occupants of real property acquired for public projects; provide consultative services relating to real property acquisition, leasing, and relocation assistance matters.
6. Prepare data for condemnation actions and gives expert testimony in court.
7. Prepare and maintain files on property valuation data, status of parcels to be acquired, status of County properties and rental and lease agreements.
8. Respond to inquiries and/or complaints from vendors, tenants, concessions, landlords, facility managers, developers, real estate agents and brokers, legal counsel, the public, County staff, and/or external agencies; troubleshoot program-related operational issues; and facilitate and/or attend meetings.
9. Administer and ensure compliance with applicable regulations, policies, and procedures.
10. Perform other duties of a similar nature and level as assigned.

#### **MINIMUM QUALIFICATIONS:**

##### **Thorough Knowledge of**

- The principles and practices of real property acquisition and appraisal for public purposes
- The principles and methods of managing real property, such as utilizing surplus property, negotiating leases and rents or the development of concessions
- Contracts and contract law relating to real property
- Legal instruments involved in real estate transactions, such as deeds, escrow documents and title reports

##### **General Knowledge of**

- The effect on property values of deed and tract restrictions, zoning ordinances, setbacks, tax and improvement assessments, easements, and encroachments
- The principles of real property law and laws governing condemnation proceedings
- Rental and lease agreements and procedures for the proper negotiations and completion of such agreements
- The techniques of projecting economic trends and estimating their impact on real property values

## **Ability to**

- Conduct difficult real property, concessions, and right-of-way negotiations with owners, tenants, and/or their agents
- Make complicated appraisals of land and improvements, including the appraisal of severance and consequential damage
- Assist and direct staff on the more complex problems involved in real property valuation, acquisition, or lease/concession management
- Train, direct, control and evaluate a subordinate group and maintain consistency with program objectives and standards
- Use a variety of real estate/asset management, project management, and general business software
- Apply principles of logic to define problems, collect data, establish facts, and draw valid conclusions; interpret an extensive variety of technical material and deal with several abstract and concrete variables
- Coordinate visual observation and oral or written communications into concise, descriptive, written, or oral formats that reflect continuity of thought and effectively convey concepts or conclusions
- Communicate and interact in situations requiring instruction, persuasion and counseling; participate in conferences, group discussions and individual interviews at various levels of County or other public and private agencies
- Use a computer to record project progress, search, and update property data, and perform complex financial calculations
- Use a County-approved means of transportation to perform field work

## ***Education and Experience***

Three (3) years of experience as a Real Property Agent with the County of Orange.

## ***OR***

Five (5) years of progressively complex professional experience in leasing, commercial leasing, real estate acquisition/disposition, property management, and/or land development. Certification as a "Registered Senior Member" of the International Right of Way Association (IR/WA) will satisfy the experience requirement.

Graduation from an accredited college with a Bachelor's Degree in real estate, business, economics, political science, or public administration be substituted for one year of the experience requirement.

## ***License/Certification***

Possession of a California Class C Driver License or the ability to use an alternative method of transportation to carry out the essential functions of the job.



### ***Special Requirements***

For John Wayne Airport Assignments: Employees must clear background check, which includes a Criminal History Records Check (CHRC), Transportation Security Administration (TSA) check and Security Threat (STA) check. Possession of, or ability to obtain, a valid Airport Access Badge with an Airport Driving Endorsement within ten (10) days of employment. Airport Access Badge must be maintained and renewed every two (2) years.)

### **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

#### ***Physical and Mental Requirements***

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

#### ***Environmental and Working Conditions***

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions. Some assignments may require working nights, evenings, and/or weekends.



## SHERIFF'S COMMUNITY SERVICES OFFICER

Bargaining Unit: GE General

Class Code:  
6122GE

COUNTY OF ORANGE

Established Date: 03/02/1991

Revision Date: 10/04/2024

### **DEFINITION:**

To perform routine law enforcement related tasks that do not require the authority of a peace officer; to assist Sheriff's officers in the field by performing such tasks; to take reports from crime victims and witnesses; to coordinate disposal of abandoned vehicles; to issue citations for parking violations and other infractions; to perform front desk and other service functions at an assigned sheriff's station; and perform other work as required.

### **The Sheriff's Community Services Officer series includes the following:**

Sheriff's Community Services Officer (6122GE)

Senior Sheriff's Community Services Officer (6123SM)

### **CLASS CHARACTERISTICS:**

Employees of this class are uniformed members of the Sheriff-Coroner Department who perform various routine law enforcement-related tasks in support of the activities of peace officers, but which do not require the exercise of peace officer authority. Typical assignments involve direct support of law enforcement operations and regular public contact.

### **EXAMPLES OF DUTIES:**

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. In the field or at an assigned station, takes reports of crimes, infractions and abandoned or stolen vehicles from victims, witnesses, and informants.
2. Distribute completed reports.
3. Perform front desk services and other public contact/information functions at an assigned station - Such as Citation sign-offs, vehicle inspections, Parole registrations
4. Patrol for parking violations.
5. Issue citations for observed parking violations.

6. Verify status of apparent or reported abandoned vehicles.
7. Coordinate removal and disposition of abandoned vehicles and prepares reports of action taken.
8. Keep records of activities and incidents.
9. Investigate and document traffic collisions, conduct traffic control.
10. Assist with social media activities.
11. Register Sex and Arson Offenders.
12. Provide LiveScan and ink fingerprinting services to the public.
13. Supervise inmates in the County Work Program (CWP).
14. Schedule fleet vehicle maintenance for all Sheriff's Department vehicles.
15. Order supplies such as forms, equipment, batteries, flares, etc. for patrol vehicles and patrol personnel.
16. Maintain the armory and its contents; issue and storage of patrol equipment.

#### **MINIMUM QUALIFICATIONS:**

##### **General Knowledge of**

- Have a basic understanding of law enforcement activities, radio codes, navigate using common tools (Maps, GPS, etc.)

##### **Ability to**

- Develop rapport and obtain cooperation from crime victims, witnesses, and informants
- Obtain complete and relevant information from interviewees to complete incident and crime reports
- Prepare clear and accurate reports
- Speak and write clearly and concisely
- Read, understand, and interpret moderately complex laws, rules, directives and other written material
- Safely operate a marked and unmarked police vehicle(s) in all weather and traffic conditions
- Find obscure addresses and locations
- Learn to complete traffic reports to include diagrams with law enforcement narratives

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

One (1) year of experience to include, working in a law enforcement capacity, exposing them to law enforcement activities, radio transmissions, navigational experience (Map or GPS), documentation of activities and the ability to multi-task.

Education or training which is directly related to these knowledge and abilities may be substituted for up to six (6) months of the required experience, on the basis of two semester units for one month of experience or one hour of training for one hour of experience.

### ***License/Certification***

Possession of a valid Class C California Driver License is required before the date of appointment and while employed in this classification.

### ***Special Requirements***

Must pass a comprehensive background investigation to satisfaction of Sheriff-Coroner Department.

## **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

### ***Physical and Mental Requirements***

Vision Acuity to see distances over/under 20 feet, use both eyes, depth perception, ability to distinguish colors and utilize field equipment. Incumbents must have independent body mobility to stand, walk, bend, twist, squat, grasp (simple, power, precision), reach below and above shoulder; twisting and bending at the waist; continuously extend neck upwards, downwards, or side-to-side and the ability to push, pull, grip. In addition, incumbents might climb stairs, balance, crouch, kneel, squat, stoop; sit and stand for prolonged periods; use fine manipulation and ability to carry objects weighing up to 25 pounds.

Ability to read, write and comprehend; speak and hear well enough to communicate and take direction, converse in person and telephone. Ability to independently reason and analyze data, make calculations and decisions, recommendations, reach objective conclusions, deescalate situations in a calm manner, perform routine, complex, and varied tasks. Ability to interact with others in written form; work under stressful conditions including conflict resolutions, deadlines, and competing priorities. Ability to direct, control and plan as well as influence people.

### ***Environmental and Working Conditions***

Works outdoors, subject to fluctuating weather conditions. May be subject to high levels of noise, operating a computer, may work indoors cold, heat, and/or humidity conditions; work around moving objects, machinery, and vehicles. May be required to drive a county vehicle or use county-approved means of transportation for job-related travel. May be exposed to communicable disease, animals, firearms, chemicals oils or pesticides, fumes, gases, offensive odors, toxic materials. May require the use of vest, gloves, and mask.



## SENIOR SHERIFF'S COMMUNITY SERVICES OFFICER

Bargaining Unit: SM Supervisory Management

Class Code:  
6123SM

COUNTY OF ORANGE

Established Date: 10/20/1998

Revision Date: 10/04/2024

### DEFINITION:

Under general supervision, to supervise and participate in the work of Sheriff's Community Services Officers (CSO's) in non-hazardous law enforcement related tasks; to coordinate assignments, monitor and evaluate performance; train new CSO's for office and field assignments; prepare schedules; maintain records; generally support law enforcement functions and to perform other duties as required.

### The Sheriff's Community Services Officer series includes the following:

Sheriff's Community Services Officer (6122GE)

Senior Sheriff's Community Services Officer (6123SM)

### CLASS CHARACTERISTICS:

Employees in this class are uniformed members of the Sheriff-Coroner Department who have supervisory authority over Sheriff's Community Services Officers performing routine, non-hazardous law enforcement related tasks.

### EXAMPLES OF DUTIES:

*Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.*

1. Plan and prepare schedules; coordinate assignments with other supervisors for various stations.
2. Monitor field and office work performance of subordinates; review reports.
3. Write performance evaluations.
4. Train new CSO's for field and office assignments.
5. Act as a relief when needed to take reports from victims, witnesses, informants; fingerprint the public, process registrants; provide information to the public, etc.
6. Patrol for parking violations; issue parking citations; prepare activity reports.

7. Supervise an inmate work crew assigned to maintenance of a station and grounds.
8. Prepare records and periodic reports relating to CSO activities.
9. Review and Approve timecards for accuracy.

#### **MINIMUM QUALIFICATIONS:**

##### **General Knowledge of**

- Have a understanding of law enforcement activities, radio codes, navigate using common tools (Maps, GPS, etc.)

##### **Ability to**

- Interact well with all levels of personnel
- Interact with the public in emotional and occasionally hostile situations
- Work in an office environment; write complete and accurate reports
- Fairly monitor and evaluate the work of subordinates
- Communicate clear and concise instructions verbally and in writing
- Understand and interpret moderately complex laws, rules, directives and other written material
- Safely operate a marked and unmarked police vehicle(s) in all weather and traffic conditions
- Find obscure addresses and locations
- Operate standard office equipment. Incumbents may be required to work shift-work and rotating schedules
- Learn to complete traffic reports to include diagrams with law enforcement narratives

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

One (1) year of experience as a Sheriff's Community Services Officer; or two (2) years of experience to include, working in a law enforcement capacity, with exposure to law enforcement activities, radio transmissions, navigational experience (Map or GPS), the documentation of their activities and the ability to multi-task.

Education or training which is directly related to these knowledge and abilities may be substituted for up to six (6) months of the required experience, on the basis of two semester units for one month of experience or one hour of training for one hour of experience.

##### ***License/Certification.***

Possession of a valid Class C California Driver License is required before the date of appointment and while employed in this classification.

### ***Special Requirements***

Must pass a comprehensive background investigation to the satisfaction of the Sheriff-Coroner Department.

### **PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS**

#### ***Physical and Mental Requirements***

Vision Acuity to see distances over/under 20 feet, use both eyes, depth perception, ability to distinguish colors and utilize field equipment. Incumbents must have independent body mobility to stand, walk, bend, twist, squat, grasp (simple, power, precision), reach below and above shoulder; twisting and bending at the waist; continuously extend neck upwards, downwards, or side-to-side and the ability to push, pull, grip, grasp. In addition, incumbents might climb stairs, balance, crouch, kneel, squat, stoop; sit and stand for prolonged periods; use fine manipulation and ability to carry objects weighing up to 25 pounds.

Ability to read, write and comprehend; speak and hear well enough to communicate and take direction, converse in person and telephone. Ability to independently reason and analyze data, make calculations and decisions, recommendations, reach objective conclusions, deescalate situations in a calm manner, perform routine, complex, and varied tasks. Ability to interact with others in written form; work under stressful conditions including conflict resolutions, deadlines, and competing priorities. Ability to direct, control and plan as well as influence people.

#### ***Environmental and Working Conditions***

Works outdoors, subject to fluctuating weather conditions. May be subject to high levels of noise, operating a computer, may work indoors in cold, heat, and/or humidity conditions; work around moving objects, machinery, and vehicles. May be required to drive a county vehicle or use county-approved means of transportation for job-related travel. May be exposed to communicable diseases, animals, firearms, chemicals, oils or pesticides, fumes, gases, offensive odors, toxic materials. May require vest, gloves, and mask.