

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

III. Agenda Reports: Major Items of Business

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IV. Adjournment

Agenda Report Number	1
Subject	Classification Description Revisions: KCRW Radio Station Operations Manager Cyclical Review
Date	May 28, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Julia Avichouser, Personnel Analyst Amy Gurjian, Classification & Compensation Manager

### **BACKGROUND**

Attached for your approval are the classification revisions for KCRW Radio Station Operations Manager.

As part of the cyclical review process, we are reviewing Santa Monica College descriptions for KCRW. KCRW is National Public Radio's flagship member station in Southern California and a community service of Santa Monica College, with a radio broadcast signal in LA at 89.9 FM, and in Santa Barbara, Ventura, Mojave, Palm Springs, San Luis Obispo, and worldwide via the KCRW app and at kcrw.com. The station broadcasts a comprehensive 24/7 schedule featuring a blend of programming from National Public Radio and other national sources, complemented by original, locally produced content focused on music, news, culture, and community events.

The KCRW Radio Station Operations Manager was established in 1997. This classification has been revised several times since its establishment. The most recent revision was approved during the Hay Study in 2006. There is currently one permanent incumbent in this classification.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for 2023/24. The incumbents in this job discipline and CSEA were invited to participate in study orientations in May and June of 2024, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents were requested to complete Position Description Questionnaires (PDQs) by June 7, 2024. Extensions were provided as requested.

Personnel Commission staff consulted with the KCRW Radio Stations Director, Jennifer Ferro, 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 description. Additional time was provided to gather input and support an accurate and thorough review.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities were 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 scope of responsibilities and job requirements.

A comprehensive survey of 15 established benchmark community colleges was conducted. Due to limited market data, the percentile ranking method for salary placement could not be applied, as at least 30% of surveyed jobs must be matched. Commission staff found that many comparable agencies did not operate a commercial radio station with publicly available salary data. Given there are no internal alignment concerns within this job discipline, it is recommended that the salary placement for this role remain at Range M10 on the Classified Management Salary Schedule.

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

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
KCRW Radio Stations Director	Senior Director of Government Relations & Institutional Communication	A9	\$12,660	\$13,958	88.56%
<i>KCRW Radio Station Operations Manager</i>	<i>KCRW Radio Stations Director</i>	<i>M10</i>	<i>\$6,714</i>	<i>\$8,161</i>	<i>6.12%</i>
KCRW Radio Station Recording Engineer	KCRW Radio Stations Director	37	\$6,327	\$7,690	27.61%
KCRW Radio Station Programming Assistant	KCRW Radio Stations Director	27	\$4,958	\$6,026	

The following job classifications are vacant, and the Department has no immediate plans to fill them, except for the recently vacated KCRW Radio Station Engineer. The Department has also requested to put the review of the remaining job descriptions on hold.

JOB TITLE	RANGE	MIN	MAX
KCRW Radio Station Assistant Director	M20	\$8,569	\$10,415
KCRW Radio Media and Public Relations Officer	44	\$7,500	\$9,116
KCRW Radio Station Engineer*	44	\$7,500	\$9,116
KCRW Radio Station Assistant Engineer	41	\$6,975	\$8,479
KCRW Radio Subscription Services Senior Specialist	40	\$6,803	\$8,269
KCRW Radio Website News Producer	32	\$5,596	\$6,803
KCRW Radio Programming Technician	29	\$5,206	\$6,327
KCRW Radio Services Assistant	28	\$5,076	\$6,170

*\*Recently vacated. Recruitment pending Department review.*

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 KCRW Radio Station Operations Manager.

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



**Santa Monica Community College District  
Personnel Commission**

**KCRW Radio Station Operations Manager**

**CONCEPT OF THE CLASS**

Under general direction, the position in this classification ensures effective technical planning and strategies are in place to deliver maximum value to listeners in the target audience, proper formats are followed for radio programming, announcements, news, and scheduled programs are aired as scheduled, and ensures broadcast staff are properly trained.

**DISTINGUISHING CHARACTERISTICS**

The KCRW Radio Station Operations Manager is responsible for the technical planning of radio programs, ensuring that applicable radio formats and laws are followed, and overseeing broadcast operations.

The KCRW Radio Stations Director is responsible for coordinating fundraising activities, developing strategic operating plans, and evaluating programs for compliance with the overall mission of KCRW.

**ESSENTIAL DUTIES**

Maintains program logs and schedules, ensures that scheduled announcements and advertising air as scheduled, the order airing of breaking news is delivered as dictated by current events and the Radio Station Director, and maintains and retrieves archive library of past programs.

Coordinates some production aspects for select of all programs for broadcast, serves as technical director for national news programs as needed, acquires, records, and manages satellite feeds, and assures proper staffing levels of technicians; interrupts scheduled programming for airing of breaking news or emergency management as authorized by the Radio Station Director.

Maintains accurate records, discrepancy reports, and follow-through communications, and ensures that all on-air broadcast programming complies with FCC rules and regulations.

Supervises and trains radio technicians, ensuring smooth operations of the equipment and broadcasting.

Executes format changes in the way the radio station broadcasts its air product and executes broadcast schedule changes as directed by the Radio Station Director.

Monitors and evaluates program effectiveness and recommends changes required for improvement.

Collaborates across departments, facilitating program execution and providing operational support to ensure the success of programming initiatives.

Participates in generating the long-term program strategy, as well as overseeing and building the current schedule for transmission.

Liaisons with planners to generate ideas for the schedule, and communicate this information to the managing editor for approval.

Coordinates with other college departments and outside representatives to plan the transmission of public service and paid underwriting announcements, Emergency Alert System tests, advertising, and other various national satellite feeds.

Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other College 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**

General direction is received from the KCRW Radio Station Assistant Director.

**Level of Supervision Exercised**

Supervises radio technicians and other KCRW Foundation staff as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge:**

Project management principles, practices, techniques, and tools  
Public radio principles, procedures, operations, and standards  
Knowledge and understanding of radio communications facilities and distribution systems  
Public radio organizational structures, workflows, systems, fundraising, and operating procedures  
FCC and other federal, state and local broadcasting regulations  
On-air and remote broadcasting processes and procedures  
Current and developing trends in radio

[Effective employee supervision, training, evaluation, and development techniques and practices](#)

**Skills & Abilities:**

Develop and deliver presentations  
Supervise and train staff, including organizing, prioritizing, and scheduling work assignments  
Plan, and implement short- and long-range goals  
Create, compose, and edit written materials  
Oversee, coordinate, and support the execution of continuous broadcast schedules on a 24x7 basis

[Operate radio equipment](#)

[Communicate effectively, both orally and in writing](#)

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

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

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

[Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations](#)

[Utilize organizational resources strategically](#)

[Maintain an open and approachable manner and easily build rapport with others](#)

[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

[Read, write and speak in English](#)

**Skill in:**

~~The use of personal computers and related software applications.~~

~~Organizing resources and establishing priorities.~~

~~Operating radio equipment.~~

~~Records maintenance skills.~~

~~Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.~~

**Computer and Equipment Skills:**

~~Competent ability in the use of personal computers, word processing, database management, presentation software and spreadsheet use and ability to learn specialized computer applications used by the department. Ability to use telephone, facsimile machine, copy machine, printers, scanning devices, calculator and general office equipment.~~

#### MINIMUM QUALIFICATIONS

**Education Requirement:**

Associate's degree ~~from an accredited college~~ or equivalent technical/professional school in broadcasting, communications, or a related field.

**Experience Requirement:**

Four ~~(4)~~ years of experience in program management in the broadcasting field, one ~~(1)~~ year of which is performing supervisory duties.

**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.

#### 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 sit, use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually moderate.

#### CLASS DETAIL

**Job Family:**

Community Outreach

**FLSA Status:**

Exempt

**Personnel Commission Approval Date:**

9/17/97

**Class History:**

Radio Operations Manager; Radio Broadcast  
Operations Manager

**Revision Date(s):**

10/18/2000; 11/30/06, 5/28/25

**Santa Monica Community College District  
Personnel Commission**

**KCRW Radio Station Operations Manager**

**CONCEPT OF THE CLASS**

Under general direction, the position in this classification ensures effective technical planning and strategies are in place to deliver maximum value to listeners in the target audience; proper formats are followed for radio programming, announcements, news, and scheduled programs are aired as scheduled, and ensures broadcast staff are properly trained.

**DISTINGUISHING CHARACTERISTICS**

The **KCRW Radio Station Operations Manager** is responsible for the technical planning of radio programs, ensuring that applicable radio formats and laws are followed, and overseeing broadcast operations.

The **KCRW Radio Stations Director** is responsible for coordinating fundraising activities, developing strategic operating plans, and evaluating programs for compliance with the overall mission of KCRW.

**ESSENTIAL DUTIES**

Maintains program logs and schedules, ensures that scheduled announcements and advertising air as scheduled, the order airing of breaking news is delivered as dictated by current events and the Radio Station Director, and maintains and retrieves archive library of past programs.

Coordinates some production aspects for select programs for broadcast, serves as technical director for national news programs as needed, acquires, records, and manages satellite feeds, and assures proper staffing levels of technicians; interrupts scheduled programming for airing of breaking news or emergency management as authorized by the Radio Station Director.

Maintains accurate records, discrepancy reports, and follow-through communications, and ensures that all on-air broadcast programming complies with FCC rules and regulations.

Supervises and trains radio technicians, ensuring smooth operations of the equipment and broadcasting.

Executes format changes in the way the radio station broadcasts its air product and executes broadcast schedule changes as directed by the Radio Station Director.

Monitors and evaluates program effectiveness and recommends changes required for improvement.

Collaborates across departments, facilitating program execution and providing operational support to ensure the success of programming initiatives.

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***

General direction is received from the KCRW Radio Station Director.

***Level of Supervision Exercised***

Supervises radio technicians and other KCRW Foundation staff as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge:**

Project management principles, practices, techniques, and tools

Public radio principles, procedures, operations, and standards

Knowledge and understanding of radio communications facilities and distribution systems

Public radio organizational structures, workflows, systems, fundraising, and operating procedures

FCC and other federal, state and local broadcasting regulations  
On-air and remote broadcasting processes and procedures  
Current and developing trends in radio  
Effective employee supervision, training, evaluation, and development techniques and practices

**Skills & Abilities:**

Develop and deliver presentations  
Supervise and train staff, including organizing, prioritizing, and scheduling work assignments  
Plan, and implement short- and long-range goals  
Create, compose, and edit written materials  
Oversee, coordinate, and support the execution of continuous broadcast schedules on a 24x7 basis  
Operate radio equipment  
Communicate effectively, both orally and in writing  
Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility  
Operate a computer using computer applications, programs and standard office equipment  
Stay updated on technology changes and adapt to new technologies  
Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations  
Utilize organizational resources strategically  
Maintain an open and approachable manner and easily build rapport with others  
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:**

Associate's degree or equivalent technical/professional school in broadcasting, communications, or a related field.

**Experience Requirement:**

Four years of experience in program management in the broadcasting field, one year of which is performing supervisory duties.

**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.

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 sit, use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually moderate.

CLASS DETAIL

<b>Job Family:</b>	Community Outreach
<b>FLSA Status:</b>	Exempt
<b>Personnel Commission Approval Date:</b>	9/17/97
<b>Class History:</b>	Radio Operations Manager; Radio Broadcast Operations Manager
<b>Revision Date(s):</b>	10/18/2000; 11/30/06, 5/28/25

Agenda Report Number	2
Subject	Classification Description Revisions: KCRW Radio Station Programming Assistant Cyclical Review
Date	May 28, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Julia Avichouser, Personnel Analyst Amy Gurjian, Classification & Compensation Manager

### **BACKGROUND**

Attached for your approval are the classification revisions for KCRW Radio Station Programming Assistant.

As part of the cyclical review process, we are reviewing Santa Monica College descriptions for KCRW. KCRW is National Public Radio's flagship member station in Southern California and a community service of Santa Monica College, with a radio broadcast signal in LA at 89.9 FM, and in Santa Barbara, Ventura, Mojave, Palm Springs, San Luis Obispo, and worldwide via the KCRW app and at kcrw.com. The station broadcasts a comprehensive 24/7 schedule featuring a blend of programming from National Public Radio and other national sources, complemented by original, locally produced content focused on music, news, culture, and community events.

The KCRW Radio Station Programming Assistant was established in 1990. This classification was last revised during the Hay Study in 2006. There is currently one permanent incumbent in this classification.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for 2023/24. The incumbents in this job discipline and CSEA were invited to participate in study orientations in May and June of 2024, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents were requested to complete Position Description Questionnaires (PDQs) by June 7, 2024. Extensions were provided as requested.

Personnel Commission staff consulted with the KCRW Radio Stations Director, Jennifer Ferro, 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 description. Additional time was provided to gather input and support an accurate and thorough review.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities were 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 scope of responsibilities and job requirements.

A comprehensive survey of 15 established benchmark community colleges was conducted. Due to limited market data, the percentile ranking method for salary placement could not be applied, as at least 30% of surveyed jobs must be matched. Commission staff found that many comparable agencies did not operate a commercial radio station with publicly available salary data. Given there are no internal alignment concerns within this job discipline, it is recommended that the salary placement for this role remain at Range 27 on the Classified Salary Schedule.

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

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
KCRW Radio Stations Director	Senior Director of Government Relations & Institutional Communication	A9	\$12,660	\$13,958	88.56%
KCRW Radio Station Operations Manager	KCRW Radio Stations Director	M10	\$6,714	\$8,161	6.12%
KCRW Radio Station Recording Engineer	KCRW Radio Stations Director	37	\$6,327	\$7,690	27.61%
<i>KCRW Radio Station Programming Assistant</i>	<i>KCRW Radio Stations Director</i>	<i>27</i>	<i>\$4,958</i>	<i>\$6,026</i>	



The following job classifications are vacant, and the Department has no immediate plans to fill them, except for the recently vacated KCRW Radio Station Engineer. The Department has also requested to put the review of the remaining job descriptions on hold.

JOB TITLE	RANGE	MIN	MAX
KCRW Radio Station Assistant Director	M20	\$8,569	\$10,415
KCRW Radio Media and Public Relations Officer	44	\$7,500	\$9,116
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KCRW Radio Station Assistant Engineer	41	\$6,975	\$8,479
KCRW Radio Subscription Services Senior Specialist	40	\$6,803	\$8,269
KCRW Radio Website News Producer	32	\$5,596	\$6,803
KCRW Radio Programming Technician	29	\$5,206	\$6,327
KCRW Radio Services Assistant	28	\$5,076	\$6,170

*\*Recently vacated. Recruitment pending Department review.*

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

### **RECOMMENDATION**

It is recommended that the Commission approve the proposed classification description revisions for KCRW Radio Station Programming Assistant.

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

**Santa Monica Community College District  
Personnel Commission**

**KCRW Radio Programming Assistant**

**CONCEPT OF THE CLASS**

Under general supervision, the position in this classification assists the music director with a variety of music programming duties, including planning logistics for fundraising events, compiling music files, and establishing relationships with music industry personnel to maintain the radio station's musical offerings.

The position in this classification assists the music director by communicating music department policies and assists with the production of nationally syndicated music shows.

**DISTINGUISHING CHARACTERISTICS**

The **KCRW Radio Programming Assistant** is responsible for planning radio station events, compiling music programming content, and maintaining music industry relationships for the KCRW radio station.

The **KCRW Radio Station Engineer** designs, organizes, and supervises the acquisition, installation and maintenance of all radio station technical systems.

The **Radio Station Recording Engineer** performs specialized technical work to produce professional-quality promotional announcements.

**ESSENTIAL DUTIES**

Assists the host of syndicated music shows by submitting music tracks obtained from the music library, scheduling guests for interviews and performances, and monitoring the airing of announcements.

Assists the music team in planning events by pitching artists, suggesting venue locations, and scheduling guests for fundraisers and music sessions hosted by the KCRW radio station to ensure an engaging lineup that enhances the station's cultural offerings and strengthens relationships with listeners and supporters.

Contacts external DJs to secure substitute hosts for KCRW on-air DJs; develops on-air calendar for programmers.

Contacts records labels, artist management, concert venues, and promoters to initiate and show persistence in obtaining special promotions (e.g., prizes on CD's, sweepstakes for biannual on air fundraisers, and trips for two) and guest appearances.

Obtains copyright clearance from song owners and publishers.

Reviews promotions and giveaways with radio station staff and uses music industry knowledge to recommend the best choice for the radio station to feature.

Communicates and answers any questions about music department policy. ~~or government regulations affecting radio broadcasting.~~

Maintains the accurate and comprehensive preservation of the station's musical history to facilitate easy access for future reference and programming.

Answers questions from listeners, subscribers, and ~~the~~ general public with guidance from relevant resources, to ensure accurate and helpful information is provided.

~~Coordinates schedules of volunteers and answers any questions they may have about radio station procedures, regulations, and policy affecting the work they perform~~

~~Assists in the on-air cross-promotion between music and news programs by ensuring the host records the promotion and the news staff receive the promotion for airing~~

~~Develops on-air calendar for programmers.~~

~~Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other College employees, and the public.~~

~~Monitor music department budget for expenditures.~~

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 general supervision ~~from~~ of the KCRW ~~Assistant~~ Director and Music Director, receives assignments and is expected to carry them through completion with substantial independence.

##### **Level of Supervision Exercised**

~~None.~~ Positions in this classification do not supervise other employees, but may provide guidance to volunteers and contracted employees.

#### KNOWLEDGE, SKILLS AND ABILITIES

##### **Knowledge:**

Public radio principles, procedures, operations, and standards

Music department procedures and policies

Radio program production

~~Knowledge and understanding of radio communications facilities and distribution systems~~

~~Public radio organizational structures, workflows, systems, fundraising, and operating procedures~~

FCC and other federal, state and local broadcasting regulations

Principles and techniques used to continuously develop work relationships, contacts, and professional networks

Techniques for accurate record-keeping, filing, and organizing of information

English usage, vocabulary, spelling, grammar and punctuation

##### **Skills & Abilities:**

Learn specialized computer applications used by the department

Establish and maintain cooperative and professional contacts with the music industry such as musicians, record labels, and agents

Maintain accurate musical records

Organize, set priorities, multitask, and exercise sound independent judgement in a fast-paced environment with shifting priorities and short timelines

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

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

~~Communicate well in oral and in written form~~

~~Read, write and speak, in English~~

~~Multi-task duties~~

~~Skill in:~~

~~Organizing resources and establishing priorities.~~

~~Records maintenance.~~

~~Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.~~

##### **Computer and Equipment Skills:**

~~Competent ability in the use of personal computers, word processing, ability to learn specialized computer applications used by the department in performing the duties of the job. Ability to use telephone, facsimile machine, copy machine, printers, scanning devices, calculator and general office equipment.~~

#### MINIMUM QUALIFICATIONS

**Education Requirement:**

High school diploma or ~~general education degree (GED) supplemented by equivalent~~ eCollege coursework in business, communications or journalism or a related field.

**Experience Requirement:**

~~Five~~<sup>Two</sup> (2) years of experience in ~~the music industry~~ ~~public relations~~ providing support to the production of a radio program.

**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.

#### 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 sit, use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 10 pounds with or without assistance and with or without the aid of lifting devices to assist in the lifting effort. While performing the duties of this job, the noise level in the work environment is usually moderate.

#### CLASS DETAIL

<b>Job Family:</b>	Community Outreach
<b>FLSA Status:</b>	Non-exempt
<b>Personnel Commission Approval Date:</b>	9/19/90
<b>Class History:</b>	KCRW Programming Assistant
<b>Revision Date(s):</b>	11/30/06, <u>5/28/25</u>

**Santa Monica Community College District  
Personnel Commission**

**KCRW Radio Programming Assistant**

**CONCEPT OF THE CLASS**

Under general supervision, the position in this classification assists the music director with a variety of music programming duties, including planning logistics for fundraising events, compiling music files, and establishing relationships with music industry personnel to maintain the radio station's musical offerings.

**DISTINGUISHING CHARACTERISTICS**

The **KCRW Radio Programming Assistant** is responsible for planning radio station events, compiling music programming content, and maintaining music industry relationships for the KCRW radio station.

The **KCRW Radio Station Engineer** designs, organizes, and supervises the acquisition, installation and maintenance of all radio station technical systems.

The **Radio Station Recording Engineer** performs specialized technical work to produce professional-quality promotional announcements.

**ESSENTIAL DUTIES**

Assists the music team in planning events by pitching artists, suggesting venue locations, and scheduling guests for fundraisers and music sessions hosted by the KCRW radio station to ensure an engaging lineup that enhances the station's cultural offerings and strengthens relationships with listeners and supporters.

Contacts external DJs to secure substitute hosts for KCRW on-air DJs; develops on-air calendar for programmers.

Contacts records labels, artist management, concert venues, and promoters to initiate and show persistence in obtaining special promotions and guest appearances.

Obtains copyright clearance from song owners and publishers.

Reviews promotions and giveaways with radio station staff and uses music industry knowledge to recommend the best choice for the radio station to feature.

Communicates and answers any questions about music department policy.

Maintains the accurate and comprehensive preservation of the station's musical history to facilitate easy access for future reference and programming.

Answers questions from listeners, subscribers, and the general public with guidance from relevant resources, to ensure accurate and helpful information is provided.

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 general supervision from the KCRW Director and Music Director, receives assignments and is expected to carry them through completion with substantial independence.

***Level of Supervision Exercised***

Positions in this classification do not supervise other employees, but may provide guidance to volunteers and contracted employees.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge:**

Public radio principles, procedures, operations, and standards

Music department procedures and policies

Radio program production



FCC and other federal, state and local broadcasting regulations

Principles and techniques used to continuously develop work relationships, contacts, and professional networks

Techniques for accurate record-keeping, filing, and organizing of information

English usage, vocabulary, spelling, grammar and punctuation

**Skills & Abilities:**

Learn specialized computer applications used by the department

Establish and maintain cooperative and professional contacts with the music industry such as musicians, record labels, and agents

Maintain accurate musical records

Organize, set priorities, multitask, and exercise sound independent judgement in a fast-paced environment with shifting priorities and short timelines

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

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:**

High school diploma or equivalent. College coursework in business, communications or journalism or a related field.

**Experience Requirement:**

Five years of experience in the music industry providing support to the production of a radio program.

**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.

**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 sit, use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 10 pounds with or without assistance and with or without the aid of lifting devices to assist in the lifting effort. While performing the duties of this job, the noise level in the work environment is usually moderate.

**CLASS DETAIL**

**Job Family:**

Community Outreach

**FLSA Status:**

Non-exempt

**Personnel Commission Approval Date:**

9/19/90

**Class History:**

KCRW Programming Assistant

**Revision Date(s):**

11/30/06, 5/28/25

Agenda Report Number	3
Subject	Classification Description Revisions: KCRW Radio Station Recording Engineer Cyclical Review
Date	May 28, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Julia Avichouser, Personnel Analyst Amy Gurjian, Classification & Compensation Manager

### **BACKGROUND**

Attached for your approval are the classification revisions for KCRW Radio Station Recording Engineer.

As part of the cyclical review process, we are reviewing Santa Monica College descriptions for KCRW. KCRW is National Public Radio's flagship member station in Southern California and a community service of Santa Monica College, with a radio broadcast signal in LA at 89.9 FM, and in Santa Barbara, Ventura, Mojave, Palm Springs, San Luis Obispo, and worldwide via the KCRW app and at kcrw.com. The station broadcasts a comprehensive 24/7 schedule featuring a blend of programming from National Public Radio and other national sources, complemented by original, locally produced content focused on music, news, culture, and community events.

The KCRW Radio Station Recording Engineer was established in 1977. This classification has been revised several times since its establishment. The most recent revision was approved during the Hay Study in 2006. There is currently one permanent incumbent in this classification.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for 2023/24. The incumbents in this job discipline and CSEA were invited to participate in study orientations in May and June of 2024, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents were requested to complete Position Description Questionnaires (PDQs) by June 7, 2024. Extensions were provided as requested.

Personnel Commission staff consulted with the KCRW Radio Stations Director, Jennifer Ferro, 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 description. Additional time was provided to gather input and support an accurate and thorough review.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities were 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 scope of responsibilities and job requirements.

A comprehensive survey of 15 established benchmark community colleges was conducted. Due to limited market data, the percentile ranking method for salary placement could not be applied, as at least 30% of surveyed jobs must be matched. Commission staff found that many comparable agencies did not operate a commercial radio station with publicly available salary data. Given there are no internal alignment concerns within this job discipline, it is recommended that the salary placement for this role remain at Range 37 on the Classified Salary Schedule.

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

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
KCRW Radio Stations Director	Senior Director of Government Relations & Institutional Communication	A9	\$12,660	\$13,958	88.56%
KCRW Radio Station Operations Manager	KCRW Radio Stations Director	M10	\$6,714	\$8,161	6.12%
<b><i>KCRW Radio Station Recording Engineer</i></b>	<b><i>KCRW Radio Stations Director</i></b>	<b><i>37</i></b>	<b><i>\$6,327</i></b>	<b><i>\$7,690</i></b>	<b><i>27.61%</i></b>
KCRW Radio Station Programming Assistant	KCRW Radio Stations Director	27	\$4,958	\$6,026	



The following job classifications are vacant, and the Department has no immediate plans to fill them, except for the recently vacated KCRW Radio Station Engineer. The Department has also requested to put the review of the remaining job descriptions on hold.

JOB TITLE	RANGE	MIN	MAX
KCRW Radio Station Assistant Director	M20	\$8,569	\$10,415
KCRW Radio Media and Public Relations Officer	44	\$7,500	\$9,116
KCRW Radio Station Engineer*	44	\$7,500	\$9,116
KCRW Radio Station Assistant Engineer	41	\$6,975	\$8,479
KCRW Radio Subscription Services Senior Specialist	40	\$6,803	\$8,269
KCRW Radio Website News Producer	32	\$5,596	\$6,803
KCRW Radio Programming Technician	29	\$5,206	\$6,327
KCRW Radio Services Assistant	28	\$5,076	\$6,170

*\*Recently vacated. Recruitment pending Department review.*

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

#### **RECOMMENDATION**

It is recommended that the Commission approve the proposed classification description revisions for KCRW Radio Station Recording Engineer.

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

**Santa Monica Community College District  
Personnel Commission**

**KCRW Radio Station Recording Engineer**

**CONCEPT OF THE CLASS**

Under general supervision, the position in this classification performs specialized technical work to produce professional quality programs and promotional announcements.

The position in this classification, produces and oversees production and quality control of radio programs, and administers radio production studios and equipment.

**DISTINGUISHING CHARACTERISTICS**

The **KCRW Radio Programming Assistant** is responsible for planning radio station events, compiling music programming content, and maintaining music industry relationships for the KCRW radio station.

The **KCRW Radio Station Engineer** designs, organizes and supervises the acquisition, installation and maintenance of all radio station technical systems.

**ESSENTIAL DUTIES**

Produces radio programs by generating story ideas, writing scripts, and identifying program guests in order to create engaging and informative content; makes decisions on artistic and editorial aspects of radio programs.

Performs digital computer editing and assembly of radio programs to ensure high-quality audio production for special projects.

Engineers and records radio interviews, commentaries, music and production elements to support radio operations.

Schedules, trains, and supervises contract recording engineers.

Schedules and administers radio production studios and equipment.

Repairs audio equipment and computer.

Evaluates and requisitions purchasing of audio equipment and supplies.

Plans technical logistics for remote radio broadcasts.

Collaborates with KCRW Music Director editorial staff on radio programming.

Works with contract recording engineers, radio program producers, and computer technicians to ensure efficiency and quality of radio program production; coordinates the hiring and scheduling of contract employees.

Produces promotional content, such as on-air commercials, by recording audio and editing the material to create persuasive messaging.

Arranges for purchase of audio equipment and determines studio configuration; makes decisions on artistic and editorial aspects of radio programs.

Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other College 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 general supervision, the employee receives assignments from the KCRW Radio Station Director, and is expected to carry them through to completion with substantial independence. General direction is received from the KCRW Radio Station Assistant Director.

**Level of Supervision Exercised**

Does not supervise classified employees ~~but may direct and train contract recording engineers.~~

#### KNOWLEDGE, SKILLS AND ABILITIES

##### **Knowledge:**

Digital recording concepts and troubleshooting techniques  
Journalistic and editorial concepts, music mixing, and recording studio design and ergonomics  
Public radio program formats and techniques  
Knowledge and understanding of radio communications facilities and distribution systems  
FCC and other federal, state and local broadcasting regulations  
On-air and remote broadcasting processes and procedures  
Current and developing trends in radio  
[Techniques for accurate record-keeping, filing, and organizing of information](#)  
[English usage, vocabulary, spelling, grammar and punctuation](#)

##### **Skills & Abilities:**

Edit material while maintaining artistic appeal, clarity and quality  
~~Develop and deliver design specifications for radio studio~~  
Develop, plan, and implement short- and long-range goals  
Produce work through sub-contractors  
[Operate radio equipment](#)  
~~Read blueprints and schematics~~  
~~Communicate proficiently in oral and in written form~~  
~~Read, write and speak English~~  
~~Multi-task duties~~  
Learn specialized computer applications used by the department  
[Organize, set priorities, multitask, and exercise sound independent judgment in a fast-paced environment with shifting priorities and short timelines](#)  
[Operate a computer using computer applications, programs and standard office equipment](#)  
[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

##### **Skill in:**

~~The use of personal computers and related software applications~~  
~~Determining audio problems and finding solutions~~  
~~Organizing resources and establishing priorities~~  
~~Operating radio equipment~~  
~~Records maintenance skills~~  
Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community

##### **Computer and Equipment Skills:**

~~Primarily important to competently operate radio station recording equipment. Basic ability in the use of personal computers, word processing, ability to learn specialized computer applications used by the department in performing the duties of the job, particularly computer audio production software.~~

#### MINIMUM QUALIFICATIONS

**Education Requirement:**

Bachelor's degree ~~in from an accredited college~~ in radio communications, radio broadcasting, or a related field.

**Experience Requirement:**

~~Three~~Five years of experience in radio production, music recording and mixing, and public radio program formats and techniques.

**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.

#### 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 sit, use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 50 pounds with or without assistance and with or without the aid of lifting devices to assist in the lifting effort. Some risk of electrical shock. While performing the duties of this job, the noise level in the work environment is usually moderate.

#### CLASS DETAIL

<b>Job Family:</b>	Community Outreach
<b>FLSA Status:</b>	Non-exempt
<b>Personnel Commission Approval Date:</b>	06/77
<b>Class History:</b>	Technical Assistant II – Radio; Radio Station Recording Engineer
<b>Revision Date(s):</b>	10/25/79; 12/84; 11/30/06, <u>5/28/25</u>

**Santa Monica Community College District  
Personnel Commission**

**KCRW Radio Station Recording Engineer**

**CONCEPT OF THE CLASS**

Under general supervision, the position in this classification performs specialized technical work to produce professional quality programs and promotional announcements.

**DISTINGUISHING CHARACTERISTICS**

The **KCRW Radio Programming Assistant** is responsible for planning radio station events, compiling music programming content, and maintaining music industry relationships for the KCRW radio station.

The **KCRW Radio Station Engineer** designs, organizes and supervises the acquisition, installation and maintenance of all radio station technical systems.

**ESSENTIAL DUTIES**

Produces radio programs by generating story ideas, writing scripts, and identifying program guests in order to create engaging and informative content; makes decisions on artistic and editorial aspects of radio programs.

Performs digital computer editing to ensure high-quality audio production for special projects.

Engineers and records radio interviews, commentaries, music and production elements to support radio operations.

Collaborates with KCRW editorial staff on radio programming.

Works with contract recording engineers, radio program producers, and computer technicians to ensure efficiency and quality of radio program production; coordinates the hiring and scheduling of contract employees.

Produces promotional content, such as on-air commercials, by recording audio and editing the material to create persuasive messaging.

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 general supervision, the employee receives assignments from the KCRW Radio Station Director, and is expected to carry them through to completion with substantial independence.

***Level of Supervision Exercised***

Does not supervise classified employees.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge:**

Digital recording concepts and troubleshooting techniques

Journalistic and editorial concepts, music mixing, and recording studio design and ergonomics

Public radio program formats and techniques

Knowledge and understanding of radio communications facilities and distribution systems

FCC and other federal, state and local broadcasting regulations

On-air and remote broadcasting processes and procedures

Current and developing trends in radio

Techniques for accurate record-keeping, filing, and organizing of information

English usage, vocabulary, spelling, grammar and punctuation

**Skills & Abilities:**

Edit material while maintaining artistic appeal, clarity and quality

Develop, plan, and implement short- and long-range goals

Produce work through sub-contractors

Operate radio equipment

Learn specialized computer applications used by the department

Organize, set priorities, multitask, and exercise sound independent judgment in a fast-paced environment with shifting priorities and short timelines

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

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:**

Bachelor's degree in radio communications, radio broadcasting, or a related field.

**Experience Requirement:**

Five years of experience in radio production, music recording and mixing, and public radio program formats and techniques.

**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.

**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 sit, use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 50 pounds with or without assistance and with or without the aid of lifting devices to assist in the lifting effort. Some risk of electrical shock. While performing the duties of this job, the noise level in the work environment is usually moderate.

**CLASS DETAIL**

**Job Family:**

Community Outreach

**FLSA Status:**

Non-exempt

**Personnel Commission Approval Date:**

06/77

**Class History:**

Technical Assistant II – Radio; Radio Station  
Recording Engineer

**Revision Date(s):**

10/25/79; 12/84; 11/30/06; 5/28/25



Agenda Report Number	4
Subject	Classification Description Revisions: KCRW Radio Stations Director Cyclical Review
Date	May 28, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Julia Avichouser, Personnel Analyst Amy Gurjian, Classification & Compensation Manager

### **BACKGROUND**

Attached for your approval are the classification revisions for KCRW Radio Stations Director.

As part of the cyclical review process, we are reviewing Santa Monica College descriptions for KCRW. KCRW is National Public Radio's flagship member station in Southern California and a community service of Santa Monica College, with a radio broadcast signal in LA at 89.9 FM, and in Santa Barbara, Ventura, Mojave, Palm Springs, San Luis Obispo, and worldwide via the KCRW app and at kcrw.com. The station broadcasts a comprehensive 24/7 schedule featuring a blend of programming from National Public Radio and other national sources, complemented by original, locally produced content focused on music, news, culture, and community events.

The KCRW Radio Stations Director was established in 1977. This classification has been revised several times since its establishment. The most recent revision was approved during the Hay Study in 2006. There is currently one permanent incumbent in this classification.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for 2023/24. The incumbents in this job discipline and CSEA were invited to participate in study orientations in May and June of 2024, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents were requested to complete Position Description Questionnaires (PDQs) by June 7, 2024. Extensions were provided as requested.

Personnel Commission staff consulted with the Senior Director of Government Relations & Institutional Communication, Don Girard, 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 description. Additional time was provided to gather input and support an accurate and thorough review.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities were 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 scope of responsibilities and job requirements.

A comprehensive survey of 15 established benchmark community colleges was conducted. Due to limited market data, the percentile ranking method for salary placement could not be applied, as at least 30% of surveyed jobs must be matched. Commission staff found that many comparable agencies did not operate a commercial radio station with publicly available salary data. Given there are no internal alignment concerns within this job discipline, it is recommended that the salary placement for this role to remain at Range A9 on the Classified Administrator Salary Schedule.

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

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
<i>KCRW Radio Stations Director</i>	<i>Senior Director of Government Relations &amp; Institutional Communication</i>	<i>A9</i>	<i>\$12,660</i>	<i>\$13,958</i>	<i>88.56%</i>
KCRW Radio Station Operations Manager	KCRW Radio Stations Director	M10	\$6,714	\$8,161	6.12%
KCRW Radio Station Recording Engineer	KCRW Radio Stations Director	37	\$6,327	\$7,690	27.61%
KCRW Radio Station Programming Assistant	KCRW Radio Stations Director	27	\$4,958	\$6,026	



The following job classifications are vacant, and the Department has no immediate plans to fill them, except for the recently vacated KCRW Radio Station Engineer. The Department has also requested to put the review of the remaining job descriptions on hold.

JOB TITLE	RANGE	MIN	MAX
KCRW Radio Station Assistant Director	M20	\$8,569	\$10,415
KCRW Radio Media and Public Relations Officer	44	\$7,500	\$9,116
KCRW Radio Station Engineer*	44	\$7,500	\$9,116
KCRW Radio Station Assistant Engineer	41	\$6,975	\$8,479
KCRW Radio Subscription Services Senior Specialist	40	\$6,803	\$8,269
KCRW Radio Website News Producer	32	\$5,596	\$6,803
KCRW Radio Programming Technician	29	\$5,206	\$6,327
KCRW Radio Services Assistant	28	\$5,076	\$6,170

*\*Recently vacated. Recruitment pending Department review.*

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 KCRW Radio Stations Director.

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Barbara Greenstein
Ayes	4
Nays	0
Abstentions	0
Amendments/Comments	There was a need for clarification on the positions title-KCRW Radion Stations Director. Director Long confirmed that the position title is plural because KCRW is multiple stations.

**Santa Monica Community College District  
Personnel Commission**

**KCRW Radio Stations Director**

**CONCEPT OF THE CLASS**

Under administrative direction, the position in this classification oversees, coordinates, and administers a range of operational, administrative, and fundraising activities in direct support of the delivery of 24-hour radio programming by KCRW. Participates in the development and administration of strategic and operating plans, and evaluates programs for compliance with the overall mission of KCRW.

**KCRW operates four full-service stations and 10 translators: KCRW (89.9) Los Angeles/Orange County; KCRY (88.1) Mojave/Antelope Valley; KCRI (89.3) Palm Springs/Indio; KCRU (89.1) Ventura/Santa Barbara counties.**

**ESSENTIAL DUTIES**

Oversees and coordinates the continuous, multifaceted operations of the radio station, ensuring compliance with broadcast standards, university policies, and relevant federal and state laws and regulations.

Plans, develops, and oversees the station's national programming; fosters and expands station's role as a program provider to enhance the station's reputation in the U.S. and worldwide through the internet.

Maintains the radio station's reputational integrity by promoting a positive public image through community engagement and responsible programming.

Oversees and participates in the creation of new radio programs; determines placement of new programs into radio station program schedule.

Maintains accurate schedules, records, discrepancy reports, and follow-through communications, and ensures that all on-air broadcast programming complies with FCC rules and regulations.

Directs and administers the provision of day-to-day operation support to the various sub-units of the station, including the non-engineering portions of the station's physical plant, space allocation and utilization, station supplies and inventory, and station safety and security.

Directs and oversees all radio station fundraising activities and events; collaborates with KCRW Foundation to organize and encourage various fundraising activities, such as capital campaigns, major donor giving, underwriting and foundation funding.

Oversees and plans marketing and promotion activities. ~~including direct mail, on air campaigns, station events, and trade-out advertising in newspapers, magazines, buses, movie theaters, etc.~~

Participates in the establishment, organization, and implementation of short- and long-range goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness and effects changes required for improvement.

Oversees the expansion of the station to new markets to increase KCRW's coverage area; oversees filing and grant applications for Federal agencies.

Plans, designs, establishes, and maintains organizational structures and systems that enable community volunteer staff members to effectively accomplish the organization's mission, goals, and objectives.

Plans for new technologies that transform media (e.g., internet and digital broadcasting); plans and oversees the growth and development of station's website and creates strategies for income and audience growth, fosters web partnerships with internet services providers and develops links with relevant websites.

Assigns, allocates work, and generally oversees volunteer personnel engaged in continuous station operations; performs recruitment, training, scheduling, retention, problem resolution, and performance management.

Coordinates departmental workshops, special projects, and events; may serve on unit committees and task forces.

Develops and implements systems to maintain records on station operations, volunteers, equipment, and compliance activities; prepares regular and ad-hoc reports.

Develops and manages KCRW's annual operating budget.

Participates in industry knowledge/related conferences and meetings. Participates in national public radio activities and public radio international and statewide organizations.

~~Maintains a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other College 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**

Receives general direction from the Senior Director of Government Relations and Institutional Communication.

##### **Level of Supervision Exercised**

Directly supervises or supervises through others, employees and volunteers of the Department.

#### KNOWLEDGE, SKILLS AND ABILITIES

##### **Knowledge:**

Project management principles, practices, techniques, and tools

Public radio principles, procedures, operations, and standards

Radio communications facilities and distribution systems

Public radio organizational structures, workflows, systems, fundraising, and operating procedures

FCC and other federal, state and local broadcasting regulations

Inventory management practices

Facilities management, physical plant, safety, and building safety and security procedures

On-air and remote broadcasting processes and procedures

Budgeting and fiscal management principles and procedures

Current and developing trends in radio

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

Principles of supervision and training

##### **Skills & Abilities:**

Develop and deliver presentations

Supervise and train staff, including organizing, prioritizing, and scheduling work assignments

Develop, plan, and implement short- and long-range goals

Create, compose, and edit written materials

Lead and motivate volunteer staff

Oversee, coordinate, and support the execution of continuous broadcast schedules on a 24x7 basis

Travel and attend evening and weekend meetings

Read, write, and speak English

Communicate effectively, both orally and in writing

Organize, set priorities, multitask, and exercise sound independent judgment in a fast-paced environment with shifting priorities and short timelines

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

Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

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

Examine and develop station operations and procedures, formulate policy, and implement organizational strategies

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

**Skill in:**

~~The use of personal computers and related software applications.~~

~~Organizing resources and establishing priorities.~~

~~Examining and developing station operations and procedures, formulating policy, and implementing organizational strategies and procedures.~~

~~Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.~~

**MINIMUM QUALIFICATIONS**

**Education Requirement:**

Bachelor's degree ~~from an accredited four-year college or university~~ with coursework in management or accounting or a closely-related field.

**Experience Requirement:**

~~Ten years of experience in radio station operations, including five years in leadership and people management. Proven expertise in fundraising, strategic planning, and collaborating with Boards to drive organizational success. Ten (10) years progressively responsible experience at a radio station with a minimum of five (5) years managing people; experience in fund-raising and working with Boards.~~

**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.

**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 sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually moderate.

**CLASS DETAIL**

<b>Job Family:</b>	Community Outreach
<b>FLSA Status:</b>	Exempt
<b>Personnel Commission Approval Date:</b>	08/77
<b>Class History:</b>	Director – Radio Stations
<b>Revision Date(s):</b>	09/84; 09/17/97; 11/30/06, <u>5/28/25</u>



**Santa Monica Community College District  
Personnel Commission**

**KCRW Radio Stations Director**

**CONCEPT OF THE CLASS**

Under administrative direction, the position in this classification oversees, coordinates, and administers a range of operational, administrative, and fundraising activities in direct support of the delivery of 24-hour radio programming by KCRW. Participates in the development and administration of strategic and operating plans, and evaluates programs for compliance with the overall mission of KCRW.

**KCRW operates four full-service stations and 10 translators: KCRW (89.9) Los Angeles/Orange County; KCRY (88.1) Mojave/Antelope Valley; KCRI (89.3) Palm Springs/Indio; KCRU (89.1) Ventura/Santa Barbara counties.**

**ESSENTIAL DUTIES**

Oversees and coordinates the continuous, multifaceted operations of the radio station, ensuring compliance with broadcast standards, university policies, and relevant federal and state laws and regulations.

Plans, develops, and oversees the station's national programming; fosters and expands station's role as a program provider to enhance the station's reputation in the U.S. and worldwide through the internet.

Maintains the radio station's reputational integrity by promoting a positive public image through community engagement and responsible programming.

Oversees and participates in the creation of new radio programs; determines placement of new programs into radio station program schedule.

Maintains accurate schedules, records, discrepancy reports, and follow-through communications, and ensures that all on-air broadcast programming complies with FCC rules and regulations.

Directs and administers the provision of day-to-day operation support to the various sub-units of the station, including the non-engineering portions of the station's physical plant, space allocation and utilization, station supplies and inventory, and station safety and security.

Directs and oversees all radio station fundraising activities and events; collaborates with KCRW Foundation to organize and encourage various fundraising activities, such as capital campaigns, major donor giving, underwriting and foundation funding.

Oversees and plans marketing and promotion activities.

Participates in the establishment, organization, and implementation of short- and long-range goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness and effects changes required for improvement.

Oversees the expansion of the station to new markets to increase KCRW's coverage area; oversees filing and grant applications for Federal agencies.

Plans, designs, establishes, and maintains organizational structures and systems that enable staff members to effectively accomplish the organization's mission, goals, and objectives.

Plans for new technologies that transform media (e.g., internet and digital broadcasting); creates strategies for income and audience growth.

Assigns, allocates work, and generally oversees volunteer personnel engaged in continuous station operations; performs recruitment, training, scheduling, retention, problem resolution, and performance management.

Coordinates departmental workshops, special projects, and events; may serve on unit committees and task forces.

Develops and implements systems to maintain records on station operations, volunteers, equipment, and compliance activities; prepares regular and ad-hoc reports.

Develops and manages KCRW's annual operating budget.

Participates in industry knowledge/related conferences and meetings.

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**

Receives general direction from the Senior Director of Government Relations and Institutional Communication.

##### **Level of Supervision Exercised**

Directly supervises or supervises through others, employees and volunteers of the Department.

#### KNOWLEDGE, SKILLS AND ABILITIES

##### **Knowledge:**

Project management principles, practices, techniques, and tools  
Public radio principles, procedures, operations, and standards  
Radio communications facilities and distribution systems  
Public radio organizational structures, workflows, systems, fundraising, and operating procedures  
FCC and other federal, state and local broadcasting regulations  
Inventory management practices  
Facilities management, physical plant, safety, and building safety and security procedures  
On-air and remote broadcasting processes and procedures  
Budgeting and fiscal management principles and procedures  
Current and developing trends in radio  
Effective employee supervision, training, evaluation, and development techniques and practices

##### **Skills & Abilities:**

Develop and deliver presentations  
Supervise and train staff, including organizing, prioritizing, and scheduling work assignments  
Develop, plan, and implement short- and long-range goals  
Create, compose, and edit written materials  
Lead and motivate volunteer staff  
Oversee, coordinate, and support the execution of continuous broadcast schedules on a 24x7 basis  
Travel and attend evening and weekend meetings  
Communicate effectively, both orally and in writing  
Organize, set priorities, multitask, and exercise sound independent judgment in a fast-paced environment with shifting priorities and short timelines  
Operate a computer using computer applications, programs and standard office equipment  
Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations  
Utilize organizational funds, material resources and staffing levels wisely and strategically  
Maintain an open and approachable manner and easily build rapport with others  
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  
Examine and develop station operations and procedures, formulate policy, and implement organizational strategies  
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:**

Bachelor's degree with coursework in management or accounting or a related field.

**Experience Requirement:**

Ten years of experience in radio station operations, including five years in leadership and people management. Proven expertise in fundraising, strategic planning, and collaborating with Boards to drive organizational success.

**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.

#### 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 sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually moderate.

#### CLASS DETAIL

<b>Job Family:</b>	Community Outreach
<b>FLSA Status:</b>	Exempt
<b>Personnel Commission Approval Date:</b>	08/77
<b>Class History:</b>	Director – Radio Stations
<b>Revision Date(s):</b>	09/84; 09/17/97; 11/30/06, 5/28/25

Agenda Report Number	5
Subject	Request for Approval of Abolishing Classification: Custodial Operations Supervisor Cyclical Review
Date	May 28, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	José A. Guzmán, Personnel Analyst

### **BACKGROUND**

As scheduled on the annual cyclical study calendar, Commission staff has conducted a review of the classifications in the Facilities Operations job discipline which includes the **Custodial Operations Supervisor**. During the process Commission staff noted the following:

- This classification has been vacant since 7/3/2024.
- Duties related to supervising, coordinating and evaluating staff have been absorbed into the recently created Custodial Operations Manager classification.
- The Custodial Operations Manager classification was created as part of the Facilities reorganization project to replace and expand the scope of the Custodial Operations Supervisor.
- All of the former Custodial Operations Supervisors competed and promoted to the new Custodial Operations Manager classification.

There are currently no eligibility lists or reemployment lists for this classification. A recommendation to abolish this classification was sent for review to Department leadership, Business Services, Human Resources, and the College Superintendent/President.

### **RECOMMENDATION**

It is recommended that the Personnel Commission approve abolishing the Custodial Operations Supervisor classification.

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



Agenda Report Number	6
Subject	Classification Description Revisions and Salary Reallocation: Custodial Operations Manager Cyclical Study
Date	May 28, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	José A. Guzmán, Personnel Analyst

### **BACKGROUND**

Attached for your approval are the classification revisions for **Custodial Operations Manager**.

As part of the cyclical review process, we are reviewing classifications in the Facilities Operations job discipline. Custodial Operations provides trash removal, floor care (vacuuming, sweeping, wet mopping) dusting, wiping down of counters, surfaces, and all high touch points. It is the Department's mission to provide a safe and comfortable learning environment for all students and staff at SMC. The Custodial Operations Manager oversees and manages custodial activities, inspects and conducts performance management, and executes supervision over assigned staff.

The Custodial Operations Manager classification was established in 2023. This classification has not been revised since its establishment. There are currently three permanent incumbents in this classification.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for Fiscal Year 2024-25. The managers in the Facilities Operations classifications were invited to participate in a class study orientation on October 14, 2024, 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 March 17, 2025.

Personnel Commission staff consulted with Terry Kamibayashi, Director of Facilities, Maintenance & Operations (interim), to discuss the classification description. In addition, department management was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Revisions are proposed to clarify the distinguishing characteristics, duties assigned, and the minimum qualifications required of the job to more accurately reflect the nature of the work required.

An external salary survey 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 include a more accurate description of the work performed. Additional changes serve to distinguishing characteristics, essential duties, KSAs (Knowledge, Skills and Abilities), and minimum qualifications.

The salary survey of standard benchmark agencies resulted in comparable matches, which are identified and presented below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN	STUDENT COUNT
<b>Santa Monica College</b>	<b>Custodial Operations Manager</b>	<b>\$7,402</b>	<b>\$8,997</b>	<b>\$8,200</b>	<b>26,748</b>
Contra Costa CCD	Custodial Manager	\$9,015	\$10,984	\$10,000	31,432
Glendale College	Custodial Shift Supervisor	\$5,640	\$7,202	\$6,421	15,885
Long Beach City College	Custodial Supervisor	\$6,097	\$8,307	\$7,202	26,189
Los Angeles CCD	Senior Custodial Supervisor	\$6,162	\$7,634	\$6,898	135,917
North Orange County CCD	Manager, Custodial Services	\$7,322	\$9,216	\$8,269	43,148
Pasadena City College	Custodial Supervisor, Facilities Services	\$8,090	\$9,943	\$9,016	26,522
State Center CCD	Custodial Manager	\$6,506	\$8,002	\$7,254	49,125
	Average	\$6,976	\$8,755	\$7,866	
	25th Percentile	\$6,129	\$7,818	\$7,050	
	50th Percentile	\$6,506	\$8,307	\$7,254	
	75th Percentile	\$7,476	\$9,362	\$8,419	
	80th Percentile	\$7,936	\$9,797	\$8,867	
	90th Percentile	\$8,460	\$10,359	\$9,410	
	SMC % RANK	68.3%	62.6%	65.5%	
	SMC Difference From AVG	5.8%	2.7%	4.1%	
	SMC Difference From MED	12.1%	7.7%	11.5%	

The current salary range for the Custodial Operations Manager is Range M14 on the Classified Management Salary Schedule. In this survey, SMC is in the 66<sup>th</sup> median percentile compared to all benchmark agencies with comparable classifications; that is, 34% of the market comparables were paid higher than the SMC classification.

## **SALARY ALLOCATION**

It is recommended that the salary for the Custodial Operations Manager be reallocated from Range M14 to Range M15 on the Classified Management Salary Schedule, a 2.45% increase. The proposed increase would place the median salary for this classification at the 70<sup>th</sup> percentile compared to the market median. Salary reallocation is justified given that it meets the District's goal to target base median salary at the 70<sup>th</sup> percentile. Cyclical review results have been sent to the incumbents, Department Management, Business Services, Human Resources, and executive leadership.

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

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Custodial Operations Manager	M14	\$7,402	\$8,997	18.66%
Custodial Operations Supervisor	M7	\$6,238	\$7,583	38.71%
Lead Custodian	23	\$4,497	\$5,466	10.25%
Custodian	19	\$4,079	\$4,958	

#### Proposed Salary Reallocations

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Custodial Operations Manager	M15	\$7,583	\$9,217	21.56%
Custodial Operations Supervisor	M7	\$6,238	\$7,583	25.82%
Lead Custodian	27	\$4,958	\$6,026	13.07%
Custodian	22	\$4,385	\$5,330	

The proposal for class description revisions, and salary reallocation was sent for review to Department leadership, incumbent, CSEA, Business Services, Human Resources, and the Superintendent/President. **Salary reallocation must be approved by the Board of Trustees to be adopted.**

#### RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions and salary reallocation for Custodial Operations Manager.

**FROM:** Classified Management Salary Schedule, Range M14

**TO:** Classified Management Salary Schedule, Range M15

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

**Santa Monica Community College District  
Personnel Commission**

**Custodial Operations Manager**

**CONCEPT OF THE CLASS**

Under general direction, positions in this classification oversee and manage the custodial services for all the District's facilities.

**DISTINGUISHING CHARACTERISTICS**

~~Positions in the~~**The Custodial Operations Manager** ~~classification~~ oversees and manages custodial activities, inspects and conducts performance management, and executes supervision over assigned staff.

~~Positions in the~~**The Lead Custodian** ~~classification~~ performs a variety of custodial work and lead work to ~~assure~~ensure custodial assignments are completed in an effective, efficient, safe, and timely manner.

**The Director of Facilities Operations** oversees the District's custodial and grounds services, which includes responsibility for planning, implementing, and monitoring program operations.

**ESSENTIAL DUTIES**

Oversees the day-to-day activities of the custodial staff, including training, scheduling and performance management.

Executes plans, organizes, supervises, creates, schedules, and coordinates the activities of the day with other shift custodial and lead personnel; confers with lead custodians to determine or prioritize routine cleaning, special projects or other assignments.

Oversees and monitors inventory control of custodial supplies, equipment, and materials s ensuring that staff have the resources needed to perform their duties.

Tracks expenses, identifying cost-saving opportunities, and making recommendations to optimize the department's budget; field tests products; makes recommendations for purchase of products in bulk or for equipment while assessing quality and cost effectiveness.

Implements training program for Custodians and Lead Custodians to raise skill levels, provides clear goals and objectives, and provides better understanding of roles and responsibilities.

Conducts regular inspections to ensure that cleaning standards are met; develops and implements quality control measures, identifying areas for improvement, and providing feedback and training to custodial staff.

Serves as the point of contact and addresses stakeholders' inquiries or complaints, providing updates on custodial services, and ensures that customer satisfaction is maintained.

Ensures compliance with all relevant health and safety regulations, developing and implementing safety protocols, trains staff on safety procedures addressing safety concerns or incidents promptly.

Implements processes to deal with, or compensate for, the high rates of custodial absenteeism; explores performance management solutions, incentive programs for attendance and a range of supplemental labor options.

Utilizes the District's Quality Assurance program to provide continuous assessment and evaluation of service delivery within campus facilities; enabling management to maintain oversight of service levels and to implement corrective actions whenever these levels fall below established custodial standards.

Works with Facilities Management staff to ensure effective and efficient outcome of work being performed.

Assists departmental management with various special projects; assumes principle responsibility for additional crews in the absence of direct supervisor.

Responds to emergency calls and takes appropriate action to resolve matters; directs and coordinates emergency procedures and crew in the event of a disaster.

Develops and documents a preventative maintenance routine plan for custodial equipment.

Attends and participates in management development programs, seminars and workshops.

Drives between facilities to inspect operations and ensure proper staffing and service delivery

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**

Positions in this classification receive general direction from the Director of Facilities Operations.

##### **Level of Supervision Exercised**

Positions in this classification exercise direct supervision over Lead Custodians and Custodians.

#### KNOWLEDGE, SKILLS AND ABILITIES

##### **Knowledge:**

Effective supervisory techniques including hiring, work scheduling and evaluation, motivation, training and imposition of corrective or disciplinary action

Cleaning procedures and techniques including sterilization, cleaning, and sanitation methods, principles, practices, and standards used in custodial work

Facility management principles, including maintenance, repairs, and building codes

Principles and methods used in inventory control

Proper ~~and~~ safety methods used ~~in-of-for~~ storing cleaning materials, agents, chemicals and related equipment and supplies

Safe work practices and methods

Basic mathematics

Related computer programs

Modern office procedures and practices

Recordkeeping and scheduling methods

Effective customer service techniques

Policies, procedures, documentation and reporting techniques

##### **Skills & Abilities:**

Plan, organize, supervise, and coordinate the activities of a large custodial crew

Assess the need for custodial services and take appropriate action

Train, motivate, evaluate and inspect the work of custodial staff at multiple sites

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

Prepare written and statistical reports and memorandums; prepare and maintain accurate records

Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

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 professional and effective working relationships with District management, staff, students and others encountered in the course of work, in a diverse, multicultural and multi-ethnic educational environment

#### MINIMUM QUALIFICATIONS

**Education Requirement:**

~~Graduation from high school or GED equivalent~~ High school diploma or equivalent. Industry trade certifications and related coursework are desirable.

**Experience Requirement:**

Four years of experience working in custodial operations including one year supervising or leading the work activities of a custodial crew.

**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.

**Special Requirement:**

Must be available to respond to emergency calls after normally scheduled working hours as needed. May be required to work varied hours.

#### 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.

**Normal Office Environment:**

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 50 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

#### CLASS DETAIL

<b>Job Family:</b>	Facilities, Trades & Maintenance
<b>FLSA Status:</b>	Exempt
<b>Personnel Commission Approval Date:</b>	06/21/23
<b>Class History:</b>	<del>New Class</del>
<b>Revision Date(s):</b>	<del>None</del> <u>5/28/2025</u>



**Santa Monica Community College District  
Personnel Commission**

**Custodial Operations Manager**

**CONCEPT OF THE CLASS**

Under general direction, positions in this classification oversee and manage the custodial services for all the District's facilities.

**DISTINGUISHING CHARACTERISTICS**

The **Custodial Operations Manager** oversees and manages custodial activities, inspects and conducts performance management, and executes supervision over assigned staff.

The **Lead Custodian** performs a variety of custodial work and lead work to ensure custodial assignments are completed in an effective, efficient, safe, and timely manner.

The **Director of Facilities Operations** oversees the District's custodial and grounds services, which includes responsibility for planning, implementing, and monitoring program operations.

**ESSENTIAL DUTIES**

Oversees the day-to-day activities of the custodial staff, including training, scheduling and performance management.

Executes plans, organizes, supervises, creates, schedules, and coordinates the activities of the day with other shift custodial and lead personnel; confers with lead custodians to determine or prioritize routine cleaning, special projects or other assignments.

Oversees and monitors inventory control of custodial supplies, equipment, and materials ensuring that staff have the resources needed to perform their duties.

Tracks expenses, identifying cost-saving opportunities, and making recommendations to optimize the department's budget; field tests products; makes recommendations for purchase of products in bulk or for equipment while assessing quality and cost effectiveness.

Implements training program for Custodians and Lead Custodians to raise skill levels, provides clear goals and objectives, and provides better understanding of roles and responsibilities.

Conducts regular inspections to ensure that cleaning standards are met; develops and implements quality control measures, identifying areas for improvement, and providing feedback and training to custodial staff.

Serves as the point of contact and addresses stakeholders' inquiries or complaints, providing updates on custodial services, and ensures that customer satisfaction is maintained.

Ensures compliance with all relevant health and safety regulations, developing and implementing safety protocols, trains staff on safety procedures addressing safety concerns or incidents promptly.

Implements processes to deal with or compensate for the high rates of custodial absenteeism; explores performance management solutions, incentive programs for attendance and a range of supplemental labor options.

Utilizes the District's Quality Assurance program to provide continuous assessment and evaluation of service delivery within campus facilities; enabling management to maintain oversight of service levels and to implement corrective actions whenever these levels fall below established custodial standards.

Works with Facilities Management staff to ensure effective and efficient outcome of work being performed.

Assists departmental management with various special projects; assumes principle responsibility for additional crews in the absence of direct supervisor.

Responds to emergency calls and takes appropriate action to resolve matters; directs and coordinates emergency procedures and crew in the event of a disaster.

Develops and documents a preventative maintenance routine plan for custodial equipment.

Attends and participates in management development programs, seminars and workshops.

Drives between facilities to inspect operations and ensure proper staffing and service delivery



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**

Positions in this classification receive general direction from the Director of Facilities Operations.

**Level of Supervision Exercised**

Positions in this classification exercise direct supervision over Lead Custodians and Custodians.

#### KNOWLEDGE, SKILLS AND ABILITIES

**Knowledge:**

Effective supervisory techniques including hiring, work scheduling and evaluation, motivation, training and imposition of corrective or disciplinary action

Cleaning procedures and techniques including sterilization, cleaning, and sanitation methods, principles, practices, and standards used in custodial work

Facility management principles, including maintenance, repairs, and building codes

Principles and methods used in inventory control

Proper safety methods used for storing cleaning materials, agents, chemicals and related equipment and supplies

Safe work practices and methods

Basic mathematics

Related computer programs

Modern office procedures and practices

Recordkeeping and scheduling methods

Effective customer service techniques

Policies, procedures, documentation and reporting techniques

**Skills & Abilities:**

Plan, organize, supervise, and coordinate the activities of a large custodial crew

Assess the need for custodial services and take appropriate action

Train, motivate, evaluate and inspect the work of custodial staff at multiple sites

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

Prepare written and statistical reports and memorandums; prepare and maintain accurate records

Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

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 professional and effective working relationships with District management, staff, students and others encountered in the course of work, in a diverse, multicultural and multi-ethnic educational environment

#### MINIMUM QUALIFICATIONS

**Education Requirement:**

High school diploma or equivalent. Industry trade certifications and related coursework are desirable.

**Experience Requirement:**

Four years of experience working in custodial operations including one year supervising or leading the work activities of a custodial crew.

**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.

**Special Requirement:**

Must be available to respond to emergency calls after normally scheduled working hours as needed. May be required to work varied hours.

#### 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.

**Normal Office Environment:**

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 50 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

#### CLASS DETAIL

<b>Job Family:</b>	Facilities, Trades & Maintenance
<b>FLSA Status:</b>	Exempt
<b>Personnel Commission Approval Date:</b>	06/21/23
<b>Class History:</b>	
<b>Revision Date(s):</b>	5/28/2025

Agenda Report Number	7
Subject	Classification Description Revisions and Salary Reallocation: Lead Custodian Cyclical Study
Date	May 28, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	José A. Guzmán, Personnel Analyst

### **BACKGROUND**

Attached for your approval are the classification revisions for **Lead Custodian**.

As part of the cyclical review process, we are reviewing classifications in the Facilities Operations job discipline. Custodial Operations provides trash removal, floor care (vacuuming, sweeping, wet mopping) dusting, wiping down of counters, surfaces, and all high touch points. It is the Department's mission to provide a safe and comfortable learning environment for all students and staff at SMC. The Lead Custodian performs and leads others in various aspects of cleaning and sanitation of District facilities including observing and promoting safe work practices and procedures in all job functions and duties.

The Lead Custodian classification was established in 1977. This classification has been revised six times since its establishment. The most recent revision was approved in November 2017. There are currently five permanent incumbents in this classification.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for Fiscal Year 2024-25. Incumbents and CSEA were invited to participate in class study orientations from February 5 through February 7, 2025, 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 March 17, 2025.

Personnel Commission staff consulted with Terry Kamibayashi, Director of Facilities, Maintenance & Operations (interim), Darryl Gray, Custodial Operations Manager, Emily Raby, Custodial Operations Manager, and Robert Villanueva, Custodial Operations Manager, to discuss the classification description. In addition, department management was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Revisions are proposed to clarify the concept of the class, distinguishing characteristics, duties assigned, supervision, knowledge & abilities, the minimum qualifications and working environment required of the job to more accurately reflect the nature of the work required.

Additionally, a job evaluation and an external salary survey 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 include a more accurate description of the work performed. Additional changes serve to clarify the concept of the class, distinguishing characteristics, essential duties, supervision, KSAs (Knowledge, Skills and Abilities), minimum qualifications and working environment.

The salary survey of standard benchmark agencies resulted in comparable matches, which are identified and presented below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN	STUDENT COUNT
<b>Santa Monica College</b>	<b>Lead Custodian</b>	\$4,497	\$5,466	\$4,982	<b>26,748</b>
Cerritos College	Lead Custodian	\$4,900	\$5,875	\$5,388	22,948
Contra Costa CCD	Custodian, Lead	\$4,475	\$5,452	\$4,964	31,432
El Camino College	Lead Custodian	\$4,696	\$6,012	\$5,354	21,971
Foothill De Anza CCD	Custodian, Lead	\$4,830	\$6,381	\$5,606	31,134
Long Beach City College	Lead Custodian	\$4,304	\$5,286	\$4,795	26,189
Mt. San Antonio College	Custodian II (Area Lead)	\$4,785	\$6,124	\$5,455	38,269
North Orange County CCD	Facilities Custodian Coordinator I	\$4,797	\$5,774	\$5,286	43,148
Pasadena City College	Lead Custodian	\$4,319	\$4,761	\$4,540	26,522
Riverside CCD	Senior Custodian	\$4,846	\$5,903	\$5,375	42,274
Santa Barbara City College	Lead Custodian	\$4,537	\$5,528	\$5,033	16,835
State Center CCD	Lead Custodian	\$4,302	\$5,291	\$4,796	49,125
Ventura County CCD	Lead Custodian	\$4,464	\$6,162	\$5,313	32,977
	Average	\$4,605	\$5,712	\$5,159	
	25th Percentile	\$4,428	\$5,412	\$4,922	
	50th Percentile	\$4,617	\$5,825	\$5,299	
	75th Percentile	\$4,793	\$5,979	\$5,368	
	80th Percentile	\$4,823	\$6,102	\$5,385	
	90th Percentile	\$4,844	\$6,158	\$5,448	
	SMC % RANK	39.5%	28.9%	29.6%	
	SMC Difference From AVG	-2.4%	-4.5%	-3.6%	
	SMC Difference From MED	-2.7%	-6.6%	-6.4%	

The current salary range for Lead Custodian is Range 23 on the Classified Employee Salary Schedule. In this survey, SMC is in the 30<sup>th</sup> median percentile compared to all benchmark agencies with comparable classifications; that is, 70% of the market comparables were paid higher than the SMC classification.

### **SALARY ALLOCATION**

It is recommended that the salary for Lead Custodian be reallocated from Range 23 to Range 27 on the Classified Employee Salary Schedule, a 10.25% increase. The proposed increase would place the median salary for this classification at the 93<sup>rd</sup> percentile compared to the market median. Salary reallocation is justified given that it meets the District's goal to target base median salary at the 70<sup>th</sup> percentile and that reallocating the salary to Range 26 would place the salary at the 64<sup>th</sup> median percentile. Cyclical review results have been sent to the incumbents, CSEA, Department Management, Business Services, Human Resources, and executive leadership.

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

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Custodial Operations Manager	M14	\$7,402	\$8,997	18.66%
Custodial Operations Supervisor	M7	\$6,238	\$7,583	38.71%
Lead Custodian	23	\$4,497	\$5,466	10.25%
Custodian	19	\$4,079	\$4,958	

### **Proposed Salary Reallocations**

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Custodial Operations Manager	M15	\$7,583	\$9,217	21.56%
Custodial Operations Supervisor	M7	\$6,238	\$7,583	25.82%
Lead Custodian	27	\$4,958	\$6,026	13.07%
Custodian	22	\$4,385	\$5,330	

The proposal for class description revisions, and salary reallocation was sent for review to Department leadership, incumbent, CSEA, Business Services, Human Resources, and the Superintendent/President. **Salary reallocation must be approved by the Board of Trustees to be adopted.**

### **RECOMMENDATION**

It is recommended that the Commission approve the proposed classification description revisions and salary reallocation for Lead Custodian.

**FROM:** Classified Employee Salary Schedule, Range 23

**TO:** Classified Employee Salary Schedule, Range 27

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

**Santa Monica Community College District  
Personnel Commission**

**Lead Custodian**

**CONCEPT OF THE CLASS**

Under direction, positions in this classification perform and lead others in various aspects of cleaning and sanitation of District facilities including observing and promoting safe work practices and procedures in all job functions and duties. Incumbents assist the Custodial Operations ~~Supervisor~~ Manager by coordinating assignments, relaying task objectives created and scheduled by ~~supervisor~~ the manager, and providing updates on assignments in progress or completed. Incumbents may assist in training Custodians.

**DISTINGUISHING CHARACTERISTICS**

~~Positions in the~~ **Lead Custodian** ~~classification performs~~ a variety of custodial work and lead work for a group of custodians to ~~assure~~ ensure custodial assignments are completed in an effective, efficient, safe, and timely manner.

~~Positions in the~~ **Custodian** ~~classification maintains~~ District facilities ~~s~~ in a clean, safe and sanitary conditions s and performs a variety of general cleaning and custodial tasks alone or as a member of a custodial crew.

~~Positions in the~~ **Custodial Operations Supervisor** ~~Manager classification oversees and manages plan~~ custodial activities, inspects s and conducts s performance management, executes s supervision over assigned staff and provides s direction, training, and scheduling.

**ESSENTIAL DUTIES**

Facilitates and coordinates work assignments as prescribed by ~~the supervisor, manager, adjusting~~ adjusts work schedules as directed, through clear and concise verbal and written work orders to custodial crew and inspects work in progress and upon completion for consistent application of standards.

Performs janitorial work in conjunction with custodial workers including but not limited to floors, buildings, lobbies, windows, walls, furniture, restrooms, classrooms, offices, and exposed building areas.

Instructs and monitors assigned work of custodial crew as directed by supervisor.

Monitors, maintains and facilitates supply and equipment inventory, delivery and distribution to custodial staff with direction and coordination from the ~~supervisor, manager,~~

Builds team trust and efficiency through clear communication and collaboration with subordinate workers and other supervisors.

Responds to custodial inquiries and emergencies.

Moves and sets up furniture such as tables, canopies, desks, chairs, and related equipment for meetings, classrooms, special events, or designated areas.

Secures facilities by locking and unlocking specified areas in accordance with District and departmental policy.

Operates a mobile communication device, provided by the District, to disseminate work assignments and maintain contact with supervisor and crew.

Operates District vehicle to transport self, custodial crew, supplies, and equipment between buildings and District campuses.

Maintains a professional, helpful, constructive attitude and working relationship with the department supervisor, ~~a~~ departmental employees, other District employees and the public.

Contacts Campus Police and immediate supervisor for emergencies, suspicious activities or vandalism, and files incident and hazard reports as needed.

~~Reports and communicates maintenance problems to supervisor or designated agent through the work order system as needed.~~

Monitors the work order system, distributes work orders to custodial staff for designated areas, and reports maintenance problems through the work order system as needed.

Performs minor repairs on cleaning equipment ~~and reports maintenance problems as needed.~~

May be required to work alternate shifts as assigned, including nights and weekends, before and after special events, and assist during additional shifts in accordance with applicable contractual provisions.

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 general supervision from the- Custodial Operations ~~Supervisor~~, Manager the employee receives assignments and is expected to independently carry them through to completion.

##### **Level of Supervision Exercised**

Positions in this classification do not supervise others, however, they lead, direct work, and provide input in appraising performance over assigned custodial crew.

#### KNOWLEDGE, SKILLS AND ABILITIES

##### **Knowledge:**

Proper, ~~and~~ safe use and storage of cleaning materials, agents, chemicals, and related equipment

Types of floor sealers, floor finishes, and floor dressings

Sterilization and sanitation methods and techniques used in custodial work

Carpet cleaning methods and techniques

Safe work practices and methods

Basic mathematics

Computer programs for creating, formatting, and editing documents

Modern office procedures and practices

Policies, procedures and documentation ~~techniques~~ processes of accident and incident reporting

Effective customer service techniques

##### **Skills & Abilities:**

~~Establish and maintain professional and effective working relationships with District management, staff, students, the public and others encountered in the course of work, in a diverse, multicultural and multi-ethnic educational environment~~

~~Read, understand, and carry out oral and written directions~~

Read safety, chemical, and equipment labels

Operate a mobile communication device

~~Plan, organize, and exercise sound judgment within area of assigned responsibility~~

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

Communicate ~~clearly and~~ effectively both orally and in writing ~~to understand work instructions and safety issues~~

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

Learn and apply applicable laws and regulations, and District policies and procedures

~~Operate a computer and standard office equipment~~

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

Lead, train, and monitor the work of others

Perform basic mathematical computations

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

Prioritize work and research information to complete work

Observe safety requirements and safe work practices and methods



Safely operate and maintain a variety of related custodial equipment

~~Serves as a~~ Role model ~~providing~~ 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 ~~general education degree~~ GED or equivalent.

**Experience Requirement:**

Two ~~(2)~~ years of janitorial or custodial experience.

**Education/Experience Equivalency:**

Experience and/or education of the same kind, level or 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 & 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 ~~Work-Office~~ Environment:**

While performing the duties of this job, the employee is regularly required to stand, walk, bend/~~stoop~~, use fingers and hands to handle materials and tools or equipment, and reach with hands and/or arms. The employee is occasionally required to sit, climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds with or without assistance and with or without the use of devices and/or equipment to assist in the lifting effort.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts; fumes or airborne particles or blood borne pathogens and toxic or caustic chemicals. The employee is occasionally exposed to high, precarious places, outside weather conditions and risk of electrical shock and works with vibration causing tools or equipment. The noise level in the work environment is usually moderate.

#### CLASS DETAIL

**Job Family:**

Trades, Facilities, & Maintenance

**FLSA Status:**

Non-exempt

**Personnel Commission Approval Date:**

6/77

**Class History:**

Head Custodian I, Head Custodian

**Revision Date(s):**

5/79, 1/27/83, 1/24/85, 12/7/06, 11/19/08,  
11/15/17, 5/28/25

**Santa Monica Community College District  
Personnel Commission**

**Lead Custodian**

**CONCEPT OF THE CLASS**

Under direction, positions in this classification perform and lead others in various aspects of cleaning and sanitation of District facilities including observing and promoting safe work practices and procedures in all job functions and duties. Incumbents assist the Custodial Operations Manager by coordinating assignments, relaying task objectives created and scheduled by the manager, and providing updates on assignments in progress or completed. Incumbents may assist in training Custodians.

**DISTINGUISHING CHARACTERISTICS**

The **Lead Custodian** performs a variety of custodial work and lead work for a group of custodians to ensure custodial assignments are completed in an effective, efficient, safe, and timely manner.

The **Custodian** maintains District facilities in a clean, safe and sanitary conditions and performs a variety of general cleaning and custodial tasks alone or as a member of a custodial crew.

The **Custodial Operations Manager** oversees and manages custodial activities, inspects and conducts performance management, executes supervision over assigned staff and provides direction, training, and scheduling.

**ESSENTIAL DUTIES**

Facilitates and coordinates work assignments as prescribed by the manager, adjusts work schedules as directed, through clear and concise verbal and written work orders to custodial crew and inspects work in progress and upon completion for consistent application of standards.

Performs janitorial work in conjunction with custodial workers including but not limited to floors, buildings, lobbies, windows, walls, furniture, restrooms, classrooms, offices, and exposed building areas.

Instructs and monitors assigned work of custodial crew as directed by supervisor.

Monitors, maintains and facilitates supply and equipment inventory, delivery and distribution to custodial staff with direction and coordination from the manager.

Builds team trust and efficiency through clear communication and collaboration with subordinate workers and other supervisors.

Responds to custodial inquiries and emergencies.

Moves and sets up furniture such as tables, canopies, desks, chairs, and related equipment for meetings, classrooms, special events, or designated areas.

Secures facilities by locking and unlocking specified areas in accordance with District and departmental policy.

Operates a mobile communication device, provided by the District, to disseminate work assignments and maintain contact with supervisor and crew.

Operates District vehicle to transport self, custodial crew, supplies, and equipment between buildings and District campuses.

Maintains a professional, helpful, constructive attitude and working relationship with the department supervisor, departmental employees, other District employees and the public.

Contacts Campus Police and immediate supervisor for emergencies, suspicious activities or vandalism, and files incident and hazard reports as needed.

Monitors the work order system, distributes work orders to custodial staff for designated areas, and reports maintenance problems through the work order system as needed.

Performs minor repairs on cleaning equipment.

May be required to work alternate shifts as assigned, including nights and weekends, before and after special events, and assist during additional shifts in accordance with applicable contractual provisions.

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 general supervision from the Custodial Operations , Manager the employee receives assignments and is expected to independently carry them through to completion.

##### **Level of Supervision Exercised**

Positions in this classification do not supervise others, however, they lead, direct work, and provide input in appraising performance over assigned custodial crew.

#### KNOWLEDGE, SKILLS AND ABILITIES

##### **Knowledge:**

Proper, safe use and storage of cleaning materials, agents, chemicals, and related equipment

Types of floor sealers, floor finishes, and floor dressings

Sterilization and sanitation methods and techniques used in custodial work

Carpet cleaning methods and techniques

Safe work practices and methods

Basic mathematics

Computer programs for creating, formatting, and editing documents

Modern office procedures and practices

Policies, procedures and documentation processes of accident and incident reporting

Effective customer service techniques

##### **Skills & Abilities:**

Read safety, chemical, and equipment labels

Operate a mobile communication device

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

Communicate effectively both orally and in writing

Learn and apply applicable laws and regulations, and District policies and procedures

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

Lead, train, and monitor the work of others

Perform basic mathematical computations

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

Prioritize work and research information to complete work

Observe safety requirements and safe work practices and methods

Safely operate and maintain a variety of related custodial equipment

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.

**Experience Requirement:**

Two years of janitorial or custodial experience.

**Education/Experience Equivalency:**

Experience and/or education of the same kind, level or 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 & 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, walk, bend/stoop, use fingers and hands to handle materials and tools or equipment, and reach with hands and/or arms. The employee is occasionally required to sit, climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds with or without assistance and with or without the use of devices and/or equipment to assist in the lifting effort.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts; fumes or airborne particles or blood borne pathogens and toxic or caustic chemicals. The employee is occasionally exposed to high, precarious places, outside weather conditions and risk of electrical shock and works with vibration causing tools or equipment. The noise level in the work environment is usually moderate.

#### CLASS DETAIL

**Job Family:**

Trades, Facilities, & Maintenance

**FLSA Status:**

Non-exempt

**Personnel Commission Approval Date:**

6/77

**Class History:**

Head Custodian I, Head Custodian

**Revision Date(s):**

5/79, 1/27/83, 1/24/85, 12/7/06, 11/19/08,  
11/15/17, 5/28/25

Agenda Report Number	8
Subject	Classification Description Revisions and Salary Reallocation: Custodian Cyclical Study
Date	May 28, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	José A. Guzmán, Personnel Analyst

### **BACKGROUND**

Attached for your approval are the classification revisions for **Custodian**.

As part of the cyclical review process, we are reviewing classifications in the Facilities Operations job discipline. Custodial Operations provides trash removal, floor care (vacuuming, sweeping, wet mopping), dusting, wiping down of counters, surfaces, and all high touch points. It is the Department's mission to provide a safe and comfortable learning environment for all students and staff at SMC. The Custodian performs professional custodial services and maintenance of District facilities.

The Custodian classification was established in 1977. This classification has been revised several times since its establishment. The most recent revision was approved in November 2017. There are currently 57 permanent incumbents in this classification.

### **METHODOLOGY**

This study was scheduled in the cyclical review calendar for Fiscal Year 2024-25. Incumbents and CSEA were invited to participate in class study orientations from February 5 through February 7, 2025, 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 March 17, 2025.

Personnel Commission staff consulted with Terry Kamibayashi, Director of Facilities, Maintenance & Operations (interim), Darryl Gray, Custodial Operations Manager, Emily Raby, Custodial Operations Manager, and Robert Villanueva, Custodial Operations Manager, to discuss the classification description. In addition, department management was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Revisions are proposed to clarify the concept of the class, distinguishing characteristics, duties assigned, supervision, knowledge & abilities, the minimum qualifications and working environment required of the job to more accurately reflect the nature of the work required.

Additionally, a job evaluation and an external salary survey 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 include a more accurate description of the work performed. Additional changes serve to clarify the distinguishing characteristics, essential duties, supervision, KSAs (Knowledge, Skills and Abilities), and working environment.

The salary survey of standard benchmark agencies resulted in comparable matches, which are identified and presented below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN	STUDENT COUNT
<b>Santa Monica College</b>	<b>Custodian</b>	<b>\$4,079</b>	<b>\$4,958</b>	<b>\$4,519</b>	<b>26,748</b>
Cerritos College	Custodian	\$4,368	\$5,235	\$4,801	22,948
Contra Costa CCD	Custodian II	\$4,054	\$4,939	\$4,497	31,432
El Camino College	Custodian	\$4,265	\$5,449	\$4,857	21,971
Foothill De Anza CCD	Custodian I/II	\$4,442	\$5,818	\$5,130	31,134
Glendale College	Custodian	\$3,476	\$4,437	\$3,956	15,885
Long Beach City College	Custodian	\$4,085	\$5,022	\$4,553	26,189
Los Angeles CCD	Custodian	\$4,015	\$4,974	\$4,494	135,917
Mt. San Antonio College	Custodian I	\$4,705	\$5,997	\$5,351	38,269
North Orange County CCD	Facilities Custodian I	\$4,385	\$5,274	\$4,830	43,148
Pasadena City College	Custodian	\$3,917	\$4,319	\$4,118	26,522
Riverside CCD	Custodian	\$4,412	\$5,368	\$4,890	42,274
Santa Barbara City College	Custodian	\$3,818	\$4,538	\$4,178	16,835
State Center CCD	Custodian	\$3,824	\$4,703	\$4,264	49,125
Ventura County CCD	Custodian	\$4,120	\$5,694	\$4,907	32,977
	Average	\$4,135	\$5,126	\$4,630	
	25th Percentile	\$3,942	\$4,762	\$4,321	
	50th Percentile	\$4,102	\$5,129	\$4,677	
	75th Percentile	\$4,369	\$5,376	\$4,860	
	80th Percentile	\$4,396	\$5,547	\$4,897	
	90th Percentile	\$4,433	\$5,781	\$5,063	
	SMC % RANK	44.6%	34.9%	41.4%	
	SMC Difference From AVG	-1.4%	-3.4%	-2.5%	
	SMC Difference From MED	-0.6%	-3.4%	-3.5%	

The current salary range for Custodian is Range 19 on the Classified Employee Salary Schedule. In this survey, SMC is in the 41<sup>st</sup> median percentile compared to all benchmark agencies with comparable classifications; that is, 59% of the market comparables were paid higher than the SMC classification.

### **SALARY ALLOCATION**

It is recommended that the salary for Custodian be reallocated from Range 19 to Range 22 on the Classified Employee Salary Schedule, a 7.5% increase. The proposed increase would place the median salary for this classification at the 69<sup>th</sup> percentile compared to the market median. Salary reallocation is justified given that it closely aligns with the District's goal to target base median salary at the 70<sup>th</sup> percentile. Cyclical review results have been sent to the incumbents, CSEA, Department Management, Business Services, Human Resources, and executive leadership.

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

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Custodial Operations Manager	M14	\$7,402	\$8,997	18.66%
Custodial Operations Supervisor	M7	\$6,238	\$7,583	38.71%
Lead Custodian	23	\$4,497	\$5,466	10.25%
Custodian	19	\$4,079	\$4,958	

### **Proposed Salary Reallocations**

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Custodial Operations Manager	M15	\$7,583	\$9,217	21.56%
Custodial Operations Supervisor	M7	\$6,238	\$7,583	25.82%
Lead Custodian	27	\$4,958	\$6,026	13.07%
Custodian	22	\$4,385	\$5,330	

The proposal for class description revisions, and salary reallocation was sent for review to Department leadership, incumbent, CSEA, Business Services, Human Resources, and the Superintendent/President. **Salary reallocation must be approved by the Board of Trustees to be adopted.**

### **RECOMMENDATION**

It is recommended that the Commission approve the proposed classification description revisions and salary reallocation for Custodian.

**FROM:** Classified Employee Salary Schedule, Range 19

**TO:** Classified Employee Salary Schedule, Range 22

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



**Santa Monica Community College District  
Personnel Commission**

**Custodian**

**CONCEPT OF THE CLASS**

Under general supervision, positions in this classification perform professional custodial services and maintenance of District facilities. Incumbents perform routine and specialized cleaning and sanitation duties.

**DISTINGUISHING CHARACTERISTICS**

~~Positions in the Custodian classification maintain assigned~~ District facilities in a clean, safe and sanitary condition and perform a variety of general cleaning and custodial tasks alone or as a member of a custodial crew.

~~Positions in the Lead Custodian classification perform~~ a variety of custodial work and lead work for a group of custodians to ~~assure~~ ensure custodial assignments are completed in an effective, efficient, safe, and timely manner.

~~Positions in the Custodial Operations Supervisor-Manager classification oversees and manages~~ plan custodial activities, inspect and conduct performance management, execute supervision over assigned staff and provide direction, training, and scheduling.

**ESSENTIAL DUTIES**

Performs a variety of routine janitorial activities over District facilities, including but not limited to floors, buildings, lobbies, windows, walls, furniture, restrooms, classrooms, offices, locker rooms, and exposed building areas.

Moves and sets up furniture such as tables, canopies, desks, chairs, and related equipment for meetings, classrooms, special events, or designated areas.

Operates floor care cleaning equipment such as vacuums, floor sanders and finishers, carpet shampooers, floor polishers, and manual equipment to maintain and restore cleanliness of floor surfaces.

Safely empties wastebaskets, collects recyclable items, and removes all refuse from District facilities.

Replenishes and stores supplies in custodial closets to ensure availability of materials required in facility and job site by ~~notifying the lead of any shortages~~ by completing end-of-shift reports.

Follows specific verbal and written instructions, safety procedures, and standards for handling related cleaning chemicals, solutions, and cleaning equipment.

Observes and reports safety hazards, areas in need of repairs and supplies needed ~~to lead or supervisor~~ by completing end-of-shift reports.

Provides customer service and information about custodial and District services to students, District employees, and guests.

Operates a mobile communication device, provided by the District, to inform lead or supervisor of delays, problems, and to receive work assignments.

Secures facilities by locking and unlocking specified areas in accordance with District and departmental policy.

Responds to custodial inquiries and emergencies.

Maintains a professional, helpful, constructive attitude and working relationship with the department supervisor, departmental employees, other District employees and the public.

May operate a District vehicle to transport self, custodial crew, supplies and equipment between buildings and District campuses.

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 general supervision from the Custodial Operations ~~Supervisor~~, ~~Manager~~ the employee receives day-to-day assignments from the Lead Custodian, and is expected to carry them through to completion with substantial independence.

**Level of Supervision Exercised**

Positions in this classification do not supervise others.

**KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge:**

Proper, ~~and~~ safe use and storage of cleaning materials, agents, chemicals, and related equipment

Types of floor sealers, floor finishes, and floor dressings

Sterilization and sanitation methods and techniques used in custodial work

Carpet cleaning methods and techniques

Safe work practices and methods

Basic mathematics

**Skills & Abilities:**

~~Read, understand, and carry out oral and written directions~~

Read safety, chemical and equipment labels

Operate a mobile communication device

Communicate effectively, both orally and in writing ~~to understand work instructions and safety issues~~

Safely operate and maintain a variety of related custodial equipment

Observe safety requirements and safe work practices and methods

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

~~Learn and apply applicable laws and regulations, and District policies and procedures~~

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

~~Serve as a +~~Role model ~~providing~~ 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:**

Sufficient education to demonstrate the knowledge and abilities listed above.

**Experience Requirement:**

One ~~(+)~~ year of recent full-time paid janitorial or custodial experience.

**Education/Experience Equivalency:**

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

**Licensure and/or Certification:**

A valid driver's s license.

**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.

**Normal WorkOffice Environment:**

While performing the duties of this job, the employee is regularly required to stand, walk, bend/stoop, use fingers and hands to handle materials and tools or equipment, and reach with hands and/or arms. The employee is occasionally required to sit, climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds with or without assistance and with or without the use of devices and/or equipment to assist in the lifting effort.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts; fumes or airborne particles or blood borne pathogens and toxic or caustic chemicals. The employee is occasionally exposed to high, precarious places, outside weather conditions and risk of electrical shock and works with vibration causing tools or equipment. The noise level in the work environment is usually moderate.

CLASS DETAIL
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<b>Job Family:</b>	Trades, Facilities, & Maintenance
<b>FLSA Status:</b>	Non-exempt
<b>Personnel Commission Approval Date:</b>	6/77
<b>Class History:</b>	Custodian
<b>Revision Date(s):</b>	8/28/80, 1/24/85, 12/7/06, 11/15/17, <a href="#">5/28/25</a>

**Santa Monica Community College District  
Personnel Commission**

**Custodian**

**CONCEPT OF THE CLASS**

Under general supervision, positions in this classification perform professional custodial services and maintenance of District facilities. Incumbents perform routine and specialized cleaning and sanitation duties.

**DISTINGUISHING CHARACTERISTICS**

The **Custodian** maintains District facilities in a clean, safe and sanitary, condition and performs a variety of general cleaning and custodial tasks alone or as a member of a custodial crew.

The **Lead Custodian** performs a variety of custodial work and lead work for a group of custodians to ensure custodial assignments are completed in an effective, efficient, safe, and timely manner.

The **Custodial Operations Manager** oversees and manages custodial activities, inspects and conducts performance management, executes supervision over assigned staff and provides direction, training, and scheduling.

**ESSENTIAL DUTIES**

Performs a variety of routine janitorial activities over District facilities, including but not limited to floors, buildings, lobbies, windows, walls, furniture, restrooms, classrooms, offices, locker rooms, and exposed building areas.

Moves and sets up furniture such as tables, canopies, desks, chairs, and related equipment for meetings, classrooms, special events, or designated areas.

Operates floor care cleaning equipment such as vacuums, floor sanders and finishers, carpet shampooers, floor polishers, and manual equipment to maintain and restore cleanliness of floor surfaces.

Safely empties wastebaskets, collects recyclable items, and removes all refuse from District facilities.

Replenishes and stores supplies in custodial closets to ensure availability of materials required in facility and job site by completing end-of-shift reports.

Follows specific verbal and written instructions, safety procedures, and standards for handling related cleaning chemicals, solutions, and cleaning equipment.

Observes and reports safety hazards, areas in need of repairs and supplies needed by completing end-of-shift reports. Provides customer service and information about custodial and District services to students, District employees, and guests.

Operates a mobile communication device, provided by the District, to inform lead or supervisor of delays, problems, and to receive work assignments.

Secures facilities by locking and unlocking specified areas in accordance with District and departmental policy.

Responds to custodial inquiries and emergencies.

Maintains a professional, helpful, constructive attitude and working relationship with the department supervisor, departmental employees, other District employees and the public.

May operate a District vehicle to transport self, custodial crew, supplies and equipment between buildings and District campuses.

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 general supervision from the Custodial Operations , Manager the employee receives day-to-day assignments from the Lead Custodian and is expected to carry them through to completion with substantial independence.

**Level of Supervision Exercised**

Positions in this classification do not supervise others.

#### KNOWLEDGE, SKILLS AND ABILITIES

**Knowledge:**

Proper, safe use and storage of cleaning materials, agents, chemicals, and related equipment

Types of floor sealers, floor finishes, and floor dressings

Sterilization and sanitation methods and techniques used in custodial work

Carpet cleaning methods and techniques

Safe work practices and methods

Basic mathematics

**Skills & Abilities:**

Read safety, chemical and equipment labels

Operate a mobile communication device

Communicate effectively, both orally and in writing

Safely operate and maintain a variety of related custodial equipment

Observe safety requirements and safe work practices and methods

Learn and apply applicable laws and regulations, and District policies and procedures

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

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:**

Sufficient education to demonstrate the knowledge and abilities listed above.

**Experience Requirement:**

One year of recent full-time paid janitorial or custodial experience.

**Education/Experience Equivalency:**

Experience and/or education of the same kind, level or 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.

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IV.Adjournment at 12:10 PM

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

Day	Month	Date	Year	Time	Venue
Wednesday	June	25	2025	12:00 p.m.	Board Room/Business Bldg. Room 117

As required by law, the agenda for the May 28, 2025, Special Meeting of the Santa Monica College Personnel Commission was posted on the Official District Website no later than 24 hours prior to the date and time of this meeting.