

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



ITEM: 3.12  
(ID # 12319)

**MEETING DATE:**  
Tuesday, June 02, 2020

**FROM:** HUMAN RESOURCES:

**SUBJECT:** HUMAN RESOURCES: Classification & Compensation Recommendation to establish a new Animal Services Representative classification; and amend Ordinance No. 440 pursuant to Resolution No. 440-9151 submitted herewith, All Districts. [\$115,454 Total - Animal Services Budget 100%]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the creation of the new Animal Services Representative classification.
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9151.

**ACTION:** Policy

  
Brenda Diederichs, Assistant CEO / Human Resources Director 4/27/2020

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Spiegel, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: June 2, 2020  
xc: HR, Animal Services

Kecia R. Harper  
Clerk of the Board

By:   
Deputy

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

<b>FINANCIAL DATA</b>	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:
<b>COST</b>	\$4,223	\$111,231	\$115,454	\$111,231
<b>NET COUNTY COST</b>	\$4,223	\$111,231	\$115,454	\$111,231
<b>SOURCE OF FUNDS:</b> Animal Services Budget			<b>Budget Adjustment:</b> No	
			<b>For Fiscal Year:</b> 19/20	

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

**BACKGROUND:**

**Summary**

The Department of Animal Services' (DAS) mission is to work to improve Riverside County for people and animals. The Department operates four animal shelters stretching across Riverside County in the areas of Jurupa Valley, San Jacinto, Coachella Valley and Blythe and consists of four divisions including: Veterinary Services, Shelter Services, Field Services and Administrative Services. All divisions contribute toward the department's mission by providing humane sheltering, field services, animal licensing and veterinary care to the unincorporated areas of Riverside County. These services are also provided in 15 surrounding cities, which the department contracts with to provide important animal services programs.

At the request of the DAS, the Human Resources' Classification and Compensation Unit conducted a classification study on the department's Office Assistant staff to review the body of work conducted by employees. The results of the study found that staff were performing duties and responsibilities that required comprehensive and technical knowledge of animal service programs, processes, and policies, as well as, minor handling of animals. The County of Riverside currently does not have a classification that captures the work performed by staff at the DAS. These functions are critical for the proper operations of the department as staff in these positions are dealing first-hand with the residents and animals of Riverside County. Therefore, it is recommended that the Board approve the Animal Services Representative classification. This new classification will establish a classification that will specialize in providing a variety of animal services for the DAS and includes the minor handling of animals. This class will also provide career growth opportunities for incumbents who wish to grow within the department.

**Classification Additions**

**Animal Services Representative:** It is recommended to add this classification to the Class and Salary Listing at salary plan/grade LIU 301 (\$37,015 - \$49,100). This request is to add the classification in addition to exchanging the Department's remaining (10) vacant Office Assistant II positions for (10) Animal Services Representative positions in order to recruit/fill.

**Additional Fiscal Information**

The \$4,223 reflected in the current fiscal year column above, is the additional cost for the

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STATE OF CALIFORNIA**

remainder of the fiscal year to reclassify the current incumbents, if the requested job class is approved and created. The \$111,231 reflected in the next fiscal year column above, reflects the additional cost for a full year of the current Office Assistant II/III incumbents in the new classification. This annual cost is expected to be ongoing but is subject to change as the department gains or loses incumbents, and as more incumbents reach the max rate.

The DAS does not intend to fill the vacant positions for the remaining 19/20 fiscal year. The total increase in earning potential, including benefits, for exchanging the vacant OA II/IIIs for Animal Services Representatives is \$47,763 per fiscal year.

**Impact on Residents and Businesses**

Approval of the recommended classification will allow the department to retain skilled Animal Services staff to provide the necessary customer care to the residents and animals of Riverside County.

**Attachments:**

- A. Animal Services Representative Classification
- B. Animal Services Representative Market Survey
- C. Resolution No. 440-9151



## **ANIMAL SERVICES REPRESENTATIVE**

Class Code: 13851

COUNTY OF RIVERSIDE  
Established Date: May 7, 2020  
Revision Date: May 7, 2020

### **SALARY RANGE**

\$17.80 - \$23.61 Hourly  
\$3,084.59 - \$4,091.67 Monthly  
\$37,015.06 - \$49,100.06 Annually

### **CLASS CONCEPT:**

Under supervision, performs specialized clerical and customer service duties in the Department of Animal Services; assists the public in obtaining information regarding animal licensing rabies control, clinic programs, animal adoptions, animal control regulations, and other services provided by the Department; and performs other related duties as required.

The Animal Services Representative is a journey level classification and reports to an appropriate supervisor or manager level class. Incumbents in this class perform assignments that require extensive knowledge of department programs and services. The Animal Services Representative is characterized by the responsibility for providing a variety of specialized clerical services for the Department of Animal Services. Areas of assignment may include, but are not limited to: animal licensing, front counter operations, clinic programs, or phone center operations.

**REPRESENTATION UNIT:** LIUNA – Support Services

### **EXAMPLES OF ESSENTIAL DUTIES:**

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

- Perform clerical work requiring specialized knowledge of Animal Services programs and services; prepare and process materials/forms which require a thorough familiarity with department policies, procedures, terminology and applicable laws.
- Provide excellent customer service to the public or interdepartmental representatives; answer questions regarding a variety of animal services programs or services including questions on adoptions, vaccination clinics, animal service fees, or licensing.
- Review a variety of reports, forms, transactions, and records for accuracy, completeness, and compliance with applicable ordinances; answer questions involving technical data, laws, policies, or procedures; process animal service fees using the Chameleon system.
- Compile a variety of narrative and statistical reports, which requires locating sources of information, devising forms to secure the data, and determining proper format for finished reports.
- Design or revise office forms; maintain complex filing systems for keeping track of animal licensing

information, pet adoptions, clinic services, or other animal service transactions.

- Reply to routine questions regarding specialized animal services and programs offered by the department; compose correspondence and other materials requiring the application of specialized subject matter knowledge.
- Maintain animal service documents using the Chameleon system.
- May handle animals by checking for microchips or placing animals into proper handling areas for vet staff; use special equipment as needed such as kennels or microchip readers.

**RECRUITING GUIDELINES:**

Education: Graduation from high school or attainment of a satisfactory score on a G.E.D. test.

Experience: Six months of experience providing customer service on a variety of animal services including licensing, adoptions, clinic programs, rescues or other related animal programs/services.

Knowledge of: The principles, methods, and equipment used in providing animal services to the public; correct English usage, grammar, spelling, vocabulary, punctuation, format, and style; Department of Animal Services office procedures, including preparing correspondence and reports, filing, and operating standard office equipment.

Ability to: Understand the capabilities and applications of specialized information processing equipment, such as the Chameleon system; use initiative and judgment in setting up formats for a variety of documents; provide guidance to and train staff; store and retrieve a variety of documents and subdocuments; meet departmental production and accuracy standards; establish and maintain effective working relationships with the public and with other county departments.

**OTHER REQUIREMENTS:**

License/Certificate: Possession of a valid California Driver's License.

Assessment: Minimally qualified candidates will be required to pass a computerized assessment in order to be considered for this position.

**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.

# External Market Survey Data

## Animal Services Representative

Riv Co Class Code: 13851

Jurisdiction	Title	Min Salary	Max Salary	Spread
Los Angeles County	No comparable class			
Orange County	No comparable class			
San Bernardino County	No comparable class			
San Diego County	<a href="#">Animal Services Representative</a>	\$36,316	\$44,658	22.97%
Ventura County	No comparable class			
	County Mean:	\$36,316	\$44,658	22.97%
	County Median:	\$36,316	\$44,658	22.97%
<b>Riverside County</b>	<b>Animal Services Representative</b>	<b>\$37,016</b>	<b>\$49,100</b>	32.65%
	Dollar Difference from Mean:	\$700	\$4,442	
	Percentage difference from mean:	1.93%	9.95%	
	Dollar difference from median:	\$700	\$4,442	
	Percentage difference from median:	1.93%	9.95%	

Notes:

Run Date: 5/6/2019

Date Prepared/Revised: 4/9/2020

By: C.Myers

1 RESOLUTION NO. 440-9151

2  
3 BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in  
4 regular session assembled on May 5, 2020, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the  
5 Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary  
6 Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

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<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
13851	+	Animal Services Representative	LIU 301

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13 BE IT FURTHER RESOLVED that pursuant to Section 4(a)(ii) of Ordinance No. 440, the Assistant  
14 County Executive Officer/Human Resources Director is authorized to make the following listed change(s),  
15 operative on the date of approval, as follows:

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<u>Job Code</u>	<u>+/-</u>	<u>Department ID</u>	<u>Class Title</u>
13865	- 6	4200601000	Office Assistant II
13851	+ 6	4200601000	Animal Services Representative
13865	- 1	4200602000	Office Assistant II
13851	+ 1	4200602000	Animal Services Representative
13865	- 3	4200603000	Office Assistant II
13851	+ 3	4200603000	Animal Services Representative

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440 Resolutions\KC

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2 **RESOLUTION NO. 440-9151**

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4 ADOPTED by Riverside County Board of Supervisors on June 2, 2020.

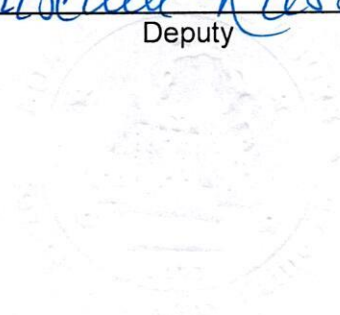
5 ROLL CALL:

6 Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
7 Nays: None  
8 Absent: None

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11 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.

12 KECIA R. HARPER, Clerk of said Board

13 By: *Patricia Rasso*  
14 Deputy



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