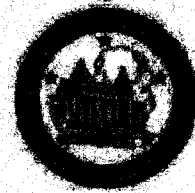


SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM  
3.36  
(ID # 8439)

MEETING DATE:

Tuesday, December 4, 2018

FROM : HUMAN RESOURCES:

SUBJECT: HUMAN RESOURCES: Classification and Compensation recommendation to establish a new Business Process Analyst III classification; and amend Ordinance No. 440 pursuant to Resolution No. 440-9097 submitted herewith, All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the creation of the classification of Business Process Analyst III; and
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9097 submitted herewith.

ACTION: Policy

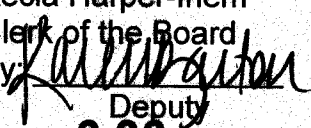
  
Brenda Dieckhoff, Assistant CEO / Human Resources Director 11/20/2018

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MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9097 is adopted as recommended.

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
Nays: None  
Absent: None  
Date: December 4, 2018  
xc: HR

Kecia Harper-Ihem  
Clerk of the Board  
By:   
Deputy  
3.36

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

| <b>FINANCIAL DATA</b>       | <b>Current Fiscal Year:</b> | <b>Next Fiscal Year:</b> | <b>Total Cost:</b>            | <b>Ongoing Cost</b> |
|-----------------------------|-----------------------------|--------------------------|-------------------------------|---------------------|
| <b>COST</b>                 | \$ 0                        | \$ 0                     | \$ 0                          | \$ 0                |
| <b>NET COUNTY COST</b>      | \$ 0                        | \$ 0                     | \$ 0                          | \$ 0                |
| <b>SOURCE OF FUNDS: N/A</b> |                             |                          | <b>Budget Adjustment: No</b>  |                     |
|                             |                             |                          | <b>For Fiscal Year: 18/19</b> |                     |

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The Classification and Compensation Division of the Human Resources Department oversees, develops and monitors the County's classification and compensation system, maintaining a standardized and equitable classification plan, which defines the scope and nature of job assignments, differentiates between work assignments, identifies job expectations, and defines competitive salaries. A recent review of the Business Process (BP) classification series was conducted which included the study of certain employees. Out of that review, it was determined there is a need for an expanded series.

The classification concept of the Business Process classification series is to perform complex analysis, design, development, maintenance, and troubleshooting activities in support of management systems, while also serving as a department subject matter expert, streamlining business processes and creating efficiencies. The series consists of an entry level Business Process Analyst I, journey level Business Process Analyst II, and manager level Business Process Manager (BPM). The series is currently lacking a classification between the BPA II and BPM level which has created a disjointed career track, preventing BPA's from growing into a more advanced journey level role prior to management. The Classification and Compensation Division proposes a BPA III level classification that will provide a comprehensive classification framework to facilitate career progression to the BPM. The Human Resources Department recommends the creation of the proposed BPA III level job classification to address the County's workforce development needs.

**Classification Addition:**

**Business Process Analyst III:** It is recommended to add this classification to the Class and Salary Listing at salary plan/grade SEU 676/L16 (\$69,910 - \$114,406). This request is only to add the classification and there is no immediate financial impact associated with this request.

**ATTACHMENTS**

- A. Resolution No. 440-9097

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA

B. Business Process Analyst III Class Specification

  
Lani Sioson, Principal Management Analyst 11/26/2018

RESOLUTION NO. 440-9097


BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on December 4, 2018, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

| <u>Job Code</u> | <u>+/-</u> | <u>Class Title</u>           | <u>Salary Plan/Grade</u> |
|-----------------|------------|------------------------------|--------------------------|
| 85197           | +          | Business Process Analyst III | SEU 676/L16              |

ROLL CALL:

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
 Nays: None  
 Absent: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

KECIA HARBER IHFM, Clerk of said Board  
 By   
 Deputy

/kc  
 11/19/2018  
 440 Resolutions\KC



**BUSINESS PROCESS ANALYST III**

Class Code: 85197

COUNTY OF RIVERSIDE  
Established Date: Dec 4, 2018  
Revision Date: Dec 4, 2018

**SALARY RANGE**

\$33.61- \$55.00 Hourly  
\$5,825.84 - \$9,953.80 Monthly  
\$69,910.05 - \$114,405.62 Annually

**CLASS CONCEPT:**

Under direction, performs highly complex analysis, design, development, maintenance, and troubleshooting activities in support of management systems; and performs other related duties as required.

The Business Process Analyst III is the lead level classification in the Business Process Analyst series and reports to an administrative or business process manager. Incumbents in this class exercise a high degree of independent judgment, provide project oversight to subordinate staff, and perform the most complex assignments that require extensive knowledge and proficiency. The main objective of this class is to provide analysis of complex studies and projects that require extensive research to implement business process solutions to systems. Incumbents may provide oversight to staff of an assigned unit.

**REPRESENTATION UNIT:** SEIU - Professional

**EXAMPLES OF ESSENTIAL DUTIES:**

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Act as project lead on all business process resources involving support, maintenance, enhancement, and upgrade of the County's integrated enterprise systems; provide expertise to the analysis and design specifications to programming staff.
- Conduct complex system analysis and design of business process involving evaluation of current and proposed information; determine available and emerging technology hardware and software; provide cost and benefits analysis.
- Develop and document user requirements for new and existing systems, processes, and applications; prepare and maintain project documents, requirements, reports, feasibility studies, and quality assurance for controls standards.
- Select and recommend software based on systems analysis, evaluation of products, and vendors; create requests for proposals (RFPs) or requirement specifications.
- Provide project oversight and assistance to subordinate staff; serve as business process resource on all matters involving the support of integrated enterprise systems; provide functional support, analysis, and design specification to programming staff.

- Design, implement, and maintain complex system set-up tables and parameters to ensure compliance with state and federal requirements; interpret and analyze new or updated regulations to identify needed system changes; provide subordinate staff with guidance on new or updated regulations.
- Coordinate with business process managers and departmental staff to adopt system changes needed for new/modified public programs and services; test all changes prior to final implementation to ensure appropriate results.
- Assign and review the work of subordinate staff; identify and resolve production problem areas and correct system set-up when production errors are identified in staff work.
- Work directly with vendors for resolution of underlying system program problems; search corporate websites for posted resolutions and fixes to resolve identified problems
- Coordinate and implement system security; coordinate network security and installation requirements.
- Plan, organize, and provide supervision to staff involved in conducting studies and business process projects; instruct and train staff; evaluate recommendations of staff to ensure appropriate solutions to business process issues.

**RECRUITING GUIDELINES:**

**Education:** Graduation from an accredited college or university with a Bachelor's degree in public or business administration, human resources, finance, computer science, information systems, or a related field to the assignment. (Additional qualifying experience in a functional support area may substitute for the education on the basis of 30 semester or 45 quarter units equaling one year of full-time experience.)

**Experience:** Three years of professional level experience, one year of which was in a journey level capacity working with business systems, information technology, program applications, business processes and procedures, financial reporting and data, or other accounting experience.

**Knowledge of:** Principles and practices of financial, human resources, and/or other enterprise functions; project specifications development; application design; data modeling techniques; application of industry/corporate standards and conventions for systems analysis and quality assurance; installation, testing and migration process and techniques; quality and version control processes; use of packaged/off-the-shelf and third party application software, including office automation tools; public assistance programs and C-IV application maintenance for positions within Social Services.

**Ability to:** Write/modify technical and user documentation; prepare flow process diagrams and other design graphics; use basic principles and practices and functional activities for the maintenance and enhancement of enterprise systems components; gather and analyze data; reason logically, draw valid conclusions, and make appropriate recommendations; speak and write effectively; read, interpret and apply laws, rules, regulations, standards, and procedures; establish and maintain effective working relationships with others and gain their cooperation.

**OTHER REQUIREMENTS:**

**License/Certificate:** Possession of a valid California Driver's License may be required.

**PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves

fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

**PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.