

Public Session: 12:00 p.m.

I. Organizational Functions

A.Call to Order

B.Roll Call

Commissioners	Present	Absent
Dr. Joseph Metoyer Jr., Chair	X	
Joy Abbott, Vice Chair	X	
Barbara Greenstein		X
Deborah Jansen	X	
Lawrence Leone	X	

II. Director's Report

Classification Studies

We are bringing forward recommendations for four classification revisions. All of these are a part of our cyclical reviews.

We currently have 58 classification reviews that are part of our cyclical studies, and six additional reviews that are part of our Ad Hoc Studies. Studies in process that are outside of our cyclical reviews include requests for two new classifications, two position reviews for possible reclassification, one classification revision, and one request for salary review of an individual classification.

Recruitment

Personnel Commission staff is bringing forward one eligibility list for approval today. We currently have four recruitments in process, four recruitments on hold, and three new recruitments which are upcoming.

Merit Rules Advisory Committee Update

The Merit Rules Advisory Committee is bringing forward today recommendations for revisions to Merit Rule 6.3.15 for a first reading. Merit Rule 6.3.15 covers Certification of Names for Differential Compensation.

We are still in the process of reviewing Chapter 11, which covers Vacations, Leaves of Absence, and Holidays.

District Budget Update

There are no additional District Budget updates as of the submission of this report. However, further updates will likely be made public on or before March 19, 2025.

III. Public Comments: Non-Actionable Items from those in attendance.

A.Longevity – March 2025

5 YEARS

Travis Grant, Administrative Assistant I, Academic Affairs

David Hall, Career Education Specialist, Strong Workforce

Christina Marcial, Administrative Assistant II, Community & Academic Relations

Mauricio Rosales, Grounds Equipment Operator, Grounds
Ranon Ruff, Custodian, Operations
Marco Zetina, Lead Custodian, Operations

10 YEARS

Cleve Barton, Student Communications Coordinator, Enrollment Services

Dr. Esau Tovar, Jose G. Hernandez & Michael Dammer praised and congratulated Cleve.

Michael Dammer, Senior Enrollment Services Specialist, Admissions & Records

Dr. Tovar, Jose G. Hernandez, J.R. Stevenson & Cleve Barton praised and congratulated Michael.

Melvin Kennard, Veterans' Resource Specialist, Veterans Success Center

Keyang Li, Instructional Tutor-Math, Supplemental Instruction

Wendi DeMorst praised and congratulated Keyang.

Olinka Rodriguez, Administrative Assistant III-Confidential, Business/Administration

Donnell Swanson, Reprographics Technician, Reprographics

Brian Van Norton, Disabled Student Services Assistant, Center for Students with Disabilities

Denise Henninger praised and congratulated Brian.

15 YEARS

Joan Kang, Senior Career Services Advisor, Career Services Center

Dr. Esau Tovar, Vanan Yaunian & Kiersten Elliott praised and congratulated Joan in person. Emails and comments were received from Kristina Garcia, Dr. Janet Robinson, Denise Kinsella, Jose Cue, Sara Kurtoic and Timothy Dong.

Yuriy Karpman, Information Systems Engineer, Network Services

25 YEARS

Jennifer Jones, Police Services Assistant, Santa Monica College Police Department

Captain Kevin Kilgore, who read a statement on behalf of Chief Adams, Sergeant Chiquita Brown and Sergeant Sonya Patterson praised and congratulated Jennifer.

B. Comments from the Vice President of Human Resources

No Comments.

C. Comments from the President of CSEA

Martha Romano spoke on behalf of Cindy Ordaz to congratulate Longevity recipients.

D. Comments from the President of Management Association

Scott Silverman spoke to thank Classified staff and congratulate Longevity recipients.

E. Comments from Personnel Commission Staff

No Comments.

F. Comments from the Personnel Commissioners

No Comments.

IV. Agenda Reports: Major Items of Business

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V. Consent Agenda

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VI. Closed Session

Pursuant to GC 54957 –

Public employee appointment, employment, evaluation of performance, discipline, or dismissal

VII. Adjournment

Agenda Report Number	1
Subject	First Reading of Amendment to Rules and Regulations of the Classified Service: Merit Rule 6.3.15 No Action To Be Taken
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

Proposed changes to Merit Rule 6.3.15 are attached for a First Reading.
Recommendations were developed with input from the Merit Rules Advisory Committee.
The goals of these changes include updating and clarifying processes, and ensuring language is in compliance with relevant laws and applicable bargaining agreements.

**6.3.15 CERTIFICATION OF NAMES FOR SHIFT DIFFERENTIAL COMPENSATION
(EDUCATION CODE SECTIONS 88180, 88181, 88182, 88183, 88184, 88185, 88186)**

- A. Assignment to a regular position which qualifies an employee for additional ~~for~~ shift differential compensation as specified in Rule 12.2.14 shall be made on the basis of seniority among those employees within the appropriate class. The following conditions shall apply:
- ~~1. The assignment must exceed twenty continuous working days.~~
 12. The employee must submit an application for transfer to the Director of Classified Personnel Commission Office at the time the vacancy is posted by the deadline indicated on the transfer posting.
 2. Seniority shall be computed as provided in Rule 13.1.2.
- B. No employee assigned to work a shift ~~which is~~ entitled to differential compensation shall be demoted in class or grade as a result of such ~~an~~ assignment.
- C. An employee receiving a shift differential shall not lose this compensation if they are temporarily, for twenty (20) working days or less, assigned to a shift not entitled to such compensation. The regular rate of pay for all purposes of an employee assigned to a shift which provides differential compensation shall be the differential rate.
- D. When a vacancy exists in a ~~permanent or temporary~~ regular position for which additional differential compensation is designated, and no employee in the class ~~wishes~~ applies to ~~volunteer for transfer to~~ the shift, the assignment shall be made by the department supervisor ~~on the basis of the needs of the department~~ in reverse order of District seniority, provided that there are no candidates from a current eligibility or reinstatement list who are available and interested in the assignment. ~~Except in emergency circumstances, notification shall be made to the affected employee(s) in writing at least five (5) working days prior to becoming effective.~~ Written notification of involuntary transfer shall be issued at least five working days prior to becoming effective.

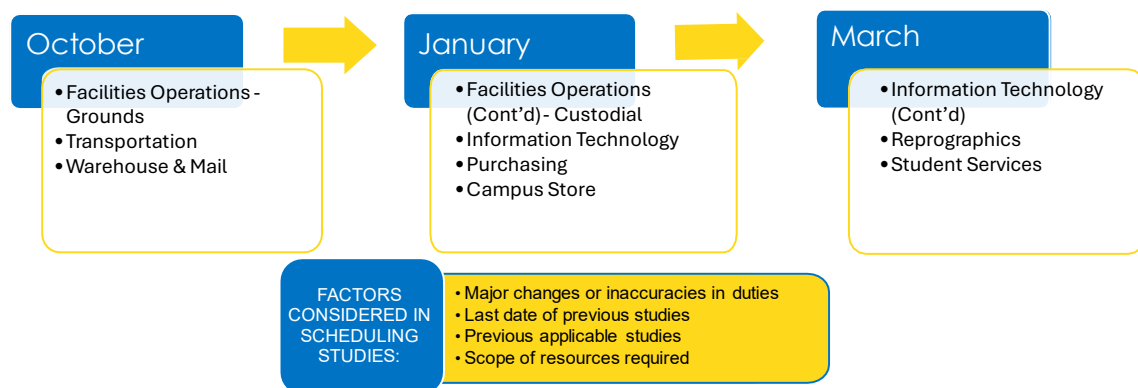
Agenda Report Number	2
Subject	Advisory Item: Update on Cyclical Classification Studies
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

Current Reviews – Status Update

The following calendar displays the list of all classification studies which the Personnel Commission approved for review during this current fiscal year. This calendar was approved at our meeting on September 18, 2024.

Classification Review Timeline by Job Discipline

2024-25



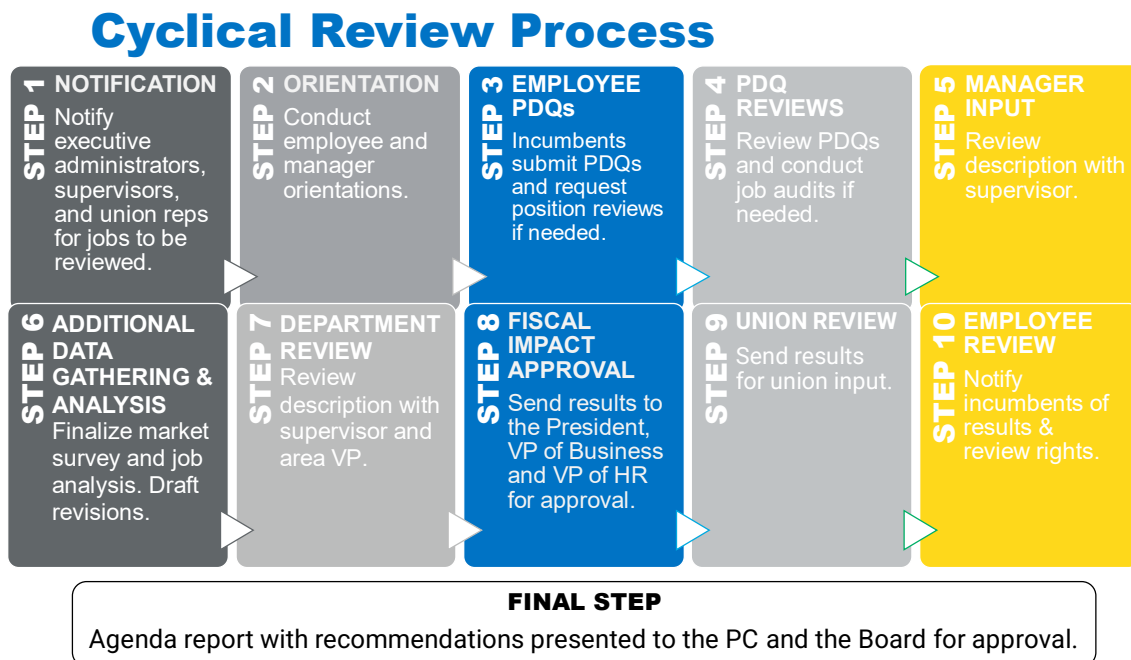
The following chart displays the current status of all reviews shown above:

<u>Month</u>	<u>Job Discipline</u>	<u>Status</u>	<u>Notes</u>
October 2024	Facilities Operations - Grounds	In Process	Temporarily on hold after shooting incident; CSEA has now requested additional time for staff to complete and submit PDQs
	Transportation	On Hold	Stakeholder Review
	Warehouse Manager/ Mail Services	Agendized	
	Receiving/Lead Receiving Workers	On Hold	Stakeholder Review
January 2025	Facilities Operations - Custodial	In Process	CSEA has requested additional time for staff to complete and submit PDQs

	Information Technology (Phase 1)	In Process	
	Purchasing	In Process	Employees requested additional time to complete and submit PDQs
	Campus Store	In Process	Employees requested additional time to complete and submit PDQs
March 2025	Information Technology (Phase 2)	Upcoming	Orientation to be scheduled in the next few weeks
	Reprographics	Upcoming	Orientation to be scheduled in the next few weeks
	Student Services	Upcoming	Orientation to be scheduled in the next few weeks

Process Management

The chart below outlines each step in the cyclical review process.



Personnel Commission staff makes every effort to balance our goals for cycle time efficiency with project transparency, ensuring stakeholders have a solid understanding of their role in the process, and providing them with appropriate feedback opportunities prior to agendizing our final recommendations.

Personnel Commission staff will begin their review at Step 4, once PDQ's are received from both management and staff. While tentative deadlines for PDQ submission are provided, our staff will frequently allow for extensions if requested by the employees being reviewed, or by CSEA. Our

staff ends the bulk of their review at Step 8, when the recommendations are submitted to each stakeholder group for review. While we initially provide five days for each group of stakeholders to complete their reviews, these periods may be extended if requested by incumbents, CSEA, or District management.

Commissioner Abbot asked Director Long if the Personnel Commission is “on-track”. Director Long confirmed being “on track” with originally proposed studies.

She stated that obtaining input from stakeholders while completing studies is part of our standard process.

Director Jansen asked how many stakeholder groups must review the work prior to moving forward in a cycle. Director Long confirmed 4 groups.

Commissioner Abbott requested a status update on the cyclical reviews for KCRW.

Agenda Report Number	3
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Subject	Classification Description Revisions: Mail Services Worker I Cyclical Review
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Julia Avichouser, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Mail Services Worker I**.

As part of the cyclical review process, we are reviewing classifications in the Warehouse & Mail Services job discipline. The mailroom is located on the main campus and provides a full range of mail services to the college community, including receiving, sorting, and delivering U.S. mail, international mail, parcel post packages and inter-office mail for campus employees.

The Mail Services Worker I classification was established in May 2017. This classification has not been revised since its establishment. This position was established as a result of the 2017 cyclical review study, in order to serve as an entry point into the Mail Services series. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Warehouse & Mail classifications and CSEA were invited to participate in a class study orientation on October 30, 2024, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by November 13, 2024. Manager orientations were scheduled on October 29, 2024.

Personnel Commission staff consulted with Lisa Davis, Warehouse & Mail Services Manager, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions proposed to clarify duties assigned and distinguishing characteristics.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, class description revisions are being proposed to clarify duties, knowledge, skills and abilities.

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking.

Sufficient market data was not available to utilize the percentile ranking method of salary placement as at least 30% of surveyed jobs must be matched. Comparable agencies often utilized roles that combined mail functions with warehouse and/or reprographics. As a result, salary review is based on internal comparison of similar roles such as the Receiving, Stockroom and Delivery Worker. The Receiving, Stockroom and Delivery Worker salary survey had sufficient market data that exceeded the District's 70th percentile target. Using the Receiving, Stockroom and Delivery Worker as an anchor, and considering job factor levels, minimum qualifications, and salary differentials across the job discipline, it is recommended to keep the current pay structure for the warehouse & mail services jobs. As such, it is recommended to have salary placement for this role remain at Range 21.

The following chart shows related classifications in this job discipline and salary allocation for each classification:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Warehouse & Mail Services Manager	M12	\$7,050	\$8,569	28.98%
Lead Receiving, Stockroom and Delivery Worker	31	\$5,466	\$6,643	10.25%
Receiving, Stockroom and Delivery Worker	27	\$4,958	\$6,026	5.00%
Mail Services Worker II	25	\$4,722	\$5,739	10.25%
<i>Mail Services Worker I</i>	<i>21</i>	<i>\$4,283</i>	<i>\$5,206</i>	<i>0.00%</i>

Cyclical review results have been sent to the incumbents, CSEA, Department Management, Business Services, Human Resources, and executive leadership.

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions for Mail Services Worker I.

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Joy Abbott
Ayes	4
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District
Personnel Commission**

Mail Services Worker I

CONCEPT OF THE CLASS

Under immediate supervision, the position in this classification receives, sorts, and delivers U.S. mail, international mail, parcel post packages and inter-office mail for campus employees.

DISTINGUISHING CHARACTERISTICS

Mail Services Worker I performs a variety of routine duties related to the receipt, sorting, distribution, and delivery of incoming mail.

Mail Services Worker II performs a full range of journey-level duties related to the receipt, sorting, processing, and delivery of incoming and outgoing mail, including bulk and pre-sort mail, which requires specialized knowledge of USPS policies and procedures. This classification plans, coordinates and executes complex mailing requests, exercises greater independent judgment than the Mail Services Worker I and may function as a lead.

ESSENTIAL DUTIES

Carries out mailroom duties in accordance with United States Postal Service (USPS) regulations, rules, and procedures, consistently using safety procedures in performing work.

Receives, records, sorts, distributes, and delivers incoming mail, including registered, certified, and insured mail, and campus mail, to employees.

Responds to routine questions from campus departments on matters such as classes of mail, postage rates, delivery time, customs requirements, weight and size limitations, and mail piece orientation.

Updates knowledge of new relevant technology and equipment by participating in on-the-job and other forms of training.

Carries materials and assists in moving heavy objects as related to mailroom operations.

Assigns and maintains the District's centralized on-campus mail boxes for faculty, staff, and departments.

~~Maintains a positive, helpful, constructive attitude and working relationship with all District employees and the public.~~

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received

Under supervision of the Warehouse and Mail ~~Services Manager~~ room Supervisor, the employee carries out essential duties and should recognize instances that are out of the ordinary and get advice or further instructions.

Level of Supervision Exercised

Positions in this classification do not supervise other classified positions.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Good customer service techniques

Basic computer operation and relevant software applications

Basic math

Practices and techniques used for receipt, storage and retrieval of equipment, supplies and materials

Ability to:

Understand and follow written and oral instructions

Learn relevant USPS policies and procedures, including mail categories and classes, such as first class, priority, registered, certified, receipt requested, insured, international and special delivery mail

Perform basic mathematical calculations

Complete tasks independently in a fast-paced environment

Operate hand trucks, electric carts, motor vehicles (e.g., car, van) and other motorized moving equipment

Communicate effectively, both orally and in writing, to interact with peers within the department and customers in the general campus area

[Operate a computer using computer applications, programs and assigned equipment](#)

[Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility](#)

[Organize and maintain specialized files and confidentiality of employee and student information](#)

[Stay updated on technology changes and adapt to new technologies](#)

[Role model exceptional internal and external customer service](#)

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

[Perform detailed tasks with speed and accuracy for prolonged periods of time](#)

[Apply common sense understanding to carry out detailed but uninvolved written or oral instructions generally in a sequence, or scheduled work activities occurring on a regular basis](#)

[Observe, review and deal with problems or a situation involving a few concrete variables in standardized situations and develop a solution](#)

[Perform at the semi-skilled or unskilled level to complete routine tasks](#)

[Adapt to changes and keep abreast with updated technology](#)

[Use personal computers, word processing, and perform data input](#)

[Use telephone, facsimile machine, copy machine, printers, scanning devices, calculator and general office equipment as well as equipment assigned to this job](#)

[Learn specialized computer and non-computer applications and procedures used by the department](#)

MINIMUM QUALIFICATIONS

Education Requirement:

High school diploma or [general education degree \(GED\) equivalent](#) is preferred.

Experience Requirement:

One year of general clerical experience, preferably in a mail room setting.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

A valid [Class "C" California](#) driver's license.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to stand and walk, use hands to handle materials, tools, and equipment, key in data, or type; is regularly exposed to moving mechanical parts. Must be able to stand for extended periods of time. The employee is occasionally required to sit. Requires sufficient hand, arm, and eye coordination to operate push button and keyboard-type equipment, and sort and file documents. The employee is regularly required to lift, carry, push or pull up to 50 pounds on a recurring basis with or without assistance and with or without the aid of equipment or devices that assist in the lifting effort. Occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Must be able to operate all of the tools and equipment of the job in a safe manner. Requires the ability to perform manual labor, carrying, and moving heavy equipment and supplies.

While performing the duties of this job, the noise level in the work environment is usually moderate to loud and interruptions are frequent and expected.

CLASS DETAIL	
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<i>Job Family:</i>	Business Administration & Fiscal Services
<i>FLSA Status:</i>	Non-exempt
<i>Personnel Commission Approval Date:</i>	5/17/2017
<i>Class History:</i>	None
<i>Revision Date(s):</i>	None

**Santa Monica Community College District
Personnel Commission**

Mail Services Worker I

CONCEPT OF THE CLASS

Under immediate supervision, the position in this classification receives, sorts, and delivers U.S. mail, international mail, parcel post packages and inter-office mail for campus employees.

DISTINGUISHING CHARACTERISTICS

Mail Services Worker I performs a variety of routine duties related to the receipt, sorting, distribution, and delivery of incoming mail.

Mail Services Worker II performs a full range of journey-level duties related to the receipt, sorting, processing, and delivery of incoming and outgoing mail, including bulk and pre-sort mail, which requires specialized knowledge of USPS policies and procedures. This classification plans, coordinates and executes complex mailing requests, exercises greater independent judgment than the Mail Services Worker I and may function as a lead.

ESSENTIAL DUTIES

Carries out mailroom duties in accordance with United States Postal Service (USPS) regulations, rules, and procedures, consistently using safety procedures in performing work.

Receives, records, sorts, distributes, and delivers incoming mail, including registered, certified, and insured mail, and campus mail, to employees.

Responds to routine questions from campus departments on matters such as classes of mail, postage rates, delivery time, customs requirements, weight and size limitations, and mail piece orientation.

Updates knowledge of new relevant technology and equipment by participating in on-the-job and other forms of training.

Carries materials and assists in moving heavy objects as related to mailroom operations.

Assigns and maintains the District's centralized on-campus mailboxes for faculty, staff, and departments.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received

Under supervision of the Warehouse and Mail Services Manager, the employee carries out essential duties and should recognize instances that are out of the ordinary and get advice or further instructions.

Level of Supervision Exercised

Positions in this classification do not supervise other classified positions.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Good customer service techniques

Basic computer operation and relevant software applications

Basic math

Practices and techniques used for receipt, storage and retrieval of equipment, supplies and materials

Ability to:

Understand and follow written and oral instructions

Learn relevant USPS policies and procedures, including mail categories and classes, such as first class, priority, registered, certified, receipt requested, insured, international and special delivery mail

Perform basic mathematical calculations

Complete tasks independently in a fast-paced environment

Operate hand trucks, electric carts, motor vehicles (e.g., car, van) and other motorized moving equipment

Communicate effectively, both orally and in writing, to interact with peers within the department and customers in the general campus area

Operate a computer using computer applications, programs and assigned equipment

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Organize and maintain specialized files and confidentiality of employee and student information

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

MINIMUM QUALIFICATIONS

Education Requirement:

High school diploma or equivalent is preferred.

Experience Requirement:

One year of general clerical experience, preferably in a mail room setting.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

A valid driver's license.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to stand and walk, use hands to handle materials, tools, and equipment, key in data, or type; is regularly exposed to moving mechanical parts. Must be able to stand for extended periods of time. The employee is occasionally required to sit. Requires sufficient hand, arm, and eye coordination to operate push button and keyboard-type equipment, and sort and file documents. The employee is regularly required to lift, carry, push or pull up to 50 pounds on a recurring basis with or without assistance and with or without the aid of equipment or devices that assist in the lifting effort. Occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Must be able to operate all of the tools and equipment of the job in a safe manner. Requires the ability to perform manual labor, carrying, and moving heavy equipment and supplies.

While performing the duties of this job, the noise level in the work environment is usually moderate to loud and interruptions are frequent and expected.

CLASS DETAIL

Job Family:	Business Administration & Fiscal Services
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	5/17/2017
Class History:	None
Revision Date(s):	3/19/2025

Agenda Report Number	4
Subject	Classification Description Revisions: Mail Services Worker II Cyclical Review
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Julia Avichouser, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Mail Services Worker II**.

As part of the cyclical review process, we are reviewing classifications in the Warehouse & Mail Services job discipline. The mailroom is located on the main campus and provides a full range of mail services to the college community, including receiving, sorting, and delivering U.S. mail, international mail, parcel post packages and inter-office mail for campus employees.

The Mail Services Worker II classification was established in June, 1977 as “Mail Clerk”. This classification has been revised five times since its establishment. The most recent revision was approved in May 2017, as part of the cyclical review process. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Warehouse & Mail classifications and CSEA were invited to participate in a class study orientation on October 30, 2024, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by November 13, 2024. Manager orientations were scheduled on October 29, 2024.

Personnel Commission staff consulted with Lisa Davis, Warehouse & Mail Services Manager, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions proposed to clarify duties assigned and distinguishing characteristics.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, class description revisions are being proposed to clarify duties, knowledge, skills and abilities.

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking.

Sufficient market data was not available to utilize the percentile ranking method of salary placement as 30% of surveyed jobs must be matched. Comparable agencies often utilized roles that combined mail functions with warehouse and/or reprographics. As a result, salary review is based on internal comparison of similar roles such as the Receiving, Stockroom and Delivery Worker. The Receiving, Stockroom and Delivery Worker salary survey had sufficient market data that exceeded the District's 70th percentile target. Using the Receiving, Stockroom and Delivery Worker as an anchor, and considering job factor levels, minimum qualifications, and salary differentials across the job discipline, it is recommended to keep the current pay structure for the warehouse & mail services jobs. As such, it is recommended to have salary placement for this role remain at Range 25.

The following chart shows related classifications in this job discipline and salary allocation for each classification:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Warehouse & Mail Services Manager	M12	\$7,050	\$8,569	28.98%
Lead Receiving, Stockroom and Delivery Worker	31	\$5,466	\$6,643	10.25%
Receiving, Stockroom and Delivery Worker	27	\$4,958	\$6,026	5.00%
<i>Mail Services Worker II</i>	<i>25</i>	<i>\$4,722</i>	<i>\$5,739</i>	<i>10.25%</i>
Mail Services Worker I	21	\$4,283	\$5,206	0.00%

Cyclical review results have been sent to the incumbents, CSEA, Department Management, Business Services, Human Resources, and executive leadership.

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions for Mail Services Worker II.

Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Deborah Jansen
Ayes	4
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District
Personnel Commission**

Mail Services Worker II

CONCEPT OF THE CLASS

Under general supervision, The position in this classification collects, sorts, classifies, processes, rates, and delivers U.S. mail, international mail, bulk and pre-sort mail, parcel post packages and inter-office mail for campus employees. Operates, configures and maintains mail processor equipment including postage machines, sorters, meters and scales. Incumbents plan and coordinate bulk and pre-sort mailing jobs and may serve in a lead capacity by providing work direction and training to lower-level mail services classifications.

DISTINGUISHING CHARACTERISTICS

Mail Services Worker II performs a full range of journey-level duties related to the receipt, sorting, processing, and delivery of incoming and outgoing mail, including bulk and pre-sort mail, which requires specialized knowledge of USPS policies and procedures. This classification plans, coordinates and executes complex mailing requests, exercises greater independent judgment than the Mail Services Worker I and may function as a lead.

Mail Services Worker I performs a variety of routine duties related to the receipt, sorting, distribution, and delivery of incoming mail.

ESSENTIAL DUTIES

Carries out mailroom duties in accordance with United States Postal Service (USPS) regulations, rules, and procedures, as well as those required by common carrier procedures, consistently using safety procedures in performing work.

Receives, records, sorts, distributes, and delivers incoming mail, including registered, certified, and insured mail, and campus mail, to employees.

Collects, receives, and processes outgoing mail and deliveries in a timely and cost-effective manner by sorting, classifying, weighing, calculating costs, metering, affixing postage, and delivering mail to the USPS or one of its authorized providers using a District-provided vehicle.

Operates a high speed, automatic address-labeling machine, inserter/folder, tabbing machine, computer, calculator, postage meter machine, and copiers, and ensures quality of end products.

Maintains records and logs of postage charges by department and other mail transactions as assigned, audits mail charges, and assists in the preparation of monthly mail activity reports.

Carries materials and assists in moving heavy objects as related to mailroom operations.

Prepares bulk and pre-sort mail for processing by creating mail lists and/or verifying the accuracy of mail lists against the National Change of Address database, and processes bulk and pre-sort mail in accordance with District & USPS policies.

Advises campus departments on matters such as classes of mail, postage rates, delivery time, customs requirements, weight and size limitations, and mail piece design.

Requests mailroom supplies such as meter tape, stock envelopes, labels, and mailing tubes, organizes and keeps an accurate inventory of supplies on hand, keeping with departmental cost-effective measures, and distributes select mailing supplies to campus departments.

Assigns and maintains the District's centralized on-campus mail boxes for faculty, staff, and departments.

Operates and performs routine and minor maintenance of mail center equipment and light equipment including carts and other labor saving devices; works through campus repairpersons, as appropriate, or informs the supervisor of the need for vendor services, for more difficult or sensitive repairs.

~~Maintains a positive, helpful, constructive attitude and working relationship with all District employees and the public.~~

Updates knowledge of new relevant technology and equipment by participating in on-the-job and other forms of training.

May assist with providing work direction and training to lower-level mailroom staff.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received

Under supervision of the Warehouse and Mail ~~Servicesroom~~ [Manager-Supervisor](#), the employee receives assignments and is expected to carry them through to completion with substantial independence.

Level of Supervision Exercised

Positions in this classification do not supervise others. However, they may direct and perform lead duties over other staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Changes and upgrades in United States Postal Service regulations and procedures

Rules, regulations and requirements for processing bulk mailings and special mail classes

The use, maintenance and minor repair of the various tools and equipment used in mailrooms, such as address-labeling machines, inserters/folders, tabbing machines, postage meter machines, and duplicating machines

Mail categories and classes, such as first class, priority, third/fourth class, registered, certified, receipt requested, insured, international and special delivery mail

Drop shipment procedures, expedited services, international mailing, and mailing permit applications

The maintenance and minor repair of various tools and equipment used in mailrooms

Basic computer operation and relevant software applications

Good customer service techniques

Basic math

Practices and techniques used for receipt, storage and retrieval of equipment, supplies and materials

Ability to:

Understand and follow written and oral instructions

Manage, prioritize, and research information to complete tasks independently in a fast-paced environment

Coordinate and plan complex bulk and pre-sort assignments

Operate hand trucks, electric carts, motor vehicles (e.g., car, van) and other motorized moving equipment

Communicate effectively, both orally and in writing, to interact with peers within the department and customers in the general campus area

Document mail transactions and tabulate costs, mail volume, and other transactions utilizing basic math

Train and provide work direction to lower-level mailroom staff

[Operate a computer using computer applications, programs and assigned equipment](#)

[Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility](#)

[Interpret, apply, and explain applicable laws and regulations, and District policies and procedures](#)

[Organize and maintain specialized files and confidentiality of employee and student information](#)

[Stay updated on technology changes and adapt to new technologies](#)

[Role model exceptional internal and external customer service](#)

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

[Perform detailed tasks with speed and accuracy for prolonged periods of time](#)

Perform basic mathematical calculations

Apply common sense understanding to carry out detailed but uninvolved written or oral instructions generally in a sequence, or scheduled work activities occurring on a regular basis

Observe, review and deal with problems or a situation involving a few concrete variables in standardized situations and develop a solution

Exercise the level of skill needed to complete routine and moderately complex tasks

Adapt to changes and keep abreast with updated technology

Use personal computers, word processing, and perform data input

Use telephone, facsimile machine, copy machine, printers, scanning devices, calculator and general office equipment as well as equipment assigned to this job

Learn specialized computer and non-computer applications and procedures used by the department

MINIMUM QUALIFICATIONS

Education Requirement:

High school diploma or general education degree (GED) equivalent is preferred.

Experience Requirement:

Two ~~(2)~~ years of experience in the general performance, operations, and maintenance of mailroom duties and equipment.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

A valid Class "C" California driver's license.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to stand and walk, use hands to handle materials, tools, and equipment, key in data, or type; is regularly exposed to moving mechanical parts. Must be able to stand for extended periods of time. The employee is occasionally required to sit. Requires sufficient hand, arm, and eye coordination to operate push button and keyboard-type equipment, and sort and file documents. The employee is regularly required to lift, carry, push or pull up to 50 pounds on a recurring basis with or without assistance and with or without the aid of equipment or devices that assist in the lifting effort. Occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Must be able to operate all of the tools and equipment of the job in a safe manner. Requires the ability to perform manual labor, carrying, and moving heavy equipment and supplies.

While performing the duties of this job, the noise level in the work environment is usually moderate to loud and interruptions are frequent and expected.

CLASS DETAIL

Job Family:

Business Administration & Fiscal Services

FLSA Status:

Non-exempt

Personnel Commission Approval Date:

6/1977

Class History:

Mail Clerk; Mail Services Clerk; Lead Mail
Services Clerk; Mail Clerk; Mail Services
Worker II

Revision Date(s):

11/1984; 3/1988; 7/16/1997; 12/7/2006;
5/17/2017

**Santa Monica Community College District
Personnel Commission**

Mail Services Worker II

CONCEPT OF THE CLASS

Under general supervision, the position in this classification collects, sorts, classifies, processes, rates, and delivers U.S. mail, international mail, bulk and pre-sort mail, parcel post packages and inter-office mail for campus employees. Operates, configures and maintains mail processor equipment including postage machines, sorters, meters and scales. Incumbents plan and coordinate bulk and pre-sort mailing jobs and may serve in a lead capacity by providing work direction and training to lower-level mail services classifications.

DISTINGUISHING CHARACTERISTICS

Mail Services Worker II performs a full range of journey-level duties related to the receipt, sorting, processing, and delivery of incoming and outgoing mail, including bulk and pre-sort mail, which requires specialized knowledge of USPS policies and procedures. This classification plans, coordinates and executes complex mailing requests, exercises greater independent judgment than the Mail Services Worker I and may function as a lead.

Mail Services Worker I performs a variety of routine duties related to the receipt, sorting, distribution, and delivery of incoming mail.

ESSENTIAL DUTIES

Carries out mailroom duties in accordance with United States Postal Service (USPS) regulations, rules, and procedures, as well as those required by common carrier procedures, consistently using safety procedures in performing work.

Receives, records, sorts, distributes, and delivers incoming mail, including registered, certified, and insured mail, and campus mail, to employees.

Collects, receives, and processes outgoing mail and deliveries in a timely and cost-effective manner by sorting, classifying, weighing, calculating costs, metering, affixing postage, and delivering mail to the USPS or one of its authorized providers using a District-provided vehicle.

Operates a high speed, automatic address-labeling machine, inserter/folder, tabbing machine, computer, calculator, postage meter machine, and copiers, and ensures quality of end products.

Maintains records and logs of postage charges by department and other mail transactions as assigned, audits mail charges, and assists in the preparation of monthly mail activity reports.

Carries materials and assists in moving heavy objects as related to mailroom operations.

Prepares bulk and pre-sort mail for processing by creating mail lists and/or verifying the accuracy of mail lists against the National Change of Address database, and processes bulk and pre-sort mail in accordance with District & USPS policies.

Advises campus departments on matters such as classes of mail, postage rates, delivery time, customs requirements, weight and size limitations, and mail piece design.

Requests mailroom supplies such as meter tape, stock envelopes, labels, and mailing tubes, organizes and keeps an accurate inventory of supplies on hand, keeping with departmental cost-effective measures, and distributes select mailing supplies to campus departments.

Assigns and maintains the District's centralized on-campus mail boxes for faculty, staff, and departments.

Operates and performs routine and minor maintenance of mail center equipment and light equipment including carts and other labor saving devices; works through campus repairpersons, as appropriate, or informs the supervisor of the need for vendor services, for more difficult or sensitive repairs.

Updates knowledge of new relevant technology and equipment by participating in on-the-job and other forms of training.

May assist with providing work direction and training to lower-level mailroom staff.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received

Under supervision of the Warehouse and Mail Services Manager, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Level of Supervision Exercised

Positions in this classification do not supervise others. However, they may direct and perform lead duties over other staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Changes and upgrades in United States Postal Service regulations and procedures

Rules, regulations and requirements for processing bulk mailings and special mail classes

The use, maintenance and minor repair of the various tools and equipment used in mailrooms, such as address-labeling machines, inserters/folders, tabbing machines, postage meter machines, and duplicating machines

Mail categories and classes, such as first class, priority, third/fourth class, registered, certified, receipt requested, insured, international and special delivery mail

Drop shipment procedures, expedited services, international mailing, and mailing permit applications

The maintenance and minor repair of various tools and equipment used in mailrooms

Basic computer operation and relevant software applications

Good customer service techniques

Basic math

Practices and techniques used for receipt, storage and retrieval of equipment, supplies and materials

Ability to:

Understand and follow written and oral instructions

Manage, prioritize, and research information to complete tasks independently in a fast-paced environment

Coordinate and plan complex bulk and pre-sort assignments

Operate hand trucks, electric carts, motor vehicles (e.g., car, van) and other motorized moving equipment

Communicate effectively, both orally and in writing, to interact with peers within the department and customers in the general campus area

Document mail transactions and tabulate costs, mail volume, and other transactions utilizing basic math

Train and provide work direction to lower-level mailroom staff

Operate a computer using computer applications, programs and assigned equipment

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Interpret, apply, and explain applicable laws and regulations, and District policies and procedures

Organize and maintain specialized files and confidentiality of employee and student information

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

MINIMUM QUALIFICATIONS

Education Requirement:

High school diploma or equivalent is preferred.

Experience Requirement:

Two years of experience in the general performance, operations, and maintenance of mailroom duties and equipment.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

A valid driver's license.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to stand and walk, use hands to handle materials, tools, and equipment, key in data, or type; is regularly exposed to moving mechanical parts. Must be able to stand for extended periods of time. The employee is occasionally required to sit. Requires sufficient hand, arm, and eye coordination to operate push button and keyboard-type equipment, and sort and file documents. The employee is regularly required to lift, carry, push or pull up to 50 pounds on a recurring basis with or without assistance and with or without the aid of equipment or devices that assist in the lifting effort. Occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Must be able to operate all of the tools and equipment of the job in a safe manner. Requires the ability to perform manual labor, carrying, and moving heavy equipment and supplies.

While performing the duties of this job, the noise level in the work environment is usually moderate to loud and interruptions are frequent and expected.

CLASS DETAIL

Job Family:

Business Administration & Fiscal Services

FLSA Status:

Non-exempt

Personnel Commission Approval Date:

6/1977

Class History:

Mail Clerk; Mail Services Clerk; Lead Mail Services Clerk; Mail Clerk; Mail Services Worker II

Revision Date(s):

11/1984; 3/1988; 7/16/1997; 12/7/2006; 5/17/2017, 3/19/2025

Agenda Report Number	5
Subject	Classification Description Revisions: Warehouse and Mail Services Manager Cyclical Review
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Julia Avichouser, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Warehouse and Mail Services Manager**.

As part of the cyclical review process, we are reviewing classifications in the Warehouse & Mail job discipline. The centralized warehouse is responsible for the receipt, inspection, and delivery of goods throughout the main campus and satellite campuses. The mailroom provides a full range of mail services to the college community.

The Warehouse and Mail Services Manager classification was established in October 1987. This classification has been revised five times since its establishment. The most recent revision was approved in May 2024, when the Department requested an ad hoc study to add revisions to the description, including adding oversight of fixed asset record maintenance, inventory, tagging, and disposal. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. Manager orientations were scheduled on October 29, 2024, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbent in this job discipline was requested to complete Position Description Questionnaires (PDQs) by November 13, 2024.

Personnel Commission staff consulted with Nyla Cotton, Director of Procurement, Contracts & Logistics, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions were proposed to clarify duties assigned and distinguishing characteristics.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, minor class description revisions are being proposed to clarify duties.

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking.

Sufficient market data was not available to utilize the percentile ranking method of salary placement as at least 30% of surveyed jobs must be matched. Comparable agencies differed in organizational structure, variability of functions and level of duties. Most agencies did not have a manager role over fixed asset management, warehouse and mail services collectively, or included other combinations of functions such as reprographics, switchboard, purchasing, or recycling. Somewhat similar jobs in the market included the following:

- Long Beach City College – Warehouse & Logistics Manager overseeing reprographics and inventory management (\$6,508-\$8,868 per month)
- Riverside Community College District – Warehouse Supervisor with similar warehouse receiving and delivery oversight for multiple colleges (\$7,203-\$8,770 per month)

Considering job factor levels, minimum qualifications, and salary differentials across the job discipline, as well as the market comparables listed above, it is recommended that salary placement for this role remain at M12.

The following chart shows related classifications in this job discipline and salary allocation for each classification:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Director of Procurement, Contracts & Logistics	M32	\$11,483	\$13,958	62.88%
<i>Warehouse & Mail Services Manager</i>	<i>M12</i>	<i>\$7,050</i>	<i>\$8,569</i>	<i>28.98%</i>
Lead Receiving, Stockroom and Delivery Worker	31	\$5,466	\$6,643	10.25%
Receiving, Stockroom and Delivery Worker	27	\$4,958	\$6,026	5.00%
Mail Services Worker II	25	\$4,722	\$5,739	10.25%
Mail Services Worker I	21	\$4,283	\$5,206	0.00%

Cyclical review results have been sent to the incumbent, Department Management, Business Services, Human Resources, and executive leadership.

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions for Warehouse & Mail Services Manager.

Disposition by the Commission	
Motion Made By	Deborah Jansen
Seconded By	Lawrence Leone
Ayes	4
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District
Personnel Commission**

Warehouse & Mail Services Manager

CONCEPT OF THE CLASS

Under general supervision, the position in this classification plans and manages the District's fixed asset, warehouses, receiving, delivery, and mail services operations.

DISTINGUISHING CHARACTERISTICS

The **Warehouse & Mail Services Manager** plans and oversees the daily activities of the fixed asset, warehouse, mail services areas, which includes responsibility for developing and implementing policies and procedures to meet business objectives, budget maintenance, and serving as the first-line supervisor to warehouse and mail services staff.

The **Director of Procurement, Contracts & Logistics** provides strategic direction and manages a variety of centralized business services functions, including procurement, contract administration, asset management, warehouse, receiving, and mailroom services.

Lead Receiving, Stockroom and Delivery Workers serve in a lead capacity over a group of Receiving, Stockroom and Delivery Workers responsible for receiving, storing, shipping, and issuing a variety of supplies, in addition to performing the work of a Receiving, Stockroom, and Delivery Worker. This classification assists the manager by assigning work, training, providing direction to lower-level staff, and ensuring that work is completed in accordance with department and District policies and procedures.

ESSENTIAL DUTIES

Selects, develops, evaluates and directs the work of warehouse and mail services staff; reviews and evaluates employees' job performance and effectively recommends personnel actions. Provides day-to-day leadership and management of staff to ensure a high performance, customer service-oriented work environment, which supports achieving District objectives and service expectations.

Manages the work of employees responsible for receiving, inspecting, asset tagging, storing, issuing and delivering warehouse items.

Manages mail services operations and ensures that activities and products comply with quality standards and District, United States Postal Service and other logistic services companies' policies, rules, regulations and procedures.

Ensures safety, security and cleanliness of warehouse facility; regularly inspects and audits warehouse facility for fire, safety, storage and security discrepancies, identifies issues and plans, directs and monitors appropriate resolutions to meet OSHA standards; designs and lays-out warehouse storage areas and shelf arrangements for maximum capacity and efficient organization; organizes, coordinates and inspects maintenance and upkeep of warehouse facilities.

Establishes and maintains a warehouse and mail services distribution system ensuring that all items, equipment, and materials are received, stored, shipped and delivered to and from District departments/sites in a timely, safe and efficient manner and in compliance with all applicable laws, rules, codes and District policy and practices.

Establishes policies, procedures, schedules and methods for warehouse, receiving, delivery, and mailroom operations; recommends improvements and modifications as needed.

Analyzes current and historical budgetary data to identify trends and calculate projected expenditures.

Coordinates all processes related to the disposal of the District's fixed assets, including arranging disposal pick-up and notifying all internal departments of disposal, to ensure assets are successfully removed.

Uses the ~~fixed~~-asset management system to maintain records of the District's equipment and other fixed assets, from acquisition through disposal of each item, to ensure effective tracking, management, and accounting for the District's assets.

Oversees bi-annual physical inventory of fixed assets and makes necessary changes in the ~~fixed~~ asset management system to reconcile any discrepancies.

Coordinates the asset tagging of all new buildings that require asset location tags, coordinates asset tagging for equipment stored in District buildings, and adds the new information in the ~~fixed~~-asset management system in order to maintain accurate records of the District's fixed assets.

Maintains departmental budget and authorizes expenditures as needed to carry out warehouse, receiving, delivery, and mail services operations, such as overtime pay and purchase orders, within established limits.

Recommends and assists in developing goals and objectives for the warehouse, receiving, delivery, and mail services functions.

Resolves non-routine or sensitive problems and complaints, including those escalated from lower-level staff, related to warehouse and mailroom operations and services.

Issues identification numbers for equipment, office and classroom furniture, appliances, and other items.

Serves as the primary information resource for District personnel regarding effective methods and requirements of logistics, recommending comparable services, and providing costs and delivery times.

May drive forklift, load and unload trucks, and transport heavy materials on campus.

May participate in the receiving, inspecting, asset tagging, storing, issuing, and delivery of warehouse items.

May advise marketing department staff on complex mail piece production elements, to ensure clarity of printed information during the production process.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received

This position receives general direction from the Director of Procurement, Contracts & Logistics.

Level of Supervision Exercised

This position exercises general supervision over the Lead Receiving, Stockroom and Delivery Worker, Receiving, Stockroom and Delivery Workers, Mail Services Worker IIs, and Mail Services Worker Is.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Current trends in warehouse, logistics, inventory, asset management, and mailroom operations, systems and procedures

General mailing rules and regulations, including those related to bulk and pre-sort mailings, mail production methodology, mail handling methods and techniques, and postal regulations

Principles, methods, practices, and techniques involved in fixed asset management

Federal, state, and local laws, regulations, and court decisions applicable to asset management

Mailroom processing equipment

Proper methods for storing and controlling equipment, materials and supplies

Purchasing, logistics, and mailroom terminology

Safe warehouse practices and laws (e.g., OSHA regulations, HAZMAT, MSDS procedures)

Forklift operation, pallet jack, electric cart and manual transmission truck operation

Computer applications utilized for receiving items, reporting on warehouse receiving and mailroom activities, processing bulk and pre-sort mailings, and for fixed asset database software programs

Effective record keeping techniques; data compilation and report generation

Basic mathematics

Budgeting procedures, as needed to maintain budgets, forecast departmental operating costs, and ensure sufficient funds to fulfill departmental objectives

Effective employee supervision, training, evaluation, and development techniques and practices

Ability to:

Plan, organize, coordinate and supervise the work of others; evaluate performance and if necessary, impose corrective or disciplinary action

Interpret, apply, explain and reach sound decisions in accordance with, applicable laws and regulations, and District policies and procedures

Utilize spreadsheet and other business computer programs and standard office equipment

Research and analyze information, and exercise independent judgment to devise solutions to a variety of routine and non-routine problems

Stay updated on current technology, trends and developments in warehousing, logistics, safety, and mail services

Communicate effectively, both orally in writing

Lead, coach, instruct and motivate employees

Independently prioritize activities within multiple works and manage multiple projects

Work in a fast-paced environment with frequent interruptions

Create correspondence, and standard technical and financial reports

Maintain accurate inventory, financial, timekeeping, and project records

Accurately interpret and comply with union contracts and district policies which are applicable to management of staff and operations within the warehouse

Effectively coordinate activities with the procurement department staff in order to expedite receipt of all District orders and effectively resolve problems

Role model exceptional internal and external customer service utilizing tact and diplomacy

Create a positive work environment and ensure that clear, challenging and attainable goals are set for assigned groups and aligned with organizational objectives

Model professional integrity and ethics and deal quickly with breaches and misconduct

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

MINIMUM QUALIFICATIONS

Education Requirement:

High School diploma or GED equivalent. An associate's degree or equivalent with a major in business or a related field is desirable.

Experience Requirement:

Four years of experience working in a warehouse and/or stock room, including at least two years in a supervisory or lead capacity.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

Valid/current Forklift Operator's Certification.

A valid driver's license.

APICS Certification as a Certified Supply Chain Professional (CSPC), Certified in Production and Inventory Management (CPIM), and/or Certified in Logistics, Transportation and Distribution (CLTD) is desirable.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

The employee works in a warehouse. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts; fumes or airborne particles; is regularly required to stand and walk, use hands to handle materials, tools, and equipment, key in data, or type. Must be able to stand for extended periods of time. The employee is regularly required to sit. Requires sufficient hand, arm, and eye coordination to operate push button and keyboard-type equipment, and sort and file documents. The employee is regularly required to lift, carry, push or pull up to 50 pounds on a recurring basis without assistance or the aid of equipment or devices that assist in the lifting effort. The employee is regularly required to lift, carry, push, or pull more than 50 pounds with assistance or the aid of equipment or devices that assist in the lifting effort. Occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Must be able to operate all of the tools and equipment of the job in a safe manner. Requires the ability to perform manual labor, carrying, and moving heavy equipment and supplies.

While performing the duties of this job, the noise level in the work environment is usually moderate to loud and interruptions are frequent and expected.

CLASS DETAIL

Job Family:

Business Administration & Fiscal Services

FLSA Status:

Exempt

Personnel Commission Approval Date:

10/21/1987

Class History:

Warehouse Supervisor; Warehouse & Mail Services Supervisor

Revision Date(s):

7/17/2002; 8/19/2009; 7/20/2016; 12/13/2017; 5/15/2024

**Santa Monica Community College District
Personnel Commission**

Warehouse & Mail Services Manager

CONCEPT OF THE CLASS

Under general supervision, the position in this classification plans and manages the District's fixed asset, warehouses, receiving, delivery, and mail services operations.

DISTINGUISHING CHARACTERISTICS

The **Warehouse & Mail Services Manager** plans and oversees the daily activities of the fixed asset, warehouse, mail services areas, which includes responsibility for developing and implementing policies and procedures to meet business objectives, budget maintenance, and serving as the first-line supervisor to warehouse and mail services staff.

The **Director of Procurement, Contracts & Logistics** provides strategic direction and manages a variety of centralized business services functions, including procurement, contract administration, asset management, warehouse, receiving, and mailroom services.

Lead Receiving, Stockroom and Delivery Workers serve in a lead capacity over a group of Receiving, Stockroom and Delivery Workers responsible for receiving, storing, shipping, and issuing a variety of supplies, in addition to performing the work of a Receiving, Stockroom, and Delivery Worker. This classification assists the manager by assigning work, training, providing direction to lower-level staff, and ensuring that work is completed in accordance with department and District policies and procedures.

ESSENTIAL DUTIES

Selects, develops, evaluates and directs the work of warehouse and mail services staff; reviews and evaluates employees' job performance and effectively recommends personnel actions. Provides day-to-day leadership and management of staff to ensure a high performance, customer service-oriented work environment, which supports achieving District objectives and service expectations.

Manages the work of employees responsible for receiving, inspecting, asset tagging, storing, issuing and delivering warehouse items.

Manages mail services operations and ensures that activities and products comply with quality standards and District, United States Postal Service and other logistic services companies' policies, rules, regulations and procedures.

Ensures safety, security and cleanliness of warehouse facility; regularly inspects and audits warehouse facility for fire, safety, storage and security discrepancies, identifies issues and plans, directs and monitors appropriate resolutions to meet OSHA standards; designs and lays-out warehouse storage areas and shelf arrangements for maximum capacity and efficient organization; organizes, coordinates and inspects maintenance and upkeep of warehouse facilities.

Establishes and maintains a warehouse and mail services distribution system ensuring that all items, equipment, and materials are received, stored, shipped and delivered to and from District departments/sites in a timely, safe and efficient manner and in compliance with all applicable laws, rules, codes and District policy and practices.

Establishes policies, procedures, schedules and methods for warehouse, receiving, delivery, and mailroom operations; recommends improvements and modifications as needed.

Analyzes current and historical budgetary data to identify trends and calculate projected expenditures.

Coordinates all processes related to the disposal of the District's fixed assets, including arranging disposal pick-up and notifying all internal departments of disposal, to ensure assets are successfully removed.

Uses the asset management system to maintain records of the District's equipment and other fixed assets, from acquisition through disposal of each item, to ensure effective tracking, management, and accounting for the District's assets.

Oversees bi-annual physical inventory of fixed assets and makes necessary changes in the asset management system to reconcile any discrepancies.

Coordinates the asset tagging of all new buildings that require asset location tags, coordinates asset tagging for equipment stored in District buildings, and adds the new information in the asset management system in order to maintain accurate records of the District's fixed assets.

Maintains departmental budget and authorizes expenditures as needed to carry out warehouse, receiving, delivery, and mail services operations, such as overtime pay and purchase orders, within established limits.

Recommends and assists in developing goals and objectives for the warehouse, receiving, delivery, and mail services functions.

Resolves non-routine or sensitive problems and complaints, including those escalated from lower-level staff, related to warehouse and mailroom operations and services.

Issues identification numbers for equipment, office and classroom furniture, appliances, and other items.

Serves as the primary information resource for District personnel regarding effective methods and requirements of logistics, recommending comparable services, and providing costs and delivery times.

May drive forklift, load and unload trucks, and transport heavy materials on campus.

May participate in the receiving, inspecting, asset tagging, storing, issuing, and delivery of warehouse items.

May advise marketing department staff on complex mail piece production elements, to ensure clarity of printed information during the production process.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received

This position receives general direction from the Director of Procurement, Contracts & Logistics.

Level of Supervision Exercised

This position exercises general supervision over the Lead Receiving, Stockroom and Delivery Worker, Receiving, Stockroom and Delivery Workers, Mail Services Worker IIs, and Mail Services Worker Is.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Current trends in warehouse, logistics, inventory, asset management, and mailroom operations, systems and procedures

General mailing rules and regulations, including those related to bulk and pre-sort mailings, mail production methodology, mail handling methods and techniques, and postal regulations

Principles, methods, practices, and techniques involved in fixed asset management

Federal, state, and local laws, regulations, and court decisions applicable to asset management

Mailroom processing equipment

Proper methods for storing and controlling equipment, materials and supplies

Purchasing, logistics, and mailroom terminology

Safe warehouse practices and laws (e.g., OSHA regulations, HAZMAT, MSDS procedures)

Forklift operation, pallet jack, electric cart and manual transmission truck operation

Computer applications utilized for receiving items, reporting on warehouse receiving and mailroom activities, processing bulk and pre-sort mailings, and for fixed asset database software programs

Effective record keeping techniques; data compilation and report generation

Basic mathematics

Budgeting procedures, as needed to maintain budgets, forecast departmental operating costs, and ensure sufficient funds to fulfill departmental objectives

Effective employee supervision, training, evaluation, and development techniques and practices

Ability to:

Plan, organize, coordinate and supervise the work of others; evaluate performance and if necessary, impose corrective or disciplinary action

Interpret, apply, explain and reach sound decisions in accordance with, applicable laws and regulations, and District policies and procedures

Utilize spreadsheet and other business computer programs and standard office equipment

Research and analyze information, and exercise independent judgment to devise solutions to a variety of routine and non-routine problems

Stay updated on current technology, trends and developments in warehousing, logistics, safety, and mail services

Communicate effectively, both orally in writing

Lead, coach, instruct and motivate employees

Independently prioritize activities within multiple works and manage multiple projects

Work in a fast-paced environment with frequent interruptions

Create correspondence, and standard technical and financial reports

Maintain accurate inventory, financial, timekeeping, and project records

Accurately interpret and comply with union contracts and district policies which are applicable to management of staff and operations within the warehouse

Effectively coordinate activities with the procurement department staff in order to expedite receipt of all District orders and effectively resolve problems

Role model exceptional internal and external customer service utilizing tact and diplomacy

Create a positive work environment and ensure that clear, challenging and attainable goals are set for assigned groups and aligned with organizational objectives

Model professional integrity and ethics and deal quickly with breaches and misconduct

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

MINIMUM QUALIFICATIONS

Education Requirement:

High School diploma or GED equivalent. An associate's degree or equivalent with a major in business or a related field is desirable.

Experience Requirement:

Four years of experience working in a warehouse and/or stock room, including at least two years in a supervisory or lead capacity.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

Valid/current Forklift Operator's Certification.

A valid driver's license.

APICS Certification as a Certified Supply Chain Professional (CSPC), Certified in Production and Inventory Management (CPIM), and/or Certified in Logistics, Transportation and Distribution (CLTD) is desirable.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

The employee works in a warehouse. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts; fumes or airborne particles; is regularly required to stand and walk, use hands to handle materials, tools, and equipment, key in data, or type. Must be able to stand for extended periods of time. The employee is regularly required to sit. Requires sufficient hand, arm, and eye coordination to operate push button and keyboard-type equipment, and sort and file documents. The employee is regularly required to lift, carry, push or pull up to 50 pounds on a recurring basis without assistance or the aid of equipment or devices that assist in the lifting effort. The employee is regularly required to lift, carry, push, or pull more than 50 pounds with assistance or the aid of equipment or devices that assist in the lifting effort. Occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

Must be able to operate all of the tools and equipment of the job in a safe manner. Requires the ability to perform manual labor, carrying, and moving heavy equipment and supplies.

While performing the duties of this job, the noise level in the work environment is usually moderate to loud and interruptions are frequent and expected.

CLASS DETAIL

Job Family:

Business Administration & Fiscal Services

FLSA Status:

Exempt

Personnel Commission Approval Date:

10/21/1987

Class History:

Warehouse Supervisor; Warehouse & Mail
Services Supervisor

Revision Date(s):

7/17/2002; 8/19/2009; 7/20/2016; 12/13/2017;
5/15/2024, 3/19/2025

Agenda Report Number	6
Subject	Classification Description Revisions and Salary Reallocation: Disabled Student Services Assistant Cyclical Review
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Julia Avichouser, Personnel Analyst

BACKGROUND

Attached for your approval are recommendations for the classification revisions and salary reallocation for Disabled Student Services Assistant. As part of the cyclical review process, we are reviewing the last job classifications in the Instructional Assistance job discipline for this cycle of reviews, which includes the Disabled Student Services Assistant classification. The Disabled Student Services Assistant performs general clerical and receptionist duties for DSPS, as well as provides a variety of support services to assist students with disabilities.

This classification was established in February 2008 and has been revised several times since its establishment. The most recent revision was approved in June 2016. There are currently four incumbents in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for Fiscal Year 2022-23. Incumbents and CSEA were invited to participate in a class study orientation on May 10, 2023, to discuss the purpose of the study, methodology, timelines, possible outcomes, implications, and frequently asked questions. Incumbents were asked to complete a Position Description Questionnaire by June 2, 2023.

Personnel Commission staff consulted with Denise Henninger, Disabled Student Programs and Services Manager, to discuss the classification description. The manager was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Additionally, revisions are proposed to clarify essential duties assigned and knowledge and abilities required for the job to more accurately reflect the nature of the work required.

Additionally, a job evaluation and an external salary survey of standard benchmark agencies was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, class description revisions are being proposed, to include a more accurate description of the work performed. Additional minor changes serve to clarify the

concept of the class, essential duties, KSAs (knowledge, skills and abilities) and minimum qualifications.

Sufficient market data was not available to utilize the percentile ranking method of salary placement as at least 30% of surveyed jobs must be matched. Benchmark agencies differed in scope of work and level of duties performed. As a result, salary recommendation is based on internal comparison of similar roles such as the Student Services Clerk.

SALARY ALLOCATION

It is recommended that salary for the Disabled Student Services Assistant be reallocated from Range 21 to Range 23 on the Classified Employee Salary Schedule, a 5% increase. Based on job analysis findings, the Disabled Student Services Assistant is an entry level classification similar to the Student Services Clerk in the level of work and minimum requirements. See comparison table with similar roles and current pay structure.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
DSPS Specialist	34	\$5,876	\$7,143	18.52%
Student Services Assistant	27	\$4,958	\$6,026	10.25%
Student Services Clerk	23	\$4,497	\$5,466	0.00%
Disabled Student Services Assistant (Proposed)	23	\$4,497	\$5,466	5.00%
Disabled Student Services Assistant (Current)	21	\$4,283	\$5,206	

Cyclical review results have been sent to the incumbents, CSEA, Department Management, Business Services, Human Resources, and executive leadership.

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions and salary reallocation for Disabled Student Services Assistant.

FROM: Range 21 - Classified Employee Salary Schedule

TO: Range 23 - Classified Employee Salary Schedule

Disposition by the Commission	
Motion Made By	Deborah Jansen
Seconded By	Joy Abbott
Ayes	4
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District
Personnel Commission**

Disabled Student Services Assistant

CONCEPT OF THE CLASS

Under general supervision, [positions in this classification](#) performs a variety of support services to assist students with disabilities.

DISTINGUISHING CHARACTERISTICS

The **Disabled Student Services Assistant** ~~class~~ performs general clerical and receptionist duties for DSPS, in addition to a variety of support services to assist students with disabilities, including proctoring, notetaking, and preparing alternate instructional media.

The **Student Services DSPS Specialist – DSPS** coordinates and supports the ~~day-to-day~~[day-to-day](#) activities of the office and provides lead direction to Disabled Student Services Assistants and student workers. Incumbents are specialists in their functional area and exercise a higher degree of responsibility and independent judgment.

The **Student Services Assistant** ~~class~~ performs moderately difficult clerical duties. Incumbents are responsible for completion of a functional phase of clerical work necessary in the student services area.

The **Student Services Clerk** ~~class~~ provides a variety of general and routine clerical duties for student services departments and programs.

ESSENTIAL DUTIES

~~Assists a student with disabilities in activities such as scribing in class assignments, adjusting equipment, reading assignments or exams to students, and providing access to books.~~

Performs general receptionist and clerical duties to support ~~day-to-day~~[day-to-day](#) operations of the Department.

Proctors exams and works in the proctor room, including monitoring students; observing, appropriately responding to, and reporting inappropriate behavior such as cheating; record-keeping; and other related duties.

Explains and interprets procedures and eligibility requirements for program services to students, staff, and the public.

Instructs students in the correct procedure to complete application forms and documents.

Operates a computer terminal to input and update student data and verify student information.

Maintains the security of files and records containing confidential data on program participants [in compliance with District policies and procedures](#).

Takes accurate and detailed notes in a college class for students with disabilities [in order to accommodate individual student needs](#).

Receives and reviews incoming documents for completeness and accuracy.

Schedules appointments for students with counselors and/or other office support staff.

Assists in the preparation of mandated reports and documents [to comply with related policies, procedures, and laws](#).

~~Assists students with disabilities in activities such as scribing, adjusting equipment, reading assignments or exams to students, and providing access to books to ensure students have adequate access to course materials.~~

Performs other related duties as requested or assigned.

When assigned to assist the Alternate Media Specialist:

Prepares and/or modifies alternative media from instructor's copy ~~which to~~ accommodate students with disabilities, using specialized computer-aided software to caption videos, scan books and handouts, and enlarge printed material.

~~Captions videos.~~

~~Scans books and handouts.~~

~~Uses copy machine to enlarge printed material.~~

Assists in providing printed material in alternate media for use by students with disabilities.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received:

This position receives supervision from the Director, Disabled Student Programs and Services, or an assigned manager.

Level of Supervision Exercised:

Positions in this classification do not supervise others.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

A wide variety of college-level curriculum and concepts sufficient to understand the topics of discussion in order to take effective notes

Appropriate English language usage, including sentence composition, grammar, and spelling

The appropriate role and boundaries of a note-taker in a college classroom

Effective work organization techniques

Disability issues

The role of disability services in a college environment

Modern office procedures and practices

~~Customer service principles and techniques~~

~~Basic use of office equipment, such as computers, computer software, printers, copiers, and fax machine~~

Ability to:

Type notes accurately and in a timely fashion

Perform job duties with great accuracy, including note-taking, office duties, ~~the~~and -proctoring ~~room~~

Process information quickly in order to take detailed and precise notes

Handle people and situations with patience and sensitivity

Use good judgment and reasoning when faced with ambiguous situations

Travel to the various campuses where classes are held

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Interpret, apply, and explain applicable laws and regulations, and District policies and procedures

Operate a computer using computer applications, programs and standard office equipment

Organize and maintain specialized files and confidentiality of employee and student information

Communicate effectively, both orally and in writing

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

~~Learn, interpret, and appropriately apply general administrative and departmental policies and procedures as well as applicable sections of the Family Educational Rights and Privacy Act (FERPA)~~

~~Read clearly and write legibly~~

~~Maintain confidentiality and tact~~

~~Learn and apply policies, procedures, and practices to the performance of job duties~~

~~Effectively communicate, both orally and in writing~~

~~Establish and maintain effective working relationships with other staff, faculty, administrators, managers, students, and outside contractors and vendors~~

MINIMUM QUALIFICATIONS

Education Requirement:

A high school diploma or equivalent. Completion of college-level English classes (English 1 or equivalent) is highly desirable.

Experience Requirement:

One year of experience in academic or administrative support services. Customer service experience with direct public contact is highly desirable.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

None.

Special Requirement:

Scheduling is based upon student needs, so incumbents must be available for various days and hours as schedules may change from week to week. Classes are held at various locations and the employee may be required to report or travel to any of the Santa Monica College campuses.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment and Physical Demands:

While performing the duties of this job the employee is regularly required to sit and use hands to take notes for extended periods of time, keyboard, type, or handle materials, and talk and hear. The employee is regularly required to stand and walk across campus to various room locations, which may include walking up and down stairs. The employee performs

work in a variety of classrooms and may be exposed to fumes from chemicals or other substances used in classrooms such as hairspray, photography chemicals, or materials used in art classes. The employee will be exposed to a variety of temperatures and the elements when walking to different locations and the temperature within the classroom will vary greatly. The employee will also be required to travel to different campuses where classes are held. ~~The employee is occasionally required to lift, carry, push, or pull up to 25 pounds.~~ While performing the duties of this job, the noise level in the work environment varies greatly.

CLASS DETAIL

Job Family:	Instructional Support (Student Services/Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	02/20/08 03/79
Class History:	Established 02/20/08 None
Revision Date(s):	06/25/81 , 03/20/85 , 12/06/95 , 09/16/09, 10/16/13, 6/15/16

**Santa Monica Community College District
Personnel Commission**

Disabled Student Services Assistant

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform a variety of support services to assist students with disabilities.

DISTINGUISHING CHARACTERISTICS

The **Disabled Student Services Assistant** performs general clerical and receptionist duties for DSPS, in addition to a variety of support services to assist students with disabilities, including proctoring, notetaking, and preparing alternate instructional media.

The **DSPS Specialist** coordinates and supports the day-to-day activities of the office and provides lead direction to Disabled Student Services Assistants and student workers. Incumbents are specialists in their functional area and exercise a higher degree of responsibility and independent judgment.

The **Student Services Assistant** performs moderately difficult clerical duties. Incumbents are responsible for completion of a functional phase of clerical work necessary in the student services area.

The **Student Services Clerk** provides a variety of general and routine clerical duties for student services departments and programs.

ESSENTIAL DUTIES

Performs general receptionist and clerical duties to support day-to-day operations of the Department.

Proctors exams and works in the proctor room, including monitoring students; observing, appropriately responding to, and reporting inappropriate behavior such as cheating; record-keeping; and other related duties.

Explains and interprets procedures and eligibility requirements for program services to students, staff, and the public.

Instructs students in the correct procedure to complete application forms and documents.

Operates a computer terminal to input and update student data and verify student information.

Maintains the security of files and records containing confidential data on program participants, in compliance with District policies and procedures.

Takes accurate and detailed notes in a college class for students with disabilities in order to accommodate individual student needs.

Receives and reviews incoming documents for completeness and accuracy.

Schedules appointments for students with counselors and/or other office support staff.

Assists in the preparation of mandated reports and documents to comply with related policies, procedures, and laws.

Assists students with disabilities in activities such as scribing, adjusting equipment, reading assignments or exams to students, and providing access to books to ensure students have adequate access to course materials.

Performs other related duties as requested or assigned.

When assigned to assist the Alternate Media Specialist:

Prepares and/or modifies alternative media from instructor's copy to accommodate students with disabilities, using specialized computer-aided software to caption videos, scan books and handouts, and enlarge printed material.

Assists in providing printed material in alternate media for use by students with disabilities.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received:

This position receives supervision from the Director, Disabled Student Programs and Services, or an assigned manager.

Level of Supervision Exercised:

Positions in this classification do not supervise others.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

A wide variety of college-level curriculum and concepts sufficient to understand the topics of discussion in order to take effective notes

Appropriate English language usage, including sentence composition, grammar, and spelling

The appropriate role and boundaries of a note-taker in a college classroom
Effective work organization techniques

Disability issues

The role of disability services in a college environment

Modern office procedures and practices

Ability to:

Type notes accurately and in a timely fashion

Perform job duties with great accuracy, including note-taking, office duties, and proctoring
Process information quickly in order to take detailed and precise notes

Handle people and situations with patience and sensitivity
Use good judgment and reasoning when faced with ambiguous situations
Travel to the various campuses where classes are held

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Interpret, apply, and explain applicable laws and regulations, and District policies and procedures

Operate a computer using computer applications, programs and standard office equipment

Organize and maintain specialized files and confidentiality of employee and student information

Communicate effectively, both orally and in writing

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

MINIMUM QUALIFICATIONS

Education Requirement:

A high school diploma or equivalent. Completion of college-level English classes (English 1 or equivalent) is highly desirable.

Experience Requirement:

One year of experience in academic or administrative support services. Customer service experience with direct public contact is highly desirable.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

None.

Special Requirement:

Scheduling is based upon student needs, so incumbents must be available for various days and hours as schedules may change from week to week. Classes are held at various locations and the employee may be required to report or travel to any of the Santa Monica College campuses.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment and Physical Demands:

While performing the duties of this job the employee is regularly required to sit and use hands to take notes for extended periods of time, keyboard, type, or handle materials, and talk and hear. The employee is regularly required to stand and walk across campus to various room locations, which may include walking up and down stairs. The employee performs work in a variety of classrooms and may be exposed to fumes from chemicals or other substances used in classrooms such as hairspray, photography chemicals, or materials used in art classes. The employee will be exposed to a variety of temperatures and the elements when walking to different locations and the temperature within the classroom will vary greatly. The employee will also be required to travel to different campuses where classes are held. While performing the duties of this job, the noise level in the work environment varies greatly.

CLASS DETAIL

Job Family:

Instructional Support (Student
Services/Classroom)

FLSA Status:

Non-exempt

Personnel Commission Approval Date:

03/79

Class History:

None

Revision Date(s):

06/25/81, 03/20/85, 12/06/95, 09/16/09,
10/16/13, 6/15/16, 3/19/2025

V.Consent Agenda

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Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Lawrence Leone
Ayes	4
Nays	0
Abstentions	0
Amendments/Comments	

Agenda Report Number	7
Subject	Exam Schedule
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is recommended that the Personnel Commission approve the following examination schedule.

Class Title	Field of Competition	Time
Director of Human Resources	Promotional and Open Competitive	3 weeks
Grounds Manager	Merged Promotional and Open Competitive	3 weeks
Mail Services Worker II	Promotional	3 weeks
Shuttle Driver	Promotional	3 weeks

Agenda Report Number	8
Subject	Ratification of Eligibility Lists
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is recommended that the Personnel Commission ratify the following eligibility lists.

Classification	Number of Promotional Candidates	Total Number of Candidates	Expiration Date
Program Specialist	0	2	9/4/2025

Agenda Report Number	9
Subject	Extension of Eligibility Lists
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

The Personnel Commission Office is requesting that the following eligibility list be extended as listed below:

Classification	Original Expiration Date	Current Expiration Date	Number of Candidates on List	Number of Ranks on List	Proposed Expiration Date
Accounting Specialist	10/9/2024	4/9/2025	6	4	7/9/2025
Mail Services Worker I	4/9/2025	4/9/2025	16	6	10/9/2025
Student Judicial Affairs Specialist (Promotional)	4/8/2025	4/8/2025	2	2	7/20/2025
Student Judicial Affairs Specialist (Open)	4/8/2025	4/8/2025	4	4	7/20/2025

The Personnel Commission staff believes there are a sufficient number of available eligibles remaining to fill any future vacancies anticipated through the proposed expiration date.

Merit Rule 6.2.3 (C) Duration of Eligibility List 6.2.3 (C)

An eligibility list may be extended by the Personnel Commission for one or more periods, not to exceed a total of two years from the time the list was first established. The personnel Director shall base his/her recommendation for extension of an eligibility list on the following factors:

a sufficient number of available eligibles remain to fill expected future vacancies;
the composition of the list reflects appropriate representation of ethnic minorities, underrepresented groups, or non-traditional candidates;
the field of competition in the occupational area has not changed dramatically.

RECOMMENDATION

It is recommended that the Personnel Commission approve extending the eligibility lists shown above.

Agenda Report Number	10
Subject	Ratification of Working Out of Class and Internal Limited Term Assignments
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is recommended that the Personnel Commission approve the following provisional working out of class assignments.

I. Provisional Working out of Class Assignment

Name/Permanent Class	Provisional WOC Assignment*	Dates of Current Assignment
Sergio Cardenas, Grounds Worker	Grounds Manager	03/03/2025 to 06/30/2025
Randy Bruner, Mail Service Worker I	Mail Service Worker II	4/1/2025 to 6/30/2025

**Unless otherwise noted, WOC assignments are paid at 100%.*

II. Extension to Provisional Working out of Class Assignment

Name/Permanent Class	Limited Term Assignment*	Dates of Current Assignment	Extended Dates
Pier Johnson-Bruce Mail Service Worker II	Shuttle Driver	11/1/2024 to 3/6/2025	3/7/2025 to 4/17/2025

**Unless otherwise noted, WOC assignments are paid at 100%.*

III. Extension to Substitute Limited Term Assignment

Name/Permanent Class	Limited Term Assignment*	Dates of Current Assignment	Extended Dates
James Stevenson, Academic Records Evaluator	EOPS Specialist	8/26/2024 to 12/23/2024; to 1/2/2025 to 1/8/2025 (Provisional) 1/9/2025 to 3/1/2025 (Limited Term)	3/2/2025 to 6/30/2025
Terry Kamibayashi, Director of Facilities Maintenance	Director of Facilities and Maintenance Operations	11/21/2024 to 3/31/2025	4/1/2025 to 6/30/2025
Luis Gallego, Receiving, Stockroom, and Delivery Worker	Administrative Assistant II	12/9/2024 to 3/31/2025	4/1/2025 to 6/30/2025

**Unless otherwise noted, WOC assignments are paid at 100%.*

3.2.10 CONCEPT OF WORKING OUT OF CLASSIFICATION

Each classified employee shall be required to perform the duties of the position approved by the Board and classified by the Personnel Commission for the class to which he or she is assigned. An employee may be required to perform other related duties consistent with the concept of the classification to which the position is assigned.

Classified employees shall not be required to perform duties and responsibilities which are not fixed and prescribed for their positions or are not consistent with the concept of the classification of their current position for any period of time which exceeds five (5) working days within a fifteen (15) calendar day period, or equivalent (i.e., four 10-hour working days within a fifteen (15) calendar day period) except as provided by this rule.

Working out of class assignments are designed for temporary situations and shall not be used to place an employee in a long-term or permanent assignment in a higher or different classification. No employee shall be assigned to work out of class beyond the time limits specified in Merit Rule 7.2 (Provisional Appointments) and Merit Rule 7.4 (Limited Term Appointments).

B. Procedure for Supervisor Requesting Approval for Working Out of Class

The Director of the Personnel Commission will advise the Office of Human Resources of the findings and shall present those findings, including the recommended pay approval shall then be sent by the Personnel Commission to the Supervisor and the employee, and forwarded to the Board of Trustees for final approval.

Agreement between Santa Monica Community College and CSEA, Chapter 36, Article 11

11.7.1 Definition:

Working out of classification assignments shall not exceed a period of ninety (90) working days per fiscal year and no more than ninety (90) days in any one hundred eighty (180) day period.

11.7.3 Compensation:

a. In the event that an employee is assigned duties at a higher classification as defined above and those duties make up at least fifty percent (50%) of the employee's daily assignments, the employee salary shall be adjusted as set forth in Section 11.4.1.

b. If those duties make up less than fifty percent (50%) of the employee's daily assignment, the District shall pay the employee equal to one half (1/2) of the stipend that would have been paid under sub division a (above)

11.4 Salary on Promotion

11.4.1 When an employee is promoted to a position in a higher salary range, he/she shall receive the next higher dollar amount above his/her present rate of pay, but not less than the minimum of the new salary range. If that amount is less than a one-step (5%) increase, the employee shall be placed at the next higher step over that authorized above.

RECOMMENDATION

It is recommended that the Personnel Commission approve the requests for working out-of-class for the appropriate stipend as indicated under subdivision a of CSEA, Chapter 36, Article 11.7.3.b. (above).

Agenda Report Number	11
Subject	Appointments to Provisional Assignments
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

The Personnel Commission is advised that the following persons have been appointed to the following provisional assignments, not to exceed 90 working days pursuant to Section 7.2 of the Rules and Regulations of the Classified Service of the Santa Monica Community College District.

Candidate	Position	Department	Duration
Philip Salazar	Instructional Tutor-ESL	ESL	3/10/2025-6/30/2025
Andres Carey-Zuniga	Theater Technical Specialist	Facilities	2/26/2025-6/30/2025
Nonna Ter-Avanesova	Accompanist-Dance	Dance	1/1/2025-6/30/2025
Malick Sow	Accompanist-Dance	Dance	1/1/2025-6/30/2025
Gnenemon Soro	Accompanist-Dance	Dance	1/1/2025-6/30/2025
Alla Plotkin	Accompanist-Dance	Dance	1/1/2025-6/30/2025
Matthew Mallinger	Accompanist-Dance	Dance	1/1/2025-6/30/2025
John Carbone	Accompanist-Dance	Dance	1/1/2025-6/30/2025
Robert S. Wimley	Mail Services Worker II	Procurement, Contracts & Logistics	11/12/2024-4/2/2025

*Assignment ending dates may be adjusted as not to exceed 90 working days in a fiscal year

Agenda Report Number	12
Subject	Ratification of Limited Term Assignments
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

The Personnel Commission is requested to ratify the classification of the following Limited Term positions pursuant to Section [7.4.2(C)] of the Rules and Regulations of the Classified Service of the Santa Monica Community College District:

Classification	Department	Effective Dates
Bookstore Clerk/Cashier	Bookstore	1/2/2025-6/30/2025
Bookstore Clerk/Cashier	Bookstore	1/2/2025-6/30/2025
Customer Services Assistant	Bookstore	1/2/2025-2/28/2025

Agenda Report Number	13
Subject	Appointment to Limited Term Assignments
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

The Personnel Commission is requested to ratify the classification of the following Limited Term positions pursuant to Section [7.4.2(C)] of the Rules and Regulations of the Classified Service of the Santa Monica Community College District:

Candidate	Classification	Department	Effective Dates
Lucy Garcia	Bookstore Clerk/Cashier	Bookstore	1/2/2025-6/30/2025
Tony Chang	Bookstore Clerk/Cashier	Bookstore	1/2/2025-6/30/2025
Michael Beck	Customer Services Assistant	Bookstore	1/2/2025-2/28/2025

Agenda Report Number	14
Subject	Ratification of Meeting Minutes
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

It is recommended that the Personnel Commission ratify the following meeting minutes:

1. 2-19-2025 Regular Meeting
2. 2-26-2025 Special Meeting

Agenda Report Number	15
Subject	Personnel Commission Project Tracking
Date	March 19, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

Classification and Compensation

Job Title	Type of Request	Assigned to	Project Start Date	Date Completed	Progress
Asset Manager	Cyclical Review	OV	1/30/2025		Research & Planning
Assistant Director of Facilities Operations	Cyclical Review	JG	2/25/2025		Upcoming
Bookstore Clerk/Cashier	Cyclical Review	AF	2/19/2025		Research & Planning
Buyer I	Cyclical Review	OV	1/30/2025		Research & Planning
Buyer II	Cyclical Review	OV	1/30/2025		Research & Planning
Campus Store Assistant Manager	Cyclical Review	AF	2/19/2025		Research & Planning
Campus Store Manager	Cyclical Review	AF	2/19/2025		Research & Planning
Campus Store Operations Assistant	Cyclical Review	AF	2/19/2025		Research & Planning
Campus Store Operations Coordinator	Cyclical Review	AF	2/19/2025		Research & Planning
Course Materials Buyer	Cyclical Review	AF	2/19/2025		Research & Planning
Custodial Operations Manager	Cyclical Review	JG	2/25/2025		Research & Planning
Custodial Operations Supervisor	Cyclical Review	JG	2/25/2025		Research & Planning
Custodian	Cyclical Review	JG	2/25/2025		Research & Planning
Customer Services Assistant	Cyclical Review	AF	2/19/2025		Research & Planning
Director of Facilities Operations	Cyclical Review	JG	2/25/2025		Research & Planning
Director of Network Services	Cyclical Review	JL	2/25/2025		Research & Planning

Job Title	Type of Request	Assigned to	Project Start Date	Date Completed	Progress
Director of Procurement, Contracts & Logistics	Cyclical Review	OV	1/30/2025		Research & Planning
Disabled Student Services Assistant	Cyclical Review	JA	6/2/2023	1/16/2024	PC Agenda
Grounds Equipment Operator	Cyclical Review	JG	12/4/2024		Research & Planning
Grounds Manager	Cyclical Review	JG	12/4/2024		Research & Planning
Grounds Supervisor	Cyclical Review	JG	12/4/2024		Research & Planning
Grounds Worker	Cyclical Review	JG	12/4/2024		Research & Planning
Information Systems Administrator	Cyclical Review	JL	2/19/2025		Research & Planning
Information Systems Engineer	Cyclical Review	JL	2/19/2025		Research & Planning
Instructional Media Specialist	Salary Reallocation	OV	10/11/2023		Research & Planning
Instructional Services Manager	New Class	OV			Upcoming
Irrigation Systems Specialist	Cyclical Review	JG	12/4/2024		Research & Planning
KCRW Radio Media and Public Relations Officer	Cyclical Review	JA	6/7/2024		Hold
KCRW Radio Programming Assistant	Cyclical Review	JA	6/7/2024		Development
KCRW Radio Programming Technician	Cyclical Review	JA	6/7/2024		Hold
KCRW Radio Services Assistant	Cyclical Review	JA	6/7/2024		Hold
KCRW Radio Station Assistant Director	Cyclical Review	JA	6/7/2024		Hold
KCRW Radio Station Assistant Engineer	Cyclical Review	JA	6/7/2024		Hold
KCRW Radio Station Director	Cyclical Review	JA	6/7/2024		Development
KCRW Radio Station Engineer	Cyclical Review	JA	6/7/2024		Research & Planning
KCRW Radio Station Operations Manager	Cyclical Review	JA	6/7/2024		Development
KCRW Radio Station Recording Engineer	Cyclical Review	JA	6/7/2024		Research & Planning
KCRW Radio Subscription Services Senior Specialist	Cyclical Review	JA	6/7/2024		Hold

Job Title	Type of Request	Assigned to	Project Start Date	Date Completed	Progress
KCRW Radio Website News Producer	Cyclical Review	JA	6/7/2024		Hold
Lead Custodian	Cyclical Review	JG	2/25/2025		Research & Planning
Lead Receiving, Stockroom & Delivery Worker	Cyclical Review	JA	11/13/2024	2/13/2025	Stakeholder Review
Mail Services Worker I	Cyclical Review	JA	11/13/2024	2/13/2025	PC Agenda
Mail Services Worker II	Cyclical Review	JA	11/13/2024	2/13/2025	PC Agenda
Media Resources Assistant	Position Review	OV	3/7/2025		Research & Planning
Media Resources Assistant	Description Revision	OV	1/15/2025	2/6/2025	Post Approval
Merchandising Buyer	Cyclical Review	AF	2/19/2025		Research & Planning
Network Administrator	Cyclical Review	JL	2/19/2025		Research & Planning
Network Analyst	Cyclical Review	JL	2/19/2025		Research & Planning
Network Communications Technician I	Cyclical Review	JL	2/25/2025		Research & Planning
Network Communications Technician II	Cyclical Review	JL	2/25/2025		Research & Planning
Network Communications Technician III	Cyclical Review	JL	2/25/2025		Research & Planning
Network Engineer	Cyclical Review	JL	2/19/2025		Research & Planning
Network Services Manager	Cyclical Review	JL	2/25/2025		Research & Planning
New Community & Aca Relations-TBD	New Class	OV	2/5/2025		Research & Planning
Property Clerk	Cyclical Review	OV	1/30/2025		Research & Planning
Radio Engineer Manager	Cyclical Review	JA	6/7/2024		Hold
Receiving, Stockroom & Delivery Worker	Cyclical Review	JA	11/13/2024	2/13/2025	Stakeholder Review
Recycling Program Specialist	Cyclical Review	JG			Upcoming
Senior Buyer	Cyclical Review	OV	1/30/2025		Research & Planning
Senior Career Services Advisor	Position Review	AF	6/11/2024	1/21/2025	Stakeholder Review

Job Title	Type of Request	Assigned to	Project Start Date	Date Completed	Progress
Senior Grounds Equipment Operator	Cyclical Review	JG	12/4/2024		Research & Planning
Senior Technology User Support Specialist	Cyclical Review	JL	11/3/2023		Upcoming
Shuttle Driver	Cyclical Review	TM	11/15/2024	2/13/2025	Stakeholder Review
Transportation Operations Coordinator	Cyclical Review	TM	11/15/2024	2/13/2025	Stakeholder Review
Warehouse & Mail Services Manager	Cyclical Review	JA	11/13/2024	2/18/2025	PC Agenda

Recruitment

Work item	Assigned to	Open Date	Close Date	Progress
Case Manager	OV			Upcoming
Community College Police Officer	JG	10/30/2023		Administration
Custodial Operations Manager	JG			Hold
Custodian	JG			Hold
Director of Human Resources	JL	3/11/2025	3/31/2025	Administration
Electrician	AF			Hold
Grounds Manager	JG			Hold
Lead Custodian	TM	2/7/2025	3/3/2025	Administration
Program Specialist	OV	12/20/2024	1/21/2025	PC Agenda
Shuttle Driver	TM	3/10/2025	3/28/2025	Administration
Theatre Technical Specialist (Cont.)	TM	10/15/2021		Administration

VI. Closed Session Start Time: 1:15PM

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Joy Abbott
Ayes	4
Nays	0
Abstentions	0
Amendments/Comments	

Pursuant to GC 54957 –

Public employee appointment, employment, evaluation of performance, discipline, or dismissal

Nothing to report.

Closed Session End Time: 2:28PM

Disposition by the Commission	
Motion Made By	Deborah Jansen
Seconded By	Joy Abbott
Ayes	3
Nays	0
Abstentions	1
Amendments/Comments	Commissioner Leone departed during Closed Session.

VII. Adjournment at 2:30p.m.

Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Deborah Jansen
Ayes	3
Nays	0
Abstentions	0
Amendments/Comments	Commissioner Leone was not present to vote.

Day	Month	Date	Year	Time	Venue
Wednesday	April	16	2025	12:00 p.m.	Board Room/Business Bldg. Room 117
Wednesday	May	21	2025	12:00 p.m.	Board Room/Business Bldg. Room 117
Wednesday	June	18	2025	12:00 p.m.	Board Room/Business Bldg. Room 117

As required by law, the agenda for the March 19, 2025, Regular Meeting of the Santa Monica College Personnel Commission was posted on the Official District Website no later than 72 hours prior to the date and time of this meeting.