Santa Monica College Personnel Commission Meetings

Regular Meetings Occur Every 3rd Wednesday of the Month

Special Meetings Scheduled As Needed

Attend in Person:

1900 Pico Blvd, Business Room 117, Santa Monica Ca 90405

Attend Virtually:

https://smc-edu.zoom.us/j/89802168458?pwd=YUl4TUV6dkF1MnUzWlRNRnhYMWpTUT09

Call In:

One tap mobile :

+16694449171,,89802168458#,,,,*170714# US

+13462487799,,89802168458#,,,,*170714# US (Houston)

Telephone:

Webinar ID: 898 0216 8458

Passcode: 170714

+1 669 444 9171 US

+1 346 248 7799 US (Houston)

+1 719 359 4580 US

+1 720 707 2699 US (Denver)

+1 253 205 0468 US

+1 253 215 8782 US (Tacoma)

+1 646 931 3860 US

+1 689 278 1000 US

+1 301 715 8592 US (Washington DC)

+1 305 224 1968 US

+1 309 205 3325 US

+1 312 626 6799 US (Chicago)

+1 360 209 5623 US

+1 386 347 5053 US

+1 507 473 4847 US

+1 564 217 2000 US

+1 646 558 8656 US (New York)

International numbers available: https://smc-edu.zoom.us/u/k5RqknxWU

PUBLIC PARTICIPATION DURING PERSONNEL COMMISSION MEETINGS

Members of the public may address the Commission by oral presentation concerning any subject that lies within the jurisdiction of the Personnel Commission provided the requirements and procedures herein set forth are observed.

All public comments will be subject to the general rules set forth below.

- Generally, three minutes is allotted to each speaker per topic for general public comments or per agenda item.

- Individuals wishing to speak during Public Comments or on a specific item on the Consent Agenda will be called upon during Public Comments.

- Individuals wishing to speak on a specific item in Major Items of Business will be called upon at the time that the Board reaches that item in the agenda.

- Each speaker is limited to one presentation per specific agenda item before the Commission, and to one presentation per Commission meeting on non-agenda items.

Exceptions:
This time allotment does not apply to individuals who address the Commission at the invitation or request of the Commission.

Any person who disrupts, disturbs, or otherwise impedes the orderly conduct of any meeting of the Commission by uttering loud, threatening, or abusive language or engaging in disorderly conduct shall, at the discretion of the presiding officer or majority of the Commission, be requested to be orderly and silent and/or removed from the meeting.

No action may be taken on items of business not appearing on the agenda.

Instructions for Submitting a Request to Speak at In-Person Meeting

Individuals wishing to speak to the Commissioners during the Personnel Commission meeting during Public Comments or regarding item(s) on the agenda must complete a request card with name, address, name of organization (if applicable) and the topic or item on which comment is to be made.

General Public Comments and Consent Agenda

- The request card to speak must be submitted to Tatiana Morrison, Personnel Technician, at the meeting before the Commission reaches the applicable section in the agenda.

Instructions for Submitting a Request to Speak at Zoom Webinar

The Zoom webinar format used by the Personnel Commission Zoom meetings ensure public participation and provide an opportunity for the public to directly address the legislative body.

Public participation can occur in one of two ways. Members of the public may speak during the public meeting, or they can submit written comments to be read during the public meeting.

Individuals wishing to speak directly to the Commission can do so in one of several ways:

It is recommended that individuals wishing to speak at the Personnel Commission meeting send an email to morrison_tatiana@smc.edu by 10:30 a.m. for the regular session starting at 12:00 p.m. The email should contain the subject line "Commission Meeting Comments" and include the following information in the body of the email:

- Name
- Address
- Name of organization (if applicable)
- Topic or Item: General Public Comments or Consent Agenda (indicate number/subject)

Alternatively, during the meeting and before public comments have ended, individuals may use the Q&A feature of the Zoom webinar to request to speak.

When it is time for the speakers to address the Commission, their name will be called and the microphone on their Zoom account will be activated. A speaker's Zoom Profile should match the name used to request to speak to expedite this process. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Instructions for Submitting Written Comments

Individuals wishing to submit written comments to be read at the Personnel Commission Meeting should send an email to morrison_tatiana@smc.edu by 10:30 a.m. for the regular session starting at 12:00 p.m. The email should contain the following information:

- Name
- Address
- Name of organization (if applicable)
- Topic or Item (Item V for general comments or Consent Agenda (Item VIII); for other items indicate the topic or specific item number
- Comment to be read

Reference: Commission Policy Section 2350
Education Code Section 72121.5
Government Code Sections 54950 et seq

DEPARTMENTS: PLEASE POST	ADMINISTRATORS AND MANAGERS	SUPERINTENDENT/PRESIDENT AND SENIOR STAFF
Academic Affairs:	Emeritus:	Superintendent/President: Kathryn Jeffery
Accounts Payable: Cherry Aquino	Noncredit Programs:	Executive VP:
Admissions & Records: Jackson Edwards	Scott Silverman	VP Academic Affairs: Jason Beardsley
African American Center: Sherri Bradford	HR: Vina Chin	VP Business/Admin: Chris Bonvenuto
Athletics:	Info Tech: Calvin Madlock	VP Enroll. Services: T. Rodriguez
Auxiliary Services: Ofelia Meza	IEC: N. Pressian	VP Human Resources: Tre'Shawn Hall-Baker
Broad Stage/Madison: Gail Johnson	Instructional Technology:	VP Student Affairs: M. Tuitasi
Bundy: Beverly Redd-Walker	Maintenance:	Senior Director Government Relations &
Business Department: Peter Murray	Terry Kamibayashi	Institutional Communications: Don Girard
Campus Police Office: Jennifer Jones	Operations:	Community Relations: Kiersten Elliott
Campus Store: Elease Juarez	Dennis Biddle	Public Information: Grace Smith
Career Services: Carolina Trejo	Darryl Gray	
Cashier's Office: Veronica Romo	Emily Raby	PUBLIC POSTING LOCATION
Center for Media & Design: Angela Valentine	Robert Villanueva	Online: www.smc.edu
Community & Academic Relations: Christina Marcial	Receiving: Lisa Davis	
Community Education: Ashley Price	Supplemental	EMPLOYEE ORGANIZATIONS
Counseling Office: Allison Kosich	Instruction:	CSEA Labor Rep.: Derek Eckstein
Custodian Time Clock: Anthony Williams	Wendi DeMorst	CSEA Chapter Pres.: Cindy Ordaz
Disabled Students Center: Denise Henninger	SMCPA: Susan Hudelson	CSEA Chapter 1st V.P.: Martha Romano
Early Childhood Ed.: L. Manson		CSEA Chapter 2nd V.P.: Kennisha Green
Emeritus Department: V. Rankin-Scales		CSEA Chief Job Steward: Jonathan Rosas
English Dept.: Martha Hall		CSEA Treasurer: Dagmar Gorman
EOP&S: Gina Brunell		CSEA Secretary:
ESL Office: Jocelyn Alex		CSEA Chief Development Officer:
Events Office: Vinnessa Cook		Luis Martin
Faculty Association: Peter Morse		CSEA Communications Officer: David Mendoza
Financial Aid Office: Robyn Rouzan		SMC POA President: Officer Cadena
Health Sciences: Clarenda Stephens		Management Association: Jose J. Hernandez
Health Office: Nancy Alfaro		
Human Resources: Delia Padilla & Dawn Noguera		IF YOU NEED AN ACCOMMODATION
HSS: Carolyn Baugh		Written requests for disability-related
Institutional Research:		modifications or accommodations that are
International Education Center: Ana Jara		needed in order to participate in the Commission
KCRW:		meeting are to be directed to the Personnel
Latino Center: Maria Martinez		Commission Office as soon in advance of the
Maintenance/Operations: Kasey Garland		meeting as possible.
Malibu: Angela Bice		
Math Village: Kristina Fukuda		Revised 8/15/2025
Media Center:		
Modern Language: Travis Grant		
Music: Lori Geller		
Outreach & Recruitment:		
Payroll: Ian Fraser		
Science: Ingrid Cardwell		
Student Life: Amelia Trejo		
Superintendent/Presidents Office: L. Kilian		
STEM: Vanan Yahnian		
Theater Arts: Lindsay Lefler		
W& ED/Bundy: Tricia Ramos		

Public Session: 12:00 p.m.

I. Organizational Functions

A. Call to Order

B. Roll Call

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

II. Director's Report

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

A. Longevity

<u>10 YEARS</u>
Edwin Cruz, Student Services Specialist, Navigating Pathways to Success
Alysha DeLuna, Employee Benefits Coordinator, Human Resources
Cristina Garcia, International Student Services Specialist,
International Education Center
Jonathan Ng, Digital Marketing Coordinator, Marketing
<u>20 YEARS</u>
Rosa Maria Campos, Custodian, Operations
Sandra Franco, Student Services Specialist, Community and Academic Relations
<u>25 YEARS</u>
Mohamad Fakih, Information Technology Support Specialist, Information Technology
<u>30 YEARS</u>
Danny Rojas, Information Systems Security Officer,
Management Information Services

B. Comments from the Vice President of Human Resources

C. Comments from the President of CSEA

D. Comments from the President of Management Association

E. Comments from Personnel Commission Staff

F. Comments from the Personnel Commissioners

IV.Agenda Reports: Major Items of Business

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V.Consent Agenda

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VI.Adjournment

Agenda Report Number	1
Subject	Retitle and Classification Description Revisions: Network Communications Technician III to Senior IT Infrastructure Technician Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	John Linke, Supervising Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Network Communications Technician III**.

As part of the cyclical review process, we are reviewing classifications in the Information Technology job discipline. Information Technology consists of multiple specialized units including network services, management information systems, IT infrastructure, and end user support, and is responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals.

The Network Communications Technician III classification was established in November 2015. This classification has not been revised since its establishment. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Information Technology classifications and CSEA were invited to participate in a study orientation on February 5, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by February 25, 2025.

Personnel Commission staff consulted with Matthew Kiaman, Director of Network Services, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are being proposed to clarify the concept of the class, distinguishing characteristics, duties assigned, supervision, knowledge, skills and abilities, and minimum qualifications to more accurately reflect the nature and scope of the work performed.

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

RESULTS

Based on data gathered, description revisions are being proposed to clarify the essential duties performed, the concept of the class, distinguishing characteristics, supervision, knowledge, skills and abilities, and minimum qualifications.

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

Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies utilized roles that have broad responsibility for system and network administration, and/or desktop support and computer repair, in addition to IT infrastructure support. As a result, salary review is based on internal alignment with other classifications in the Network Communications Technician series. The Network Communications Technician III is internally aligned with the lower-level Network Communications Technician II by the level of knowledge required and complexity of work performed. Because no internal alignment issues exist and there is an adequate salary difference between the classifications in this job series, it is recommended that the salary placement for this role remain at range 49 on the Classified Employee salary schedule. The following chart shows related classifications in this job discipline and salary allocation for each classification:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
IT Infrastructure Manager	M29	$10,670	$12,969	25.84%
Senior IT Infrastructure Technician	49	$8,479	$10,306	10.26%
IT Infrastructure Technician II*	45	$7,690	$9,348	10.25%
IT Infrastructure Technician I*	41	$6,975	$8,479	

**Proposed retitle in subsequent reports.*

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

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions and retitle for Network Communications Technician III.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

~~Network Communications~~Senior IT Infrastructure Technician ~~III~~

CONCEPT OF THE CLASS

Under general supervision, ~~P~~positions in this classification perform advanced journey-level technical work to ensure secure, efficient and reliable access to District supported voice and data devices and services. Incumbents perform highly specialized and responsible duties by designing, coordinating, planning, ~~and~~ leading, ~~voice and data communication infrastructure installations,~~ repairing~~s~~, configuring~~ations~~, and maintaining~~enance~~ voice and data communication infrastructure installations.

DISTINGUISHING CHARACTERISTICS

The **Senior IT Infrastructure Technician** ~~Network Communications Technician IIIs~~ handles the most complex tasks requiring highly specialized technical knowledge or skills in implementing voice and data infrastructure installations, repairs and upgrades. Work performed requires advanced journey-level knowledge in a variety of related systems and protocols, in addition to substantial design and lead responsibilities implementing large and complex technology infrastructure projects.

The **IT Infrastructure Technician II** ~~Network Communications Technician IIs~~ performs journey-level work and handles a full range of moderate to complex duties related to installation and maintenance projects. Incumbents may plan, coordinate and guide less complex installation, repair, and maintenance projects, and may provide lead direction to lower classifications; however, the work is done with substantial independence and specialized technical knowledge. Incumbents in this classification may be required to work with confidential police systems and terminals.

The **Infrastructure Technician I** ~~Network Communications Technician Is~~ provides specialized technical support of moderate complexity and scope, with independent judgement in solving technical problems related to installation, maintenance and upgrade of data and voice systems.

The **IT Infrastructure Manager** coordinates, manages and oversees the installation, and maintenance of the District's information technology infrastructure, physical security, audio visual systems, and communications systems.

ESSENTIAL DUTIES

Assists management by assigning and reviewing ~~with~~ work for technical staff~~request assignments~~; develops and hosts ~~reviews work and~~ training~~s~~ sessions for department ~~technical~~ staff.

Drives to District sites and ~~Plans and coordinates~~leads complex IT infrastructure projects, including those ~~with vendors and contractors to design and implement network systems~~ for new ~~and/or renovated~~ District buildings, to deliver secure, reliable, and efficient data and voice networks district-wide; this includes overseeing all project phases from planning and design to execution, and coordinating and reviewing the work of vendors, contractors, and District staff for accuracy and compatibility with District standards.

Coordinates and performs highly complex tasks related to ~~participates in~~ the design, installation, maintenance, end user support, troubleshooting, ~~coordination, installation, termination,~~ testing, and repair of voice and data communication ~~infrastructure~~systems, including network equipment (e.g., switches, access points), distribution frames, ~~F~~fiber-optic~~,~~ and copper cabling, ~~network~~ connectors, ~~and~~ wireless ~~equipment~~devices, and voice-messaging systems, following best practices and change control procedures; makes recommendations for upgrades or improvements to physical infrastructure.

~~Performs~~ Provides advanced technical assistance related to the installation, update, and maintenance of campus safety technology devices, such as video surveillance systems, entry access systems, and two way radios.

Coordinates and participates in ~~the~~ updating and maintaining asset inventory, service records, and other job-related technical documentation such as, proper labeling of cables and configuration diagrams, customer support reports, knowledge-base, and other administrative processes and procedures as needed.

Perform ad-hoc network switch port configuration changes to install devices such as wireless access points, phones, and security cameras.

Performs high-level technical support tasks related to the installation, repair, testing, update, and maintenance of computer hardware and software, including peripheral devices, software applications and various networked and mobile devices.

Determines appropriate methodology and ~~U~~utilizes current technology tools, system scripting, and best practices to ~~determine the appropriate methodology to~~ install/maintain/update operating systems and other software to various networked end-point devices.

Updates technical skills and knowledge by participating in training opportunities and keeping current on related technical publications.

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.

~~Performs resource estimates, task analysis, and operational coordination for assigned projects.~~

~~Plans, coordinates and leads highly complex and specialized projects to ensure reliable, secure, and efficient data and voice networks district-wide.~~

~~Performs high-level tasks related to the installation, repair, testing, update and maintenance of networking equipment, including wired and wireless voice and data communication end point devices, as well as voice-messaging systems.~~

~~Coordinates and participates in the installation and maintenance tasks related to voice and data communications systems, with best practices and proper change control methodology.~~

~~Provides end user support by servicing difficult problems related to voice and data connections, installation, configuration, troubleshooting, repair and adjustment.~~

SUPERVISION

Supervision Received:

Positions in this class receive general supervision from the IT Infrastructure Manager ~~Telecommunications Supervisor~~.

Supervision Exercised:

Positions in this classification do not supervise others, however they serve as lead workers to lower-level technical staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

~~Knowledge of p~~Project ~~coordination~~ management and training principles

~~Advanced knowledge of c~~Complex computer and network concepts

~~Advanced knowledge of i~~Industry standards, principles and protocols relating to the installation/maintenance of data/voice communication infrastructure

~~Advanced knowledge of w~~Wide and local area network standards, principles, and protocols

~~Advanced knowledge of w~~Wired and wireless network technology

~~Advanced knowledge of d~~Domain and directory services

~~Advanced knowledge of c~~Current Windows, Linux and Macintosh computer hardware, operating systems, installations, updates, and maintenance

~~Advanced knowledge of c~~Computer programming languages, software applications, internet applications, web services and browsers

~~Advanced knowledge of d~~Design and installation of ~~local and wide area~~physical network~~s~~ infrastructure

~~Advanced knowledge of c~~Copper and fiber-optic cabling and cable management standards

~~Advanced knowledge of c~~Current developments and trends in Information Technology

~~Advanced knowledge of s~~Server and client virtualization technology

~~Knowledge of s~~Safe and correct use of tools and equipment used in the installation, repair, and maintenance of telecommunications, computer, and electronic systems

Mathematical principles relevant to the design and implementation of physical network infrastructure

Skills & Abilities:

Provide lead direction to staff, which includes coordinating, training, delegating, monitoring, and directing work orders and project tasks

Plan and manage complex projects by applying project management principles

Identify, analyze and critically think through highly complex infrastructure and computer issues, devise alternative solutions, and make effective decisions.

Stay updated on technology changes and recommends upgrades to physical infrastructure

Attend to highly detailed information such as infrastructure documentation and diagrams, and switch port configurations

Communicate complex technical concepts effectively to stakeholders and others, both orally and in writing

Role model exceptional internal and external customer service

Apply and explain applicable laws and regulations, and District policies and procedures

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

Apply mathematical reasoning and principles to complete tasks

Install, configure, diagnose, and repair a variety of highly complex computer network hardware and software

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

~~Analyze and trouble-shoot highly complex technical problems~~

~~Perform multiple complex tasks while practicing effective time management~~

~~Analyze and resolve problems independently, and to escalate to supervisor when appropriate~~

~~Perform difficult tasks efficiently and methodically~~

~~Document standard operating procedures and practices~~

~~Adapt to changes and keep abreast with updated technology~~

~~Adjust to high workload and varied schedules~~

~~Maintain accurate records of equipment and repairs~~

~~Maintain effective working relationships with administrators, managers, faculty, staff, student workers and outside vendors~~

~~Evaluate alternatives, maximize available resources, and develop sound conclusions and recommendations~~

~~Exercise tact and diplomacy in dealing with sensitive issues and situations~~

~~Work effectively independently and on teams~~

~~Communicate effectively, both orally and in writing, in order to provide support and technical assistance to users over the phone and via e-mail~~

~~Coordinate, lead and organize relatively complex projects and resources that are interdepartmental in scope~~

~~Train and provide work direction to others~~

~~Troubleshoot hardware, software and peripheral equipment malfunctions in a network and stand-alone environment utilizing various operating systems.~~

~~Read, understand, edit and comment on architectural and electrical drawings related to computer network infrastructure and installation~~

MINIMUM QUALIFICATIONS

Education:

Associates degree~~,~~ or equivalent~~,~~ in ~~Computer Science~~ information technology, telecommunications technology, or a ~~closely~~ related field~~, or completion of trade school in Computer Technology including internetworking technology, protocols and voice/data communication infrastructure installation, termination and repair, or a closely related field~~.

Experience:

Five years of experience ~~providing technical and end user support in the~~ installing~~ation, repair~~ and ~~maintenance of personal computer systems, computer peripheral devices,~~ troubleshooting IT infrastructure, including cabling and network equipment~~,~~ in a multi-building environment with at least 500 network nodes~~local and wide area network environment, including at least two years of designing, integrating and implementing data and voice networks~~.

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 ~~for up to two (2) years~~.

Licensure and/or Certification:

~~Class "C" California~~ Valid Driver~~'s~~ License

Special Requirement:

~~Must be available and willing to respond to emergency calls after normally scheduled working hours as needed.~~ Willingness and ability to work varied hours and/or be on call.

Incumbents in this classification may be required to work with confidential police systems and terminals. Appointment is subject to a fingerprint and/or background check, as required by CLETS (California Law Enforcement Telecommunication System).

Any industry technology certification is desirable, such as Network+, Cisco Certified Network Associate (CCNA) ~~MSCE,~~ A+, ~~CompTIA,~~ or BICSI, ~~MSCE, CCNP~~.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

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

Work Environment:

While performing the duties of this job the employee is required to stand, walk, and travel around the main campus or satellite locations to perform fieldwork. The employee is frequently required to lift, carry, push or pull up to 50 pounds. While performing the duties of this job, the employee is regularly required to stoop, bend, and crouch in small spaces, such as under a desk, and is occasionally required to climb a ladder and crawl through attic or crawl spaces under buildings and is occasionally exposed to chemicals used for equipment maintenance.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	11/18/2015
Class History:	Network Communications Technician III
Revision Date(s):	~~None~~ 6/25/25

Santa Monica Community College District
Personnel Commission

Senior IT Infrastructure Technician

CONCEPT OF THE CLASS

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DISTINGUISHING CHARACTERISTICS

The **Senior IT Infrastructure Technician** handles the most complex tasks requiring highly specialized technical knowledge or skills in implementing voice and data infrastructure installations, repairs and upgrades. Work performed requires advanced journey-level knowledge in a variety of related systems and protocols, in addition to substantial design and lead responsibilities implementing large and complex technology infrastructure projects.

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The **Infrastructure Technician I** provides specialized technical support of moderate complexity and scope, with independent judgement in solving technical problems related to installation, maintenance and upgrade of data and voice systems.

The **IT Infrastructure Manager** coordinates, manages and oversees the installation, and maintenance of the District's information technology infrastructure, physical security, audio visual systems, and communications systems.

ESSENTIAL DUTIES

Assists management by assigning and reviewing work for technical staff; develops and hosts training sessions for department staff.

Drives to District sites and leads complex IT infrastructure projects, including those for new District buildings, to deliver secure, reliable, and efficient data and voice networks district-wide; this includes overseeing all project phases from planning and design to execution, and coordinating and reviewing the work of vendors, contractors, and District staff for accuracy and compatibility with District standards.

Coordinates and performs highly complex tasks related to the design, installation, maintenance, end user support, troubleshooting, testing, and repair of voice and data communication systems, including network equipment (e.g., switches, access points), distribution frames, fiber-optic and copper cabling, connectors, wireless devices, and voice-messaging systems, following best practices and change control procedures; makes recommendations for upgrades or improvements to physical infrastructure.

Provides advanced technical assistance related to the installation, update, and maintenance of campus safety technology devices, such as video surveillance systems, entry access systems, and two way radios.

Coordinates and participates in updating and maintaining asset inventory, service records, and other job-related technical documentation such as, proper labeling of cables and configuration

diagrams, customer support reports, knowledge-base, and other administrative processes and procedures as needed.

Perform ad-hoc network switch port configuration changes to install devices such as wireless access points, phones, and security cameras.

Performs high-level technical support tasks related to the installation, repair, testing, update, and maintenance of computer hardware and software, including peripheral devices, software applications and various networked and mobile devices.

Determines appropriate methodology and utilizes current technology tools, system scripting, and best practices to install/maintain/update operating systems and other software to various networked end-point devices.

Updates technical skills and knowledge by participating in training opportunities and keeping current on related technical publications.

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

Supervision Received:

Positions in this class receive general supervision from the IT Infrastructure Manager .

Supervision Exercised:

Positions in this classification do not supervise others, however they serve as lead workers to lower-level technical staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Project management and training principles

Complex computer and network concepts

Industry standards, principles and protocols relating to the installation/maintenance of data/voice communication infrastructure

Wide and local area network standards, principles, and protocols

Wired and wireless network technology

Domain and directory services

Current Windows, Linux and Macintosh computer hardware, operating systems, installations, updates, and maintenance

Computer programming languages, software applications, internet applications, web services and browsers

Design and installation of physical network infrastructure

Copper and fiber-optic cabling and cable management standards

Current developments and trends in Information Technology

Server and client virtualization technology

Safe and correct use of tools and equipment used in the installation, repair, and maintenance of telecommunications, computer, and electronic systems

Mathematical principles relevant to the design and implementation of physical network infrastructure

Skills & Abilities:

Provide lead direction to staff, which includes coordinating, training, delegating, monitoring, and directing work orders and project tasks

Plan and manage complex projects by applying project management principles

Identify, analyze and critically think through highly complex infrastructure and computer issues, devise alternative solutions, and make effective decisions.

Stay updated on technology changes and recommends upgrades to physical infrastructure

Attend to highly detailed information such as infrastructure documentation and diagrams, and switch port configurations

Communicate complex technical concepts effectively to stakeholders and others, both orally and in writing

Role model exceptional internal and external customer service

Apply and explain applicable laws and regulations, and District policies and procedures

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

Apply mathematical reasoning and principles to complete tasks

Install, configure, diagnose, and repair a variety of highly complex computer network hardware and software

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:

Associates degree or equivalent in information technology, telecommunications technology, or a related field.

Experience:

Five years of experience installing and troubleshooting IT infrastructure, including cabling and network equipment, in a multi-building environment with at least 500 network nodes.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Valid Driver License

Special Requirement:

Willingness and ability to work varied hours and/or be on call. Incumbents in this classification may be required to work with confidential police systems and terminals. Appointment is subject to a fingerprint and/or background check, as required by CLETS (California Law Enforcement Telecommunication System).

Any industry technology certification is desirable, such as Network+, Cisco Certified Network Associate (CCNA) A+, or BICSI,

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

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

Work Environment:

While performing the duties of this job the employee is required to stand, walk, and travel around the main campus or satellite locations to perform fieldwork. The employee is frequently required to lift, carry, push or pull up to 50 pounds. While performing the duties of this job, the employee is regularly required to stoop, bend, and crouch in small spaces, such as under a desk, and is occasionally required to climb a ladder and crawl through attic or crawl spaces under buildings and is occasionally exposed to chemicals used for equipment maintenance.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	11/18/2015
Class History:	Network Communications Technician III
Revision Date(s):	6/25/25

Agenda Report Number	2
Subject	Retitle and Classification Description Revisions: Network Communications Technician II to IT Infrastructure Technician II Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	John Linke, Supervising Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Network Communications Technician II**.

As part of the cyclical review process, we are reviewing classifications in the Information Technology job discipline. Information Technology consists of multiple specialized units including network services, management information systems, IT infrastructure, and end user support, and is responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals.

The Network Communications Technician II classification was established in November 2006. This classification has been revised three times since its establishment. The most recent revision was approved in November 2015 as part of the cyclical review process, which resulted in changes to the classification title, concept of the class, distinguishing characteristics, essential duties, supervision, knowledge, skills and abilities, and minimum qualifications. There are currently two permanent incumbents in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Information Technology classifications and CSEA were invited to participate in a study orientation on February 5, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by February 25, 2025.

Personnel Commission staff consulted with Matthew Kiaman, Director of Network Services, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are proposed to clarify the concept of the class, distinguishing characteristics, duties assigned, supervision, knowledge, skills and abilities, and minimum qualifications to more accurately reflect the nature and scope of the work performed.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the

comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, description revisions are being proposed to clarify the essential duties performed, the concept of the class, distinguishing characteristics, supervision, knowledge, skills and abilities, and minimum qualifications.

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

Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies utilized roles that have broad responsibility for system and network administration, and/or desktop support and computer repair, in addition to IT infrastructure support. As a result, salary review is based on internal alignment with other classifications in the Network Communications Technician series. The Network Communications Technician II is internally aligned with the higher-level Network Communications Technician III by the level of knowledge required and complexity of work performed. Similarly, it is distinguished from the lower-level Network Communications Technician I by the level of knowledge required to perform the full scope of journey-level IT infrastructure work. Because no internal alignment issues exist and there is an adequate salary difference between the classifications in this job series, it is recommended that the salary placement for this role remain at range 45 on the Classified Employee salary schedule. The following chart shows related classifications in this job discipline and salary allocation for each classification:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
IT Infrastructure Manager	M29	$10,670	$12,969	25.84%
Senior IT Infrastructure Technician**	49	$8,479	$10,306	10.26%
IT Infrastructure Technician II	45	$7,690	$9,348	10.25%
IT Infrastructure Technician I*	41	$6,975	$8,479	

**Proposed retitle in subsequent report. **Retitled in previous report.*

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

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions and retitle for Network Communications Technician II.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

~~Network Communications~~IT Infrastructure Technician II

CONCEPT OF THE CLASS

Under general supervision, ~~P~~positions in this classification perform journey-level work to ensure the end users effectively and securely access District supported technology infrastructure resources. Incumbents install, repair, configure, test and maintain data communication infrastructure, wireless access points, uninterruptable power supplies, two-way radios, campus safety technology, multi-platform computer hardware and software, computer peripherals, network~~,~~ and telecommunications infrastructure and other information technology equipment. In addition, incumbents respond to technical support requests from end users and technology support staff. Incumbents in this classification may be required to work with confidential police systems and terminals. Incumbents may provide lead direction to lower classifications.

DISTINGUISHING CHARACTERISTICS

The **IT Infrastructure Technician II** ~~Network Communications Technician IIs~~ performs journey-level work and handles a full range of moderate to complex duties related to installation and maintenance projects. Incumbents may plan, coordinate and guide less complex installation, repair, and maintenance projects, and may provide lead direction to lower classifications; however, the work is done with substantial independence and specialized technical knowledge. Incumbents in this classification may be required to work with confidential police systems and terminals.

The **Senior IT Infrastructure Technician** ~~Network Communications Technician IIIs~~ handles the most complex tasks requiring highly specialized technical knowledge or skills in implementing voice and data infrastructure installations, repairs and upgrades. Work performed requires advanced journey-level knowledge in a variety of related systems and protocols, in addition to substantial design and lead responsibilities implementing large and complex technology infrastructure projects.

The **Infrastructure Technician I** ~~Network Communications Technician Is~~ provides specialized technical support of moderate complexity and scope, with independent judgement in solving technical problems related to installation, maintenance and upgrade of data and voice systems.

The **IT Infrastructure Manager** coordinates, manages and oversees the installation, and maintenance of the District's information technology infrastructure, physical security, audio visual systems, and communications systems.

ESSENTIAL DUTIES

Provides end user support related to computers and telecommunications by responding to user requests, troubleshooting and diagnosing the problem, and performing the necessary repair and adjustment.

Performs routine to high-level support tasks related to the set-up, installation, repair, testing, updating~~e~~, and maintenance of computer hardware and software, including peripheral devices, software applications and various networked and mobile devices.

Drives to District sites to ~~P~~perform~~s routine~~ moderate to ~~high-level~~complex tasks related to the installation, maintenance, end user support, troubleshooting, ~~repair,~~ testing, and repair ~~update, and maintenance~~ of ~~networking equipment, including wired and wireless~~ voice and data communication systems, including network equipment (e.g., switches, access points), distribution frames, fiber-optic and copper cabling, connectors, wireless devices, ~~end point devices,~~ and voice-messaging systems, following best practices and change control procedures; makes recommendations for upgrades or improvements to physical infrastructure.

~~Performs~~ Provides technical assistance related to the installation, update, and maintenance of campus safety technology devices, such as video surveillance systems, entry access systems, ~~and~~ two way radios, and/or other network endpoint devices.

Updates and maintains asset inventory, service records, and other job-related technical documentation such as, proper labeling of cables and configuration diagrams, customer support reports, knowledge-base, and other administrative, processes and procedures as needed.

May coordinate and design less complex projects, which may involve coordinating schedules and project activities, estimating resources, performing task analysis, and providing direction and training to lower-level technical staff~~and manage related timelines and scheduling~~.

Utilizes current technology tools, system scripting, and best practices to determine the appropriate methodology to install/maintain/update operating systems and other software to various networked end-point devices.

Updates technical skills and knowledge by participating in training opportunities and self-studying technical publications.

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.

~~Installs, terminates, tests, and repairs voice and data communication infrastructure, including network equipment, distribution frames, Fiber optic and copper cabling, network connectors, and wireless equipment.~~

~~Performs installation and maintenance of voice and data communications systems, with best practices and proper control methodology.~~

~~May performs resource estimates, task analysis, and operational coordination for assigned projects.~~

~~May provide lead direction and training to lower level technical personnel.~~

SUPERVISION

Supervision Received:

Positions in this class receive general supervision from the IT Infrastructure Manager ~~Telecommunications Supervisor~~.

Supervision Exercised:

Positions in this classification do not supervise others, however they may serve as lead workers to lower level technical staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Complex computer and network concepts

Industry standards, principles and protocols relating to the installation/maintenance of data/voice communication infrastructure

Wide and local area network standards, principles, and protocols

Wired and wireless network technology

Domain and directory services

Current Windows, Linux and Macintosh computer hardware, operating systems, installations, updates, and maintenance

Computer programming languages, software applications, internet applications, web services, and browsers

Design and installation of ~~local and wide area~~physical network~~s~~ infrastructure

Copper and fiber-optic cabling and cable management standards

Current developments and trends in Information Technology

Server and client virtualization technology

Basic principles of project management

Safe and correct use of tools and equipment used in the installation, repair, and maintenance of telecommunications, computer, and electronic systems

Skills & Abilities:

Identify, analyze and critically think through complex infrastructure and computer issues, devise alternative solutions, and make effective decisions.

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

Stay updated on technology changes and adapt to new technologies

Attend to highly detailed information such as infrastructure documentation and diagrams,

Communicate complex technical concepts effectively to stakeholders and others, both orally and in writing

Role model exceptional internal and external customer service

Apply and explain applicable laws and regulations, and District policies and procedures

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

Apply mathematical reasoning and principles to complete tasks

Plan and manage projects by applying basic project management principles

Install, configure, diagnose, and repair a variety of computer network hardware and software.

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

~~Apply sound judgment to maximize available resources and escalate request direction when needed~~

~~Adjust to high workload and varied schedules~~

~~Provide outstanding customer service~~

~~Analyze and trouble-shoot complex technical problems~~

~~Perform multiple tasks while practicing effective time management~~

~~Analyze and resolve a situation independently, and to escalate to lead worker and/or supervisor when appropriate~~

~~Perform tasks efficiently and methodically~~

~~Coordinate projects and plan resources~~

~~Document standard operating procedures and practices~~

~~Adapt to changes and keep abreast with updated technology~~

~~Maintain effective working relationships with administrators, managers, faculty, staff, student workers and outside vendors~~

~~Communicate effectively, both orally and in writing, in order to provide support and technical assistance to users over the phone and via e-mail~~

~~Troubleshoot hardware, software and peripheral equipment malfunctions in a network and stand-alone environment utilizing various operating systems~~

~~Maintain accurate records of equipment and repairs~~

~~Read and understand architectural and electrical drawings related to computer network infrastructure and installation~~

MINIMUM QUALIFICATIONS

Education:

Associate's degree or equivalent in ~~Computer Science~~information technology, telecommunications technology, or a ~~closely~~ related field~~, or completion of trade school in Computer Technology including internetworking technology, protocols and voice/data communication infrastructure installation, termination and repair, or a closely related field~~.

Experience:

~~Five (5)~~Three years of experience ~~providing technical and end user support in the~~ installing~~ation, repair~~ and ~~maintenance of personal computer systems, computer peripheral devices,~~ troubleshooting IT infrastructure, including cabling and network equipment, in an environment with at least 250 network nodes~~local and wide area network environment, including performing moves, adds and changes and cable installation, termination and repair~~.

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~~ for up to two (2) years~~.

Licensure and/or Certification:

~~Class "C" California~~Valid Driver's License

Any industry technology certification is desirable, such as Network+, Cisco Certified Network Associate (CCNA)~~ MSCE~~, A+, ~~CompTIA,~~ or BICSI,~~ MSCE, CCNP~~.

Special Requirement:

~~Must be available and willing to respond to emergency calls after normally scheduled working hours as needed.~~Willingness and ability to work varied hours and/or be on call.

Incumbents in this classification may be required to work with confidential police systems and terminals. Appointment is subject to a fingerprint and/or background check, as required by CLETS (California Law Enforcement Telecommunication System)

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

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

Work Environment:

While performing the duties of this job the employee is required to stand, walk, and travel around the main campus or satellite locations to perform fieldwork. The employee is frequently required to lift, carry, push or pull up to 50 pounds. While performing the duties of this job, the employee is regularly required to stoop, bend, and crouch in small spaces, such as under a desk, and is occasionally required to climb a ladder and crawl through attic or crawl spaces under buildings and is occasionally exposed to chemicals used for equipment maintenance.

CLASS DETAIL

Job Family: Information Technology

FLSA Status:	Non-exempt
Personnel Commission Approval Date:	11/30/06
Class History:	Telecommunication Technician II; Network Communications Technician II
Revision Date(s):	11/30/06; 12/17/08; 1/21/09; 11/18/15; 8/20/25

Santa Monica Community College District
Personnel Commission

IT Infrastructure Technician II

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform journey-level work to ensure the end users effectively and securely access District supported technology infrastructure resources. Incumbents install, repair, configure, test and maintain data communication infrastructure, wireless access points, uninterruptable power supplies, two-way radios, campus safety technology, multi-platform computer hardware and software, computer peripherals, network and telecommunications infrastructure and other information technology equipment. In addition, incumbents respond to technical support requests from end users and technology support staff. Incumbents in this classification may be required to work with confidential police systems and terminals. Incumbents may provide lead direction to lower classifications.

DISTINGUISHING CHARACTERISTICS

The **IT Infrastructure Technician II** performs journey-level work and handles a full range of moderate to complex duties related to installation and maintenance projects. Incumbents may plan, coordinate and guide less complex installation, repair, and maintenance projects, and may provide lead direction to lower classifications; however, the work is done with substantial independence and specialized technical knowledge. Incumbents in this classification may be required to work with confidential police systems and terminals.

The **Senior IT Infrastructure Technician** handles the most complex tasks requiring highly specialized technical knowledge or skills in implementing voice and data infrastructure installations, repairs and upgrades. Work performed requires advanced journey-level knowledge in a variety of related systems and protocols, in addition to substantial design and lead responsibilities implementing large and complex technology infrastructure projects.

The **Infrastructure Technician I** provides specialized technical support of moderate complexity and scope, with independent judgement in solving technical problems related to installation, maintenance and upgrade of data and voice systems.

The **IT Infrastructure Manager** coordinates, manages and oversees the installation, and maintenance of the District's information technology infrastructure, physical security, audio visual systems, and communications systems.

ESSENTIAL DUTIES

Provides end user support related to computers and telecommunications by responding to user requests, troubleshooting and diagnosing the problem, and performing the necessary repair and adjustment.

Performs routine to high-level support tasks related to the set-up, installation, repair, testing, updating, and maintenance of computer hardware and software, including peripheral devices, software applications and various networked and mobile devices.

Drives to District sites to perform moderate to complex tasks related to the installation, maintenance, end user support, troubleshooting, testing, and repair of voice and data communication systems, including network equipment (e.g., switches, access points), distribution frames, fiber-optic and copper cabling, connectors, wireless devices, and voice-messaging systems, following best practices and change control procedures; makes recommendations for upgrades or improvements to physical infrastructure.

Provides technical assistance related to the installation, update, and maintenance of campus safety technology devices, such as video surveillance systems, entry access systems, two way radios, and/or other network endpoint devices.

Updates and maintains asset inventory, service records, and other job-related technical documentation such as, proper labeling of cables and configuration diagrams, customer support reports, knowledge-base, and other administrative, processes and procedures as needed.

May coordinate and design less complex projects, which may involve coordinating schedules and project activities, estimating resources, performing task analysis, and providing direction and training to lower-level technical staff.

Utilizes current technology tools, system scripting, and best practices to determine the appropriate methodology to install/maintain/update operating systems and other software to various networked end-point devices.

Updates technical skills and knowledge by participating in training opportunities and self-studying technical publications.

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

Supervision Received:

Positions in this class receive general supervision from the IT Infrastructure Manager.

Supervision Exercised:

Positions in this classification do not supervise others, however they may serve as lead workers to lower level technical staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Complex computer and network concepts

Industry standards, principles and protocols relating to the installation/maintenance of data/voice communication infrastructure

Wide and local area network standards, principles, and protocols

Wired and wireless network technology

Domain and directory services

Current Windows, Linux and Macintosh computer hardware, operating systems, installations, updates, and maintenance

Computer programming languages, software applications, internet applications, web services, and browsers

Design and installation of physical network infrastructure

Copper and fiber-optic cabling and cable management standards

Current developments and trends in Information Technology

Server and client virtualization technology

Basic principles of project management

Safe and correct use of tools and equipment used in the installation, repair, and maintenance of telecommunications, computer, and electronic systems

Skills & Abilities:

Identify, analyze and critically think through complex infrastructure and computer issues, devise alternative solutions, and make effective decisions.

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

Stay updated on technology changes and adapt to new technologies

Attend to highly detailed information such as infrastructure documentation and diagrams,

Communicate complex technical concepts effectively to stakeholders and others, both orally and in writing

Role model exceptional internal and external customer service

Apply and explain applicable laws and regulations, and District policies and procedures

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

Apply mathematical reasoning and principles to complete tasks

Plan and manage projects by applying basic project management principles

Install, configure, diagnose, and repair a variety of computer network hardware and software.

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:

Associate's degree or equivalent in information technology, telecommunications technology, or a related field.

Experience:

Three years of experience installing and troubleshooting IT infrastructure, including cabling and network equipment, in an environment with at least 250 network nodes.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Valid Driver License

Any industry technology certification is desirable, such as Network+, Cisco Certified Network Associate (CCNA), A+, or BICSI

Special Requirement:

Willingness and ability to work varied hours and/or be on call.

Incumbents in this classification may be required to work with confidential police systems and terminals. Appointment is subject to a fingerprint and/or background check, as required by CLETS (California Law Enforcement Telecommunication System)

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

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

Work Environment:

While performing the duties of this job the employee is required to stand, walk, and travel around the main campus or satellite locations to perform fieldwork. The employee is frequently required to lift, carry, push or pull up to 50 pounds. While performing the duties of this job, the employee is regularly required to stoop, bend, and crouch in small spaces, such as under a desk, and is occasionally required to climb a ladder and crawl through attic or crawl spaces under buildings and is occasionally exposed to chemicals used for equipment maintenance.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	11/30/06
Class History:	Telecommunication Technician II; Network Communications Technician II
Revision Date(s):	11/30/06; 12/17/08; 1/21/09; 11/18/15; 8/20/25

Agenda Report Number	3
Subject	Retitle and Classification Description Revisions: Network Communications Technician I to IT Infrastructure Technician I Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	John Linke, Supervising Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Network Communications Technician I**.

As part of the cyclical review process, we are reviewing classifications in the Information Technology job discipline. Information Technology consists of multiple specialized units including network services, management information systems, IT infrastructure, and end user support, and is responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals.

The Network Communications Technician I classification was established in March 1987. This classification has been revised six times since its establishment. The most recent revision was approved in November 2015 as part of the cyclical review process, which resulted in changes to the classification title, concept of the class, distinguishing characteristics, essential duties, supervision, knowledge, skills and abilities, and minimum qualifications. There are currently two permanent incumbents in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Information Technology classifications and CSEA were invited to participate in a study orientation on February 5, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by February 25, 2025.

Personnel Commission staff consulted with Matthew Kiaman, Director of Network Services, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are being proposed to clarify the concept of the class, distinguishing characteristics, duties assigned, supervision, knowledge, skills and abilities, and minimum qualifications to more accurately reflect the nature and scope of the work performed.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the

comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, description revisions are being proposed to clarify the essential duties performed, the concept of the class, distinguishing characteristics, supervision, knowledge, skills and abilities, and minimum qualifications.

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

Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies utilized roles that have broad responsibility for system and network administration, and/or desktop support and computer repair in addition to IT infrastructure support, or that operated at a higher journey or advanced journey level. As a result, salary review is based on internal alignment with other classifications in the Network Communications Technician series. The Network Communications Technician I is internally aligned with the higher-level Network Communications Technician II by the level of knowledge required, as the higher-level role independently performs the full scope of journey-level IT infrastructure work. Because no internal alignment issues exist and there is an adequate salary difference between the classifications in this job series, it is recommended that the salary placement for this role remain at range 41 on the Classified Employee salary schedule.

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

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
IT Infrastructure Manager	M29	$10,670	$12,969	25.84%
Senior IT Infrastructure Technician*	49	$8,479	$10,306	10.26%
IT Infrastructure Technician II*	45	$7,690	$9,348	10.25%
IT Infrastructure Technician I	41	$6,975	$8,479	

**Proposed retitle in previous reports.*

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

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions and retitle for Network Communications Technician I.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

IT Infrastructure ~~Network Communications~~ Technician I

CONCEPT OF THE CLASS

Under general supervision, ~~P~~positions in this classification ensure that end users effectively and securely access District supported technology infrastructure resources. Incumbents install, repair, configure, troubleshoot, test and maintain data communication infrastructure, wireless access points, uninterruptable power supplies, two-way radios, campus safety technology, multi-platform computer hardware and software, computer peripherals, network~~,~~ and telecommunications infrastructure and other information technology equipment. In addition, incumbents respond to technical support requests from end users and/or other technology support staff.

DISTINGUISHING CHARACTERISTICS

The **IT Infrastructure Technician I** ~~Network Communications Technician Is~~ provides specialized technical support of moderate complexity and scope, with independent judgement in solving technical problems related to installation, maintenance and upgrade of data and voice systems.

The **IT Infrastructure Technician II** ~~Network Communications Technician IIs~~ performs journey-level work and handles a full range of moderate to complex duties related to installation and maintenance projects. Incumbents may plan, coordinate and guide less complex installation, repair, and maintenance projects, and may provide lead direction to lower classifications; however, the work is done with substantial independence and specialized technical knowledge. Incumbents in this classification may be required to work with confidential police systems and terminals.

The **Senior IT Infrastructure Technician** ~~Network Communications Technician IIIs~~ handles the most complex tasks requiring highly specialized technical knowledge or skills in implementing voice and data infrastructure installations, repairs and upgrades. Work performed requires advanced journey-level knowledge in a variety of related systems and protocols, in addition to substantial design and lead responsibilities implementing large and complex technology infrastructure projects.

The **IT Infrastructure Manager** coordinates, manages and oversees the installation, and maintenance of the District's information technology infrastructure, physical security, audio visual systems, and communications systems.

ESSENTIAL DUTIES

Provides end user support related to computers and telecommunications by responding to user requests, troubleshooting and diagnosing the problem, and performing the necessary repair and adjustment.

Performs routine to moderately complex technical support tasks related to the set-up, installation, repair, testing, updating~~es~~, and maintenance of computer hardware and software, including peripheral devices, software applications and various networked and mobile devices.

Drives to District sites to ~~P~~perform~~s~~ routine to moderately complex tasks related to the installation, maintenance, end user support, troubleshooting, testing, and repair~~, testing, update, and maintenance~~ of ~~networking equipment, including wired and wireless~~ voice and data communication~~ end point devices, and voice-messaging~~ systems, including network equipment (e.g., switches, access points), distribution frames, fiber-optic and copper cabling, connectors, wireless devices, and voice-messaging systems, following best practices and change control procedures.

Updates and maintains asset inventory, service records, and other job-related technical documentation, such as proper labeling of cables and configuration diagrams, customer support reports, knowledge-base, and other administrative processes and procedures as needed.

~~Performs~~ Provides technical assistance related to the installation, update and maintenance of campus safety technology devices, such as video surveillance systems, entry access systems, two-way radios, and/or other network endpoint devices.

Utilizes current technology tools, system scripting, and best practices to determine the appropriate methodology to install, maintain and update operating systems and other software to various networked end-point devices.

Updates technical skills and knowledge by participating in training opportunities and self-studying technical publications.

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.

~~Installs, terminates, tests, and repairs voice and data communication infrastructure, including network equipment, distribution frames, Fiber optic and copper cabling, network connectors, and wireless equipment.~~

~~Performs installation and maintenance of voice and data communications systems, with best practices and proper change control methodology.~~

SUPERVISION

Supervision Received:

Positions in this classification receive general supervision from the IT Infrastructure Manager~~Telecommunications Supervisor~~.

Supervision Exercised:

Positions in this classification do not supervise other classified positions.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Basic computer and network concepts

Industry standards, principals and protocols relating to the installation/maintenance of data/voice communication infrastructure

Wide and local area network standards, principles, and protocols

Wired and wireless network technology

Domain and directory services

Current Windows, Linux and Macintosh computer hardware, operating systems, installations, updates, and maintenance

Computer programming languages, software applications, internet applications, web services and browsers.

Design and installation of ~~local and wide area~~ physical network~~s~~ infrastructure

Copper and fiber-optic cabling and cable management standards

Current developments and trends in Information Technology

Server and client virtualization technology

Safe and correct use of tools and equipment used in the installation, repair, and maintenance of telecommunications, computer, and electronic systems

Basic principles of project management

Skills & Abilities:

Identify, analyze and critically think through infrastructure and computer issues, devise alternative solutions, and make effective decisions.

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

Stay updated on technology changes and adapt to new technologies

Attend to highly detailed information such as infrastructure documentation and diagrams,

Communicate complex technical concepts effectively to stakeholders and others, both orally and in writing

Role model exceptional internal and external customer service

Apply and explain applicable laws and regulations, and District policies and procedures

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

Apply mathematical reasoning and principles to complete tasks

Install, configure, diagnose, and repair a variety of computer network hardware and software

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

~~Provide outstanding customer service~~

~~Analyze and trouble-shoot complex technical problems~~

~~Perform multiple tasks while practicing effective time management~~

~~Analyze and resolve a situation independently, and to escalate to supervisor when appropriate~~

~~Perform tasks efficiently and methodically~~

~~Adapt to changes and keep abreast with updated technology~~

~~Adjust to a high workload and varied schedules~~

~~Maintain effective working relationships with administrators, managers, faculty, staff, student workers and outside vendors~~

~~Communicate effectively, both orally and in writing, in order to provide support and technical assistance to users over the phone and via e-mail~~

~~Troubleshoot hardware, software and peripheral equipment malfunctions in a network and stand-alone environment utilizing various operating systems~~

~~Maintain accurate records of equipment and repairs~~

MINIMUM QUALIFICATIONS

Education Requirement:

Associate's ~~of Arts D~~degree or ~~completion of a trade school~~equivalent in ~~Computer Technology~~ information technology, telecommunications technology, ~~including internetworking technology, protocols and voice/data communication infrastructure installation, termination and repair,~~ or a ~~closely~~ related field ~~is desirable~~.

Experience Requirement:

~~Three (3)~~Two years of experience installing and maintaining computer hardware, software and peripherals in a multi-user, networked environment with at least 50 users, or two years of experience ~~providing technical and end user support in the~~ installing~~ation, repair~~ and ~~maintenance of personal computer systems, computer peripheral devices, and~~ troubleshooting IT infrastructure, including cabling and network equipment, in an environment with at least 50 network nodes~~local and wide area network environment, including performing moves, adds and changes and cable installation, termination and repair~~.

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~~ for up to two (2) years~~.

Licensure and/or Certification:

~~Class "C" California~~Valid Driver~~'s~~ License.

Any industry technology certification is desirable, such as ~~MSCE,~~Network+, Cisco Certified Network Associate (CCNA), A+, ~~CompTIA,~~ or BICSI, ~~MSCE, CCNP.~~

Special Requirement:

~~May be required to work outside of regularly scheduled work hours in emergency situations.~~Willingness and ability to work varied hours and/or be on call.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

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

Work Environment:

While performing the duties of this job the employee is required to stand, walk, and travel around the main campus or satellite locations to perform fieldwork. The employee is frequently required to lift, carry, push or pull up to 50 pounds. While performing the duties of this job, the employee is regularly required to stoop, bend, and crouch in small spaces, such as under a desk, and is occasionally required to climb a ladder and crawl through attic or crawl spaces under buildings and is occasionally exposed to chemicals used for equipment maintenance.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	03/18/87
Class History:	Telecommunication Technician I; Network Communications Technician I
Revision Date(s):	01/30/91; 1/13/93; 01/04; 03/28/05; 12/17/08; 11/18/15; 8/20/25

Santa Monica Community College District
Personnel Commission

IT Infrastructure Technician I

CONCEPT OF THE CLASS

Under general supervision, positions in this classification ensure that end users effectively and securely access District supported technology infrastructure resources. Incumbents install, repair, configure, troubleshoot, test and maintain data communication infrastructure, wireless access points, uninterruptable power supplies, two-way radios, campus safety technology, multi-platform computer hardware and software, computer peripherals, network and telecommunications infrastructure and other information technology equipment. In addition, incumbents respond to technical support requests from end users and/or other technology support staff.

DISTINGUISHING CHARACTERISTICS

The **IT Infrastructure Technician I** provides specialized technical support of moderate complexity and scope, with independent judgement in solving technical problems related to installation, maintenance and upgrade of data and voice systems.

The **IT Infrastructure Technician II** performs journey-level work and handles a full range of moderate to complex duties related to installation and maintenance projects. Incumbents may plan, coordinate and guide less complex installation, repair, and maintenance projects, and may provide lead direction to lower classifications; however, the work is done with substantial independence and specialized technical knowledge. Incumbents in this classification may be required to work with confidential police systems and terminals.

The **Senior IT Infrastructure Technician handles** the most complex tasks requiring highly specialized technical knowledge or skills in implementing voice and data infrastructure installations, repairs and upgrades. Work performed requires advanced journey-level knowledge in a variety of related systems and protocols, in addition to substantial design and lead responsibilities implementing large and complex technology infrastructure projects.

The **IT Infrastructure Manager** coordinates, manages and oversees the installation, and maintenance of the District's information technology infrastructure, physical security, audio visual systems, and communications systems.

ESSENTIAL DUTIES

Provides end user support related to computers and telecommunications by responding to user requests, troubleshooting and diagnosing the problem, and performing the necessary repair and adjustment.

Performs routine to moderately complex technical support tasks related to the set-up, installation, repair, testing, updating, and maintenance of computer hardware and software, including peripheral devices, software applications and various networked and mobile devices.

Drives to District sites to perform routine to moderately complex tasks related to the installation, maintenance, end user support, troubleshooting, testing, and repair of voice and data communication systems, including network equipment (e.g., switches, access points), distribution frames, fiber-optic and copper cabling, connectors, wireless devices, and voice-messaging systems, following best practices and change control procedures.

Updates and maintains asset inventory, service records, and other job-related technical documentation, such as proper labeling of cables and configuration diagrams, customer support reports, knowledge-base, and other administrative processes and procedures as needed.

Provides technical assistance related to the installation, update and maintenance of campus safety technology devices, such as video surveillance systems, entry access systems, two-way radios, and/or other network endpoint devices.

Utilizes current technology tools, system scripting, and best practices to determine the appropriate methodology to install, maintain and update operating systems and other software to various networked end-point devices.

Updates technical skills and knowledge by participating in training opportunities and self-studying technical publications.

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

Supervision Received:

Positions in this classification receive general supervision from the IT Infrastructure Manager.

Supervision Exercised:

Positions in this classification do not supervise other classified positions.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Basic computer and network concepts

Industry standards, principles and protocols relating to the installation/maintenance of data/voice communication infrastructure

Wide and local area network standards, principles, and protocols

Wired and wireless network technology

Domain and directory services

Current Windows, Linux and Macintosh computer hardware, operating systems, installations, updates, and maintenance

Computer programming languages, software applications, internet applications, web services and browsers.

Design and installation of physical network infrastructure

Copper and fiber-optic cabling and cable management standards

Current developments and trends in Information Technology

Server and client virtualization technology

Safe and correct use of tools and equipment used in the installation, repair, and maintenance of telecommunications, computer, and electronic systems

Basic principles of project management

Skills & Abilities:

Identify, analyze and critically think through infrastructure and computer issues, devise alternative solutions, and make effective decisions.

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

Stay updated on technology changes and adapt to new technologies

Attend to highly detailed information such as infrastructure documentation and diagrams,

Communicate complex technical concepts effectively to stakeholders and others, both orally and in writing

Role model exceptional internal and external customer service

Apply and explain applicable laws and regulations, and District policies and procedures

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

Apply mathematical reasoning and principles to complete tasks

Install, configure, diagnose, and repair a variety of computer network hardware and software

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 in information technology, telecommunications technology, or a related field.

Experience Requirement:

Two years of experience installing and maintaining computer hardware, software and peripherals in a multi-user, networked environment with at least 50 users, or two years of experience installing and troubleshooting IT infrastructure, including cabling and network equipment, in an environment with at least 50 network nodes.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Valid Driver License.

Any industry technology certification is desirable, such as Network+, Cisco Certified Network Associate (CCNA), A+, or BICSI,

Special Requirement:

Willingness and ability to work varied hours and/or be on call.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

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

Work Environment:

While performing the duties of this job the employee is required to stand, walk, and travel around the main campus or satellite locations to perform fieldwork. The employee is frequently required to lift, carry, push or pull up to 50 pounds. While performing the duties of this job, the employee is regularly required to stoop, bend, and crouch in small spaces, such as under a desk, and is occasionally required to climb a ladder and crawl through attic or crawl spaces under buildings and is occasionally exposed to chemicals used for equipment maintenance.

3

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	03/18/87
Class History:	Telecommunication Technician I; Network Communications Technician I
Revision Date(s):	01/30/91; 1/13/93; 01/04; 03/28/05; 12/17/08; 11/18/15; 8/20/25

Agenda Report Number	4
Subject	Classification Description Revisions: Network Engineer Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	John Linke, Supervising Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Network Engineer**.

As part of the cyclical review process, we are reviewing classifications in the Information Technology job discipline. Information Technology consists of multiple specialized units including network services, management information systems, IT infrastructure, and end user support, and is responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals.

The Network Engineer classification was established in February 2016. This classification has not been revised since its establishment. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Information Technology classifications and CSEA were invited to participate in a study orientation on February 5, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by February 25, 2025.

Personnel Commission staff consulted with Matthew Kiaman, Director of Network Services, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are being proposed to clarify the concept of the class, distinguishing characteristics, duties assigned, supervision, knowledge, skills and abilities, the minimum qualifications and working environment to more accurately reflect the nature and scope of the work performed.

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

RESULTS

Based on data gathered, description revisions are being proposed to clarify the essential duties performed, the concept of the class, distinguishing characteristics, supervision, knowledge, skills and abilities, the minimum qualifications and working environment.

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

The survey yielded several strong to moderate matches as indicated below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN	STUDENT COUNT
Santa Monica College	Network Engineer	$9,815	$11,930	$10,873	26,748
El Camino College	Senior Network System Administrator	$8,791	$11,322	$10,057	21,971
Foothill De Anza CCD	Network Engineer	$10,638	$14,258	$12,448	31,134
Glendale College	Network Administrator	$6,940	$8,858	$7,899	15,885
Long Beach City College	Principal Network Administrator	$9,658	$11,944	$10,801	26,189
Pasadena City College	Network Engineer	$9,550	$12,189	$10,870	26,522
Santa Barbara City College	Network Specialist	$7,621	$9,285	$8,453	16,835
Ventura County CCD	Network Administrator II	$8,969	$12,384	$10,677	32,977
	Average	$8,881	$11,463	$10,172	
	25th Percentile	$8,206	$10,303	$9,255	
	50th Percentile	$8,969	$11,944	$10,677	
	70th Percentile	$9,572	$12,228	$10,815	
	80th Percentile	$9,636	$12,345	$10,856	
	90th Percentile	$10,050	$13,134	$11,501	
	SMC % RANK	86.0%	49.6%	83.3%	
	SMC Difference From AVG	9.5%	3.9%	6.4%	
	SMC Difference From MED	8.6%	-0.1%	1.8%	

The current salary range for Network Engineer is range 55 on the Classified employee salary schedule. In this survey, SMC is at the 83rd median percentile compared to all benchmark agencies with comparable classifications; that is, 17% of market comparables were paid higher than the SMC classification.

Based on median percentile ranking at the 83rd percentile, salary reallocation is not recommended given that current salary meets the District's goal to target the 70th percentile.

The following charts show related classifications in this job discipline and salary allocation for each classification:

CURRENT

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Director of Network and Technology Services*	Chief Director of Information Technology	A15	$14,656	$16,158	40.72%
Network Services Manager**	Director of Network and Technology Services	M 28	$10,415	$12,660	6.11%
Network Engineer	Director of Network and Technology Services	55	$9,815	$11,930	0.00%
Information Systems Engineer	Director of Network and Technology Services	55	$9,815	$11,930	7.67%
Information Systems Administrator	Director of Network and Technology Services	52	$9,116	$11,082	0.00%
Network Administrator	Director of Network and Technology Services	52	$9,116	$11,082	18.54%
Network Analyst**	Director of Network and Technology Services	47	$8,075	$9,815	5.01%

**Under review.*
***Proposed to be abolished.*

PROPOSED

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Director of Network and Technology Services*	Chief Director of Information Technology	A15	$14,656	$16,158	45.82%
Information Systems Engineer	Director of Network and Technology Services	56	$10,051	$12,218	2.40%
Network Engineer	Director of Network and Technology Services	55	$9,815	$11,930	2.54%
Network Administrator	Director of Network and Technology Services	54	$9,572	$11,636	5.00%
Information Systems Administrator	Director of Network and Technology Services	52	$9,116	$11,082	

**Under review.*

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

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions for Network Engineer.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

Network Engineer

CONCEPT OF THE CLASS

Under general supervision, Ppositions in this classification perform advanced professional level work leading and administering complex, highly specialized and technical project activities related to designincluding designing, architecting, planning, configurationconfiguring, installation, securing, maintenance maintaining and supporting for the District's enterprise network services, equipment and devices to ensure secure operation, high performance, and maintenance of the mission-critical enterpriseminimal downtime. The Network Engineer is expected to plan, design, coordinate, and lead network systems integration, configuration and installation.

DISTINGUISHING CHARACTERISTICS

The **Network Engineers** performs advanced professional level project lead work administering and designing highly complex technical projects related to the configuration, installation, maintenance and support for the District's network services, equipment and devices to ensure the operation, performance, and maintenance of the enterprise wide network.

The **Network Administrators** performs complex, professional level and highly specialized technical activities related to the design, configuration, installation, maintenance and support of the District's network services, equipment and devices to ensure the secure operation, performance, and maintenance of the mission-critical enterprise.

The **Information Systems Engineers** performs advanced professional level lead work administering highly complex technical projects related to analyzing, developing, configuring and administering various computer and information systems and services, including servers, virtualization, email provisioning, and other related services.

The **Director of Network and Technology Services** plans and manages core technology programs related to operating system and server administration, network design and maintenance, physical IT infrastructure, and end user support services.

The **Network Services Manager** manages the daily activities related to the enterprise data center, network infrastructure and network services. The incumbent leads, coordinates and provides hands-on experience to IT staff responsible for engineering, administration and support of mission critical information systems and networking resources

ESSENTIAL DUTIES

Drives to District sites and leads complex network projects to deliver secure, reliable, and efficient data and voice networks district-wide; this includes overseeing all project phases from planning and design to execution, and coordinating and reviewing the work of vendors, contractors, and District staff for accuracy and compatibility with District standards.

Provides advanced technical support and guidance on network issues and projects, serving as the primary expert for large-scale network implementations and related IT staff training; responds efficiently to complex user-reported problems and service requests.

Designs, configures, installs and manages the College District's network infrastructure and related systems, including but not limited to: routers, switches, firewalls, wireless access controllers, and VoIP infrastructure.

Troubleshoots, documents, maintains and monitors network performance, including security and stability, to ensure high availability and efficiency; identifies and resolves complex issues, and recommends upgrades to improve service delivery.

Performs highly complex duties in the management and security of enterprise network systems and infrastructure, which includes reviewing and updating the network architecture and design of proposed and existing networks; assists the Director of Network and Technology Services in long term network planning to balance cost, performance and risk.

Implements and Eensures the execution of proper operational procedures, change controls and documentation; creates and maintains documentation as it relates to network configuration, network mapping, processes and service records.

Supports interfaces with servers and other network devices at operating system and application levels to ensure services are provided efficiently.

Recommends, develops, implements, and oversees network security standards and performs administration tasks for various layers of network security levels.

Stays abreast on updated technology and new developments related to networks and collaborates with internal resources and vendors in the evaluation and acquisition of internetworking equipment, solutions, and new technology.

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.

~~Performs in a lead capacity in designing, planning, executing and overseeing network systems installations, configurations and maintenance, including coordinating the effort among various relevant parties to ensure successful implementation.~~

~~Plans, analyzes, and develops, and oversees the process of deployment, implementation, and maintenance procedures for the College's network projects.~~

~~Provides advanced level technical consultation to end users on network service related issues and requirements; acts as the primary technical staff to provide network technical expertise to implement various large scale network related projects.~~

~~Responds to user reported problems and service requests related to advanced level network issues efficiently and effectively.~~

~~Manages the secure performance, configuration, connection, access and stability of District's network infrastructure, resources and services to ensure and maximize network availability, through-put and efficiency.~~

~~Identifies, troubleshoots and resolves highly complex issues relating to network outages and performance; makes recommendations for upgrades or improvements.~~

~~Oversees, monitors and analyzes network resource utilization and performance to identify, troubleshoot and resolve potential network service issues and ensure services are delivered efficiently; make recommendations for upgrades as needed.~~

SUPERVISION

Level of Supervision Received

Positions in this classification receive general supervision from the ~~Network Services Manager~~Director of Network and Technology Services.

Level of Supervision Exercised

Positions in this classification do not supervise other classified positions. Incumbents provide lead direction to Network Administrators and/or other technical staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

~~Advanced knowledge of~~Principles and practices of enterprise network architecture, design, configuration and management

Licensing for networked systems and infrastructure.

Cloud networking products from major providers such as Amazon Web Services and Microsoft Azure.

~~Advanced knowledge of c~~Current enterprise networking technology solutions

~~Advanced knowledge of e~~Enterprise network security best practices

~~Advanced knowledge of e~~Enterprise network communication concepts, routing protocols, traffic management and monitoring

~~Advanced knowledge of c~~Current enterprise network operating systems such as Cisco IOS

~~Advanced knowledge of p~~Principles and procedures related to network systems audit and security

~~Knowledge of p~~Programming~~,~~ and scripting skills to streamline network administration tasks

~~Knowledge of c~~Current internet security standards, protocols and best practice procedures

~~Knowledge of p~~Project management concepts, ~~and~~ methodology, and project-related budgeting

~~Knowledge of i~~Internet application service and services, such as web server and directory services

~~Knowledge of~~ Business productivity software such as Microsoft Office ~~tools~~ and Visio software and databases

~~Knowledge of n~~Network services management tools

~~Knowledge of s~~Servers and workstations operating systems concepts and administration

Mathematical principles relevant to network design and administration

Skills & Abilities:

Provide lead direction to staff, which includes coordinating, training, delegating, monitoring, and directing work orders and project tasks

Plan and manage projects effectively by applying project management principles

Identify, analyze, and critically and creatively think through highly complex, large-scale network issues, devise alternative solutions, apply deductive and inductive reasoning, and make effective decisions.

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

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

Communicate complex technical concepts effectively to stakeholders and others, both orally and in writing

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Perform high-level complex enterprise-level network configuration tasks

Apply mathematical reasoning and principles to complete tasks

Attend to highly detailed information such as network logs, performance metrics, and configurations

Troubleshoot and resolve enterprise-level network issues and provide effective solutions in a timely manner

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

~~Establish and maintain cooperative and effective working relationships with District employees and the public~~

~~Communicate clearly, effectively and professionally both orally and in writing~~

~~Work as an effective team project leader~~

~~Provide effective customer service~~

~~Communicate complex technology applications issues clearly to non-technical parties orally or in writing; communicate effectively with external vendors~~

~~Receive information from users regarding problems and needs~~

~~Coordinate, monitor and direct the tasks associated with major project development~~

~~Stay abreast of technology changes and to recommend upgrades and acquisitions of new network technology, devices or equipment~~

~~Exercise independent action and judgment within established guidelines~~

MINIMUM QUALIFICATIONS

Education Requirement:

~~A~~ Bachelor's degree ~~from an accredited college or university~~ in computer science, information systems, electronics engineering, ~~Data Communications~~information technology, or a ~~close~~ related field.

Experience Requirement:

~~At least f~~Five years of ~~recent progressively responsible information technology~~ network administration experience in a multi-site enterprise network ~~large scale enterprise network design and administration~~with at least 1000 active ports, which included assisting with the design of new networks.

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 Class "C" California~~ Valid Driver~~'s~~ License ~~required.~~

Cisco Certified Network Professional (CCNP) or Cisco Certified Internetwork Expert (CCIE) certifications ~~is~~ are highly desirable.

Special Requirement:

Willingness and ability to work varied hours and/or be on call.

Incumbents in this classification may be required to work with confidential police systems and terminals. Appointment is subject to a fingerprint and/or background check, as required by CLETS (California Law Enforcement Telecommunication System).

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 regularly required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet. However, employees will occasionally work in server/network rooms where they will be subject to loud noises and electrical hazards. ~~The employee may be required to drive to District facilities.~~

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	2/17/2016
Class History:	None
Revision Date(s):	~~None~~6/25/25

Santa Monica Community College District
Personnel Commission

Network Engineer

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform advanced professional level work leading and administering complex, highly specialized technical project activities including designing, architecting, planning, configuring, securing, maintaining and supporting the District's enterprise network services to ensure secure operation, high performance, and minimal downtime.

DISTINGUISHING CHARACTERISTICS

The **Network Engineer** performs advanced professional level project lead work administering and designing highly complex technical projects related to the configuration, installation, maintenance and support for the District's network services, equipment and devices to ensure the operation, performance, and maintenance of the enterprise-wide network.

The **Network Administrator** performs complex, professional level and highly specialized technical activities related to the design, configuration, installation, maintenance and support of the District's network services, equipment and devices to ensure the secure operation, performance, and maintenance of the mission-critical enterprise.

The **Information Systems Engineer** performs advanced professional level lead work administering highly complex technical projects related to analyzing, developing, configuring and administering various computer and information systems and services, including servers, virtualization, email provisioning, and other related services.

The **Director of Network and Technology Services** plans and manages core technology programs related to operating system and server administration, network design and maintenance, physical IT infrastructure, and end user support services.

ESSENTIAL DUTIES

Drives to District sites and leads complex network projects to deliver secure, reliable, and efficient data and voice networks district-wide; this includes overseeing all project phases from planning and design to execution, and coordinating and reviewing the work of vendors, contractors, and District staff for accuracy and compatibility with District standards.

Provides advanced technical support and guidance on network issues and projects, serving as the primary expert for large-scale network implementations and related IT staff training; responds efficiently to complex user-reported problems and service requests.

Designs, configures, installs and manages the District’s network infrastructure and related systems, including but not limited to: routers, switches, firewalls, wireless access controllers, and VoIP infrastructure.

Troubleshoots, documents, maintains and monitors network performance, including security and stability, to ensure high availability and efficiency; identifies and resolves complex issues, and recommends upgrades to improve service delivery.

Performs highly complex duties in the management and security of enterprise network systems and infrastructure, which includes reviewing and updating the network architecture and design of proposed and existing networks; assists the Director of Network and Technology Services in long term network planning to balance cost, performance and risk.

Implements and ensures the execution of proper operational procedures, change controls and documentation; creates and maintains documentation as it relates to network configuration, network mapping, processes and service records.

Supports interfaces with servers and other network devices at operating system and application levels to ensure services are provided efficiently.

Recommends, develops, implements, and oversees network security standards and performs administration tasks for various layers of network security levels.

Stays abreast on updated technology and new developments related to networks and collaborates with internal resources and vendors in the evaluation and acquisition of internetworking equipment, solutions, and new technology.

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 supervision from the Director of Network and Technology Services.

Level of Supervision Exercised

Positions in this classification do not supervise other classified positions. Incumbents provide lead direction to Network Administrators and/or other technical staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Principles and practices of enterprise network architecture, design, configuration and management

Licensing for networked systems and infrastructure.

Cloud networking products from major providers such as Amazon Web Services and Microsoft Azure.

Current enterprise networking technology solutions

Enterprise network security best practices

Enterprise network communication concepts, routing protocols, traffic management and monitoring

Current enterprise network operating systems such as Cisco IOS

Principles and procedures related to network systems audit and security

Programming and scripting skills to streamline network administration tasks

Current internet security standards, protocols and best practice procedures

Project management concepts, methodology, and project-related budgeting

Internet application service and services, such as web server and directory services

Business productivity software such as Microsoft Office and Visio software and databases

Network services management tools

Servers and workstations operating systems concepts and administration

Mathematical principles relevant to network design and administration

Skills & Abilities:

Provide lead direction to staff, which includes coordinating, training, delegating, monitoring, and directing work orders and project tasks

Plan and manage projects effectively by applying project management principles Identify, analyze, and critically and creatively think through highly complex, large-scale network issues, devise alternative solutions, apply deductive and inductive reasoning, and make effective decisions.

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

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

Communicate complex technical concepts effectively to stakeholders and others, both orally and in writing

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Perform high-level complex enterprise-level network configuration tasks

Apply mathematical reasoning and principles to complete tasks Attend to highly detailed information such as network logs, performance metrics, and configurations

Troubleshoot and resolve enterprise-level network issues and provide effective solutions in a timely manner

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 computer science, information systems, electronics engineering, information technology, or a related field.

Experience Requirement:

Five years of network administration experience in a multi-site enterprise network with at least 1000 active ports, which included assisting with the design of new networks.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Valid Driver License

Cisco Certified Network Professional (CCNP) or Cisco Certified Internetwork Expert (CCIE) certifications are highly desirable.

Special Requirement:

Willingness and ability to work varied hours and/or be on call.

Incumbents in this classification may be required to work with confidential police systems and terminals. Appointment is subject to a fingerprint and/or background check, as required by CLETS (California Law Enforcement Telecommunication System).

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 regularly required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet. However, employees will occasionally work in server/network rooms where they will be subject to loud noises and electrical hazards.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	2/17/2016
Class History:	None
Revision Date(s):	6/25/25

Agenda Report Number	5
Subject	Classification Description Revisions and Salary Reallocation: Student Services Specialist Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions and salary reallocation for Student Services Specialist.

As part of the cyclical review process, we are reviewing Specialist and Senior Specialist classifications in the Student Services job discipline (Phase I), which includes the Student Services Specialist. Cyclical review of the Student Services job discipline (Phase II) began in July 2025. The Student Services Specialist performs a variety of complex and technical duties for student programs and services.

The Student Services Specialist classification was established in April 1998. This classification has been revised three times since its establishment. The most recent revision was approved in September 2020 to broaden duties and clarify responsibilities, requirements and distinguishing characteristics. There are currently eight permanent incumbents in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Student Services (Phase I) classifications and CSEA were invited to participate in a study orientation on March 31, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by April 15, 2025. Commission staff subsequently conducted job audits to obtain input from the incumbents. The information gathered from the job audit was reviewed with the manager.

Personnel Commission staff consulted with department management, to discuss the classification description. In addition, the supervisors were requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are being proposed to clarify duties assigned, class concept and distinguishing characteristics.

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

RESULTS

Based on data gathered, description revisions are being proposed to clarify the class concept, distinguishing characteristics, and duties to more accurately reflect the work performed.

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking. The survey yielded several strong to moderate matches as indicated below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN	STUDENT COUNT	GF REVENUE ACTUAL
Santa Monica College	**Student Services Specialist**	**$5,330**	**$6,479**	**$5,905**	**26,748**	$250M
Cerritos College	Program Assistant II	$5,369	$6,452	$5,911	22,948	$198M
Contra Costa CCD	Program Coordinator	$6,017	$7,331	$6,674	31,432	$307M
El Camino College	Student Services Specialist	$5,867	$7,530	$6,699	21,971	$210M
Foothill De Anza CCD	Student Success Specialist	$5,937	$7,951	$6,944	31,134	$334M
Glendale College	Programs and Services Specialist	$5,557	$7,092	$6,325	15,885	$149M
Long Beach City College	Student Services Technician	$4,895	$6,019	$5,457	26,189	$249M
Los Angeles CCD	Student Services Assistant	$5,559	$6,886	$6,222	135,917	$1B
Mt. San Antonio College	Student Services Program Specialist II	$5,578	$7,119	$6,348	38,269	$336M
North Orange County CCD	Student Services Specialist	$5,397	$6,503	$5,950	43,148	$351M
State Center CCD	Program Specialist	$5,443	$6,694	$6,069	49,125	$400M
	Average	$5,562	$6,958	$6,260		
	25th Percentile	$5,409	$6,551	$5,980		
	50th Percentile	$5,558	$6,989	$6,274		
	70th Percentile	$5,665	$7,183	$6,446		
	80th Percentile	$5,881	$7,371	$6,679		
	90th Percentile	$5,945	$7,572	$6,723		
	SMC % RANK	10.1%	16.9%	**10.9%**		
	SMC Difference From AVG	-4.3%	-7.4%	-6.0%		
	SMC Difference From MED	-4.3%	-7.9%	-6.3%		

The current salary range for Student Services Specialist is Range 30 on the Classified Employee Salary Schedule. In this survey, SMC is in the 11th median percentile compared to all benchmark agencies with comparable classifications; that is, 89% of market comparables were paid higher than the SMC classification.

SALARY ALLOCATION

It is recommended that salary for the Student Services Specialist be reallocated from Range 30 to Range 34 on the Classified Employee Salary Schedule, a 10.24% increase. This will place the median salary at the 72nd percentile, which satisfies the District's 70th percentile target. Please see salary data for jobs in the Student Services job series.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Student Services Specialist (PROPOSED)	**34**	**$5,876**	**$7,143**	**10.24%**
Student Services Specialist (CURRENT)	**30**	**$5,330**	**$6,479**	**7.50%**
Student Services Assistant	27	$4,958	$6,026	10.25%
Student Services Clerk	23	$4,497	$5,466	0.00%

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

RECOMMENDATION

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

FROM: Classified Employee Salary Schedule, Range 30
TO: Classified Employee Salary Schedule, Range 34

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

Student Services Specialist

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform a variety of complex and specialized technical duties related~~ing~~ to program support, ~~promotion~~ outreach and implementation of assigned student programs and services ~~programs~~. Incumbents are expected to be specialists in their functional areas.

DISTINGUISHING CHARACTERISTICS

The **Student Services Specialist** performs technical work to support or lead small student services programs, such as programs with smaller budgets. This classification is further distinguished from the Student Services Assistant and Student Services Clerk classifications by the level, variety, complexity of work, and program accountability. ~~, independence of action, responsibility for decisions, and level of supervision received.~~

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

A **Student Services Clerk** performs a variety of general and routine clerical duties for student services departments and programs. Incumbents are generally assigned to the front counter and are the first point of contact for students in their respective student services area.

~~The **Program Specialist** performs technical and specialized duties and activities related to supporting and promoting the assigned specially funded program that require the application of complex rules, laws and regulations related to the implementation of program services.~~

ESSENTIAL DUTIES

Meets and interfaces with prospective, new and continuing students in assigned program to monitor student progress, promote student engagement and well-being, and assists with resources and referrals as needed.

Plans, facilitates and coordinates program workshops, events and outreach activities in order to disseminate information regarding program services, promote student engagement and community, help students acclimate to campus life; tracks applicable data to enhance program delivery.

Serves as a resource and liaison to students, parents, faculty, staff, and external organizations to develop relationships, collaborate and leverage resources to integrate, implement and evaluate student program goals and outcomes.

Develops and maintains informational materials and utilizes online platforms to promote interest in the program, encourage student participation and enhance program visibility.

Performs a variety of intake services, and makes referrals, as necessary, to academic counselors, therapists, instructors, and community agencies.

Provides specialized information to students, staff and the public on available resources, processes, and procedures relating to assigned student services area.

Maintains and updates website and social media pages related to assigned area.

Creates, maintains, monitors, verifies, and updates confidential student records and related program data~~, student data bank, and historical program database~~.

Monitors and maintains staff schedules, prepares appointment files and schedules appointments with counselors.

Receives early alert notifications, reviews students' academic record for program eligibility and makes referrals as needed.

Investigates and resolves problems and issues presented by department staff, students, counselors, faculty, and other members of the College community, as needed.

Performs a variety of complex clerical duties related to program services, including preparing documents, compiling data and reporting. ~~the input, maintenance and control of individual records to ensure the accuracy of student history files.~~

May participate in the selection and training of student workers and prepare timesheets.

May assist in monitoring the program budget, ~~and~~ preparing and processing purchase requisitions and budget transfers.

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

Supervision Received
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Supervision Exercised
Positions in this classification do not supervise others, but may provide guidance to other staff and student workers.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Mission, objectives, goals, and service delivery requirements of assigned program

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of student programs

Federal, State and local laws, regulations, and procedural guidelines pertaining to assigned student program

District policy, departmental resources and administrative practices and procedures

Business writing and effective formats for presentations, correspondence and other written materials

Basic data collection, descriptive statistics, research, and reporting methods, techniques and procedures

Related computer programs, systems, ~~and~~ databases, and applications ~~development~~

Principles, techniques and processes for providing customer service, including customer needs assessment and evaluation of customer satisfaction

Basic marketing and public relations

Administrative practices and procedures, including record keeping and filing

Modern office methods, practices and equipment

Basic mathematics

Skills & Abilities:

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

Meet deadlines and work in a fast-paced environment with frequent interruptions

Demonstrate sensitivity and understanding of the diverse challenges and needs faced by targeted population

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

Collaborate with internal and external entities

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

Train and provide work direction to others

Prepare clear, comprehensive and effective reports, correspondence, publicity materials, and presentations

Compile and analyze data

Stay updated on technology and~~abreast of~~ program changes, requirements and adapt to new requirements and 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:
Associate's degree or equivalent~~ from an accredited university or college~~.

Experience Requirement:
Two years of experience performing technical program support duties in a student services area. Experience with public involvement, promoting student program and student program operations in higher education is highly desirable.

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:
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 ~~25~~10 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Student Services – Non-Classroom
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	4/1998
Class History:	Scholarship Coordinator Financial Aid Technician EOPS Specialist Disabled Student Services Specialist Assessment Services Specialist Articulation and Transfer Specialist Admissions and Records Clerk III Student Employment Specialist
Revision Date(s):	11/16/06, 3/18/15, 9/16/20, 8/20/25

Santa Monica Community College District
Personnel Commission

Student Services Specialist

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform a variety of complex and specialized technical duties related to program support, outreach and implementation of assigned student programs and services . Incumbents are expected to be specialists in their functional areas.

DISTINGUISHING CHARACTERISTICS

The **Student Services Specialist** performs technical work to support or lead small student services programs, such as programs with smaller budgets. This classification is further distinguished from the Student Services Assistant and Student Services Clerk classifications by the level, variety, complexity of work, and program accountability.

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

A **Student Services Clerk** performs a variety of general and routine clerical duties for student services departments and programs. Incumbents are generally assigned to the front counter and are the first point of contact for students in their respective student services area.

ESSENTIAL DUTIES

Meets and interfaces with prospective, new and continuing students in assigned program to monitor student progress, promote student engagement and well-being, and assists with resources and referrals as needed.

Plans, facilitates and coordinates program workshops, events and outreach activities in order to disseminate information regarding program services, promote student engagement and community, help students acclimate to campus life; tracks applicable data to enhance program delivery.

Serves as a resource and liaison to students, parents, faculty, staff, and external organizations to develop relationships, collaborate and leverage resources to integrate, implement and evaluate student program goals and outcomes.

Develops and maintains informational materials and utilizes online platforms to promote interest in the program, encourage student participation and enhance program visibility.

Performs a variety of intake services, and makes referrals, as necessary, to academic counselors, therapists, instructors, and community agencies.

Provides specialized information to students, staff and the public on available resources, processes, and procedures relating to assigned student services area.

Maintains and updates website and social media pages related to assigned areas.

Creates, maintains, monitors, verifies, and updates confidential student records and related program data.

Monitors and maintains staff schedules, prepares appointment files and schedules appointments with counselors.

Receives early alert notifications, reviews students' academic record for program eligibility and makes referrals as needed.

Investigates and resolves problems and issues presented by department staff, students, counselors, faculty, and other members of the College community, as needed.

Performs a variety of complex clerical duties related to program services, including preparing documents, compiling data and reporting. May participate in the selection and training of student workers and prepare timesheets.

May assist in monitoring the program budget, preparing and processing purchase requisitions and budget transfers.

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

Supervision Received
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Supervision Exercised
Positions in this classification do not supervise others but may provide guidance to other staff and student workers.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Mission, objectives, goals, and service delivery requirements of assigned program

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of student programs

Federal, State and local laws, regulations, and procedural guidelines pertaining to assigned student program

District policy, departmental resources and administrative practices and procedures

Business writing and effective formats for presentations, correspondence and other written materials

Basic data collection, descriptive statistics, research, and reporting methods, techniques and procedures

Related computer programs, systems, databases, and applications

Principles, techniques and processes for providing customer service, including customer needs assessment and evaluation of customer satisfaction

Basic marketing and public relations

Administrative practices and procedures, including record keeping and filing

Modern office methods, practices and equipment

Basic mathematics

Skills & Abilities:

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

Meet deadlines and work in a fast-paced environment with frequent interruptions

Demonstrate sensitivity and understanding of the diverse challenges and needs faced by targeted population

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

Collaborate with internal and external entities

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

Train and provide work direction to others

Prepare clear, comprehensive and effective reports, correspondence, publicity materials, and presentations

Compile and analyze data

Stay updated on technology and program changes, requirements and adapt to new requirements and 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:
Associate's degree or equivalent.

Experience Requirement:
Two years of experience performing technical program support duties in a student services area. Experience with public involvement, promoting student program and student program operations in higher education is highly desirable.

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:
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 quiet.

CLASS DETAIL

Job Family:	Student Services – Non-Classroom
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	4/1998
Class History:	Scholarship Coordinator Financial Aid Technician EOPS Specialist Disabled Student Services Specialist Assessment Services Specialist Articulation and Transfer Specialist Admissions and Records Clerk III Student Employment Specialist
Revision Date(s):	11/16/06, 3/18/15, 9/16/20, 8/20/25

Agenda Report Number	6
Subject	Classification Description Revisions and Salary Reallocation: EOPS Specialist Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions and salary reallocation for EOPS Specialist.

As part of the cyclical review process, we are reviewing Specialist and Senior Specialist classifications in the Student Services job discipline (Phase I), which includes the EOPS Specialist. Cyclical review of the Student Services job discipline (Phase II) began in July 2025. The EOPS Office is responsible for EOPS (Extended Opportunity Program and Services), a state-funded support program to help students achieve their education goals; eligibility is based on guidelines provided by the State of California. The EOPS suite programs are designed for students who have historically experienced economic and educational disadvantages, including, foster youth, undocumented, formerly incarcerated and system impacted students. The EOPS Office offers comprehensive support services, including academic counseling; supplemental textbook vouchers; free tutoring; priority enrollment; and student success workshops. The EOPS Specialist performs a variety of complex and technical duties for the EOPS suite programs.

The EOPS Specialist classification was established in October 1978. This classification has been revised five times since its establishment. The most recent revision was approved in August 2019 to retitle the classification, broaden duties and clarify class concept, responsibilities, requirements, distinguishing characteristics, level of supervision, and KSAs (knowledge, skills, and abilities). There are currently three permanent incumbents in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Student Services (Phase I) classifications and CSEA were invited to participate in a study orientation on March 31, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by April 15, 2025. Commission staff subsequently conducted job audits to obtain input from the incumbents. The information gathered from the job audit was reviewed with the manager.

Personnel Commission staff consulted with Debra Locke, Dean of Special Programs (Interim), to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class

description. Description revisions are being proposed to clarify duties assigned, class concept, distinguishing characteristics, requirements and KSAs (knowledge, skills, and abilities).

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

RESULTS

Based on data gathered, description revisions are being proposed to clarify the class concept, distinguishing characteristics, duties to more accurately reflect the work performed, requirements, and KSAs (knowledge, skills, and abilities).

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking. The survey yielded several strong to moderate matches as indicated below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN	STUDENT COUNT	GF REVENUE ACTUAL
Santa Monica College	EOPS Specialist	$5,739	$6,975	$6,357	26,748	$250M
Cerritos College	Program Assistant II	$5,369	$6,452	$5,911	22,948	$198M
Contra Costa CCD	Program Coordinator	$6,017	$7,331	$6,674	31,432	$307M
El Camino College	Student Services Specialist	$5,867	$7,530	$6,699	21,971	$210M
Foothill De Anza CCD	EOPS Specialist	$5,802	$7,766	$6,784	31,134	$334M
Glendale College	Programs and Services Specialist	$5,557	$7,092	$6,325	15,885	$149M
Long Beach City College	EOPS Program Specialist	$5,268	$6,488	$5,878	26,189	$249M
Los Angeles CCD	Student Services Assistant	$5,559	$6,886	$6,223	135,917	$1B
Mt. San Antonio College	Student Services Program Specialist II	$5,578	$7,119	$6,348	38,269	$336M
North Orange County CCD	Student Services Specialist	$5,397	$6,503	$5,950	43,148	$351M
Pasadena City College	EOP&S, CARE and NextUP Technician	$5,548	$6,116	$5,832	26,522	$292M
Riverside CCD	EOPS Specialist	$5,843	$7,117	$6,480	42,274	$389M
State Center CCD	Program Specialist - Student Services	$5,443	$6,694	$6,069	49,125	$400M
	Average	$5,604	$6,925	$6,264		
	25th Percentile	$5,432	$6,499	$5,940		
	50th Percentile	$5,558	$6,989	$6,274		
	70th Percentile	$5,735	$7,118	$6,441		
	80th Percentile	$5,835	$7,289	$6,635		
	90th Percentile	$5,865	$7,510	$6,696		
	SMC % RANK	70.1%	49.3%	64.2%		
	SMC Difference From AVG	2.4%	0.7%	1.5%		
	SMC Difference From MED	3.2%	-0.2%	1.3%		

The current salary range for EOPS Specialist is Range 33 on the Classified Employee Salary Schedule. In this survey, SMC is in the 64th median percentile compared to all benchmark agencies with comparable classifications; that is, 36% of market comparables were paid higher than the SMC classification.

SALARY ALLOCATION

It is recommended that salary for the EOPS Specialist be reallocated from Range 33 to Range 34 on the Classified Employee Salary Schedule, a 2.39% increase. This will place the median salary at the 74th percentile, which satisfies the District's 70th percentile target. Please see salary data for jobs in the EOPS Student Services job series.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Special Programs Supervisor (PROPOSED)* EOPS/CARE Supervisor (CURRENT)	M15	$7,583	$9,217	22.90%
Senior EOPS Specialist (PROPOSED)*	36	$6,170	$7,500	2.39%
Senior EOPS Specialist (CURRENT)	35	$6,026	$7,324	2.55%
EOPS Specialist (PROPOSED)	**34**	**$5,876**	**$7,143**	**2.39%**
EOPS Specialist (CURRENT)	**33**	**$5,739**	**$6,975**	

*Subsequent agenda item

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

RECOMMENDATION

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

FROM: Classified Employee Salary Schedule, Range 33
TO: Classified Employee Salary Schedule, Range 34

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

EOPS Specialist

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform a variety of complex and specialized technical duties pertaining to determining and monitoring student eligibility, outreach and implementation of the EOPS suite programs, and related regulatory compliance ~~including CARE, Guardian Scholars, and DREAM programs~~.

DISTINGUISHING CHARACTERISTICS

The **EOPS Specialist** performs complex and specialized technical duties relating to the preparation and implementation of programs administered by the EOPS office with a high degree of regulatory accountability. ~~is distinguished from other student services classifications by the nature or work and specialized knowledge required in the assigned area. This classification is further distinguished from the Student Services Assistant and Student Services Clerk classifications by the level, variety, and complexity of work, independence of action and responsibility for decisions, and level of supervision received.~~

The **Senior EOPS Specialist** serves as a lead worker and monitors and directs the work of permanent and temporary staff in the daily operation and implementation of programs administered by the EOPS~~/CARE~~ office.

A **Student Services Assistant** performs moderately difficult clerical and technical duties in support of an assigned student services area. In large offices, incumbents may be responsible for the completion of a functional phase of clerical or technical work in the assigned student services area.

ESSENTIAL DUTIES

Facilitates and coordinates the activities of the EOPS~~, CARE, DREAM and/or Guardian Scholars~~ suite programs applying regulatory frameworks to daily operations.

Creates, maintains, monitors, and updates confidential student records, student ~~data bank~~systems, and ~~historical~~ program databases.

Monitors student eligibility and issues book, transportation and meal vouchers to eligible students participating in Department program services.

Plans, facilitates and participates in ~~EOPS~~ workshops, events and campus tours in order to disseminate information regarding program resources and to help students acclimate to campus life.

Performs a variety of intake services to assess student needs, and makes referrals, as necessary, to academic counselors, therapists, instructors, and community agencies.

Provides specialized information to students, staff, and the public on available resources; and District, Federal and State procedures relating to the assigned student services area.

Maintains and updates website and social media specific to assigned area within the function; updates area information including content and format to ensure accuracy and usefulness.

Contributes and assists in drafting agenda and organizing advisory committee meetings twice a year.

Serves as a contact liaison for other colleges, governmental agencies, firms, and at resource fairs regarding disadvantaged students eligible for services under one or more EOPS suite programs.

Stays ~~abreast of~~ updated ~~or~~ on new student services rules, regulations, and policies relating to assigned student services area and communicates changes to others.

Performs general administrative duties; prepares correspondences, memos, and other materials.

Resolves complex problems and issues presented by department staff, students, counselors, faculty, and other members of the College community.

Performs correction and control of more complex errors in student files and student aid reports to ensure their accuracy.

Assists in the training of student services staff, temporary employees, and student workers.

Assist in preparing statistical data for State, Federal, and District reports; compiles and maintains data as needed for program grant proposals.

Assists in drafting annual budget assigned program and monitors expenditures throughout the budget year.

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

Supervision Received
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Supervision Exercised
Positions in this classification do not supervise others, but may provide specialized knowledge and guidance to other staff, faculty and student workers.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Federal, State and local laws, regulations, policies, grant requirements, and procedural guidelines pertaining to assigned student program

District policy, departmental resources and administrative practices and procedures

Mission, ~~Policies and~~ objectives, goals, and service delivery requirements of assigned program

Community resources and services available to students

Unique needs and challenges of students served by assigned programs

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of student programs

Related computer programs, systems, databases, and applications ~~that support this level of work, including word processing, spreadsheet, presentation graphics, and data management applications~~

Customer service practices

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

Skills & Abilities:

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

Exercise awareness, tact and empathy in dealing with sensitive student concerns

Attend to detailed information and make accurate calculations and assessments when analyzing and correcting complex errors in student records

Access financial aid systems to process on-line loan applications and locate student financial aid history

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

Train and provide guidance to others

Communicate effectively, both orally and in writing

Stay ~~abreast of~~updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

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

Compile and analyze data

Organize and maintain specialized files and confidentiality of student information

Complete work in a fast-paced environment with multiple interruptions and distractions

Collaborate with other student services areas

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. ~~from an accredited university or college.~~

Experience Requirement:
Two ~~(2)~~ years of experience performing specialized and complex student services in a higher education setting or social services duties that require knowledge of federal and state regulations. Related experience working with disadvantaged or underrepresented populations is desirable.

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:
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. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	~~4/89~~10/11/78
Class History:	EOPS Recruiter EOPS Recruiter - Bilingual EOP&S Program Specialist, Student Services Specialist – EOPS
Revision Date(s):	4/89; 11/16/06, 08/20/08, 3/18/15, 8/21/19, 8/20/25

Santa Monica Community College District
Personnel Commission

EOPS Specialist

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform a variety of complex and specialized technical duties pertaining to determining and monitoring student eligibility, outreach and implementation of the EOPS suite programs, and related regulatory compliance.

DISTINGUISHING CHARACTERISTICS

The **EOPS Specialist** performs complex and specialized technical duties relating to the preparation and implementation of programs administered by the EOPS office with a high degree of regulatory accountability.

The **Senior EOPS Specialist** serves as a lead worker and monitors and directs the work of permanent and temporary staff in the daily operation and implementation of programs administered by the EOPS office.

A **Student Services Assistant** performs moderately difficult clerical and technical duties in support of an assigned student services area. In large offices, incumbents may be responsible for the completion of a functional phase of clerical or technical work in the assigned student services area.

ESSENTIAL DUTIES

Facilitates and coordinates the activities of the EOPS suite programs applying regulatory frameworks to daily operations.

Creates, maintains, monitors, and updates confidential student records, student systems, and program databases.

Monitors student eligibility and issues book, transportation and meal vouchers to eligible students participating in Department program services.

Plans, facilitates and participates in workshops, events and campus tours in order to disseminate information regarding program resources and to help students acclimate to campus life.

Performs a variety of intake services to assess student needs, and makes referrals, as necessary, to academic counselors, therapists, instructors, and community agencies.

Provides specialized information to students, staff, and the public on available resources; and District, Federal and State procedures relating to the assigned student services area.

Maintains and updates website and social media specific to assigned area within the function; updates area information including content and format to ensure accuracy and usefulness.

Contributes and assists in drafting agenda and organizing advisory committee meetings twice a year.

Serves as a contact liaison for other colleges, governmental agencies, firms, and at resource fairs regarding disadvantaged students eligible for services under one or more EOPS suite programs.

Stays updated on new student services rules, regulations, and policies relating to assigned student services area and communicates changes to others.

Performs general administrative duties; prepares correspondences, memos, and other materials.

Resolves complex problems and issues presented by department staff, students, counselors, faculty, and other members of the College community.

Performs correction and control of more complex errors in student files and student aid reports to ensure their accuracy.

Assists in the training of student services staff, temporary employees, and student workers.

Assist in preparing statistical data for State, Federal, and District reports; compiles and maintains data as needed for program grant proposals.

Assists in drafting annual budget assigned program and monitors expenditures throughout the budget year.

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

Supervision Received
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Supervision Exercised
Positions in this classification do not supervise others, but may provide specialized knowledge and guidance to other staff, faculty and student workers.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Federal, State and local laws, regulations, policies, grant requirements, and procedural guidelines pertaining to assigned student program

District policy, departmental resources and administrative practices and procedures

Mission, objectives, goals, and service delivery requirements of assigned program

Community resources and services available to students

Unique needs and challenges of students served by assigned programs

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of student programs, related computer programs, systems, databases, and applications

Customer service practices

Skills & Abilities:

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

Exercise awareness, tact and empathy in dealing with sensitive student concerns

Attend to detailed information and make accurate calculations and assessments when analyzing and correcting complex errors in student records

Access financial aid systems to process on-line loan applications and locate student financial aid history

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

Train and provide guidance to others

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

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

Compile and analyze data

Organize and maintain specialized files and confidentiality of student information

Complete work in a fast-paced environment with multiple interruptions and distractions

Collaborate with other student services areas

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.

Experience Requirement:

Two years of experience performing specialized and complex student services in a higher education setting or social services duties that require knowledge of federal and state regulations. Related experience working with disadvantaged or underrepresented populations is desirable.

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:
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. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	10/11/78
Class History:	EOPS Recruiter EOPS Recruiter - Bilingual EOP&S Program Specialist, Student Services Specialist – EOPS
Revision Date(s):	4/89; 11/16/06, 08/20/08, 3/18/15, 8/21/19, 8/20/25

Agenda Report Number	7
Subject	Classification Description Revisions and Salary Reallocation: Senior EOPS Specialist Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions and salary reallocation for Senior EOPS Specialist.

As part of the cyclical review process, we are reviewing Specialist and Senior Specialist classifications in the Student Services job discipline (Phase I), which includes the Senior EOPS Specialist. Cyclical review of the Student Services job discipline (Phase II) began in July 2025. The EOPS Office is responsible for EOPS (Extended Opportunity Program and Services), a state-funded support program to help students achieve their education goals, eligibility is based on guidelines provided by the State of California. The EOPS suite programs are designed for students who have historically experienced economic and educational disadvantages, including, foster youth, undocumented, formerly incarcerated and system impacted students. The EOPS Office offers comprehensive support services, including academic counseling; supplemental textbook vouchers; free tutoring; priority enrollment; and student success workshops. The Senior EOPS Specialist perform lead work in the daily operations of the EOPS suite programs.

The Senior EOPS Specialist classification was established in May 2012. This classification has been revised one time since its establishment. The most recent revision was approved in August 2019 to retitle the classification, broaden duties and clarify class concept, responsibilities, requirements, distinguishing characteristics, level of supervision, and KSAs (knowledge, skills, and abilities). This classification is currently vacant.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Student Services (Phase I) classifications and CSEA were invited to participate in a study orientation on March 31, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by April 15, 2025.

Personnel Commission staff consulted with Debra Locke, Dean of Special Programs (Interim), to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class

description. Description revisions are being proposed to clarify duties assigned, distinguishing characteristics, class concept, requirements, and KSAs (knowledge, skills, and abilities).

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

RESULTS

Based on data gathered, description revisions are being proposed to clarify the class concept, distinguishing characteristics, duties to more accurately reflect the work performed, requirements, and KSAs (knowledge, skills, and abilities).

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking. Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies utilized roles broader classification, such as a Coordinator or Counselor as a lead role to oversee the daily functions of the EOPS/CARE, NextUP, Guardian Scholars, CalWORKS, Foster Youth programs.

SALARY ALLOCATION

It is recommended that salary for the Senior EOPS Specialist be reallocated from Range 35 to Range 36 on the Classified Employee Salary Schedule, a 2.39% increase. Salary review is based on internal compression between the Senior EOPS Specialist lead role and the EOPS Specialist. As well as, internal comparison of similar roles such as the Senior Veterans Resource Specialist requiring similar level of knowledge, decision making involved and complexity of work.

Please see salary data for jobs in the EOPS Student Services job series.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Special Programs Supervisor (PROPOSED)* EOPS/CARE Supervisor (CURRENT)	M15	$7,583	$9,217	22.90%
Senior EOPS Specialist (PROPOSED)	**36**	**$6,170**	**$7,500**	**2.39%**
Senior EOPS Specialist (CURRENT)	**35**	**$6,026**	**$7,324**	**2.55%**
EOPS Specialist (PROPOSED)**	34	$5,876	$7,143	2.39%
EOPS Specialist (CURRENT)	33	$5,739	$6,975	

*Subsequent agenda item
**Previous agenda item

Please see salary data for jobs in the Student Services job discipline.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Financial Aid Systems Specialist*	43	$7,324	$9,116	13.04%
Student Communications Coordinator*	38	$6,479	$7,875	5.01%
Senior Academic Records Evaluator*	36	$6,170	$7,500	0.00%
Senior Student Services Specialist-International*	36	$6,170	$7,500	0.00%
Senior Veterans Resource Specialist***	36	$6,170	$7,500	0.00%
Senior EOPS Specialist (Proposed)	***36***	***$6,170***	***$7,500***	***2.39%***
Senior EOPS Specialist (Current)	**35**	**$6,026**	**$7,324**	**0.00%**
Senior Financial Aid & Scholarship Specialist*	35	$6,026	$7,324	2.55%
DSPS Specialist**	34	$5,876	$7,143	0.00%
International Student Services Specialist*	34	$5,876	$7,143	0.00%
Outreach and Recruitment Specialist*	34	$5,876	$7,143	0.00%
Student Judicial Affairs Specialist	34	$5,876	$7,143	0.00%
Transfer & Articulation Specialist***	34	$5,876	$7,143	0.00%
*Veterans Resource Specialist^*	*34*	*$5,876*	*$7,143*	0.00%
*EOPS Specialist^*	*34*	*$5,876*	*$7,143*	0.00%
*Student Services Specialist^*	*34*	*$5,876*	*$7,143*	2.39%
Academic Records Evaluator*	33	$5,739	$6,975	0.00%
Financial Aid & Scholarships Specialist*	33	$5,739	$6,975	2.56%
Senior Enrollment Services Specialist*	32	$5,596	$6,803	4.99%
Enrollment Services Specialist*	30	$5,330	$6,479	0.00%
Student Onboarding Specialist*	30	$5,330	$6,479	7.50%
Student Services Assistant**	27	$4,958	$6,026	10.25%
Disabled Student Services Assistant**	23	$4,497	$5,466	0.00%
Student Services Clerk**	23	$4,497	$5,466	0.00%
*Cosmetology Assistant (Proposed)****	*23*	*$4,497*	*$5,466*	5.00%
Cosmetology Assistant *(Current)****	21	$4,283	$5,206	

*Student Services (Phase II)
**Recently Reviewed
***Proposed in Subsequent agenda item
^Previous Agenda item

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

RECOMMENDATION

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

FROM: Classified Employee Salary Schedule, Range 35
TO: Classified Employee Salary Schedule, Range 36

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

Senior EOPS Specialist

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform lead work in the daily operation of the EOPS student services area, including related EOPS suite ~~CARE, Guardian Scholars, and DREAM~~ programs.

DISTINGUISHING CHARACTERISTICS

The **Senior EOPS Specialist** serves as a lead worker and monitors and directs the work of permanent and temporary staff in the daily operation and implementation of the EOPS suite programs. ~~administered by the EOPS office.~~

The **EOPS Specialist** performs complex and specialized duties relating to the preparation and implementation of EOPS suite programs. ~~administered by the EOPS office.~~

The **Special Programs Supervisor** provides training, guidance, and supervision to staff members assigned to the EOPS/CARE and related EOPS suite programs.

ESSENTIAL DUTIES

Serves as the lead worker for the department staff, and serves as staff's first line of support on escalated issues.

Assists Director and Supervisor in the day-to-day monitoring of EOPS~~/~~ suite ~~CARE, Guardian Scholars and~~ programs as assigned.

Disseminates and monitors adherence to departmental policies, procedures, and requirements.

Ensures accuracy of information provided by student services staff; receives, records, and maintains ISIS for accuracy and completeness; corrects data entry errors made by staff into the EOPS suite programs~~/CARE~~ data systems.

Assists Director and Supervisor in monitoring fiscal budgets for EOPS suite programs~~/CARE and Guardian Scholars~~.

Mediates and resolves complex problems and issues presented by EOPS suite programs~~/CARE~~ staff, other staff, students, counselors, faculty, and other members of the College community.

Stays ~~abreast of~~ updated ~~or~~ on new rules, regulations, and policies relating to assigned programs and communicates changes to others

Assists in the training of departmental staff and temporary employees.

Oversees the eligibility process for assigned programs.

Assists in the preparation and finalizing of statistical data for Federal, State, and/or District reports.

Assist in drafting annual state budget and grant requests for the EOPS suite programs~~, CARE, DREAM and/or Guardian Scholars~~ programs and monitors expenditures throughout the budget year.

Assists with overseeing the hiring and distribution of work to student workers.

Answers inquiries and provides information in person or e-mail to students, faculty, staff, and the public on District, Federal, and State procedures relating to the EOPS suite programs~~/CARE~~ student service area.

Plans, facilitates and ~~participates~~ conducts ~~in EOPS~~ workshops, events and campus tours in order to disseminate information regarding program resources and to help students acclimate to campus life.

Performs general administrative duties, ~~types~~ prepares correspondence, ~~memos~~forms, and other material~~, updates forms~~ as needed.

Updates the EOPS suite programs~~/CARE~~ webpage and social media when appropriate.

~~Oversees the scanning and imaging process in EOPS/CARE.~~

~~Updates necessary forms and procedures as needed.~~

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

Supervision Received
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Supervision Exercised
Positions in this classification do not supervise classified staff, but do serve in a lead capacity, providing training and work direction to student services staff and temporary employees.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Federal, State and local laws, regulations, policies, grant requirements, and procedural guidelines pertaining to assigned student program

District policy, departmental resources and administrative practices and procedures

Mission, objectives, goals, and services delivery requirements of assigned program

Community resources and services available to students

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of student programs

Unique needs and challenges of students served by assigned programs

Related ~~C~~computer programs, systems, databases, and applications~~ that support this level of work, including word processing, spreadsheet, presentation graphics, and data management applications~~

Customer service practices

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

Skills & Abilities:

Train and provide work direction to others, including training others in the specialized software specific to assigned area of responsibility

Organize, set priorities, work independently, and exercise sound independent judgment within areas of assigned responsibility, and refer serious or complex problems to supervisor

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

Attend to detailed information and make accurate calculations and assessments when analyzing and correcting complex errors in student records

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

Communicate effectively, both orally and in writing

Exercise awareness, tact and empathy in dealing with sensitive student concerns

Access financial aid systems to process on-line loan applications and locate student financial aid history

Complete work in a fast-paced environment with multiple interruptions and distractions

Collaborate with other student services areas

Organize and maintain specialized files and confidentiality of student information

Stay ~~abreast of~~ 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:
Associate's degree or equivalent. A bachelor's degree is desirable.

Experience Requirement:
Three ~~(3)~~ years of experience performing specialized and complex EOPS student services or social services duties that require knowledge of federal and state regulations. Related experience working with disadvantaged or underrepresented populations and experience providing work direction to other staff is desirable.

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:
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. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	5/16/12
Class History:	Senior Student Services Specialist – EOPS/CARE Senior EOPS Specialist
Revision Date(s):	8/21/19, 8/20/25

Santa Monica Community College District
Personnel Commission

Senior EOPS Specialist

CONCEPT OF THE CLASS

Under general supervision, positions in this classification perform lead work in the daily operation of the EOPS student services area, including related EOPS suite programs.

DISTINGUISHING CHARACTERISTICS

The **Senior EOPS Specialist** serves as a lead worker and monitors and directs the work of permanent and temporary staff in the daily operation and implementation of the EOPS suite programs.

The **EOPS Specialist** performs complex and specialized duties relating to the preparation and implementation of EOPS suite programs.

The **Special Programs Supervisor** provides training, guidance, and supervision to staff members assigned to the EOPS/CARE and related EOPS suite programs.

ESSENTIAL DUTIES

Serves as the lead worker for the department staff, and serves as staff's first line of support on escalated issues.

Assists Director and Supervisor in the day-to-day monitoring of EOPS suite programs as assigned.

Disseminates and monitors adherence to departmental policies, procedures, and requirements.

Ensures accuracy of information provided by student services staff; receives, records, and maintains ISIS for accuracy and completeness; corrects data entry errors made by staff into the EOPS suite programs data systems.

Assists Director and Supervisor in monitoring fiscal budgets for EOPS suite programs.

Mediates and resolves complex problems and issues presented by EOPS suite programs staff, other staff, students, counselors, faculty, and other members of the College community.

Stays updated on new rules, regulations, and policies relating to assigned programs and communicates changes to others

Assists in the training of departmental staff and temporary employees.

Oversees the eligibility process for assigned programs.

Assists in the preparation and finalizing of statistical data for Federal, State, and/or District reports.

Assist in drafting annual state budget and grant requests for the EOPS suite programs and monitors expenditures throughout the budget year.

Assists with overseeing the hiring and distribution of work to student workers.

Answers inquiries and provides information in person or e-mail to students, faculty, staff, and the public on District, Federal, and State procedures relating to the EOPS suite programs student service area.

Plans, facilitates and conducts workshops, events and campus tours in order to disseminate information regarding program resources and to help students acclimate to campus life.

Performs general administrative duties, prepares correspondence, forms, and other material as needed.

Updates the EOPS suite programs webpage and social media when appropriate.

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

Supervision Received
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Supervision Exercised
Positions in this classification do not supervise classified staff, but do serve in a lead capacity, providing training and work direction to student services staff and temporary employees.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Federal, State and local laws, regulations, policies, grant requirements, and procedural guidelines pertaining to assigned student program

District policy, departmental resources and administrative practices and procedures

Mission, objectives, goals, and services delivery requirements of assigned program

Community resources and services available to students

Principles and practices involved in planning, resource allocation, coordination, organization, and implementation of student programs

Unique needs and challenges of students served by assigned programs

Related computer programs, systems, databases, and applications

Customer service practices

Skills & Abilities:

Train and provide work direction to others, including training others in the specialized software specific to assigned area of responsibility

Organize, set priorities, work independently, and exercise sound independent judgment within areas of assigned responsibility, and refer serious or complex problems to supervisor

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

Attend to detailed information and make accurate calculations and assessments when analyzing and correcting complex errors in student records

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

Communicate effectively, both orally and in writing

Exercise awareness, tact and empathy in dealing with sensitive student concerns

Access financial aid systems to process on-line loan applications and locate student financial aid history

Complete work in a fast-paced environment with multiple interruptions and distractions

Collaborate with other student services areas

Organize and maintain specialized files and confidentiality of student information

Stay updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

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

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

MINIMUM QUALIFICATIONS

Education Requirement:
Associate's degree or equivalent. A bachelor's degree is desirable.

Experience Requirement:
Three years of experience performing specialized and complex EOPS student services or social services duties that require knowledge of federal and state regulations. Related experience working with disadvantaged or underrepresented populations and experience providing work direction to other staff is desirable.

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:
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. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	5/16/12
Class History:	Senior Student Services Specialist – EOPS/CARE Senior EOPS Specialist
Revision Date(s):	8/21/19, 8/20/25

Agenda Report Number	8
Subject	Retitle and Classification Description Revisions: EOPS/CARE Supervisor to Special Programs Supervisor Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions and a retitle for EOPS/CARE Supervisor.

As part of the cyclical review process, we are reviewing Specialist and Senior Specialist classifications in the Student Services job discipline (Phase I), which includes the EOPS/CARE Supervisor. Cyclical review of the Student Services job discipline (Phase II) began in July 2025. The EOPS Office is responsible for EOPS (Extended Opportunity Program and Services), a state-funded support program to help students achieve their education goals, eligibility is based on guidelines provided by the State of California. The EOPS suite programs are designed for students who have historically experienced economic and educational disadvantages, including, foster youth, undocumented, formerly incarcerated and system impacted students. The EOPS Office offers comprehensive support services, including academic counseling; supplemental textbook vouchers; free tutoring; priority enrollment; and student success workshops. The EOPS/CARE Supervisor plans, manages, evaluates and oversees the daily operations of the EOPS/CARE and EOPS suite programs.

The EOPS/CARE Supervisor classification was established in September 2015. This classification has not been revised since its establishment. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Student Services (Phase I) classifications and CSEA were invited to participate in a study orientation on March 31, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbent in this job discipline was requested to complete a Position Description Questionnaire (PDQs) by April 15, 2025.

Personnel Commission staff consulted with Debra Locke, Dean of Special Programs (Interim), to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions proposed to clarify duties assigned, title, distinguishing characteristics, requirements, and KSAs (knowledge, skills, and abilities).

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

RESULTS

Based on data gathered, description revisions are being proposed to retitle the classification, clarify the class concept, title, distinguishing characteristics, duties to more accurately reflect the work performed, requirements, and KSAs (knowledge, skills, and abilities).

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking. Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies utilized roles broader classification, such as a Director role to oversee the daily functions of the EOPS/CARE, NextUP, Guardian Scholars, CalWORKS, Foster Youth programs. As a result, salary review is based on internal alignment within the EOPS Student Services job series. There is no salary compression within the series. As such, it is recommended that the salary placement for this role remain at Range M15 on the Classified Management Salary Schedule.

Please see salary data for jobs in the EOPS Student Services job series.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Special Programs Supervisor (PROPOSED) EOPS/CARE Supervisor (CURRENT)	**M15**	**$7,583**	**$9,217**	**22.90%**
Senior EOPS Specialist (PROPOSED)**	36	$6,170	$7,500	2.39%
Senior EOPS Specialist (CURRENT)	35	$6,026	$7,324	2.55%
EOPS Specialist (PROPOSED)**	34	$5,876	$7,143	2.39%
EOPS Specialist (CURRENT)	33	$5,739	$6,975	

**Previous agenda item

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

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions and retitle for EOPS/CARE Supervisor.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

~~EOPS/CARE~~ Special Programs Supervisor

CONCEPT OF THE CLASS

Under general direction, this position plans, manages, evaluates and oversees the daily operations of the EOPS/~~,~~ CARE ~~and Guardian Scholars~~ and related EOPS suite programs~~, and ensures compliance with federal and state regulations, and District policies & procedures.~~ This position serves as the primary coordinator of the CARE program, supervises the EOPS program in the absence of the Director of Special Programs, and provides oversight for Foster Service Support Programs~~the Guardian Scholars Program~~ in collaboration with the Director of Special Programs.

DISTINGUISHING CHARACTERISTICS

The **~~EOPS/CARE~~ Special Programs Supervisor** provides training, guidance, and supervision to staff members assigned to the EOPS/~~ and~~ CARE and related EOPS suite programs. ~~This position serves as the primary coordinator of the CARE program, supervises the EOPS program in the absence of the Director of Special Programs, and provides oversight for the Guardian Scholars Programs in collaboration with the Director of Special Programs.~~

The **Senior EOPS Specialist** serves as a lead worker and monitors and directs the work of permanent and temporary staff in the daily operation and implementation of programs administered by the EOPS office.

The **EOPS Specialist** performs complex and specialized duties relating to the preparation and implementation of programs administered by the EOPS office.

~~The **Senior Student Services Specialist-EOPS/CARE** provides assistance to the Director of Special Programs in the Extended Opportunity Program Services/ Cooperative Agencies Resources for Education (EOPS/CARE) Office. This position serves as a lead worker and monitors and directs the work of permanent and temporary staff in the daily operation of the EOPS/CARE office. Incumbents are specialists in their functional area and exercise a higher degree of responsibility and independent judgment to resolve problems and improve work processes.~~

ESSENTIAL DUTIES

Plans, organizes, coordinates, and supervises the day-to-day operations of staff assigned to the EOPS suite ~~and CARE~~ programs to ensure efficient delivery of services to students, faculty, staff and the community at large.

Assists in the coordination of EOPS suite programs and ~~CARE~~ services to students to include program intake and orientation, counseling and advising, peer mentoring, transfer assistance, and related follow-up activities.

Assists and advises students in matters related to EOPS suite programs ~~and CARE,~~ book vouchers and grants; explains application procedures, regulations, and policies.

Ensures compliance and accuracy within state policy regulations; monitors compliance with department guidelines.

Compiles and analyzes data related to program participation and evaluation.

Assists in the preparation and administration of the annual program budgets; maintains program budget and records of expenditures when assigned; provides input and recommendations regarding staffing, equipment and supplies.

Communicates with faculty, staff, representatives of state and federal agencies, other educational institutions, and others to coordinate programs and activities.

Develops work processes which facilitate attainment of established program goals and objectives; recommends program policies and procedural changes as needed.

Develops and recommends modifications to work processes in response to regulation changes.

Monitors student enrollment and academic progress to determine continued eligibility; informs students of denial or approval of EOPS suite program ~~and CARE~~ eligibility; informs students in they are placed on probation or suspension, or if they have been terminated from the EOPS suite ~~/CARE~~ programs.

Oversees the maintenance of effective student databases for the EOPS suite ~~and CARE~~ programs.

Attends EOPS suite program~~and CARE~~ workshops as required. Represents EOPS suite programs~~and CARE~~ at appropriate meetings and committees.

Collaborates with the Financial Aid Office regarding the awarding of grants and services to EOPS suite program ~~and CARE~~ participants.

Supervises and evaluates the performance of assigned program staff and student workers; participates in the appointment of new classified personnel and student workers

Conducts EOPS suite program ~~and CARE~~ workshops for college students; provides direct, in-depth information to potential applicants.

Provides and coordinates training for assigned classified staff; works with employees to correct deficiencies; implemental disciplinary procedures as needed.

Participates in submitting the annual program plan and related budgets to the State Chancellor's Office.

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

Supervision Received:
Under general supervision from the Director of Special Programs, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Supervision Exercised:
Positions in this classification supervise assigned classified staff and student workers within the EOPS suite~~, CARE, and Guardian Scholars~~ programs.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Federal and state laws and state regulations related to EOPS suite ~~and CARE~~ programs, including District procedures for applying for program services and determining eligibility

~~Santa Monica Community College m~~Mission, objectives, goals and service delivery requirements of assigned programs ~~and philosophy~~

Recordkeeping and filing techniques ~~Modern office and records management practices~~

Principles of training and supervision

Related computer programs, systems, databases, and applications ~~tracking methods~~

Budget preparation and administration

Business writing and ~~Oral and written~~ communication techniques ~~skills, using correct English usage, spelling, grammar, and vocabulary~~

Community resources and services available to students

Basic principles and practices of fiscal, statistical and administration research, and report preparation

Skills & Abilities:

Interpret and apply state rules and regulations pertaining to the EOPS suite ~~and CARE~~ programs

Ensure federal, state, and District regulations, policies, and procedures are followed and maintained

Prepare and deliver presentations pertaining to EOPS suite programs ~~and CARE~~

Determine EOPS suite program ~~and CARE~~ eligibility

Supervise, mentor and evaluate assigned staff and student assistants

Prepare and administer budgets

Communicate effectively, both orally and in writing

Work cooperatively with other departments, offices, and outside agencies

Analyze situations accurately and adopt an effective course of action

Operate a computer using computer applications, programs and ~~modern~~ standard office equipment ~~and use word processing, spreadsheet, and database software effectively~~

Meet schedule and project timelines

Work independently with minimal direction

Relate effectively to people of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy

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

~~Operations of equipment and various software programs including student information systems, word processing, database management and spreadsheet computer applications~~

~~Establish and maintain cooperative and effective working relationships with others~~

MINIMUM QUALIFICATIONS

Education Requirement:
Bachelor's degree or equivalent. ~~from an accredited university or college. A master's degree, preferably in counseling, education, social Sciences, or a related area is desirable.~~

Experience Requirement:
Three years of progressively responsible experience within a college student services program, working predominantly with disadvantaged or underrepresented populations. Experience in a lead or supervisory capacity is preferred. ~~ethnic minorities or persons handicapped by language, social or economic disadvantages.~~

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 ~~25~~10 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Exempt
Personnel Commission Approval Date:	09/16/2015
Class History:	EOPS/CARE Supervisor
Revision Date(s):	8/20/25

Santa Monica Community College District
Personnel Commission

Special Programs Supervisor

CONCEPT OF THE CLASS

Under general direction, this position plans, manages, evaluates and oversees the daily operations of the EOPS/CARE and related EOPS suite programs. This position serves as the primary coordinator of the CARE program, supervises the EOPS program in the absence of the Director of Special Programs, and provides oversight for Foster Service Support Programs in collaboration with the Director of Special Programs.

DISTINGUISHING CHARACTERISTICS

The **Special Programs Supervisor** provides training, guidance, and supervision to staff members assigned to the EOPS/CARE and related EOPS suite programs.

The **Senior EOPS Specialist** serves as a lead worker and monitors and directs the work of permanent and temporary staff in the daily operation and implementation of programs administered by the EOPS office.

The **EOPS Specialist** performs complex and specialized duties relating to the preparation and implementation of programs administered by the EOPS office.

ESSENTIAL DUTIES

Plans, organizes, coordinates, and supervises the day-to-day operations of staff assigned to the EOPS suite programs to ensure efficient delivery of services to students, faculty, staff and the community at large.

Assists in the coordination of EOPS suite programs and services to students to include program intake and orientation, counseling and advising, peer mentoring, transfer assistance, and related follow-up activities.

Assists and advises students in matters related to EOPS suite programs, book vouchers and grants; explains application procedures, regulations, and policies.

Ensures compliance and accuracy within state policy regulations; monitors compliance with department guidelines.

Compiles and analyzes data related to program participation and evaluation.

Assists in the preparation and administration of the annual program budgets; maintains program budget and records of expenditures when assigned; provides input and recommendations regarding staffing, equipment and supplies.

Communicates with faculty, staff, representatives of state and federal agencies, other educational institutions, and others to coordinate programs and activities.

Develops work processes which facilitate attainment of established program goals and objectives; recommends program policies and procedural changes as needed.

Develops and recommends modifications to work processes in response to regulation changes.

Monitors student enrollment and academic progress to determine continued eligibility; informs students of denial or approval of EOPS suite program eligibility; informs students in they are placed on probation or suspension, or if they have been terminated from the EOPS suite programs.

Oversees the maintenance of effective student databases for the EOPS suite programs.

Attends EOPS suite program workshops as required. Represents EOPS suite programs at appropriate meetings and committees.

Collaborates with the Financial Aid Office regarding the awarding of grants and services to EOPS suite program participants.

Supervises and evaluates the performance of assigned program staff and student workers; participates in the appointment of new classified personnel and student workers

Conducts EOPS suite program workshops for college students; provides direct, in-depth information to potential applicants.

Provides and coordinates training for assigned classified staff; works with employees to correct deficiencies; implemental disciplinary procedures as needed.

Participates in submitting the annual program plan and related budgets to the State Chancellor's Office.

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

Supervision Received:
Under general supervision from the Director of Special Programs, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Supervision Exercised:
Positions in this classification supervise assigned classified staff and student workers within the EOPS suite programs.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Federal and state laws and state regulations related to EOPS suite programs, including District procedures for applying for program services and determining eligibility

Mission, objectives, goals and service delivery requirements of assigned programs

Recordkeeping and filing techniques

Principles of training and supervision

Related computer programs, systems, databases, and applications

Budget preparation and administration

Business writing and communication techniques

Community resources and services available to students

Basic principles and practices of fiscal, statistical and administration research, and report preparation

Skills & Abilities:

Interpret and apply state rules and regulations pertaining to the EOPS suite programs

Ensure federal, state, and District regulations, policies, and procedures are followed and maintained

Prepare and deliver presentations pertaining to EOPS suite programs

Determine EOPS suite program eligibility

Supervise, mentor and evaluate assigned staff and student assistants

Prepare and administer budgets

Communicate effectively, both orally and in writing

Work cooperatively with other departments, offices, and outside agencies

Analyze situations accurately and adopt an effective course of action

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

Meet schedule and project timelines

Work independently with minimal direction

Relate effectively to people of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy

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 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 or equivalent.

Experience Requirement:
Three years of progressively responsible experience within a college student services program, working predominantly with disadvantaged or underrepresented populations. Experience in a lead or supervisory capacity is preferred.

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 quiet.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Exempt
Personnel Commission Approval Date:	09/16/2015
Class History:	EOPS/CARE Supervisor
Revision Date(s):	8/20/25

Agenda Report Number	9
Subject	Classification Description Revisions and Salary Reallocation: Veterans Resource Specialist Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions and salary reallocation for Veterans Resources Specialist.

As part of the cyclical review process, we are reviewing Specialist and Senior Specialist classifications in the Student Services job discipline (Phase I), which includes the Veterans Resource Specialist. Cyclical review of the Student Services job discipline (Phase II) began in July 2025. The Veterans Success Center (VSC) is responsible for all Veterans Affairs (VA) paperwork for students receiving benefits under Chapters 33 and 35 of the GI Bill. The VSC provides support to a student's transition from the military to college, offering a place where student veterans and their families can be supported to help students achieve their education goals. The Veterans Resource Specialist performs a variety of specialized and technical duties in support of the VSC and processing VA educational benefits.

The Veterans Resource Specialist classification was established in October 2010. This classification has been revised once since its establishment. The most recent revision was approved in December 2018 to retitle the classification, broaden duties and clarify class concept, responsibilities, requirements, distinguishing characteristics, level of supervision, and KSAs (knowledge, skills, and abilities). There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Student Services (Phase I) classifications and CSEA were invited to participate in a study orientation on March 31, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbent in this job discipline was requested to complete Position Description Questionnaires (PDQs) by April 15, 2025.

Personnel Commission staff consulted with Debra Locke, Dean of Special Programs (Interim) and Thomas Bui, Associate Dean of Student Life, to discuss the classification description. In addition, the supervisors were requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are being

proposed to clarify duties assigned, class concept, distinguishing characteristics, requirements and KSAs (knowledge, skills, and abilities).

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

RESULTS

Based on data gathered, description revisions are being proposed to clarify the class concept, distinguishing characteristics, duties to more accurately reflect the work performed, requirements, and KSAs (knowledge, skills, and abilities).

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking. The survey yielded several strong to moderate matches as indicated below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN	STUDENT COUNT	GF REVENUE ACTUAL
Santa Monica College	**Veterans Resource Specialist**	**$5,596**	**$6,803**	**$6,200**	**26,748**	$250M
El Camino College	Student Services Specialist	$5,867	$7,530	$6,699	21,971	$210M
Foothill De Anza CCD	Veterans Resource Specialist	$5,937	$7,951	$6,944	31,134	$334M
Glendale College	Veterans Resource Center Coordinator	$5,034	$6,425	$5,730	15,885	$149M
Mt. San Antonio College	Veterans Service Specialist	$5,414	$6,910	$6,162	38,269	$336M
Santa Clarita College	Student Services Technician II (Veterans Resource Center)	$5,199	$7,081	$6,140	21,778	$179M
State Center CCD	Program Specialist - Veterans Services	$5,443	$6,694	$6,069	49,125	$400M
	Average	$5,482	$7,099	$6,291		
	25th Percentile	$5,253	$6,748	$6,086		
	50th Percentile	$5,429	$6,996	$6,151		
	70th Percentile	$5,655	$7,306	$6,430		
	80th Percentile	$5,867	$7,530	$6,699		
	90th Percentile	$5,902	$7,741	$6,821		
	SMC % RANK	67.2%	30.0%	**61.3%**		
	SMC Difference From AVG	2.0%	-4.3%	-1.5%		
	SMC Difference From MED	3.0%	-2.8%	0.8%		

The current salary range for Veterans Resource Specialist is Range 32 on the Classified Employee Salary Schedule. In this survey, SMC is in the 61st median percentile compared to all benchmark agencies with comparable classifications; that is, 39% of market comparables were paid higher than the SMC classification.

SALARY ALLOCATION

It is recommended that salary for the Veterans Resource Specialist be reallocated from Range 32 to Range 34 on the Classified Employee Salary Schedule, a 5% increase. This will place the median salary at the 73rd percentile, which satisfies the District's 70th percentile target. Please see salary data for jobs in the Veterans Student Services job series.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Senior Veterans Resource Specialist*	36	$6,026	$7,324	5.00%
Veterans Resource Specialist (PROPOSED)	**34**	**$5,876**	**$7,143**	**5.00%**
Veterans Resource Specialist (CURRENT)	**32**	**$5,596**	**$6,803**	

*Subsequent agenda item

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

RECOMMENDATION

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

FROM: Classified Employee Salary Schedule, Range 32
TO: Classified Employee Salary Schedule, Range 34

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

Veterans Resource Specialist

CONCEPT OF THE CLASS

Under general supervision, positions in this classification support the District's Veterans ~~Resource~~ Success Center by performing a variety of ~~complex~~technical and specialized ~~clerical~~ duties relating to the preparation and implementation of student Veteran programs.

DISTINGUISHING CHARACTERISTICS

The **Veterans Resource Specialist** performs ~~complex~~ technical and specialized duties in support of the District's Veterans Resources Center. Incumbents are expected to apply specialized knowledge of VA requirements and processing of VA educational benefits. Incumbents may serve as the School Certifying Official in the absence of the Senior Veterans Resources Specialist.

The **Senior Veterans Resource Specialist** assists with ~~and participates in~~ the day-to-day activities of the Veterans ~~Resource~~ Success Center and serves as a technical resource for students, faculty and staff. This classification is designated as the School Certifying Official and independently performs complex technical duties related to VA benefits eligibility, payments, reporting, audits, and outreach.

A **Student Services Assistant** performs moderately difficult clerical and technical duties in support of an assigned student services area. In large offices, incumbents may be responsible for the completion of a functional phase of clerical or technical work in the assigned student services area.

~~The **Veterans Resource Specialist** is distinguished from other student services classifications by the nature of work and specialized knowledge required in the assigned area. This classification is further distinguished from the Student Services Assistant and the Student Services Clerk classifications by the level, variety and complexity of work, independence of action and responsibility for decisions and level of supervision received.~~

ESSENTIAL DUTIES

Provides specialized information to students regarding their educational rights as Veterans, enrollment procedures to obtain veteran and dependent benefits, available resources and additional student support programs.

Attends and participates in workshops and other training sessions to maintain current knowledge of changes in Federal and State legislation affecting Veterans Affairs Programs.

Ensures compliance with regulations, procedures, and requirements as mandated in current federal legislation and state statutes governing Veterans.

Performs a variety of intake services to gather additional information from students and parents, and makes referrals, as necessary, to academic counselors, therapists, instructors, and community agencies.

Prepares, compiles and maintains statistical reports, documents and records in compliance with Federal, State and District requirements; assures data accuracy for audits and program grant proposals; may respond to inquiries from VA audits,

Performs a variety of complex clerical duties related to the input, maintenance and control of individual records to ensure the accuracy of student history files.

Creates, maintains, monitors, and updates confidential student records, student data bank, and historical program database.

Monitors and reviews enrollments status for students receiving VA benefits to ensure compliance, reports academic progress and changes electronically to VA, reviews educational plans, and makes appropriate payment disbursement and adjustments to ensure timely and accurate administration of VA benefits and payments; researches and resolves discrepancies and issues with student records, payments, eligibility and other related matters.

May serve as the School Certifying Official (SCO) with the Department of Veterans Affairs in the absence of the Senior Veterans Resource Specialist, ~~and insures~~ ensuring compliance with all applicable guidelines; processes and certifies student applications and other paperwork for VA educational benefits.

May assist in the administration of the VA Student Work-Study Allowance program, provides students with application, submits completed applications to the VA reviews, files and implements Student Work-Study Agreement, verifies and

reports timesheets; and ensures timely issuance of payments.

May serve as a contact liaison with other colleges, governmental agencies, and firms regarding Veterans Programs.

May maintain and update department website.

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

Supervision Received
Under ~~G~~general supervision, the employee ~~is~~ receive~~sd~~ assignments from assigned administrator or manager and~~the Senior Administrative Dean of Counseling, retention & Student wellness, this classification~~ is expected to carry them~~perform job duties~~ through to completion with substantial independence.

Supervision Exercised
Position in this classification do not supervise others, but may provide specialized knowledge and guidance to student services staff, temporary employees and student workers.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

VA regulations and policies related to educational benefits and benefits for veterans and their dependents

Federal, State and local programs that provide financial assistance and resources to veterans

District policies, procedures and objectives of the Veterans programs

Federal and State regulations, requirements and procedural guidelines pertaining to student programs as it relates to Veterans Programs

California Education Code, Family Educational Rights and Privacy Act

Administrative practices and procedures, including record keeping and filing

Customer service techniques

Modern office methods, practices and equipment

Basic mathematics

Related computer programs, systems, databases, and applications including VA and student information systems~~, word processing, database management, spreadsheet computer applications software, electronic mail and the internet~~

Skills & Abilities:

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

Interpret, apply, explain and reach sound decisions in accordance with 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 ~~abreast of~~ updated on technology changes and adapt to new technologies

Role model exceptional internal and external customer service

Work with various veteran populations

Pay attention to detail and make accurate calculations and assessments

Compile and analyze data, and resolve discrepancies

Follow complex written and oral instructions

Work independently with minimal supervision

Collaborate with other student services areas

Work in a fast-paced and busy environment with multiple interruptions and competing assignments and deadlines

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 ~~Two (2) years of college level coursework~~ or equivalent.

Experience Requirement:
Two ~~(2)~~ years of experience performing specialized administrative or program support duties in a student services area including experience with Veterans educational benefits. Experience in the military or working with Veterans is desirable.

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:
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. While performing the duties of this job, the noise level in the work environment varies greatly.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	10/20/10
Class History:	Student Services Specialist – Veteran's Programs
Revision Date(s):	12/12/18, 8/20/25

Santa Monica Community College District
Personnel Commission

Veterans Resource Specialist

CONCEPT OF THE CLASS

Under general supervision, positions in this classification support the District's Veterans Success Center by performing a variety of technical and specialized duties relating to the preparation and implementation of student Veteran programs.

DISTINGUISHING CHARACTERISTICS

The **Veterans Resource Specialist** performs technical and specialized duties in support of the District's Veterans Resources Center. Incumbents are expected to apply specialized knowledge of VA requirements and processing of VA educational benefits. Incumbents may serve as the School Certifying Official in the absence of the Senior Veterans Resources Specialist.

The **Senior Veterans Resource Specialist** assists with the day-to-day activities of the Veterans Success Center and serves as a technical resource for students, faculty and staff. This classification is designated as the School Certifying Official and independently performs complex technical duties related to VA benefits eligibility, payments, reporting, audits, and outreach.

A **Student Services Assistant** performs moderately difficult clerical and technical duties in support of an assigned student services area. In large offices, incumbents may be responsible for the completion of a functional phase of clerical or technical work in the assigned student services area.

ESSENTIAL DUTIES

Provides specialized information to students regarding their educational rights as Veterans, enrollment procedures to obtain veteran and dependent benefits, available resources and additional student support programs.

Attends and participates in workshops and other training sessions to maintain current knowledge of changes in Federal and State legislation affecting Veterans Affairs Programs.

Ensures compliance with regulations, procedures, and requirements as mandated in current federal legislation and state statutes governing Veterans.

Performs a variety of intake services to gather additional information from students and parents, and makes referrals, as necessary, to academic counselors, therapists, instructors, and community agencies.

Prepares, compiles and maintains statistical reports, documents and records in compliance with Federal, State and District requirements; assures data accuracy for audits and program grant proposals; may respond to inquiries from VA audits,

Performs a variety of complex clerical duties related to the input, maintenance and control of individual records to ensure the accuracy of student history files.

Creates, maintains, monitors, and updates confidential student records, student data bank, and historical program database.

Monitors and reviews enrollments status for students receiving VA benefits to ensure compliance, reports academic progress and changes electronically to VA, reviews educational plans, and makes appropriate payment disbursement and adjustments to ensure timely and accurate administration of VA benefits and payments; researches and resolves discrepancies and issues with student records, payments, eligibility and other related matters.

May serve as the School Certifying Official (SCO) with the Department of Veterans Affairs in the absence of the Senior Veterans Resource Specialist, ensuring compliance with all applicable guidelines; processes and certifies student applications and other paperwork for VA educational benefits.

May assist in the administration of the VA Student Work-Study Allowance program, provides students with application, submits completed applications to the VA reviews, files and implements Student Work-Study Agreement, verifies and reports timesheets; and ensures timely issuance of payments.

May serve as a contact liaison with other colleges, governmental agencies, and firms regarding Veterans Programs.

May maintain and update department website.

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

Supervision Received
Under general supervision, the employee receives assignments from assigned administrator or manager and is expected to carry them through to completion with substantial independence.

Supervision Exercised
Position in this classification do not supervise others but may provide specialized knowledge and guidance to student services staff, temporary employees and student workers.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

VA regulations and policies related to educational benefits and benefits for veterans and their dependents

Federal, State and local programs that provide financial assistance and resources to veterans

District policies, procedures and objectives of the Veterans programs

Federal and State regulations, requirements and procedural guidelines pertaining to student programs as it relates to Veterans Programs

California Education Code, Family Educational Rights and Privacy Act

Administrative practices and procedures, including record keeping and filing

Customer service techniques

Modern office methods, practices and equipment

Basic mathematics

Related computer programs, systems, databases, and applications including VA and student information systems

Skills & Abilities:

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

Interpret, apply, explain and reach sound decisions in accordance with 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

Work with various veteran populations

Pay attention to detail and make accurate calculations and assessments

Compile and analyze data, and resolve discrepancies

Follow complex written and oral instructions

Work independently with minimal supervision

Collaborate with other student services areas

Work in a fast-paced and busy environment with multiple interruptions and competing assignments and deadlines

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.

Experience Requirement:
Two years of experience performing specialized administrative or program support duties in a student services area including experience with Veterans educational benefits. Experience in the military or working with Veterans is desirable.

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:
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. While performing the duties of this job, the noise level in the work environment varies greatly.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	10/20/10
Class History:	Student Services Specialist – Veteran's Programs
Revision Date(s):	12/12/18, 8/20/25

Agenda Report Number	10
Subject	Classification Description Revisions: Student Judicial Affairs Specialist Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for Student Judicial Affairs Specialist.

As part of the cyclical review process, we are reviewing Specialist and Senior Specialist classifications in the Student Services job discipline (Phase I), which includes the Student Judicial Affairs Specialist. Cyclical review of the Student Services job discipline (Phase II) began in July 2025. The Office of Student Judicial Affairs is responsible for due process in having problems solved, working out agreements, refuting false allegations, and resolving disputes fairly. The Student Judicial Affairs Specialist performs complex and specialized duties in support of the student judicial affairs process and serves as the Hearing Officer for academic integrity.

The Student Judicial Affairs Specialist classification was established in August 2020. This classification has not been revised since its establishment. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Student Services (Phase I) classifications and CSEA were invited to participate in a study orientation on March 31, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbent in this job discipline was requested to complete Position Description Questionnaires (PDQs) by April 15, 2025.

Personnel Commission staff consulted with Lina Ladyzhenskaya, Director of Student Judicial Affairs, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are being proposed to clarify distinguishing characteristics and KSAs (knowledge, skills, and abilities).

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

RESULTS

Based on data gathered, description revisions are proposed to distinguishing characteristics and KSAs (knowledge, skills, and abilities).

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking. Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies differed in organizational structure, assigned adjudicating and student conduct responsibilities to coordinators, management, or committees. As a result, salary review is based on internal comparison of similar non-lead roles within the Student Services Job discipline requiring similar level of work complexity, knowledge required and degree of decision making. No internal alignment issues exist and there is an adequate salary difference within the Student Services Job series. As such, it is recommended that the salary placement for this role remain at Range 34 on the Classified Employee Salary Schedule.

Please see salary data for jobs in the Student Services job discipline.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Financial Aid Systems Specialist*	43	$7,324	$9,116	13.04%
Student Communications Coordinator*	38	$6,479	$7,875	5.01%
Senior Academic Records Evaluator*	36	$6,170	$7,500	0.00%
Senior Student Services Specialist-International*	36	$6,170	$7,500	0.00%
Senior Veterans Resource Specialist	36	$6,170	$7,500	0.00%
*Senior EOPS Specialist^*	*36*	*$6,170*	*$7,500*	*2.39%*
Senior Financial Aid & Scholarship Specialist*	35	$6,026	$7,324	2.55%
DSPS Specialist**	34	$5,876	$7,143	0.00%
International Student Services Specialist*	34	$5,876	$7,143	0.00%
Outreach and Recruitment Specialist*	34	$5,876	$7,143	0.00%
Student Judicial Affairs Specialist	**34**	**$5,876**	**$7,143**	**0.00%**
*Transfer & Articulation Specialist^*	*34*	*$5,876*	*$7,143*	*0.00%*
*Veterans Resource Specialist^*	*34*	*$5,876*	*$7,143*	0.00%
*EOPS Specialist^*	*34*	*$5,876*	*$7,143*	0.00%
*Student Services Specialist^*	*34*	*$5,876*	*$7,143*	2.39%
Academic Records Evaluator*	33	$5,739	$6,975	0.00%
Financial Aid & Scholarships Specialist*	33	$5,739	$6,975	2.56%
Senior Enrollment Services Specialist*	32	$5,596	$6,803	4.99%
Enrollment Services Specialist*	30	$5,330	$6,479	0.00%
Student Onboarding Specialist*	30	$5,330	$6,479	7.50%
Student Services Assistant**	27	$4,958	$6,026	10.25%
Disabled Student Services Assistant**	23	$4,497	$5,466	0.00%
Student Services Clerk**	23	$4,497	$5,466	0.00%
*Cosmetology Assistant (Proposed)****	*23*	*$4,497*	*$5,466*	5.00%
Cosmetology Assistant *(Current)****	21	$4,283	$5,206	

*Student Services (Phase II)
**Recently Reviewed
***Proposed in Subsequent Agenda Item
^Previous Agenda Item

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

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions for Student Judicial Affairs Specialist.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

Student Judicial Affairs Specialist

CONCEPT OF THE CLASS

Under general supervision, the position in this classification performs complex and specialized duties in support of the student judicial affairs process, including triage services, investigations, reports and training. The incumbent in this classification also serves as the Hearing Officer for academic integrity.

DISTINGUISHING CHARACTERISTICS

The **Student Judicial Affairs Specialist** independently performs highly technical duties requiring specialized knowledge in support of the District's student judicial affairs administration and the systems, regulations and procedures that guide academic integrity and judicial affairs with a high degree of discernment.

A **Student Services Assistant** performs moderately difficult clerical and technical duties in support of an assigned student services area. In large offices, incumbents may be responsible for the completion of a functional phase of clerical or technical work in the assigned student services area.

A **Student Services Clerk** performs a variety of general and routine clerical duties for student services departments and programs. Incumbents are generally assigned to the front counter and are the first point of contact for students in their respective student services area.

~~The Student Judicial Affairs Specialist is distinguished from other student services classifications by performing technical and specialized duties and activities related to student judicial affairs. This classification is further distinguished from the **Student Services Assistant** and **Student Services Clerk** by the level, variety and complexity of work, independence of action, responsibility for decisions, and level of supervision received.~~

ESSENTIAL DUTIES

Serves as the primary contact with students, faculty, staff and the public related to matters of student conduct and integrity, and provides guidance and refers cases to support services when appropriate.

Serves as a liaison with students, faculty, staff, reporting agencies, and the public to coordinate various elements of the student conduct system; develops working relationships and collaborates on student judicial affairs matters; ensures compliance with applicable rules, laws, policies, and guidelines.

Assists the director or designee in the preparation of correspondence related to judicial matters, including summons and outcome letters, preparation of appeals and readmission documentation.

Analyzes, reviews and maintains student conduct databases and applicable information systems; inputs student data, tracks sanctions, compiles statistical data, reports data required by law to internal and external stakeholders, and refers cases to support services when appropriate.

Investigates, analyzes and reports on student affairs cases, prepares notices, recommends sanctions, and follows case progress through completion; serves as the Hearing Officer for academic integrity cases.

Coordinates and presents trainings to students, faculty and staff related to student judicial affairs, student conduct and academic integrity, administration, processes, and systems.

Organizes, schedules and facilitates meetings and student hearings, and makes appropriate accommodations.

Participates in committees, coordinates the development and revision of policies and protocols and makes recommendations related to student affairs.

Maintains and updates department website and related materials.

May participate in the selection and training of student workers and prepare timesheets.

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 Director of Student Judicial Affairs or assigned administrator, this classification is expected to perform job duties through to completion with substantial independence.

Level of Supervision Exercised
This position serves as a specialist in the assigned area providing specialized knowledge and guidance to staff, faculty and student workers. Positions in this classification do not supervise others.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

District policy, departmental resources and administrative practices and procedures

Federal, state and local laws, regulations, codes, requirements, and procedural guidelines pertaining to judicial affairs and student disciplinary process

Mission, objectives, goals and service delivery requirements for student judicial affairs

Recordkeeping and filing techniques

Business writing, networking and communication techniques

Data collection, research methods, techniques, and procedures

Due process rights and responsibilities of students

Related computer programs, systems, databases, and applications

Case management procedures and practices

Skills & Abilities:

Coordinate various administrative program elements related to student judicial affairs and academic misconduct

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

Investigate, research, analyze cases, make recommendations, and accurately adopt an effective course of action

Manage and de-escalate sensitive, challenging and emotional situations

Prepare clear, concise and comprehensive reports and correspondence

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

Create, plan, schedule and deliver workshops on assigned area

Train and provide work direction to others

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 ~~abreast of~~ updated on industry trends and technology changes and adapt to new technologies and work methods

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. ~~Two (2) years of college level coursework,~~ preferably in human services, social science or psychology. A bachelor's degree is desirable.

Experience Requirement:
Three ~~(3)~~ years of experience performing specialized duties in student affairs, investigations or case management related to complex student issues and challenges. Experience in higher education preferred.

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. While performing the duties of this job, the noise level in the work environment varies greatly, and is occasionally in contact with individuals experiencing distress.

CLASS DETAIL

Job Family:	Student Services – Non-Classroom
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	8/19/20
Class History:	
Revision Date(s):	8/20/25

Santa Monica Community College District
Personnel Commission

Student Judicial Affairs Specialist

CONCEPT OF THE CLASS

Under general supervision, the position in this classification performs complex and specialized duties in support of the student judicial affairs process, including triage services, investigations, reports and training. The incumbent in this classification also serves as the Hearing Officer for academic integrity.

DISTINGUISHING CHARACTERISTICS

The **Student Judicial Affairs Specialist** independently performs highly technical duties requiring specialized knowledge in support of the District's student judicial affairs administration and the systems, regulations and procedures that guide academic integrity and judicial affairs with a high degree of discernment.

A **Student Services Assistant** performs moderately difficult clerical and technical duties in support of an assigned student services area. In large offices, incumbents may be responsible for the completion of a functional phase of clerical or technical work in the assigned student services area.

A **Student Services Clerk** performs a variety of general and routine clerical duties for student services departments and programs. Incumbents are generally assigned to the front counter and are the first point of contact for students in their respective student services area.

ESSENTIAL DUTIES

Serves as the primary contact with students, faculty, staff and the public related to matters of student conduct and integrity and provides guidance and refers cases to support services when appropriate.

Serves as a liaison with students, faculty, staff, reporting agencies, and the public to coordinate various elements of the student conduct system; develops working relationships and collaborates on student judicial affairs matters; ensures compliance with applicable rules, laws, policies, and guidelines.

Assists the director or designee in the preparation of correspondence related to judicial matters, including summons and outcome letters, preparation of appeals and readmission documentation.

Analyzes, reviews and maintains student conduct databases and applicable information systems; inputs student data, tracks sanctions, compiles statistical data, reports data required by law to internal and external stakeholders, and refers cases to support services when appropriate.

Investigates, analyzes and reports on student affairs cases, prepares notices, recommends sanctions, and follows case progress through completion; serves as the Hearing Officer for academic integrity cases.

Coordinates and presents trainings to students, faculty and staff related to student judicial affairs, student conduct and academic integrity, administration, processes, and systems.

Organizes, schedules and facilitates meetings and student hearings, and makes appropriate accommodations.

Participates in committees, coordinates the development and revision of policies and protocols and makes recommendations related to student affairs.

Maintains and updates department website and related materials.

May participate in the selection and training of student workers and prepare timesheets.

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 Director of Student Judicial Affairs or assigned administrator, this classification is expected to perform job duties through to completion with substantial independence.

Level of Supervision Exercised

This position serves as a specialist in the assigned area providing specialized knowledge and guidance to staff, faculty and student workers. Positions in this classification do not supervise others.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

District policy, departmental resources and administrative practices and procedures

Federal, state and local laws, regulations, codes, requirements, and procedural guidelines pertaining to judicial affairs and student disciplinary process

Mission, objectives, goals and service delivery requirements for student judicial affairs

Recordkeeping and filing techniques

Business writing, networking and communication techniques

Data collection, research methods, techniques, and procedures

Due process rights and responsibilities of students

Related computer programs, systems, databases, and applications

Case management procedures and practices

Skills & Abilities:

Coordinate various administrative program elements related to student judicial affairs and academic misconduct

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

Investigate, research, analyze cases, make recommendations, and accurately adopt an effective course of action

Manage and de-escalate sensitive, challenging and emotional situations

Prepare clear, concise and comprehensive reports and correspondence

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

Create, plan, schedule and deliver workshops on assigned area

Train and provide work direction to others

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 industry trends and technology changes and adapt to new technologies and work methods

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, preferably in human services, social science or psychology. A bachelor's degree is desirable.

Experience Requirement:
Three years of experience performing specialized duties in student affairs, investigations or case management related to complex student issues and challenges. Experience in higher education preferred.

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. While performing the duties of this job, the noise level in the work environment varies greatly, and is occasionally in contact with individuals experiencing distress.

CLASS DETAIL

Job Family:	Student Services – Non-Classroom
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	8/19/20
Class History:	
Revision Date(s):	8/20/25

Agenda Report Number	11
Subject	Classification Description Revisions: Transfer and Articulation Specialist Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for Transfer and Articulation Specialist.

As part of the cyclical review process, we are reviewing Specialist and Senior Specialist classifications in the Student Services job discipline (Phase I), which includes the Transfer and Articulation Specialist. Cyclical review of the Student Services job discipline (Phase II) began in July 2025. The Counseling & Transfer Services Office is responsible for academic and transfer counseling services, including workshops that address topics such as the transfer process, education planning, study skills, and time management. The Transfer and Articulation Specialist performs specialized work in support of the District's transfer and articulation programs.

The Transfer and Articulation Specialist classification was established in November 2006. This classification has been revised two times since its establishment. The most recent revision was approved in August 2018 to retitle the classification, broaden duties and clarify class concept, responsibilities, requirements, distinguishing characteristics, level of supervision, KSAs (knowledge, skills, and abilities), and recommend salary reallocation. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Student Services (Phase I) classifications and CSEA were invited to participate in a study orientation on March 31, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by April 15, 2025. Commission staff subsequently conducted a job audit to obtain input from the incumbent. The information gathered from the job audit was reviewed with the manager.

Personnel Commission staff consulted with Tyffany Dowd, Dean of Counseling (Interim), to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are being proposed to clarify duties assigned, distinguishing characteristics and KSAs (knowledge, skills, and abilities).
A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the

comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, description revisions are proposed to distinguishing characteristics, duties to more accurately reflect the work performed and KSAs (knowledge, skills, and abilities).

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking. Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies differed in organizational structure where the transfer and articulation responsibilities are assigned to different departments, transfer duties are consolidated with other areas such as outreach and counseling, or roles in the transfer center have broader responsibilities in reviewing and advising on student academic records and goals. As a result, salary review is based on internal comparison of similar non-lead roles within the Student Services Job discipline requiring similar level of work complexity, knowledge required and degree of decision making. As such, it is recommended that the salary placement for this role remain at Range 34 on the Classified Employee Salary Schedule.

Please see salary data for jobs in the Student Services job discipline.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Financial Aid Systems Specialist*	43	$7,324	$9,116	13.04%
Student Communications Coordinator*	38	$6,479	$7,875	5.01%
Senior Academic Records Evaluator*	36	$6,170	$7,500	0.00%
Senior Student Services Specialist-International*	36	$6,170	$7,500	0.00%
Senior Veterans Resource Specialist	36	$6,170	$7,500	0.00%
*Senior EOPS Specialist^*	*36*	*$6,170*	*$7,500*	*2.39%*
Senior Financial Aid & Scholarship Specialist*	35	$6,026	$7,324	2.55%
DSPS Specialist**	34	$5,876	$7,143	0.00%
International Student Services Specialist*	34	$5,876	$7,143	0.00%
Outreach and Recruitment Specialist*	34	$5,876	$7,143	0.00%
Student Judicial Affairs Specialist	34	$5,876	$7,143	0.00%
Transfer & Articulation Specialist	**34**	**$5,876**	**$7,143**	**0.00%**
*Veterans Resource Specialist^*	*34*	*$5,876*	*$7,143*	0.00%
*EOPS Specialist^*	*34*	*$5,876*	*$7,143*	0.00%
*Student Services Specialist^*	*34*	*$5,876*	*$7,143*	2.39%
Academic Records Evaluator*	33	$5,739	$6,975	0.00%
Financial Aid & Scholarships Specialist*	33	$5,739	$6,975	2.56%
Senior Enrollment Services Specialist*	32	$5,596	$6,803	4.99%
Enrollment Services Specialist*	30	$5,330	$6,479	0.00%
Student Onboarding Specialist*	30	$5,330	$6,479	7.50%
Student Services Assistant**	27	$4,958	$6,026	10.25%
Disabled Student Services Assistant**	23	$4,497	$5,466	0.00%
Student Services Clerk**	23	$4,497	$5,466	0.00%
*Cosmetology Assistant (Proposed)****	*23*	*$4,497*	*$5,466*	5.00%
Cosmetology Assistant *(Current)****	21	$4,283	$5,206	

*Student Services (Phase II)

**Recently Reviewed
***Proposed in Subsequent agenda item
^Previous Agenda item

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

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions for Transfer and Articulation Specialist.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

Transfer and Articulation Specialist

CONCEPT OF THE CLASS

Under general supervision, the position in this classification supports the District's transfer and articulation programs by organizing and coordinating a variety of activities, such as university transfer visits, college fairs, and student transfer workshops, and preparing and maintaining a variety of documents related to the College's transfer and articulation activities.

DISTINGUISHING CHARACTERISTICS

The **Transfer and Articulation Specialist** ~~is distinguished from other student services classifications by the nature of~~ performs specialized work requiring ~~and~~ specialized knowledge ~~required~~ in transfer planning and articulation. ~~This classification is further distinguished from the Student Services Assistant and Student Services Clerk classifications by the level, variety, and complexity of work, independence of action and responsibility for decisions, and level of supervision received.~~

A **Student Services Assistant** performs moderately difficult clerical and technical duties in support of an assigned student services area. In large offices, incumbents may be responsible for the completion of a functional phase of clerical or technical work in the assigned student services area.

A **Student Services Clerk** performs a variety of general and routine clerical duties for student services departments and programs. Incumbents are generally assigned to the front counter and are the first point of contact for students in their respective student services area.

ESSENTIAL DUTIES

Plans, organizes, coordinates, publicizes, and resolves logistical problems associated with Transfer Center services and activities such as application assistance, college visits, transfer workshops, guaranteed admissions programs, appeal workshops, college fairs, classroom presentations, etc., and other specialized student workshops.

Participates in developing and maintaining historical database of new certificates, degrees, programs and major descriptions using data entry formats for the District's degree audit or other related databases; troubleshoots, identifies, and collects any inaccurate data and consults and notifies management information services and relevant others of problems.

Coordinates transfer visits, workshops and special group meetings for four-year college/university representatives throughout the year.

Gathers and applies transfer and articulation data (e.g., C-ID, ADT) from state databases to prepare and maintain office articulation agreements, California State University General Education listings, Intersegmental General Education Transfer Curriculum listings, and courses of study which outline information such as Associate degree and certificate program requirements; coordinates with the Articulation Officer in the preparation and distribution of the college catalog.

Develops and maintains website specific to assigned department(s); updates area information including content and format to ensure accuracy and usefulness.

Performs general administrative support duties; types correspondences, memos, and other material.

Prepares statistical reports on transfer success both for District purposes and external purposes.

Serves as a key point of contact with transfer institutions. ~~A~~answers inquiries and provides information to students, faculty, staff, and the public relating to Articulation and Transfer events and specialized computer software (e.g., ASSIST and related components of the District's student information system); interprets and provides information regarding transfer requirements and articulation agreements, in the absence of the Transfer Center Director or Articulation Officer, within established guidelines.

Designs Transfer Center publications including layout and creation of original illustrations for brochures, flyers, and other sponsored publications utilizing appropriate software.

Edits content for the College's course catalog; coordinates with appropriate District members to verify proper descriptions and degree requirements.

Makes recommendations to the Transfer Center Director regarding the type, number, and scheduling of proposed workshops and events based on workshop participation and logistical considerations.

Stays ~~abreast of~~ updated on or new student services rules, regulations, and policies relating to Articulation and Transfer and communicates changes to others.

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

Supervision Received:
Under general supervision~~, from the Senior Administrative Dean, Counseling, Retention and Student Wellness,~~ the employee receives assignments from assigned administrator or manager and is expected to carry them through to completion with substantial independence. Lead direction is received from the Transfer Center Faculty Lead and the Articulation Officer.

Supervision Exercised:
Positions in this classification do not supervise others, but may provide specialized knowledge and guidance to others, which can include student workers, coworkers, and other District staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Curriculum, articulation and matriculation rules, regulations, policies, and procedures to insure compliance with state, federal, and local laws

Federal, state, and local laws, rules, and regulations applicable to assigned area

~~Personal~~Related computer programs, systems, databases, and applications~~ based software programs that support this level of work, including word processing, spreadsheet, presentation graphics, data management, and transfer and articulation systems~~

Guidelines and procedures used in the curriculum articulation process for two and four year colleges, as well as general education, major programs and graduation requirements

Principles, practices and techniques in public relations and outreach

Customer service practices

Basic website usability concepts and accessibility standards

Skills & Abilities:

Independently organize, plan, and implement a variety of tasks simultaneously, coordinate logistics, and resolve logistical issues for events of varying scope and complexity

Interpret, communicate, and apply laws, regulations, and District policies and procedures particularly as they relate to articulation and transfer services

Provide training and guidance to others on the specialized software specific to articulation and transfer program operations.

Analyze, compare and disseminate college course content from multiple colleges

Accurately work with, and recognize discrepancies or errors in, detailed information

Recommend improvements for business processes and supporting systems

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

Stay ~~abreast of~~updated on technology changes and adapt to new technologies

Communicate effectively, both orally and in writing

Role model exceptional internal and external customer service

Complete work with multiple interruptions and distractions

Organiza and ~~M~~maintain specialized files and confidentiality ~~files~~

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~~ from an accredited university or college.~~

Experience Requirement:
Three ~~Four (4)~~ years of experience in a higher education setting performing ~~progressively~~ specialized and complex student services work supporting student counseling or transfer activities that require knowledge of federal and state regulations. Experience must include planning and coordinating large scale student events.

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:
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, stand, walk, reach, bend, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Student Services – Non-Classroom
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	11/16/06
Class History:	Articulation & Transfer Specialist, Student Services Specialist-Articulation & Transfer, Transfer and Articulation Specialist
Revision Date(s):	11/16/06, 8/31/18, 8/20/25

Santa Monica Community College District
Personnel Commission

Transfer and Articulation Specialist

CONCEPT OF THE CLASS

Under general supervision, the position in this classification supports the District's transfer and articulation programs by organizing and coordinating a variety of activities, such as university transfer visits, college fairs, and student transfer workshops, and preparing and maintaining a variety of documents related to the College's transfer and articulation activities.

DISTINGUISHING CHARACTERISTICS

The **Transfer and Articulation Specialist** performs specialized work requiring specialized knowledge in transfer planning and articulation.

A **Student Services Assistant** performs moderately difficult clerical and technical duties in support of an assigned student services area. In large offices, incumbents may be responsible for the completion of a functional phase of clerical or technical work in the assigned student services area.

A **Student Services Clerk** performs a variety of general and routine clerical duties for student services departments and programs. Incumbents are generally assigned to the front counter and are the first point of contact for students in their respective student services area.

ESSENTIAL DUTIES

Plans, organizes, coordinates, publicizes, and resolves logistical problems associated with Transfer Center services and activities such as application assistance, college visits, transfer workshops, guaranteed admissions programs, appeal workshops, college fairs, classroom presentations, etc., and other specialized student workshops.

Participates in developing and maintaining historical database of new certificates, degrees, programs and major descriptions using data entry formats for the District's degree audit or other related databases; troubleshoots, identifies, and collects any inaccurate data and consults and notifies management information services and relevant others of problems.

Coordinates transfer visits, workshops and special group meetings for four-year college/university representatives throughout the year.

Gathers and applies transfer and articulation data (e.g., C-ID, ADT) from state databases to prepare and maintain office articulation agreements, California State University General Education listings, Intersegmental General Education Transfer Curriculum listings, and courses of study which outline information such as Associate degree and certificate program requirements; coordinates with the Articulation Officer in the preparation and distribution of the college catalog.

Develops and maintains website specific to assigned department(s); updates area information including content and format to ensure accuracy and usefulness.

Performs general administrative support duties; types correspondences, memos, and other material.

Prepares statistical reports on transfer success both for District purposes and external purposes.

Serves as a key point of contact with transfer institutions, answers inquiries and provides information to students, faculty, staff, and the public relating to Articulation and Transfer events and specialized computer software (e.g., ASSIST and related components of the District's student information system); interprets and provides information regarding transfer requirements and articulation agreements, in the absence of the Transfer Center Director or Articulation Officer, within established guidelines.

Designs Transfer Center publications including layout and creation of original illustrations for brochures, flyers, and other sponsored publications utilizing appropriate software.

Edits content for the College's course catalog; coordinates with appropriate District members to verify proper descriptions and degree requirements.

Makes recommendations to the Transfer Center Director regarding the type, number, and scheduling of proposed workshops and events based on workshop participation and logistical considerations.

Stays updated on or new student services rules, regulations, and policies relating to Articulation and Transfer and communicates changes to others.

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

Supervision Received:
Under general supervision, the employee receives assignments from assigned administrator or manager and is expected to carry them through to completion with substantial independence. Lead direction is received from the Transfer Center Faculty Lead and the Articulation Officer.

Supervision Exercised:
Positions in this classification do not supervise others, but may provide specialized knowledge and guidance to others, which can include student workers, coworkers, and other District staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Curriculum, articulation and matriculation rules, regulations, policies, and procedures to insure compliance with state, federal, and local laws

Federal, state, and local laws, rules, and regulations applicable to assigned areas

Related computer programs, systems, databases, and applications

Guidelines and procedures used in the curriculum articulation process for two and four-year colleges, as well as general education, major programs and graduation requirements

Principles, practices and techniques in public relations and outreach

Customer service practices

Basic website usability concepts and accessibility standards

Skills & Abilities:

Independently organize, plan, and implement a variety of tasks simultaneously, coordinate logistics, and resolve logistical issues for events of varying scope and complexity

Interpret, communicate, and apply laws, regulations, and District policies and procedures particularly as they relate to articulation and transfer services

Provide training and guidance to others on specialized software specific to articulation and transfer program operations.

Analyze, compare and disseminate college course content from multiple colleges

Accurately work with, and recognize discrepancies or errors in, detailed information

Recommend improvements for business processes and supporting systems

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

Stay updated on technology changes and adapt to new technologies

Communicate effectively, both orally and in writing

Role model exceptional internal and external customer service

Complete work with multiple interruptions and distractions

Organize and maintain specialized files and confidentiality

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.

Experience Requirement:

Three years of experience in a higher education setting performing specialized and complex student services work supporting student counseling or transfer activities that require knowledge of federal and state regulations. Experience must include planning and coordinating large scale student events.

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:
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, stand, walk, reach, bend, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Student Services – Non-Classroom
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	11/16/06
Class History:	Articulation & Transfer Specialist, Student Services Specialist-Articulation & Transfer, Transfer and Articulation Specialist
Revision Date(s):	11/16/06, 8/31/18, 8/20/25

Agenda Report Number	12
Subject	Classification Description Revisions and Salary Reallocation: Cosmetology Assistant Cyclical Review
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Olga Gorman Vasquez, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions and salary reallocation for Cosmetology Assistant.

As part of the cyclical review process, we are reviewing Specialist and Senior Specialist classifications in the Student Services job discipline (Phase I), which includes the Cosmetology Assistant. Cyclical review of the Student Services job discipline (Phase II) began in July 2025. The Cosmetology Department is responsible for offering the education students need to succeed in the cosmetology, skin care, and nail care industries. The Cosmetology Assistant performs a full range of general clerical, receptionist, cashiering and stockroom duties for the Cosmetology Department.

The Cosmetology Assistant classification was established in August 1981. This classification has been revised two times since its establishment. The most recent revision was approved in June 2018 to broaden duties and clarify class concept, responsibilities, requirements, distinguishing characteristics, and KSAs (knowledge, skills, and abilities). There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Student Services (Phase I) classifications and CSEA were invited to participate in a study orientation on March 31, 2025, to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by April 15, 2025.

Personnel Commission staff consulted with Maral Hyeler, Director of Academic Affairs, and Samantha Manuel, Cosmetology Department Chair, to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are proposed to clarify distinguishing characteristics and KSAs (knowledge, skills, and abilities).

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the

comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, description revisions are proposed to distinguishing characteristics and KSAs (knowledge, skills, and abilities).

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking. Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). Comparable agencies differed in organizational structure, where roles were narrowly defined or were too broad to include student services activities. Salary review is based on internal comparison of similar roles such as the Student Services Clerk requiring a similar level of work and knowledge required within the Student Services Job discipline.

SALARY ALLOCATION

It is recommended that salary for the Cosmetology Assistant be reallocated from Range 21 to Range 23 on the Classified Employee Salary Schedule, a 5.00% increase.
Please see salary data for jobs in the Student Services job discipline.

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Financial Aid Systems Specialist*	43	$7,324	$9,116	13.04%
Student Communications Coordinator*	38	$6,479	$7,875	5.01%
Senior Academic Records Evaluator*	36	$6,170	$7,500	0.00%
Senior Student Services Specialist-International*	36	$6,170	$7,500	0.00%
Senior Veterans Resource Specialist	36	$6,170	$7,500	0.00%
*Senior EOPS Specialist^*	*36*	*$6,170*	*$7,500*	*2.39%*
Senior Financial Aid & Scholarship Specialist*	35	$6,026	$7,324	2.55%
DSPS Specialist**	34	$5,876	$7,143	0.00%
International Student Services Specialist*	34	$5,876	$7,143	0.00%
Outreach and Recruitment Specialist*	34	$5,876	$7,143	0.00%
*Student Judicial Affairs Specialist^*	*34*	*$5,876*	*$7,143*	*0.00%*
*Transfer & Articulation Specialist^*	*34*	*$5,876*	*$7,143*	*0.00%*
*Veterans Resource Specialist^*	*34*	*$5,876*	*$7,143*	0.00%
*EOPS Specialist^*	*34*	*$5,876*	*$7,143*	0.00%
*Student Services Specialist^*	*34*	*$5,876*	*$7,143*	2.39%
Academic Records Evaluator*	33	$5,739	$6,975	0.00%
Financial Aid & Scholarships Specialist*	33	$5,739	$6,975	2.56%
Senior Enrollment Services Specialist*	32	$5,596	$6,803	4.99%
Enrollment Services Specialist*	30	$5,330	$6,479	0.00%
Student Onboarding Specialist*	30	$5,330	$6,479	7.50%
Student Services Assistant**	27	$4,958	$6,026	10.25%
Disabled Student Services Assistant**	23	$4,497	$5,466	0.00%
Student Services Clerk**	23	$4,497	$5,466	0.00%
Cosmetology Assistant (Proposed)	***23***	***$4,497***	***$5,466***	**5.00%**
Cosmetology Assistant *(Current)*	**21**	**$4,283**	**$5,206**	

*Student Services (Phase II)
**Recently Reviewed
^Previous Agenda Item

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

RECOMMENDATION

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

FROM: Classified Employee Salary Schedule, Range 21
TO: Classified Employee Salary Schedule, Range 23

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

Cosmetology Assistant

CONCEPT OF THE CLASS

Under general supervision, performs general clerical, reception, cashiering, and stockroom duties pertaining to the maintenance and operation of the cosmetology laboratory and stockroom.

DISTINGUISHING CHARACTERISTICS

The **Cosmetology Assistant** performs the full range of general clerical, receptionist, cashiering, and stockroom duties for the Cosmetology Department. Incumbent is expected to utilize prior technical training and knowledge of safe storage, preparation and application of cosmetic solutions and supplies to support department faculty and students.

The **Administrative Clerk** classification performs the full range of ~~general~~ clerical and office support duties. Work is performed based on established routines, policies, procedures and standing instruction.

The **Student Services Clerk** ~~class provide~~performs a variety of general and routine clerical duties for student services departments and programs. Incumbents are generally assigned to the front counter and are the first point of contact for students in their respective student services area.

ESSENTIAL DUTIES

Receives, greets and directs patrons, students, and the public in a service-oriented environment; schedules appointments and maintains appointment records; answers telephones and takes messages; inputs data into a computer database; furnishes information concerning appointments and services offered.

Collects money from patrons for services performed and balances cash against cash register receipts each day; prepares and makes deposits.

Launders and restocks towels, sheets, gowns and smocks and maintains a clean and orderly salon, laboratory, stock room, dispensary and reception desk.

Requisitions supplies and equipment; assembles supplies for each new class; maintains continuous up to date stock inventory and orders new supplies; stocks and maintains supplies and equipment in orderly condition; maintains record of equipment tags, and supplies for each new class.

Receives, stores and issues supplies and solutions to students and faculty such as tints, lotions, rinses, shampoos, polishes, dyes, and disinfectants to faculty and students; prepares stock solutions such as permanent wave lotions, neutralizers, shampoos, rinses, and disinfectants.

Enters data, maintains records and performs routine clerical work to support laboratory operations.

Follows industry sanitation standards for health and safety; responds to audits; keeps up to date Safety Data Sheets for all products used in the department; provides state required allergy tests.

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

Supervision Received:
Positions in this classification receive general supervision from an assigned manager.

Supervision Exercised:
Positions in this classification do not supervise others.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Basic measurements

Basic inventory and storage methods and procedures

Basic filling and financial record keeping procedures

Customer services techniques

Basic cosmetology procedures, processes and terminology

Cosmetology product lines including tints, rinses, bleaches and disinfectants appropriate for client hair type

Basic bookkeeping

Cashiering practices and procedures

Methods ~~of handling and counting~~ for receiving and handling money ~~received~~ in cash sales

Safe work practices

Skills & Abilities:

Understand and follow industry health and safety standards and related state regulations

Organize and maintain a stockroom

Communicate effectively, both orally and in writing

Prepare lotions, disinfectants, shampoos, and tints according to established procedures and directions

Greet patrons and maintain order in laboratory and waiting areas

Respond to audits in accordance to departmental policies, procedures and guidelines

Role model exceptional internal and external customer service, including the effective management of difficult situations, behavior and/or complaints from salon clients

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

Operate a cash register and make change

Issue, receive, and maintain cosmetology supplies and materials

Operate and make minor adjustments and repairs to cosmetology equipment

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:
Graduation from ~~H~~high ~~S~~school or ~~GED~~ equivalent.

Experience Requirement:
One year of clerical, receptionist, or stockroom experience, including customer service experience with direct public contact. Experience in a cosmetology environment is desirable.

Licensure and/or Certification:
Cosmetology License preferred.

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 position employees must lift, carry, push and/or pull objects up to 25 pounds, bend and stoop, and are occasionally exposed to chemical fumes.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	08/81
Class History:	
Revision Date(s):	11/06, 6/20/18, 8/20/25

Santa Monica Community College District
Personnel Commission

Cosmetology Assistant

CONCEPT OF THE CLASS

Under general supervision, performs general clerical, reception, cashiering, and stockroom duties pertaining to the maintenance and operation of the cosmetology laboratory and stockroom.

DISTINGUISHING CHARACTERISTICS

The **Cosmetology Assistant** performs the full range of general clerical, receptionist, cashiering, and stockroom duties for the Cosmetology Department. Incumbent is expected to utilize prior technical training and knowledge of safe storage, preparation and application of cosmetic solutions and supplies to support department faculty and students.

The **Administrative Clerk** classification performs the full range of clerical and office support duties. Work is performed based on established routines, policies, procedures and standing instruction.

The **Student Services Clerk** performs a variety of general and routine clerical duties for student services departments and programs. Incumbents are generally assigned to the front counter and are the first point of contact for students in their respective student services area.

ESSENTIAL DUTIES

Receives, greets and directs patrons, students, and the public in a service-oriented environment; schedules appointments and maintains appointment records; answers telephones and takes messages; inputs data into a computer database; furnishes information concerning appointments and services offered.

Collects money from patrons for services performed and balances cash against cash register receipts each day; prepares and makes deposits.

Launders and restocks towels, sheets, gowns and smocks and maintains a clean and orderly salon, laboratory, stock room, dispensary and reception desk.

Requisitions supplies and equipment; assembles supplies for each new class; maintains continuous up to date stock inventory and orders new supplies; stocks and maintains supplies and equipment in orderly condition; maintains record of equipment tags, and supplies for each new class.

Receives, stores and issues supplies and solutions to students and faculty such as tints, lotions, rinses, shampoos, polishes, dyes, and disinfectants to faculty and students; prepares stock solutions such as permanent wave lotions, neutralizers, shampoos, rinses, and disinfectants.

Enters data, maintains records and performs routine clerical work to support laboratory operations.

Follows industry sanitation standards for health and safety; responds to audits; keeps up to date Safety Data Sheets for all products used in the department; provides state required allergy tests.

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

Supervision Received:
Positions in this classification receive general supervision from an assigned manager.

Supervision Exercised:
Positions in this classification do not supervise others.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Basic measurements

Basic inventory and storage methods and procedures

Basic filling and financial record keeping procedures

Customer services techniques

Basic cosmetology procedures, processes and terminology

Cosmetology product lines including tints, rinses, bleaches and disinfectants appropriate for client hair type

Basic bookkeeping

Cashiering practices and procedures

Methods for receiving and handling money in cash sales

Safe work practices

Skills & Abilities:

Understand and follow industry health and safety standards and related state regulations

Organize and maintain a stockroom

Communicate effectively, both orally and in writing

Prepare lotions, disinfectants, shampoos, and tints according to established procedures and directions

Greet patrons and maintain order in laboratory and waiting areas

Respond to audits in accordance to departmental policies, procedures and guidelines

Role model exceptional internal and external customer service, including the effective management of difficult situations, behavior and/or complaints from salon clients

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

Operate a cash register and make change

Issue, receive, and maintain cosmetology supplies and materials

Operate and make minor adjustments and repairs to cosmetology equipment

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:
Graduation from high school or equivalent.

Experience Requirement:
One year of clerical, receptionist, or stockroom experience, including customer service experience with direct public contact. Experience in a cosmetology environment is desirable.

Licensure and/or Certification:
Cosmetology License preferred.

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 position employees must lift, carry, push and/or pull objects up to 25 pounds, bend and stoop, and are occasionally exposed to chemical fumes.

CLASS DETAIL

Job Family:	Student Services (Non-Classroom)
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	08/81
Class History:	
Revision Date(s):	11/06, 6/20/18, 8/20/25

V.Consent Agenda

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Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Agenda Report Number	13
Subject	Establishment of Seniority List
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

As part of the continuing practice to update and maintain Seniority Lists for the District, we present the following seniority list for approval:

Theater Arts Operations Assistant

It is recommended that the Personnel Commission certify the seniority list effective August 20, 2025.

13.1.4 SENIORITY LISTS
A. Seniority lists shall be prepared or updated for each class as necessary. When each list is initially established, it shall be approved by the Personnel Director and certified by the Personnel Commission before it is used.

B. When a seniority list is initially established or updated, the list shall be made available to the employee(s) for review during a five (5) working day period before it is approved.

C. During the prescribed review period, an employee who believes that an error has been made on their seniority computation shall notify the Personnel Director, who shall review the computations together with any additional information provided by the employee. The Personnel Director shall determine if a recomputation is appropriate and present an appropriate recommendation for action by the Personnel Commission.

D. Seniority lists that are maintained will be available for inspection in the Classified Personnel Department.

"THEATER ARTS OPERATIONS ASSISTANT" Seniority List

Classification: Theater Arts Operations Assistant
Range: 29
Monthly Base Salary Range as of July 1, 2023: $ 5206 to $ 6327
PC Certification Date: August 20, 2025
Review Period: July 21 to 25, 2025

EMPLOYEE NAME	SENIORITY BASE DATE (Date of Hire in Classification)	ADJUSTED DAYS and HOURS in CLASSIFICATION	DISTRICT HIRE DATE in PERMANENT STATUS	CURRENT MONTHS PER YEAR	CURRENT HOURS PER WEEK	CURRENT CLASSIFICATION IF NOT **Theater Arts Operations Assistant**
Lefler, Lindsay	1/6/2025	No	1/6/2025	12	40	

Retitled from "Theatre Arts Operations Assistant" to "Theater Arts Operations Assistant" at the July 17, 2024, PC Meeting.
Approved at the August 6, 2024, BOT Meeting. Effective Date: August 6, 2024

Compiled and Edited by: Brent Heximer, AA II, PC
Approved by: Carol Long, Director of the Personnel Commission

Updated: July 21, 2025

Agenda Report Number	14
Subject	Examination Schedule
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

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

Classification Title	Field of Competition	Time
Student Services Clerk	Merged Promotional & Open	3 Weeks

Agenda Report Number	15
Subject	Extension of Eligibility Lists
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

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

Classification	Original Expiration Date	Current Expiration Date	Number of Candidates on List	Number of Ranks on List	Proposed Expiration Date
Community College Police Captain	9/13/2025	9/13/2025	2	2	3/13/2026
Disabled Student Services Assistant	8/21/2025	8/21/2025	17	8	2/21/2026
IT User Systems Administrator	2/22/2025	8/22/2025	9	6	2/22/2026
Laboratory Technician – Photography	5/25/2025	8/25/2025	11	4	11/25/2025
Program Specialist	9/4/2025	9/4/2025	2	2	3/4/2026
Personnel Specialist	8/25/2025	8/25/2025	1	1	11/25/2025
Personnel Technician	8/25/2025	8/25/2025	1	1	2/25/2026
Senior Financial Aid and Scholarships Specialist	3/6/2025	9/6/2025	3	3	12/6/2025
Sign Language Interpreter III	9/11/2025	9/11/2025	8	4	12/11/2025

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

Merit Rule 6.2.3 (C) Duration of Eligibility List

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

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

RECOMMENDATION

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

Agenda Report Number	16
Subject	Appointments to Provisional Assignments
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

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

Candidate	Position	Department	Duration*
Malick Sow	Accompanist-Dance	Dance	7/1/2025-6/30/2026
John Carbone	Accompanist-Dance	Dance	7/1/2025-6/30/2026
Matthew Mallinger	Accompanist-Dance	Dance	7/1/2025-6/30/2026
Alla Plotkin	Accompanist-Dance	Dance	7/1/2025-6/30/2026
Gnenemon Soro	Accompanist-Dance	Dance	7/1/2025-6/30/2026

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

Agenda Report Number	17
Subject	Ratification of Limited Term Assignments
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

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

Classification	Department	Effective Dates
Personnel Analyst	Personnel Commission	7/28/2025-12/18/2025
Student Services Clerk	Financial Aid	7/1/2025-6/30/2026

Agenda Report Number	18
Subject	Appointment to Limited Term Assignments
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

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

Candidate	Classification	Department	Effective Dates
Julia Avichouser	Personnel Analyst	Personnel Commission	7/28/2025-12/18/2025
Juliana Padilla	Student Services Clerk	Financial Aid	7/1/2025-6/30/2026

Agenda Report Number	19
Subject	Ratification of Working Out of Class and Internal Limited Term Assignments
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

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

I. Provisional Working Out of Class Assignment

Name/Permanent Class	Provisional WOC Assignment*	Dates of Current Assignment
Cristina Gonzalez, Administrative Assistant I	Administrative Assistant II (50%)	04/15/2025 to 05/15/2025
Vanessa Lopez, Student Services Assistant	Enrollment Services Specialist	07/14/2025 to 11/14/2025
Ranon Ruff, Custodian	Custodial Operations Manager	08/18/2025 to 12/19/2025

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

II. Correction to Provisional Working out of Class Assignment

Name/Permanent Class	Provisional WOC Assignment*	Dates of Current Assignment	Corrected Dates
Randy Bruner, Mail Service Worker I	Mail Services Worker II	04/01/2025 to 08/04/2025	04/01/2025 to 07/31/2025

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

III. Correction to Substitute Limited Term Assignment

Name/Permanent Class	Provisional WOC Assignment*	Dates of Current Assignment	Extended Dates
Terry Kamibayashi, Director of Facilities Maintenance	Director of Facilities Maintenance and Operations	07/01/2025 to 08/01/2025	07/01/2025 to 12/31/2025

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

IV. Extension to Provisional Working out of Class Assignment

Name/Permanent Class	Provisional WOC Assignment*	Dates of Current Assignment	Extended Dates
Jorge Jimenez, Irrigation Systems Specialist	Grounds Manager**	07/01/2025 to 08/15/2025	08/16/2025 to 09/15/2025
Calixto Morales, Grounds Worker	Irrigation Systems Specialist**	07/01/2025 to 08/15/2025	08/16/2025 to 09/15/2025

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

****Pending PBAR Approval**

3.2.10 CONCEPT OF WORKING OUT OF CLASSIFICATION

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

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

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

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

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

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

11.7.1 Definition:

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

11.7.3 Compensation:

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

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

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

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

Agenda Report Number	20
Subject	Ratification of Meeting Minutes
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

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

1. 7-16-2025 Regular Meeting

Agenda Report Number	21
Subject	Personnel Commission Project Tracking
Date	August 20, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

Classification and Compensation

Job Discipline	Title	PDQ Deadline	PDQ Extension	PC Completed	Progress	Agenda Date
Purchasing	Director of Procurement, Contracts & Logistics	1/30/2025		5/2/2025	Stakeholder Review	
IT Network Services	Network Engineer	2/19/2025		5/27/2025	PC Agenda	8/20/2025
IT Network Services	Information Systems Administrator	2/19/2025		5/27/2025	Stakeholder Review	6/25/2025
IT Infrastructure	Network Communications Technician III	2/25/2025		5/27/2025	PC Agenda	8/20/2025
IT Infrastructure	Network Communications Technician II	2/25/2025		5/27/2025	PC Agenda	8/20/2025
IT Infrastructure	Network Communications Technician I	2/25/2025		5/27/2025	PC Agenda	8/20/2025
IT Network Services	Director of Network Services	2/25/2025			Research & Planning	
Student Services	DSPS Manager	3/31/2025		7/24/2025	Research & Planning	
Student Services	EOPS Specialist	3/31/2025	4/25/2025	7/24/2025	PC Agenda	8/20/2025
Student Services	EOPS Supervisor	3/31/2025	4/25/2025	7/24/2025	PC Agenda	8/20/2025
Student Services	Senior EOPS Specialist	3/31/2025	4/25/2025	7/24/2025	PC Agenda	8/20/2025
Student Services	Senior Veterans Resource Specialist	3/31/2025	4/25/2025	7/24/2025	PC Agenda	8/20/2025
Student Services	Student Judicial Affairs Specialist	3/31/2025	5/15/2025	7/24/2025	PC Agenda	8/20/2025
Student Services	Student Services Specialist	3/31/2025	4/25/2025	7/24/2025	PC Agenda	8/20/2025
Student Services	Transfer & Articulation Specialist	3/31/2025	5/2/2025	7/24/2025	PC Agenda	8/20/2025
Student Services	Veterans Resource Specialist	3/31/2025	4/25/2025	7/24/2025	PC Agenda	8/20/2025
Student Services	Cosmetology Assistant	3/31/2025	4/25/2025	7/24/2025	PC Agenda	8/20/2025
IT MIS	Information Systems Security Officer	4/23/2025			Research & Planning	

IT MIS	Management Information System (MIS) Manager	4/23/2025			Research & Planning	
IT MIS	Database Administrator	4/23/2025			Research & Planning	
IT MIS	Principal Programmer Analyst	4/23/2025			Research & Planning	
IT MIS	Senior Programmer Analyst	4/23/2025			Research & Planning	
IT MIS	IT Project Analyst	4/23/2025			Development	
IT MIS	Database Analyst	4/23/2025			Research & Planning	
IT MIS	Programmer Analyst	4/23/2025			Research & Planning	
IT MIS	Associate Programmer Analyst	4/23/2025			Development	
IT Network Services	Media Resources Assistant	4/23/2025			Research & Planning	
IT User Support	Senior Technology User Support Specialist	4/23/2025			Research & Planning	
IT User Support	Multimedia Specialist	4/23/2025			Research & Planning	
IT MIS	Chief Director of Information Technology	6/25/2025			Research & Planning	
IT MIS	Director of Management Information Systems	6/25/2025			Research & Planning	
Student Services	Admissions & Records Supervisor	7/22/2025	8/15/2025		Research & Planning	
Student Services	Director of Financial Aid & Scholarships	7/22/2025			Research & Planning	
Student Services	Financial Aid Supervisor	7/22/2025			Research & Planning	
Student Services	Academic Records Evaluator	7/23/2025			Research & Planning	
Student Services	Enrollment Services Specialist	7/23/2025	8/15/2025		Research & Planning	
Student Services	Senior Academic Records Evaluator	7/23/2025	8/15/2025		Research & Planning	
Student Services	Senior Enrollment Services Specialist	7/23/2025			Research & Planning	
Student Services	Student Communications Coordinator	7/23/2025	8/25/2025		Research & Planning	
Student Services	Financial Aid & Scholarships Specialist	7/23/2025	8/29/2025		Research & Planning	
Student Services	Financial Aid Systems Specialist	7/23/2025			Research & Planning	
Student Services	Senior Financial Aid & Scholarships Specialist	7/23/2025			Research & Planning	

Student Services	International Student Services Specialist	7/23/2025	8/15/2025		Research & Planning	
Student Services	Senior Student Services Specialist- International	7/23/2025			Research & Planning	
Student Services	Outreach & Recruitment Specialist	7/23/2025	8/15/2025		Research & Planning	
Accounting & Finance	Student Onboarding Specialist	7/23/2025			Research & Planning	
Accounting & Finance	Chief Director of Business Services	8/6/2025			Upcoming	
Accounting & Finance	Director of Fiscal Services	8/6/2025			Upcoming	
Accounting & Finance	Controller	8/6/2025			Upcoming	
Accounting & Finance	Accounting Manager	8/6/2025			Upcoming	
Accounting & Finance	Accounts Payable Supervisor	8/6/2025			Upcoming	
Accounting & Finance	Accountant	8/6/2025			Upcoming	
Accounting & Finance	Accounting Technician	8/6/2025			Upcoming	
Accounting & Finance	Accounting Specialist	8/6/2025			Upcoming	

Recruitment

Title	Assigned to	Open Date	Close Date
Athletic & Kinesiology Equipment Specialist	TM	7/7/2025	7/25/2025
Community College Police Officer	JG	10/30/2023	Continuous
Custodial Operations Manager	JG	8/8/2025	8/29/2025
Enrollment Services Specialist	OV	7/15/2025	8/4/2025
Grounds Manager	JG	7/3/2025	7/24/2025
Instructional Tutor-English	JG / TM	6/18/2025	7/10/2025
Laboratory Technician - Physics	AF		
Personnel Analyst	JL	7/15/2025	8/4/2025
Student Services Clerk	JA		
Student Services Specialist	OV	8/21/2025	9/11/2025
Theater Technical Specialist	TM	10/15/2021	Continuous
Tutoring Coordinator-Math	JG / TM	7/7/2025	7/14/2025

VI. Adjournment

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Month	Day	Year	Time	Meeting Location
September	17	2025	12:00 PM	1900 Pico Blvd Business Rm 117
October	15	2025	12:00 PM	1900 Pico Blvd Business Rm 117
November	19	2025	12:00 PM	1900 Pico Blvd Business Rm 117
December	17	2025	12:00 PM	1900 Pico Blvd Business Rm 117
January	21	2026	12:00 PM	1900 Pico Blvd Business Rm 117
February	18	2026	12:00 PM	1900 Pico Blvd Business Rm 117
March	18	2026	12:00 PM	1900 Pico Blvd Business Rm 117
April	15	2026	12:00 PM	1900 Pico Blvd Business Rm 117
May	20	2026	12:00 PM	1900 Pico Blvd Business Rm 117
June	17	2026	12:00 PM	1900 Pico Blvd Business Rm 117

As required by law, the agenda for the August 20,2025 Regular Meeting of the Santa Monica College Personnel Commission was posted on the Official District Website no later than 72 hours prior to the date and time of this meeting.