

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



ITEM: 3.17  
(ID # 26995)

MEETING DATE:  
Tuesday, January 28, 2025

FROM : HUMAN RESOURCES AND VARIOUS DEPARTMENTS

SUBJECT: HUMAN RESOURCES AND VARIOUS DEPARTMENTS: Classification & Compensation recommendation to adjust various executive classifications, create the Chief Customer Experience Officer and Deputy Director, Behavioral Health classifications, and amend Ordinance No. 440 pursuant to Resolution No. 440-9470 submitted herewith, All Districts. [Total Cost \$160,035, with an ongoing cost of \$114,671 - 100% Department Budget]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the recommendation to adjust the salary of various classifications;
2. Approve the recommendation to create a Chief Customer Experience Officer class and a Deputy Director, Behavioral Health class; and
3. Amend Ordinance No. 440 pursuant to Resolution No. 440-9470.

ACTION: Policy

*Tami Douglas-Schatz*  
Tami Douglas-Schatz, Director of Human Resources 1/17/2025

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MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: January 28, 2025  
xc: HR, Agricultural Comm., Assessor-Clerk-Recorder, Auditor,  
Tax Collector, CPS, Probation, Registrar, RUHS-BH, OOA,  
Waste, Animal Services, Veteran's Services

Kimberly A. Rector  
Clerk of the Board

By: *[Signature]*  
Deputy

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<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>	\$ 45,365	\$ 114,671	\$ 160,035	\$ 114,671
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: 100% Department Budget</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 24/25</b>	

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

**BACKGROUND:**

**Summary**

The County of Riverside is proposing adjustments to executive classifications across multiple departments to address wage disparities, maintain competitive salary structures, and mitigate compaction concerns that various departments highlighted. The requesting departments include the Agricultural Commissioner, Assessor-County Clerk-Recorder (ACR), Auditor Controller, Treasurer-Tax Collector, Child Support Services, Probation, Registrar of Voters, Riverside University Health System - Behavioral Health (RUHS - BH), Office of Aging, Waste Resources, Animal Services, and Veterans' Services.

This initiative responds to evolving wage changes and aims to ensure equitable alignment of executive roles within requesting departments. The adjustments will make the classifications market-competitive utilizing the surrounding five-county market approach (**Attachment 2 - 10**), thereby assisting with retention of existing employees in a competitive job market. In addition, this item creates two new classifications: a *Chief Customer Experience Officer* within the ACR and a *Deputy Director, Behavioral Health* within RUHS - BH to meet departmental operational demands.

The *Chief Customer Experience Officer* will lead developing and implementing strategies to enhance customer interactions, ensuring services are user-friendly and meet community needs. This role is vital for fostering a customer-centric culture and improving public satisfaction with departmental services.

The *Deputy Director, Behavioral Health* will assist in planning, directing, and managing the department's activities and staff. This position addresses the need for agile and responsive leadership in managing the department's dynamic and highly regulated environment. This classification is intended to fill gaps in current leadership structures, particularly in areas requiring rapid decision-making and coordination with state and federal agencies.

The proposed salary adjustments and class creations were evaluated based on specific market pressures, wage demands, and compaction risks, allowing for salary adjustments/class creations where necessary without causing undue financial strain on departments not impacted by these competitive pressures. This measured approach ensures that executive classifications are restructured only where needed, preventing disruption to established roles while prioritizing

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fiscal responsibility.

By implementing these changes, Riverside County aims to address wage compaction issues efficiently across requesting departments, aligning salaries with responsibilities and competitive market standards. This approach strategically balances the County's organizational and financial needs, supports operational efficiency, and will aid in the long-term goals for retention or recruitments in key leadership roles.

**Salary Adjustments**

**Assistant Director of Child Support Services:** It is recommended to adjust the salary plan/grade XMB 215 (\$105,542 - \$186,419/annually) to salary plan/grade XMB 375 (\$146,421 - \$239,538/annually).

**Assistant Director of Veterans Services:** It is recommended to adjust the salary plan/grade XMB 117 (\$60,402 - \$106,313/annually) to salary plan/grade XMB 183 (\$98,453 - \$136,828/annually).

**Chief Deputy Assessor-Clerk-Recorder:** It is recommended to adjust the salary plan/grade MRP 502 (\$102,811 - \$163,177/annually) to salary plan/grade MRP 663 (\$135,532 - \$205,538/annually).

**Chief Deputy Registrar of Voters:** It is recommended to adjust the salary plan/grade MRP 401 (\$94,573 - \$150,117/annually) to salary plan/grade MRP 509 (\$104,001 - \$150,117/annually).

**Chief Deputy Treasurer-Tax Collector:** It is recommended to adjust the salary plan/grade MRP 438 (\$96,470 - \$153,116/annually) to salary plan/grade MRP 663 (\$135,532 - \$205,538/annually).

**Deputy Agricultural Commissioner - Sealer:** It is recommended to adjust the salary plan/grade MRP 197 (\$73,470 - \$116,448/annually) to salary plan/grade MRP 415 (\$95,099 - \$141,736/annually).

**Deputy Auditor-Controller:** It is recommended to adjust the salary plan/grade MRP 660 (\$133,533 - \$186,659/annually) to salary plan/grade MRP 663 (\$135,532 - \$205,538/annually).

**Deputy Director of Programs and Operations:** It is recommended to adjust the salary plan/grade XMB 145 (\$90,130 - \$159,003/annually) to salary plan/grade XMB 277 (\$116,792 - \$184,954/annually).

**Chief Deputy Probation Officer** - It is recommended to adjust the salary plan/grade MRPP 624 (\$119,410 - \$189,573 annually) to salary plan/grade MRPP 695 (\$141,903 - \$208,564 annually).

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**Chief Deputy Probation - Administrative Services** - It is recommended to adjust the salary plan/grade MRP 568 (\$111,691 - \$177,352 annually) to salary plan/grade MRPP 672 (\$132,855 - \$194,688 annually).

**Probation Division Director** - It is recommended to adjust the salary plan/grade MRPP 431 (\$96,258 - \$152,776 annually) to salary plan/grade MRPP 625 (\$119,658 - \$171,205 annually).

**Assistant Probation Division Director** - It is recommended to adjust the salary plan/grade MRPP 306 (\$84,252 - \$133,644 annually) to salary plan/grade MRPP 432 (\$111,218 - \$153,660 annually).

**Classification Additions**

**Chief Customer Experience Officer:** It is recommended to add this classification to the Class and Salary Listing at salary plan/grade MRP 663 (\$135,532 - \$205,538/annually) (**Attachment 11**).

**Deputy Director, Behavioral Health:** It is recommended to add this classification to the Class and Salary Listing at salary plan/grade MRP 653 (\$129,265 - \$192,099/annually) (**Attachment 12**).

**Impact on Residents and Businesses**

This request will not have any direct impact on residents and businesses. However, it is anticipated that approval of the recommendations will aid in the County's ability to retain qualified leaders in key executive positions who will best support our community across all departments.

**Additional Fiscal Information**

The total estimated cost incurred is the cost associated with bringing any incumbents in the adjusted classifications to the new minimum rate of the salary range. The following reflects the total estimated annual cost by department:

<b>Deputy</b>	<b>Total Annual Cost</b>
Agricultural Commissioner	\$4,707
Treasurer-Tax Collector	\$109,965

There is no cost to establish the *Chief Customer Experience Officer* classification for the ACR or the *Deputy Director, Behavioral Health* classification for RUHS - BH. Following class creation, the departments will work with Human Resources to establish positions.

**Attachments**

1. Resolution No. 440-9470



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

2. Assistant Director of Child Support Services Market Data
3. Assistant Director of Veterans Services Market Data
4. Chief Deputy Registrar of Voters Market Data
5. Deputy Agricultural Commissioner-Sealer Market Data
6. Deputy Director of Programs and Operations Market Data
7. Chief Deputy Probation Officer Market Data
8. Chief Deputy Probation - Administrative Services Market Data
9. Probation Division Director Market Data
10. Assistant Probation Division Director Market Data
11. Chief Customer Experience Officer Job Description
12. Deputy Director, Behavioral Health Job Description

 _____ Gregory Coffos, Director of Veterans Services	 _____ Nicole Windom-Hurd, DIR OF CHILD SUPPORT SERVICES
1/14/2025	1/14/2025

 _____ Peter Aldana, Assesor-County-Clerk Recorder	 _____ Art Tinoco, Registrar of Voters
1/14/2025	1/14/2025

 _____ Matthew Jennings, Treasurer-Tax Collector	 _____ Delia Cioc, Assistant Agricultural Commissioner.
1/14/2025	1/14/2025

 _____ Ben J. Benoit, COUNTY AUDITOR-CONTROLLER	 _____ Matthew Chang, Director
1/15/2025	1/15/2025

 _____ Christopher Wright, Chief Probation Officer	 _____ Kim Youngberg
1/15/2025	1/15/2025

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

*Andrew Cortez*  
Andrew Cortez

1/15/2025

*Jewel Lee*  
Jewel Lee, Director of Office on Aging

1/15/2025

*Kim Saruwatari*  
Kim Saruwatari, Director of Public Health

1/15/2025

*Cesar Bernal*  
Cesar Bernal, PRINCIPAL MGMT ANALYST

1/21/2025

RESOLUTION NO. 440-9470

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on January 28, 2025, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Director of Human Resources 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>
13386	+	Chief Customer Experience Officer	MRP 663
79754	+	Deputy Director, Behavioral Health	MRP 653

BE IT FURTHER RESOLVED that pursuant to Section 3(c)(ii) of Ordinance No. 440, the Director of Human Resources is authorized to add the following classification to Appendix II, operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>
13386	+	Chief Customer Experience Officer
79754	+	Deputy Director, Behavioral Health

BE IT FURTHER RESOLVED that pursuant to Section 8(c) of Ordinance No. 440, the Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative at the beginning of the pay period following the date of approval, as follows:

<u>Job Code</u>	<u>Class Title</u>	<u>From Salary Plan/Grade</u>	<u>To Salary Plan/Grade</u>
37488	Assistant Director of Child Support Services	XMB 215	XMB 375
79915	Assistant Director of Veterans Services	XMB 117	XMB 183
79535	Assistant Probation Division Director	MRPP 306	MRPP 432

<u>Job Code</u>	<u>Class Title</u>	<u>From Salary Plan/Grade</u>	<u>To Salary Plan/Grade</u>
74326	Chief Deputy Assessor-Clerk-Recorder	MRP 502	MRP 663
79537	Chief Deputy Probation - Administrative Services	MRP 568	MRPP 672
79538	Chief Deputy Probation Officer	MRPP 624	MRPP 695
13332	Chief Deputy Registrar of Voters	MRP 401	MRP 509
77438	Chief Deputy Treasurer-Tax Collector	MRP 438	MRP 663
78735	Deputy Agricultural Commissioner-Sealer	MRP 197	MRP 415
77431	Deputy Auditor-Controller	MRP 660	MRP 663
74289	Deputy Director of Programs and Operations	XMB 145	XMB 277
79536	Probation Division Director	MRPP 431	MRPP 625

ROLL CALL:

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez

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.

KIMBERLY A. RECTOR, Clerk of said Board

By: 

Deputy

/kc

01/08/2025

440 Resolutions\KC



# External Market Survey Data

**Assistant Director of Child Support Services**

**Union Code**

**SE2**

**Riv Co Class Code: 37488**

**Current**

**Survey Data**

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint		Outlier
Los Angeles County	<a href="#">Chief Deputy Director, Child Support Services</a>	1734		\$263,088		\$131,544.00	\$63.24	
Orange County	<a href="#">Chief Deputy Director-Child Support Services (Executive Manage</a>	8010 E3	\$170,726	\$323,794	89.66%	\$247,260.00	\$118.88	e
San Bernardino County	<a href="#">Assistant Director of Child Support</a>	4254	\$140,712	\$201,947	43.52%	\$171,329.60	\$82.37	
San Diego County	<a href="#">Assistant Director, Child Support Services</a>	321	\$129,958	\$257,067	97.81%	\$193,512.80	\$93.04	
Ventura County	<a href="#">Assistant Director Child Support Services</a>	222	\$168,592	\$236,051	40.01%	\$202,321.58	\$97.27	
County Mean:			\$146,421	\$239,538	63.60%	\$192,979.58		
County Median:			\$140,712	\$246,559	75.22%	\$193,635.67		
<b>Riverside County</b>	<a href="#">Assistant Director of Child Support Services</a>	37488	\$105,542	\$186,419	76.63%	\$145,980.83		
Dollar difference from Mean:			<b>-\$40,878</b>	<b>-\$53,119</b>				
Percentage difference from mean:			<b>-27.92%</b>	<b>-22.18%</b>				
Dollar difference from median:			<b>-\$35,170</b>	<b>-\$60,140</b>				
Percentage difference from median:			<b>-24.99%</b>	<b>-24.39%</b>				

Notes: Per OC, the Director of Child Support and the Chief Deputy Director-Child Support Services (Executive Manager) share the same salary range of \$170,723.40 - \$323,793.60.

Run Date:

Date Prepared/Revised: 10/10/2024

By: Tcarlos

# External Market Survey Data

**Classification Name: Assistant Director of Veterans Services**

**Riv Co Class Code: 79915**

## Market Research

## Survey Data

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint		Outlier
Los Angeles County	<a href="#">Administrative Services Manager II</a>	1003	\$94,243	\$127,000	34.76%	\$110,621.52	\$53.18	
Orange County	<a href="#">Human Services Administrator</a>	8241MA	\$92,373	\$127,962	38.53%	\$110,167.20	\$52.97	
San Bernardino County	<a href="#">Deputy Director, Veterans Affairs</a>	4397	\$108,451	\$155,085	43.00%	\$131,768.00	\$63.35	
San Diego County	<a href="#">Human Services Program Manager</a>	5297	\$97,094	\$133,952	37.96%	\$115,523.20	\$55.54	
Ventura County	<a href="#">HS Veterans Services Officer</a>	95	\$100,102	\$140,143	40.00%	\$120,122.22	\$57.75	
County Mean:					\$98,453	\$136,828	38.98%	\$117,640.43
County Median:					\$97,094	\$133,952	37.96%	\$115,523.20
Riverside County	<a href="#">Assistant Director of Veterans Services</a>	79915	\$60,402	\$106,313	76.01%	83357.13		
Dollar difference from Mean:			-\$38,051	-\$30,516				
Percentage difference from mean:			-38.65%	-22.30%				
Dollar difference from median:			-\$36,693	-\$27,639				
Percentage difference from median:			-37.79%	-20.63%				

PICs:

Notes: Los Angeles County: <https://mva.lacounty.gov/executive-bios/> Zuleyda Santana has been the Chief Deputy, Military and Veterans Affairs since 2023. Chief Deputy, Military and Veterans Affairs is a working title. Per TransCA, Zuleyda Santana is an Administrative Services Manager II.  
Orange County- Confirmed that they use the Human Services Administrator job class (working title is Veterans Services Officer).  
San Diego County- Confirmed the Human Services Program Manager is a direct report to the Military and Veterans Affairs Officer.

Run Date: 8/27/2024

Date Prepared/Revised: 10/10/2024 RM

# External Market Survey Data

**Classification Name:** Chief Deputy Registrar of Voters **Riv Co Class Code:** 13332

Market Research							Survey Data			
Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint Annual	Midpoint Hourly	Outlier	HASC Annual	HASC 50%
Los Angeles County ****	<a href="#">Assistant Division Manager Programs Registrar-Recorder-County Clerk</a>	1125	\$106,605	\$143,659	34.76%	\$125,132	\$60.1595			
Orange County	<a href="#">Registrar of Voters Manager</a>	8289MA	\$101,629	\$140,754	38.50%	\$121,191	\$58.2650			
San Bernardino County	<a href="#">Chief Deputy Registrar of Voters</a>	03120	\$87,984	\$125,299	42.41%	\$106,642	\$51.2700			
San Diego County ****	No Comparable		n/a	n/a						
Ventura County ****	<a href="#">Assistant Registrar of Voters</a>	00188	\$119,787	\$167,718	40.01%	\$143,752	\$69.1116			

County Mean:	\$104,001	\$144,357	38.80%	\$124,179.20
County Median:	\$104,117	\$142,206	36.58%	\$123,161.50

Riverside County	<a href="#">Chief Deputy Registrar of Voters</a>	13332	\$94,573	\$150,117	58.73%	\$122,344.91
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Dollar difference from mean:	-\$9,428	\$5,759
Percentage difference from mean:	-9.07%	3.99%
Dollar difference from median:	-\$9,544	\$7,911
Percentage difference from median:	-9.17%	5.56%

Notes: \*\*\*\*LA County's Registrar of Voters and County Clerk Recorder Offices are merged. The Assistant Division Manager Programs Registrar-Recorder-County Clerk is responsible for assisting in the administration of both the Department of Registrar-Recorder/County Clerk.  
 \*\*\*\*VC's Registrar of Voters and County Clerk Recorder Offices are merged. Assistant ROV is comparable to the COR Chief Deputy ROV - Under general direction of the Assistant County Clerk and Recorder, plans, organizes, administers, supervises and directs the activities of the Elections Division of the County Clerk and Recorder's office. Next higher level class Assistant County Clerk Recorder is comparable to the COR Assistant ROV and this class reports directly to the elected County Clerk and Recorder.

Run Date: 8/16/2023

Revised Date: 10/10/2024

Prepared by M. Hammoud

# External Market Survey Data

**Deputy Agricultural Commissioner-Sealer**

**Union Code**

**MGT**

**Riv Co Class Code: 78735**

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint	Outlier
Los Angeles County	<a href="#">Deputy Agricultural Commissioner/Sealer</a>	0026	\$97,070	\$130,814	34.76%	\$113,942.16	
Orange County	<a href="#">Regulatory Compliance Manager</a>	8292MA	\$111,779	\$154,814	38.50%	\$133,296.80	
San Bernardino County	<a href="#">Deputy Agricultural Commissioner/Sealer</a>	4055	\$74,464	\$102,502	37.65%	\$88,483.20	
San Diego County	<a href="#">Deputy Agricultural Commissioner &amp; Sealer</a>	0960	\$93,226	\$182,000	95.23%	\$137,612.80	
Ventura County	<a href="#">Deputy Agricultural Commissioner</a>	0510	\$98,954	\$138,549	40.01%	\$118,751.43	
County Mean:			\$95,099	\$141,736	49.04%	\$118,417.28	
County Median:			\$97,070	\$138,549	42.73%	\$117,809.58	
<b>Riverside County</b>	<a href="#">Deputy Agricultural Commissioner-Sealer</a>	<b>78735</b>	\$73,470	\$116,448	58.50%	\$94,958.63	
Dollar difference from Mean:			<b>-\$21,629</b>	<b>-\$25,288</b>			
Percentage difference from mean:			<b>-22.74%</b>	<b>-17.84%</b>			
Dollar difference from median:			<b>-\$23,600</b>	<b>-\$22,101</b>			
Percentage difference from median:			<b>-24.31%</b>	<b>-15.95%</b>			

Notes: Orange County: The Regulatory Compliance Managers oversee a specific section in the Agriculture Commissioner's office and report directly to the County's Agriculture Commissioner.

Run Date: 10/9/2024

Date Prepared/Revised: 10/10/2024

By: RM

# External Market Survey Data

**Deputy Director of Programs & Ops/for Admin (Child Support Ser** Union Code  
**Current**

MGT

Riv Co Class Code: 74289/74288

**Survey Data**

Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint		Outlier
Los Angeles County	<a href="#">Deputy Director, Child Support Services (UC)</a>	1733		\$211,778		\$105,888.96	\$50.91	
Orange County	<a href="#">Deputy Director of Child Support Services (Human Services Depu</a>	8244MA	\$135,262	\$187,346	38.51%	\$161,304.00	\$77.55	
San Bernardino County	<a href="#">Deputy Director, Child Support</a>	4256	\$108,451	\$155,085	43.00%	\$131,768.00	\$63.35	
San Diego County	<a href="#">Deputy Director, Child Support Services</a>	2243	\$107,349	\$208,000	93.76%	\$157,674.40	\$75.81	
Ventura County	<a href="#">Deputy Director Child Support Division</a>	1582	\$116,105	\$162,563	40.01%	\$139,333.95	\$66.99	

County Mean:

\$116,792

\$184,954

58.36%

\$150,873.05

County Median:

\$112,278

\$187,346

66.86%

\$149,811.85

<b>Riverside County</b>	<a href="#">Deputy Director of Programs &amp; Ops/for Admin (Child Support Ser</a> 74289/74288		\$90,130	\$159,003	76.42%	\$124,566.52		
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Dollar difference from Mean:

**-\$26,662**

**-\$25,951**

Percentage difference from mean:

**-22.83%**

**-14.03%**

Dollar difference from median:

**-\$22,148**

**-\$28,342**

Percentage difference from median:

**-19.73%**

**-15.13%**

Notes: OC uses a Human Services Deputy Director as a Deputy Director of Child Support Services.

Run Date:

Date Prepared/Revised: 10/10/2024

By: Tcarlos



# External Market Survey Data

Chief Deputy Probation Officer		MGT		Riv Co Class Code: 79538				
Market Research Survey Data								
Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint		Outlier
Los Angeles County	<a href="#">Bureau Chief, Probation</a>	8633	\$163,997	\$255,048	55.52%	\$209,522.64	\$100.73	
Orange County	<a href="#">Chief Deputy Probation Officer</a>	7420E8	\$170,726	\$323,794	89.66%	\$247,260.00	\$118.88	e
San Bernardino County	<a href="#">Deputy Chief Probation Officer</a>	16275	\$128,003	\$183,435	43.31%	\$155,719.20	\$74.87	
San Diego County	<a href="#">Deputy Chief Probation Officer</a>	002291	\$112,944	\$239,741	112.27%	\$176,342.40	\$84.78	e
Ventura County	<a href="#">Chief Deputy Probation Agency</a>	01757	\$133,708	\$187,210	40.01%	\$160,458.76	\$77.14	
County Mean:			\$141,903	\$208,564	46.98%			
County Median:			\$133,708	\$187,210	40.01%			
Riverside County	<a href="#">Chief Deputy Probation Officer</a>	79538	\$119,410	\$189,573	58.76%	154491.57		
Dollar difference from Mean:			-\$22,493	-\$18,991				
Percentage difference from mean:			-15.85%	-9.11%				
Dollar difference from median:			-\$14,298	\$2,364				
Percentage difference from median:			-10.69%	1.26%				
Notes: LA 6500+ee, supports 80K adults and youths RivCo `707 ee (supports 11K adults and 630 juveniles in 2024 annual report) OC support 15K+ adult and juveniles SB supports 16,800 adults, 3,500 youths SD supports 10k adults, 200 youths Ventura supports 8,400+ adults and 600+ youths								
Run Date: 1/2/2025				Date Prepared/Revised: 1/2/2025				

External Market Survey Data

Chief Deputy, Probation - Administrative Services			MGT		Riv Co Class Code: 79537			
Market Research Survey Data								
Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint		Outlier
Los Angeles County	<a href="#">Administrative Deputy I</a>	1042	\$141,907	\$220,694	55.52%	\$181,300.80	\$87.16	
Orange County	<a href="#">Chief Deputy Probation Officer</a>	7420E8	\$170,726	\$323,794	89.66%	\$247,260.00	\$118.88	e
San Bernardino County	<a href="#">Director of Probation Administration</a>	16278	\$125,070	\$179,130	43.22%	\$152,100.00	\$73.13	
San Diego County	<a href="#">Manager, Probation Fiscal, and Information Services</a>	000307	\$101,691	\$202,134	98.77%	\$151,912.80	\$73.04	e
Ventura County	<a href="#">Chief Deputy Probation - Non-Sworn</a>	00893	\$131,588	\$184,241	40.01%	\$157,914.19	\$75.92	
County Mean:			\$132,855	\$194,688	46.54%			
County Median:			\$131,588	\$184,241	40.01%			
Riverside County	<a href="#">Chief Deputy, Probation - Administrative Services</a>	79537	\$111,691	\$177,352	58.79%	144521.41		
Dollar difference from Mean:			-\$21,164	-\$17,336				
Percentage difference from mean:			-15.93%	-8.90%				
Dollar difference from median:			-\$19,897	-\$6,889				
Percentage difference from median:			-15.12%	-3.74%				
Notes: LA 6500+ee, supports 80K adults and youths RivCo `707 ee (supports 11K adults and 630 juveniles in 2024 annual report) OC support 15K+ adult and juveniles SB supports 16,800 adults, 3,500 youths SD supports 10k adults, 200 youths Ventura supports 8,400+ adults and 600+ youths								
Run Date: 1/2/2025			Date Prepared/Revised: 1/2/2025					

# External Market Survey Data

Probation Division Director		MGT	Riv Co Class Code: 79536					
Market Research Survey Data								
Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint		Outlier
Los Angeles County	<a href="#">Probation Director</a>	8620	\$122,800	\$190,980	55.52%	\$156,889.92	\$75.43	
Orange County	<a href="#">Criminal Justice Deputy Director</a>	8194MP	\$135,262	\$187,346	38.51%	\$161,304.00	\$77.55	
San Bernardino County	<a href="#">Probation Division Director II</a>	16270	\$104,957	\$144,622	37.79%	\$124,789.60	\$60.00	
San Diego County	<a href="#">Division Chief, Probation</a>	000399	\$93,226	\$187,762	101.41%	\$140,493.60	\$67.55	e
Ventura County	<a href="#">Manager - Probation Agency</a>	00815	\$115,613	\$161,874	40.01%	\$138,743.65	\$66.70	
County Mean:					\$119,658	\$171,205	43.08%	
County Median:					\$119,207	\$174,610	46.48%	
Riverside County	<a href="#">Probation Division Director</a>	79536	\$96,258	\$152,776	58.72%	124516.775		
Dollar difference from Mean:			-\$23,400	-\$18,430				
Percentage difference from mean:			-19.56%	-10.76%				
Dollar difference from median:			-\$22,949	-\$21,834				
Percentage difference from median:			-19.25%	-12.50%				
Notes: LA 6500+ee, supports 80K adults and youths RivCo `707 ee (supports 11K adults and 630 juveniles in 2024 annual report) OC support 15K+ adult and juveniles SB supports 16,800 adults, 3,500 youths SD supports 10k adults, 200 youths Ventura supports 8,400+ adults and 600+ youths								
Run Date: 1/2/2025				Date Prepared/Revised: 1/2/2025				

# External Market Survey Data

<b>Assistant Probation Division Director</b>		MGT		<b>Riv Co Class Code: 79535</b>				
<b>Market Research Survey Data</b>								
Jurisdiction	Title	Job Code	Min Salary	Max Salary	Spread	Midpoint		Outlier
Los Angeles County	<a href="#">Assistant Probation Director</a>	8612	\$100,726	\$128,582	27.66%	\$114,654.00	\$55.12	e
Orange County	<a href="#">Criminal Justice Manager, Senior</a>	8193MP	\$122,970	\$170,310	38.50%	\$146,640.00	\$70.50	
San Bernardino County	<a href="#">Probation Division Director I</a>	16265	\$99,466	\$137,010	37.75%	\$118,237.60	\$56.85	
San Diego County	<a href="#">Manager, Probation Program Planning</a>	002395	\$109,221	\$132,787	21.58%	\$121,004.00	\$58.18	e
Ventura County	No comparable class					\$0.00	\$0.00	
County Mean:					38.16%			
County Median:					37.75%			
Riverside County	<a href="#">Assistant Probation Division Director</a>	79535	\$84,252	\$133,644	58.62%	108947.85		
	Dollar difference from Mean:			-\$26,966	-\$20,016			
	Percentage difference from mean:			-24.25%	-13.03%			
	Dollar difference from median:			-\$15,214	-\$3,366			
	Percentage difference from median:			-15.30%	-2.46%			
	Notes: LA 6500+ee, supports 80K adults and youths RivCo `707 ee (supports 11K adults and 630 juveniles in 2024 annual report) OC support 15K+ adult and juveniles SB supports 16,800 adults, 3,500 youths SD supports 10k adults, 200 youths Ventura supports 8,400+ adults and 600+ youths							



## CHIEF CUSTOMER EXPERIENCE OFFICER

Class Code:13386

COUNTY OF RIVERSIDE  
Established Date: Feb 6, 2025  
Revision Date: Feb 6, 2025

### **SALARY RANGE**

\$65.16 - \$98.82 Hourly  
\$11,294.36 - \$17,128.21 Monthly  
\$135,532.26 - \$205,538.46 Annually

### **CLASS CONCEPT:**

Under general direction, plans, organizes and directs the development and implementation of the initiatives generated from the Assessor-Clerk-Recorder (ACR) Department's strategic planning process relating to the customer experience and public education; drives transformative strategies ensuring every interaction, touchpoint and engagement aligns with overarching mission and values; performs other related duties as required.

The Chief Customer Experience Officer is a single position classification and reports to an Assistant ACR. The incumbent is responsible for defining milestones and the overall coordination and monitoring of activities for the Customer Experience Division, and measurably improving the customer and citizen experience. The work is performed with considerable independence and in accordance with only broad policy guidelines established by the Assistant ACR and/or ACCR.

This class has been designated At-Will by the Board of Supervisors, in accordance with the provisions provided under Article 6, Section 601E (8) of the County Management Resolution and serves at the pleasure of the Assessor/County Clerk/Recorder.

This class has been deemed eligible for the Performance Recognition Plan as set forth under Article 3, Section 311 of the County Management Resolution. Program eligibility requires employees to be in a leadership position, manage other employees or programs, and have significant influence on the achievement of organizational objectives.

**REPRESENTATION UNIT:** Management Resolution – Management

### **EXAMPLES OF ESSENTIAL DUTIES (may include but not limited to):**

- Plan, organize and direct the development of customer experience guidelines within the Assessor-Clerk-Recorder Department through subordinate supervisors.
- Identify and analyze various touchpoints in the customer journey to enhance overall experience and satisfaction.
- Manage the Customer Experience portfolio and Employee Experience initiatives.
- Oversee customer experience technologies to enhance service delivery and efficiency.



- Chair the Customer Service Executive Council and Standing Committee to bring all divisions within ACR together to support the Customer Services and Employee Experience.
- Oversee the development, implementation and ongoing measurement of Customer and Employee Engagement Programs to enhance and develop ACR services.
- Facilitate cross-divisional teams exploring, piloting and implementing innovations to improve the customer experience and employee satisfaction/engagement.
- Define and manage the Customer Experience metrics/dashboards to enable progress and measurement of Customer Experience initiatives.
- Manage relationships with other County departments to establish Customer Service success at critical customer handoff points.
- Coordinate and supervise the hiring, assigning, training, and evaluating of subordinate staff; participate in the performance management of subordinates.
- May represent and/or coordinate activities performed in the division with various County departments, boards, commissions, hearings, and community groups; may represent the Assessor/County Clerk/Recorder at meetings or hearings before boards, commissions, trials, and community groups.
- Prepare and submit budget estimates for divisional operations.
- Prepare regular reports and presentations on customer experience metrics, insights and recommendations for executive leadership and stakeholders.

#### **RECRUITING GUIDELINES:**

**Education:** Graduation from an accredited college or university with a bachelor's degree, preferably with a major in marketing, public or business administration, or a closely related field to the assignment. (Additional qualifying experience may substitute for the required education on the basis of one year of full-time experience equaling 30 semester or 45 quarter units of the required education.)

**Experience:** Five years of professional experience in marketing or communications, which must include two years of full scope supervision or management experience. Experience in public sector or an ACR Office is preferred.

**Knowledge of:** Process improvement methodologies and human-centered; change management and cross-collaboration principles; core elements relating to the delivery of customer and user experience; local, state and federal legislative process and funding sources; budgeting and financial constraints; implementation and evaluation of strategy and development; principles and practices of effective supervision and management; basic principles of administration; technological advances in computerized work tools including statistical analysis, recordkeeping and imagery programs and equipment; principles and techniques of training; laws, rules and regulations governing recording of documents; legal terminology applicable to recordable documents; the types and formats of recordable documents.

**Ability to:** Plan, coordinate and supervise the work of a major division of the Assessor-Clerk-Recorder Department; develop, coordinate, supervise, and assist in the training of subordinate staff; plan, organize and direct staff in a variety of technical, professional and clerical operational activities; establish and maintain cooperative and effective working relationships with all those contacted during the course of performing professional responsibilities; communicate effectively in situations requiring sensitivity, counseling, tact, persuasion, instruction, and negotiations; analyze data and write clear, concise and complete reports and recommendations; prepare division budget(s) and monitor

expenditures; utilize computer application programs and equipment to effectively gather, maintain and report data; maintain professional credibility; analyze and interpret complex statistical and other data; provide clear direction and policies to eliminate or reduce potential conflicts.

**OTHER REQUIREMENTS:**

License: 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.



## **DEPUTY DIRECTOR, BEHAVIORAL HEALTH**

Class Code: 79754

COUNTY OF RIVERSIDE  
Established Date: Feb 6, 2025  
Revision Date: Feb 6, 2025

### **SALARY RANGE**

\$62.15 - \$92.36 Hourly  
\$10,772.06 - \$16,008.25 Monthly  
\$129,264.68 - \$192,099.04 Annually

### **CLASS CONCEPT:**

Under general direction, provides administrative direction to subordinate managers and/or supervisors in the planning, coordination, implementation, and evaluation of behavioral health and/or substance abuse programs; assists in department-wide program planning and policy formulation; coordinates with potential contract community organizations and public and private providers of health, behavioral health and social services and other concerned parties; represents the department on Behavioral Health Committees and other various committees and advisory boards; performs other related duties as required.

The Deputy Director, Behavioral Health reports to and receives program, administrative and clinical direction from an appropriate director level position. Through subordinate managers, this class has overall organizational, policy development and administrative responsibility for large, regional behavioral health and/or substance abuse programs for children, adolescents and adults; comprehensive, multiple-component Behavioral Health Programs with department-wide responsibilities, or several smaller Behavioral Health Programs that provide services to specialized populations.

The Deputy Director, Behavioral Health provides program and administrative direction to managers in formulating and implementing departmental objectives consistent with the department's overall goals or provide clinical direction to ensure the quality of all clinical services provided by Behavioral Health and contracted behavioral health services.

This class has been designated At-Will by the Board of Supervisors, in accordance with the provisions provided under Article 6, Section 601E (8) of the County Management Resolution and serves at the pleasure of the Behavioral Health Director/Medical Director.

This class has been deemed eligible for the Performance Recognition Plan as set forth under Article 3, Section 311 of the County Management Resolution. Program eligibility requires employees to be in a leadership position, manage other employees or programs, and have significant influence on the achievement of organizational objectives.

**REPRESENTATION UNIT:** Management Resolution – Management

**EXAMPLES OF ESSENTIAL DUTIES (may include but not limited to):**

- Assist senior management in department-wide program planning, organization, management, and evaluation of comprehensive County-wide behavioral health and/or substance abuse programs; assist senior management in the formulation and implementation of policies and procedures to meet legal requirements, County policies, goals, and the delivery of required service levels.
- Provide leadership, direction and oversight to subordinate managers in the planning, organization, management, evaluation, and coordination of delivery of services to ensure the efficacy of comprehensive County-wide, behavioral health and/or substance abuse programs; provide administrative and program guidance to managers in the implementation of departmental objectives consistent with the overall department goals and improve their understanding of programs and administrative policies and procedures.
- Monitor program operations to ensure that objectives are accomplished within established budgets; meet with subordinate managers to determine budgetary requirements and forecast needs for staffing, equipment, materials, and supplies; prepare budget estimates and justifications for assigned programs including grant funds, contracted services, and federal and state funds; maintain cost controls to assure compliance with budget provisions.
- Supervise and evaluate subordinate managers; review staffing and personnel decisions, organizational structures, and operational methods; continually evaluate and assess operations relative to effective utilization of resources and achievement of goals and implement changes as necessary; review and evaluate treatment standards and therapeutic techniques of clinic staff to ensure patients are receiving correct and adequate diagnosis and treatment.
- Meet with senior management to provide administrative and program updates and make recommendations for policy decisions.
- Assess the needs of the communities served to determine program and service priorities; coordinate with regional Board of Supervisor's staff to address behavioral health and/or substance abuse issues identified by County Supervisors; evaluate the effectiveness of existing programs and recommend and/or implement new or modified programs.
- Act as liaison and represent Riverside County Behavioral Health in relationships with service providers, county departments, state, or other funding sources and community and business organizations; participate in a variety of internal and external meetings, committees and coalitions; interact with various planning councils and boards.
- Negotiate, administer and evaluate major contractual agreements with private and public behavioral health services providers; recommend and facilitate implementation of procedural and operational changes to maximize the delivery of services; recommend related remedial actions to correct any noted deficiencies to ensure continuation of contracts.

**RECRUITING GUIDELINES:****OPTION I**

Education: Possession of a doctorate degree in clinical psychology from an accredited college or university.

Experience: Four years of managerial or administrative experience in a psychiatric or behavioral health and/or substance abuse control setting which included responsibility for at least two of the following functions; program management and evaluation, budget preparation and fiscal control, organizational analysis, general administrative systems and procedures or personnel administration.

**OPTION II**

Education: Graduation from an accredited college or university with a master's degree in social work, nursing, psychology, behavioral health or healthcare administration, public or business administration, or a closely related field. (A bachelor's degree from an accredited college or university in a related field and additional qualifying experience may substitute for the required master's degree on the basis of 30 semester or 45 quarter units equaling one year of full time experience.)

Experience: Four years of managerial or administrative experience in a psychiatric or behavioral health and/or substance abuse control setting which included responsibility for at least two of the following functions; program management and evaluation, budget preparation and fiscal control, organizational analysis, general administrative systems and procedures or personnel administration.

**ALL OPTIONS**

Knowledge of: The principles of public administration and personnel management as they apply to the operation of community behavioral health and/or substance abuse programs; the principles and techniques of budgetary analysis, preparation and control; the range of treatment services provided by comprehensive community behavioral health programs; the clinical principles of behavioral health and/or substance abuse treatment; public and private resources available to provide behavioral health and/or substance abuse services; the principles of community organization; the characteristics and social aspects of behavioral and emotional disturbances and their effect on the individual in the community; the principles, procedures, and techniques used in behavioral health program planning and evaluation; current trends in the field of behavioral health and/or substance abuse control and the laws, rules, regulations and policies which affect the operation of a community behavioral health and/or substance abuse program; the administrative organization of and the services and operations normally provided by County government; contract development, negotiations and administration including evaluation methods to ensure contract compliance.

Ability to: Manage a comprehensive behavioral health and/or substance abuse program; develop effective channels of communication to foster the confidence and cooperation of a variety of community groups; organize County and community resources to achieve program goals; report effectively to an appropriate director level position; determine the need and priority of behavioral health services in the community; communicate effectively both orally and in writing; analyze service delivery and administrative problems, generate and evaluate alternatives, reach practical conclusions, formulate recommendations, and institute effective solutions; establish and maintain effective working relationships with public and private agencies, community organizations, public officials, other staff members and individuals; prepare clear and concise reports; understand and interpret the laws, rules, and regulations applicable to community behavioral health programs and the detailed provisions of contractual agreement.

**OTHER REQUIREMENTS:**

License: 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.