

Section 5

Administrative/Clerical Support Services

Overview

Introduction

This section of the Workforce Development Department (WDD) Administration Handbook provides information for the Administrative and Clerical Support Services.

The Secretaries, Executive Secretary, Office Assistant III, and Payroll Specialist provide the Administrative Support Services for the department. The duties assigned to the Administrative staff include but are not limited to the following:

- Arranging Out-of-State and Out-of-County Travel
- CalCard
- Employee Reimbursements
- Virtual (Zoom) Meetings
- Managing Calendars
- Coordinate/Facilitate Interviews
- Board Agenda Item (BAI) Submission
- New Employee Orientation Coordination
- Forms/Collateral Materials Management
- Website Management
- Calendar of Events Submission to County Administrative Office (CAO)
- Daily Tasks
- Payroll
- Miscellaneous

The clerical staff provides support to the Administrative office of WDD. The duties assigned to this staff include but are not limited to the following:

- Providing Reception and telephone coverage for the Administrative Office.
- Open and distribute mail.
- Organize/set-up meeting rooms.
- Coordinate the use of assigned County cars.
- Ordering business cards and office supplies.

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Overview, Continued

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Reception

Introduction

The Receptionist is the first point of contact for visitors to the Workforce Development Department (WDD) Administrative Office and the Workforce Development Board (WDB) Meetings. All visitors must be treated with courtesy and respect. The Receptionist establishes the first impression as to the professionalism of the employees in WDD.

General duties

The general duties of the Receptionist are to:

- Answer the phone and transfer calls as needed.
 - Greet visitors and direct them to the appropriate staff or meeting location, giving each person full attention.
 - Sign for all deliveries coming to the office and inform the appropriate staff his/her package has arrived.
 - Stamp incoming mail, separate and place into appropriate mail slot.
 - Maintain the reception area so it looks professional and organized.
 - Assist with WDB meeting set-up, includes ordering food/drinks for the meeting.
-

Customer service

Visitors to WDD and for the WDB meetings may include representatives from private and governmental agencies and other members of the public. To assure the best possible customer service:

- All visitors should be treated with a high degree of professional courtesy.
 - Make every effort to locate the staff member the visitor wishes to see.
 - Review conference room calendars to refer visitor to appropriate meeting room.
-

Threats of violence

San Bernardino County has a Zero-Tolerance Policy regarding workplace violence. The focus is on safety for all employees.

- If the Receptionist feels threatened by a visitor, he/she should contact a Supervisor.
- All witnesses are encouraged to remember as many details as possible for the reports to be made to the police and to Risk Management.

If the Receptionist feels immediate danger, he/she should push the Emergency Panic button (located on the Secretary I desk in the reception area) and simply excuse yourself and leave the area.

Note: There are two (2) Emergency buttons; one is a panic button and the other is a keyfob button. If either buttons are pressed (hold and press for 3-5 seconds), a panic command is dispatched immediately to the Police Department.

Telephone Usage

Introduction

Telephone courtesy is important because first impressions are formed over the telephone. Whether consciously or not, most people react favourably or unfavourably to people they speak with over the telephone. They could react in the same manner to an entire organization. This section provides protocol and guidelines for customer service via telephone communication.

Answering the phone

Answering phone calls is a daily task for everyone at the Workforce Development Department (WDD). Staff should be attentive to the tone and how calls are answered. The following guidelines must be taken when answering the telephone:

- Do not let the phone ring more than three (3) times, and
- Answer the call saying, "Good Morning/Afternoon – Workforce Development Department (WDD). This is (name), how can I help/assist you?"

Placing a caller on hold

Situations arise where more than one (1) line may be ringing at the reception area. When this occurs, the Receptionist will:

- Ask present caller to please hold.
- Press the hold button.
- Press the button for the other incoming call.
- Answer "Good Morning/Afternoon" WDD, could you hold please?
- After the caller replies "yes", say Thank you and press the hold button again.
- Return to the first caller and finish the call.

Call routing

Certain protocols are used when a call needs to be routed to another individual. Use the chart below to route a call.

If the caller requests...	Then ...
To speak to the Director,	<ul style="list-style-type: none">• Transfer the call to the Director's Executive Secretary, or• Ask if he/she would like to speak to the Assistant Director, then transfer to the Secretary II, or• Take a message if the Director or Executive Secretary is not available.
Information on Workforce Innovation and Opportunity Act (WIOA) programs,	Refer the caller to the appropriate America's Job Center of California (AJCC) for assistance, Assistant Director, or appropriate staff person as needed.
To speak to the Workforce Development Board (WDB),	Transfer call to the Executive Secretary II who handles all WDB questions.
To speak to someone about a discrimination complaint,	Transfer the call to the Equal Opportunity Officer; phone number and address can be located using the following link: EEO

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Telephone Usage, Continued

Call routing (continued)

If the caller requests...	Then ...
To speak to someone about a customer-related disability issue,	Transfer the call to the appropriate AJCC for assistance.
To speak to someone about a fiscal related-check question,	Transfer the call to the appropriate Fiscal Assistant.
To speak to someone about payroll questions,	Transfer call to the WDD Payroll Specialist for assistance.
To speak to someone about a computer problem,	Refer them to call (909) 884-4884 or email the Help Desk at: isdhelpdesk@isd.sbcounty.gov if he/she is a County employee.
To speak to someone about a CalJOBS problem,	Refer them to the Centralized Data Unit representative or email the WDD@SBCounty.gov mailbox. If the caller is a Youth Provider he/she can email Youth.Provider@eda.sbcounty.gov for assistance.
Information about jobs with San Bernardino or Riverside County,	Give the caller the telephone number for the job line of the respective county: <ul style="list-style-type: none">• San Bernardino County – refer to the appropriate AJCC,• Riverside County – (800) 300-5616
Information regarding labor laws or mistreatment by an employer,	Direct caller to the U.S. Department of Labor at 1-866-487-2365.
Information on unemployment,	Direct caller to the Unemployment Office, 1-800-300-5616.

Mail

Introduction	<p>General mail and Interoffice mail is delivered once a day to the Workforce Development Department (WDD), Administration Suite 600 between 12:45 and 1:00 pm. This section provides information on:</p> <ul style="list-style-type: none">• Date stamping mail,• Distributing incoming mail,• Confidential mail,• Outgoing mail, and• Fed Ex.
Date stamping	<p>All mail received is date-stamped on the front of the first page (unless first page is a signature page) and on the back of all subsequent pages.</p>
Distributing incoming mail	<p>Clerical staff is responsible for opening and date stamping all mail received. Exception will be, any mail received for the following individuals will only have the outside envelope date stamped:</p> <ul style="list-style-type: none">• Chief Executive Officer (CEO), if mail was sent to the wrong address,• Director at WDD,• Assistant Director,• Deputy Directors, and• Payroll Specialist. <p>Mail addressed to other units or individuals at the WDD, place the mail in the appropriate individuals inbox.</p>
Confidential mail	<p>Any mail marked as "Personal and Confidential" is date stamped on the outside envelope and item is Not to be opened.</p>
Outgoing mail	<p>There is an outgoing box on the front counter by the receptionist area; and is accessible for staff. Staff is responsible to deliver and place outgoing mail in the appropriate box.</p> <p>Central Mail Services requires 1st class mail to be separate from inter-office mail.</p>
Fed Ex	<p>Staff sending documents for Fed Ex is responsible for arranging pickup directly with the carrier or delivering to drop off box in front of San Bernardino City Hall. To ensure county discounted rate is given, staff must follow the San Bernardino County mail procedures.</p>

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Mail, Continued

Proposals received

The WDD sends out Request for Proposals (RFPs) to various vendors. A vendor or contractor may hand-deliver or mail the RFP to the department for a staff member to receive. The Receptionist receives the RFP and will:

- Date stamp the RFP,
- Provide a receipt of confirmation to the vendor,
- Attach copy of the receipt to the RFP, and
- Deliver the proposal(s) with the receipt to the appropriate staff for processing.

Note: The Secretary I will coordinate with Staff Analyst and local newspaper of the publication of an RFP.

Business Cards

Introduction Business Cards can be ordered for staff as needed, with supervisor approval. The Secretary I or Office Assistant III (OA III) submits business cards order through Printing Services for the Workforce Development Department (WDD) and the America's Job Center of California (AJCC) staff.

Procedures The Secretary I or OA III will complete the following steps when a request for business cards has been submitted for Admin staff.

Step	Action						
1	Complete the 003 Services/Supplies Equipment Requisition Form.						
2	Complete the Purchasing Printing Services Business Card Order Form.						
3	<ul style="list-style-type: none">Follow the 003 process to obtain appropriate signature for approval, andInclude the Purchasing Printing Services Business Card Order Form with the 003.						
4	Obtain Fiscal Administrative Supervisor I signature for Printing Services						
5	<ul style="list-style-type: none">E-mail the Purchasing Printing Services Business Card Order form to Printing Services, attention Stephanie Gonzales (name can be found in Outlook),Submit the order, andForward the 003 and Printing Services Business Card Order form to Fiscal for the reconciliation of the Printing Services Account.						
6	<ul style="list-style-type: none">Provide the draft of the business card from Printing Services to the individual who is to receive the business cards, andAsks them to review the draft for errors.						
	<table><tr><th>If business card is ...</th><th>Then ...</th></tr><tr><td>Correct,</td><td><ul style="list-style-type: none">Send response to Printing Services, ok to print.</td></tr><tr><td>Incorrect,</td><td><ul style="list-style-type: none">Notify Printing Services what needs to be corrected before ordering the business cards.</td></tr></table>	If business card is ...	Then ...	Correct,	<ul style="list-style-type: none">Send response to Printing Services, ok to print.	Incorrect,	<ul style="list-style-type: none">Notify Printing Services what needs to be corrected before ordering the business cards.
If business card is ...	Then ...						
Correct,	<ul style="list-style-type: none">Send response to Printing Services, ok to print.						
Incorrect,	<ul style="list-style-type: none">Notify Printing Services what needs to be corrected before ordering the business cards.						
7	<ul style="list-style-type: none">Print a copy of the order,Attach copies of the business cards to the order, andFile copies.						
8	<ul style="list-style-type: none">Receive the business cards within 7-10 days from Printing Services,Obtain the packing slip from Printing Services, andDeliver the:<ul style="list-style-type: none">Business cards to the appropriate individual, andPacking slip to Fiscal.						

Note: The Workforce Development Technician (WDT) orders business cards for Business Services staff.

Ordering Office Supplies

Introduction

The Department Staff need supplies and materials in order to provide required services to customers participating in Workforce Innovation and Opportunity Act (WIOA) Programs. This section contains information on how to order office supplies, toner, printer ink and paper.

Office supplies

Office supplies are ordered through a County approved vendor. The current vendor is Staples. Clerical Support Staff will follow the 003 guidelines prior to submitting an order for office supplies.

There are three (3) entries to log into for access to the system. Staff must be an approved user to access the system. The table below shows the steps the receptionist takes to order supplies for the offices at www.stapleslink.com.

Step	Action
1	<p>Access the site and enter the following:</p> <ul style="list-style-type: none">• Master Account Number – 1061752LA• User Id – Enter your employee ID Number• Password – enter “staples” in lower case letters <p>Note: First time users will be prompted to change his/her password.</p>
2	<p>Locate blue icon for San Bernardino County’s preferred items.</p> <p>Note: The list contains common office supplies ordered by most departments and the County has been given the best prices for purchasing.</p>
3	<p>Select Items for order:</p> <ul style="list-style-type: none">• Enter the number of items to purchase in the quantity box next to each item selected, and• Click Add to order. <p>Notes:</p> <ul style="list-style-type: none">• If ordering more than one (1) item repeat step 3 until the last item is entered.• Supplies not listed in the County’s preferred list, use the search engine and Staples brand items comparable products will appear in the search. Find the item by:<ul style="list-style-type: none">– Name, or– Part number.
4	<ul style="list-style-type: none">• Review order to ensure the correct items are being requested, and• Place the order by checking out or save request for processing at a later date.

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Ordering Office Supplies, Continued

Printer toner, printer and paper supplies

Printer toner cartridges and recyclable printer and copier paper supplies are ordered through Staples Advantage-Business. Prior to placing an order clerical support staff (i.e. Secretary I or Office Assistant III) will follow the 003 guidelines for purchase approval.

The ordering is completed on-line through Staples. A log-in and password must be obtained from Fiscal Office Assistance III. Clerical support staff will complete the following.

Step	Action						
1	<ul style="list-style-type: none">• Access the County Staples link, and• Enter account login name and password specifically assigned to the user.						
2	<ul style="list-style-type: none">• View catalog, and• Click on quantity for items selected.						
3	<ul style="list-style-type: none">• Click shopping cart icon to on far right to add item to cart, and• Click Check Out and View Cart (top right corner).						
4	Click Checkout when order is completed.						
5	<ul style="list-style-type: none">• Click on View List of alternative Shipping Addresses,• Select the appropriate Shipping Address, and• Click Proceed.						
6	Review payment information.						
	<table><tr><th>If payment information is ...</th><th>Then ...</th></tr><tr><td>Correct,</td><td><ul style="list-style-type: none">• Scroll down to the bottom of the screen, and• Click Submit order button.</td></tr><tr><td>Incorrect,</td><td>Correct payment information before submitting order.</td></tr></table>	If payment information is ...	Then ...	Correct,	<ul style="list-style-type: none">• Scroll down to the bottom of the screen, and• Click Submit order button.	Incorrect,	Correct payment information before submitting order.
If payment information is ...	Then ...						
Correct,	<ul style="list-style-type: none">• Scroll down to the bottom of the screen, and• Click Submit order button.						
Incorrect,	Correct payment information before submitting order.						
7	Print and file a copy of the order.						

Note: The Secretary I will compile the 003's and Staples Advantage invoices for the reconciliation of the account prior to submitting to Fiscal.

CalCard

Introduction

CalCard is a procurement card program competitively negotiated by the State of California with U.S. Bank Government Services. The Procurement Card is a uniquely designed VISA Card to appear different from personal credit cards. It is to be used for official business related purchases only. Each month the cardholder will receive a monthly statement of account.

Note: The Executive Secretary completes the Directors CalCard and the Secretary II completes the Assistant Directors CalCard information.

CalCard holder

The Director, Assistant Director, Deputy Director, Executive Secretary II, Secretary II, and Office Assistant III have his/her own designated CalCard. Each America's Job Center of California (AJCC) Manager are the CalCard holder for the process of securing:

- Staff travel arrangements,
- Conference registration,
- Lodging and meeting refreshments.

The Secretary is responsible for upholding all requirements stated on the CalCard form and has been approved to use the card at:

- Airlines/Airports,
 - Vehicle rental/Gasoline,
 - Hotel/motel,
 - Taxi/Bus/Freight,
 - Telephone,
 - Food/dairy stores/restaurants,
 - Caters (food only),
 - Discount department stores, and
 - Membership organizations.
-

CalCard requirements

The Cal Card has the following requirements:

- CalCard can only be used for official County business.
- Single purchase limit of \$3,000. Only utility payments may exceed the \$3,000 low value threshold.
- Number of transactions cannot exceed the single purchase dollar limit up to \$3,000.
- Monthly dollar limit is \$30,000.
- Minimum of three (3) competitive quotes should be obtained. Records of the quotes are maintained with the back-up documentation for the monthly charges.
 - Online resellers are not considered competitive are, but not limited to:
 - ✓ Amazon
 - ✓ Travel websites – Expedia, Travelocity, etc.
- Limits can be raised temporarily with permission of WDD Director, if needed.
- Secretaries must have Director approval to make purchases.

Detailed information on CalCards is available on the San Bernardino County Purchasing Department website: <http://countyline.sbcounty.gov/Purchasing/> under CalCard program.

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CalCard, Continued

Restricted usage

The CalCard is intended to be used for small dollar purchases and utility payment. The CalCard must not be used to purchase, and of the following items:

- Alcoholic beverages,
- Weapons,
- Cash advances through bank tellers or teller machines,
- Fuel, unless for rental vehicles (Do not use for fleet or personal vehicle gas),
- Legal fees,
- Expert Witness fees
- Drugs and narcotics
- Fixed asset purchases (an item or equipment with a cost of \$5,000 or more),
- Insurance,
- Items and services available through Internal Service departments (Purchasing, Printing Services Division, Fleet Management, Information Services),
- Non approved merchant category codes
- Rental, lease, or purchase of Real Property,
- Air travel upgrades (early bird, preferred seating, etc.) and
- Personal expenses (i.e. extra hotel expenses including Wi-Fi, movies, appliances, etc.).

Allowed merchant category codes

The following are the allowed merchant category codes for CalCard purchases:

Codes	
A. Airlines/Airports	H. Restaurants/Caterers
B. Vehicle Rental, Gasoline for Rental vehicles only	I. Discount/Department/Variety Stores, Miscellaneous (misc.) merchandise
C. Hotel/Motel	J. Misc. & Specialty Retail stores: <ul style="list-style-type: none">– Lumber/Hardware,– Lawn Garden, and– Government services not elsewhere classified.
D. Miscellaneous transportation <ul style="list-style-type: none">– Railroad/Freight, and– Taxi/Bus.	K. Camps/Camp Sites, Amusement Parks
E. Telephone/Cable/Utility payments	L. Membership Organizations (work related
F. Catalog orders/telephone purchases	M. Government to Government Sales
G. Food/Dairy Stores/Sundries	N. Services

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CalCard, Continued

Accessing Transaction information

As the CalCard holder the Secretary will be able to access transaction information throughout the month to monitor purchases and to identify any erroneous charges. The monthly statement is available online and the secretary will complete the following:

Step	Action
1	Review the online monthly statement on a bi-weekly basis for a listing of current charges and to verify transactions.
2	Investigate any unauthorized charge immediately. <ul style="list-style-type: none">• If the charges are incorrect follow the instructions in the Cardholders Statement of Questioned items.• If there are any questions regarding information on the Cardholder Statement of Questioned Item form, or problems with reversal of a transaction contact US Bank Customer Service at 1-800-344-5696.

Completed monthly US Bank statement can be downloaded on the 23rd of the month at: <http://access.usbank.com>.

Monthly Activity Report

Each month a CalCard Monthly Activity Report is completed by the Secretary. The table below provides steps for completing the report.

Step	Action						
1	Review the monthly US Bank Statement for accuracy.						
2	<ul style="list-style-type: none">• Tape original detailed sales receipts and detailed invoices to "Procurement Card Receipts" form(s).• Label each sheet with cardholder name, card number, and billing cycle dates.						
3	Compare Procurement Card Report with the Statement of Account.						
	<table><tr><th>If ...</th><th>Then ...</th></tr><tr><td>Any item is not on the credit card statement due to timing of the charge,</td><td><ul style="list-style-type: none">• Cross off the item on the procurement Card Report, and• Add to report for the next month's billing cycle</td></tr><tr><td>Item purchased is returned,</td><td>Attach the credit voucher to the Statement of Account</td></tr></table>	If ...	Then ...	Any item is not on the credit card statement due to timing of the charge,	<ul style="list-style-type: none">• Cross off the item on the procurement Card Report, and• Add to report for the next month's billing cycle	Item purchased is returned,	Attach the credit voucher to the Statement of Account
If ...	Then ...						
Any item is not on the credit card statement due to timing of the charge,	<ul style="list-style-type: none">• Cross off the item on the procurement Card Report, and• Add to report for the next month's billing cycle						
Item purchased is returned,	Attach the credit voucher to the Statement of Account						
4	Sign Monthly Procurement Report and the Statement of Account.						
5	<ul style="list-style-type: none">• Complete the Cardholder Procurement Card Payment Package Cover Sheet, and• Print on blue paper.						

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CalCard, Continued

Monthly Activity Report (continued)

Step	Action
6	<p>Forward the following documents to the approving official by the 5th day of the month following the billing cycle:</p> <ul style="list-style-type: none">• Cardholder Procurement Card payment Package Cover Sheet,• Original signed Statement of Account,• Original signed Monthly Procurement Card Purchase Report,• Original detailed receipts and invoices on Procurement Card Receipts Forms,• Credit Voucher, if applicable,• Copy of Cardholder Questioned Item, if applicable,• Any other documentation required by the agency/department, and• Other documentation as necessary.

Note: If the secretary has any questions, he/she should ask the Executive Secretary II. For questions regarding coding for Monthly Procurement Card Purchase Report, contact Fiscal Staff Analyst II.

Secretaries

Introduction

The Secretaries in the Workforce Development Department (WDD) provide administrative support to the Department's Director, Assistant Director, Deputy Directors, Business Services Manager, and Administrative Supervisors. WDD has three (3) levels of Secretaries:

- Secretary I
 - Secretary II
 - Executive Secretary II
-

General duties

The general duties of the Secretaries include but are not limited to the following:

- Attend and record all required meetings for Director, Assistant Director, and Deputy Directors.
 - Set-up and schedule meetings for the Director, Assistant Director, and Deputy Directors.
 - Maintain the Director, Assistant Director, and Deputy Director(s) calendar and schedule all meetings as directed.
 - Coordinate all travel arrangements for Director, Assistant Director, Deputy Directors, and staff.
 - Review monthly CalCard statements.
 - Compose correspondence and agendas for staff meetings, if requested.
 - Type letters, reports and take dictation as required.
 - Review Board Agenda Items (BAIs).
 - BAI Submitter for the department.
 - Maintain and update the BAI tracking log.
 - Develop and submit BAIs for the Workforce Development Board (WDB) members, when appropriate.
 - Keep and maintain files, logs and records, including budget, and personnel records.
 - Coordinate interviews.
 - New Employee Orientation coordination.
 - Forms/Collateral Materials Management.
 - Website Management.
 - Virtual (Zoom) Meetings.
 - Calendar of Events Submission to County Administrative Office (CAO)
 - Form 700.
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Secretary II

Introduction

The Secretary II provides support to the Workforce Development Department (WDD). Some of the duties include, but are not limited to the following:

- Provides administrative support to the Assistant Director, Deputy Director, Business Services Manager, Administrative Supervisors and Staff.
- Manages the Assistant Director and Deputy Director's calendar.
- Coordinates meeting requests.
- Attends and records as requested, meetings for Assistant Director, Deputy Director, and/or Staff.
- Screens visitors and phone calls and refers individual to the appropriate staff for assistance.
- Screens incoming mail and flags priority actions by Secretary, Assistant Director or Staff.
- Composes and type correspondence and reports.
- Maintains confidential staff files.
- Board Agenda Item (BAI) Submitter for the department.
- Maintain and update the BAI tracking log.
- Coordinates travel arrangements for Assistant Director and Staff.
- Coordinate interviews.
- New Employee Orientation coordination.
- Forms/Collateral Materials Management.
- Website Management.
- Update Workforce Development Board (WDB) website on a regular basis.
- Moderates Virtual (Zoom) Meetings and Webinars.
- Calendar of Events Submission to County Administrative Office (CAO).
- Backup Executive Secretary with Workforce Development Board (WDB) meetings and during absences.

Scheduling meetings

The Secretary II is responsible for scheduling meetings, including zoom meetings, and trainings at the request of the Leadership Team and staff. The table below outlines the process.

Step	Action
1	Check conference room availability.
2	Coordinate date and time based on the Assistant Directors' availability.
3	Reserve Conference room.
4	Take and send meeting request out to attendees.
5	Order lunch if authorized by the Assistant Director.
6	Arrange technical support for the day of the meeting.
7	Set up tables and chairs prior to the start of the meeting, if needed.
8	Post signs for meeting.

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Secretary II, Continued

Priority items	<p>Some items are time sensitive and should be given priority in work flow: Priority items are completed as follows:</p> <ul style="list-style-type: none">• BOS agenda items processed according to department procedures.• CalCard justification.• Coordinating and making travel arrangements to meet deadlines for event attendance.
General files	<p>General files are maintained/filed by the Secretary II; the files should include the following information:</p> <ul style="list-style-type: none">• Current travel arrangement information for justification with CalCard expenditures.• Copies of minutes for meetings.• Monthly CalCard reports.• Travel documents.
Assistant Director travel	<p>The Assistant Director is a member of the California Workforce Association (CWA) and travels frequently to various meetings and conferences. To prepare the Assistant Director for travel, the Secretary II will set up a travel folder with the following items included:</p> <ul style="list-style-type: none">• Itinerary• Hotel Confirmation• Airline Confirmation• Boarding Pass• Documents for meeting• Map to hotel and meeting site <p>Note: Refer to <i>Arranging Out-of-State and Out-of-County travel</i> in this section of the Handbook for additional information.</p>
Employee travel	<p>Employees who are approved for travel, the Secretary II and/or the Executive Secretary will:</p> <ul style="list-style-type: none">• Prepare all Travel Request,• Make all arrangements,• Obtain appropriate signatures,• Verify receipts, once travel is complete,• Arrange for a temporary CalCard, if necessary, and• Enter information into SAP prior to travel and after employee returns for final reimbursement payment,

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Secretary II, Continued

Employee travel

Employees are eligible for reimbursement for expenses incurred for the purpose of conducting official County business. Employees may obtain reimbursement of all approved, out of pocket, travel related costs as well as membership dues and cell phone charges. Employees must obtain prior approval from his/her supervisor to incur business expenses.

The Secretary II is responsible for reviewing and entering information into System Applications and Products (SAP) for Fiscal to approve for payment after signatures have been obtained and any corrections needed to be completed. The Secretary II will review the reimbursement claim for the following items.

Description	Action
Page 1	Review for complete entries; staff is not required to enter codes, fiscal will enter the information as needed.
Page 2 – Mileage	<ul style="list-style-type: none">• Review to ensure entries are completed; form should calculate when the mileage and rate are entered.• Verify MapQuest/Google Map printout is included for each travel entry.• Verify documentation is included for the purpose of the trip. Documentation may include:<ul style="list-style-type: none">– A flyer and/or agenda for event.– An email, memo, or invite. <p>Note: For trips with no documentation – claim should include a:</p> <ul style="list-style-type: none">• List of the person and/or business who were contacted,• Location of the meeting, and• Purpose of the visit.
Page 2 – Meals	<p>Review:</p> <ul style="list-style-type: none">• For entry in column identified as BLD (Breakfast, Lunch or Dinner).• Itemized receipts to verify claims for each meal entry amount falls with-in County allowable limits <p>Note: Refer to Admin Handbook – Section 7 Fiscal for additional information about Employee Reimbursement.</p>
Page 2 – Expense Item	<ul style="list-style-type: none">• Review for complete entry on reason for meeting.• Verify attached documentation includes the purpose of the meal. Documentation may include:<ul style="list-style-type: none">– A flyer, meeting agenda and/or email with persons attending the meeting.– For working business meals information on the company and why the meeting was scheduled during meal time must be included.

Executive Secretary II

Introduction

The Executive Secretary II provides the following administrative support to the department:

- Administrative support for Director and management team.
 - Administrative support for the Workforce Development Board (WDB).
 - Screen visitors and phone calls and refer to appropriate staff for assistance.
 - Manage Director's calendar.
 - Review incoming mail and flag priority items requiring action by the Executive Secretary, Director or staff.
 - Compose and type correspondence and reports.
 - Coordinate travel arrangements for Director and WDB members.
 - Maintain Administration Confidential files.
 - Member of the Leadership Team.
 - Form 700 Filing Officer for Workforce Development Department (WDD) Staff and WDB Members.
 - Supervise Secretary I and Office Assistant III (OA III) positions.
 - Backup Secretary II duties, as needed.
-

Director's calendar

Update the Director's calendar with scheduled meetings as needed. Include information on the Assistant Director and Deputy Director's scheduled time off and conference attendance.

There are many standing recurrent meetings on the Director's calendar; any supporting documents for any meetings should be provided to the Director prior to the meeting; such as:

- Agendas,
- Meeting minutes from the previous meeting, and
- Printout of map directions to each meeting.

Note: Do not add anyone for a meeting without Director approval.

Scheduling meetings

The Executive Secretary II is responsible for scheduling meetings, including zoom meetings, and trainings at the request of the Director. The table below outlines the process.

Step	Action
1	Check conference room availability.
2	Coordinate date and time based on the Director's availability.
3	Reserve Conference room.
4	Send meeting request out to attendees.
5	Order lunch if authorized by the Director.
6	Arrange technical support for the day of the meeting.
7	Set up tables and chairs prior to the start of the meeting.
8	Post signs for meeting.

Continued on next page

Executive Secretary II, Continued

General / Confidential files

General and confidential files are maintained and filed by the Executive Secretary II; the files should include the following information:

General files (if provided by Staff Analyst II):

- All MOUs and Contracts under \$100,000,
- Documents for grants and sub-grants.

Confidential files - stored in a locked filing cabinet:

- Work Performance Evaluations (WPEs) for the staff directly supervised by the Director and Assistant Director.
 - Confidential information on personnel issues.
 - Travel Claims.
-

Phone calls

Certain calls are routed to the Executive Secretary II, such as calls from:

- Members of the Board of Supervisors (BOS), Chief Executive Officer (CEO) should be directed to the Director immediately.
 - Reporters should be referred to contracted media relationship firm to coordinate date and time for Director Interview with reporters. If the Director is not available, he/she will confirm if Assistant Director will be able to handle the assignment.
-

Priority items

Some items are time sensitive and should be given priority in work flow: Priority items completed by the Executive Secretary II are:

- Drafting of all BOS resolutions and proclamations. Using instructions and forms found on the Clerk of the Boards website.
 - Correspondence from California Employment Development Department (EDD) regarding:
 - New subgrants,
 - Subgrant modifications,
 - Monitoring findings,
 - Monitoring guidelines prior to visit.
 - CalCard justifications
 - Tracking of projects assigned to staff to ensure completion prior to deadlines.
-

CalCard

The Executive Secretary II is responsible for tracking expenses on the Directors assigned CalCard. Bank Statements are available on the 23rd of each month. Instructions for processing CalCard is found in the Purchasing Department's website.

Continued on next page

Executive Secretary II, Continued

Travel

The Director is a member of the California Workforce Association (CWA) and travels frequently to various meetings and conferences. To prepare the Director for travel set up a travel folder with the following items included:

- Itinerary
- Hotel Confirmation
- Airline Confirmation
- Boarding Pass
- Documents for meeting
- Map to hotel and meeting site

Note: Refer to ***Arranging Out-of-State and Out-of-County travel*** in this section of the Handbook for additional information.

Promotional items

The Executive Secretary II is responsible for ordering promotional items for the Administration department of WDD, which are distributed by staff.

Step	Action
1	Confirm with the Director the items to be order.
2	Assign Secretary I or Office Assistant III (OA III) to complete 003 for purchasing.
2	Complete order using CalCard once 003 is approved.

OA III will maintain inventory and provide staff with promotional items for event distribution on approved requests.

Note: Promotional items for Business Services to be distributed at job fairs and community resource events is completed by the Workforce Development Technician (WDT)

Continued on next page

Executive Secretary II, Continued

Employee recognition

Executive Secretary II schedules quarterly all staff meetings and is responsible for sending meeting notices and a copy of the Employee of the Quarter Nominee form to all staff.

The Employee of the Quarter is given a Certificate of Recognition typed with information why he/she were selected as the Employee of the Quarter (this information can be obtained from the nomination form.) The certificate is placed in a certificate folder for presentation.

Annual Honoree for the Award of Excellence is selected by the WDD Director.

Reports

Reports are received and created on an ongoing basis in order to provide needed information to management in order to distribute information and to assist in performance management. These reports are on various topics and distributed according to scheduled requirements by the Executive Secretary II.

Correspondence, reports, and other documents, either draft or final versions, should not be shared with staff or other agencies/departments without receiving approval from the Director.

Correspondence

Correspondence is received and sent on a regular basis. Mail is delivered once a day, date stamped and makes copies, if necessary. It is important to distribute copies to staff when Employment Development Department (EDD) correspondence is received and includes:

- Renewed sub-grants,
- Sub-grant modifications,
- Monitoring guidelines prior to an EDD visit, and
- Monitoring findings.

The Department is monitored several times during the year on:

- Adult,
- Dislocated Worker,
- Youth Programs,
- Special grants,
- Case files,
- Fiscal and procurement procedures

Correspondence and other documents, either draft or final versions, should not be shared with staff or other agencies/departments without receiving approval from the Director.

Continued on next page

Executive Secretary II, Continued

Correspondence, continued

The Executive Secretary II will distribute copies of this mail to the following individuals:

- Director,
- Assistant Director,
- Deputy Director,
- Administrative Supervisors,
- Appropriate Staff, and
- Staff Analyst I (SAI) assigned to Centralized Data Unit.

Set a calendar control for response deadline and follow-up with assigned staff to ensure responses are submitted to EDD prior to deadline. Assist with gathering data and drafting a response as required.

Place documents for the Director in the in-box. Place signature folder on top followed by documents requiring actions with due dates highlighted.

Arranging Out-of-State and Out-of-County Travel

Introduction

The Workforce Development Department (WDD) Staff at times may be scheduled to attend conferences, training and meetings requiring travel.

Conference registrations, travel and hotel arrangements are made by the secretaries supporting the department.

Travel arrangements

The Executive Secretary and/or Secretary II is given notification when travel arrangements are required for management or WDD staff. The travel request can be for an event out-of-state or outside the County. The Executive Secretary and/or Secretary II will complete the following steps.

Step	Action						
1	Determine if the event will require travel out of the county or state.						
	<table> <tr> <th>If travel is out of ...</th><th>Then ...</th></tr> <tr> <td>State,</td><td> <ul style="list-style-type: none"> Complete out of state travel request, Include items of support and justification memo, Obtain appropriate Director and/or Assistant Director signature, Forward form to the Executive Secretary to obtain signatures from the Executive Officer and County Chief Executive Officer, Form, with all necessary signatures, will be scanned and emailed back to the Secretary. </td></tr> <tr> <td>County,</td><td> <ul style="list-style-type: none"> Complete the 003 for travel request, Include justification memo, Obtain appropriate Director and/or Assistant Director signature, Send 003 with justification to the Executive Secretary to obtain the Executive Officer's signature </td></tr> </table>	If travel is out of ...	Then ...	State,	<ul style="list-style-type: none"> Complete out of state travel request, Include items of support and justification memo, Obtain appropriate Director and/or Assistant Director signature, Forward form to the Executive Secretary to obtain signatures from the Executive Officer and County Chief Executive Officer, Form, with all necessary signatures, will be scanned and emailed back to the Secretary. 	County,	<ul style="list-style-type: none"> Complete the 003 for travel request, Include justification memo, Obtain appropriate Director and/or Assistant Director signature, Send 003 with justification to the Executive Secretary to obtain the Executive Officer's signature
If travel is out of ...	Then ...						
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County,	<ul style="list-style-type: none"> Complete the 003 for travel request, Include justification memo, Obtain appropriate Director and/or Assistant Director signature, Send 003 with justification to the Executive Secretary to obtain the Executive Officer's signature 						
2	<ul style="list-style-type: none"> Complete travel arrangements for the staff once the approval is received with all the appropriate signatures, and Enter information into the System Applications and Products (SAP) 						
3	Use the CalCard to pay: <ul style="list-style-type: none"> Conference fees Book air travel Book hotel reservations Book car rental 						
4	Provide staff all the information for his/her travel (i.e. air, hotel, etc.) arrangements.						
5	<ul style="list-style-type: none"> Arrange for one staff to sign the Temporary Credit Card Form if multiple staff are attending event, and Notify the assigned staff to obtain the Temporary Credit Card from the Administration Office Assistant III (OA III). 						

Continued on next page

Arranging Out-of-State and Out-of-County Travel, Continued

Temporary credit card

A temporary credit card is issued to staff when traveling outside the county or Out-of-State and additional goods and services may apply (i.e. meals, parking fees, gasoline, etc.). One temporary credit card will be issued for the entire group attending the event. The table below outlines the process.

Stage	Description
1	<p>Staff will:</p> <ul style="list-style-type: none">• Complete and sign the:<ul style="list-style-type: none">– VISA Credit Card User Agreement, and– Temporary Credit Card Issuance Record.• Obtain the supervisors signature on the Temporary Credit Card Issuance Record.• Be responsible for obtaining itemized receipts for all purchases made on the credit card,• Ensure only allowable expenses are charged on the credit card (e.g. no alcohol, and staying within the county meal allowance limits, etc.),• Complete the Credit Card Justification form prior to returning the temporary credit card to ADMIN,• Attach the itemized receipts for all the purchases charged to the credit card to the justification form, and• Return the temporary credit card within three (3) days upon returning from the event.
2	<p>Secretary II will:</p> <ul style="list-style-type: none">• Obtain a temporary credit card from the County Auditor Controller.• Assign a temporary credit card to a staff person,• Maintain a log for issuing/receiving the temporary credit card,• Retrieve the temporary credit card from the staff person assigned to the card,• Review the Credit Card Justification form for completeness,• Confirm itemized receipts are included for all purchases on the justification form,• Ensure the justification form is signed off by the staff person,• Obtain the supervisors signature on the justification form prior to sending originals to the County Auditor Controller, and• Provides a copy of the justification form and itemized receipts to Fiscal.

Office Assistant III

Introduction	The Office Assistant III (OA III) in the Workforce Development Department (WDD) provide administrative support to the Department's Director, Assistant Director, Deputy Directors, Business Services Manager, Administrative Supervisors, and the America's Job Centers of California (AJCC).
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General duties	<p>The general duties of the OA III include but are not limited to the following:</p> <ul style="list-style-type: none">• Backup person for the Receptionist area• Greet visitors and direct them to the appropriate staff or meeting location, giving each person full attention• Sign for all deliveries coming to the office and inform the appropriate staff his/her package has arrived• Stamp incoming mail, separate and place into appropriate mail slot• Maintain the Inventory logs for the office equipment• Equipment Inventory reports and review for state audits• Manage all Konica Minolta equipment<ul style="list-style-type: none">– Main contact person for issue and supplies– Add or remove end users from the copier system– Review usage• Update and remove end user building alarm code• Verizon coordinator (Cisco phone – dial tone):<ul style="list-style-type: none">– Purchases– Plan changes– Sim cards– Voicemail resets and updates– EAS access review• County vehicle coordinator – issuance and service reports.• CalCard holder for purchasing Information Technology (IT) supplies and• Complete monthly reports for IT• Obtain quotes for various purchases and complete paperwork for authorization• Telephone coordinator – County Directory updates and changes• Poly com – setup and conference call assistance• Inventory – Emergency supplies• Badges – create for new staff access and removal of staff access• Ergo assessment – initial step for staff prior to contacting Risk Management• Help Desk tickets backup person, when needed.
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Payroll Specialist

Introduction

The payroll specialist provides specialized clerical work related to the preparation and processing of payroll and payroll related documents. The payroll specialist is distinguished from the Office Assistant and Fiscal Assistant by his/her responsibility to be familiar with a wide range of information related to County employment, such as but not limited to:

- Pay and benefit provisions,
 - Rules, and
 - Policies and procedures.
-

General duties

The general duties of a payroll specialist include, but is not limited to the following:

- Prepare, review, and verify documents relating to the computation, collection and submission of payroll and/or benefit transactions.
- Explain applicable personnel and payroll rules and procedures to employees consistent with the County Personnel Rules, collective bargaining agreements, benefit plans, and other employment related guidelines.
- Verify and adjust attendance records and time sheets.
- Reconcile payroll; perform research to determine if payroll errors occurred and prepare documents to correct payroll errors.
- Calculate hourly rates, gross pay, overtime, differentials and other supplemental pay.
- Coordinates with Human Resources for viable certification lists to fill vacant positions for the department.
- Arrange for pre-employment physicals, background checks, countywide orientation, and other processes required prior to hire.
- Orient new employees to departmental payroll procedures; provide required documents for completion of the hiring and enrollment process.
 - New Hire packet given to new employees,
 - Employee Management and Compensation System (EMACS)
- Conduct research and prepare reports relating to employee payroll records as requested.
- Maintain records and files relating to employment transactions, calculations, and employment.
- Processes all leaves, integration and return to work forms.
- Personnel transactions – Job Action Requests (JARs).
- Handles payroll adjustments
- Coordinates Work Performance Evaluation (WPE) with management to ensure WPE's are completed timely.
- Identify potential payroll/personnel related problems and report to supervisory or management staff for further action.
- Perform a variety of clerical support activities as required.

Note: Refer to the Payroll Specialist Manual for additional information on all the step by step processes and procedures.

Continued on next page

Payroll Specialist, Continued

Reports

Reports received and created on an ongoing basis in order to provide needed information to management. Payroll Specialists receives the reports for three (3) departments:

- Economic Development Agency (EDA)
- Workforce Development Department (WDD)
- Community Development and Housing Agency (CDHA)

Reports on various topics must be process and distributed according to scheduled requirements.

Report	Description/Action
Authorized vs Assigned	<ul style="list-style-type: none">• Discloses how many positions are authorized and filled/assigned• Differentiates from current incumbent as its only by number of positions in each classification and not broken down by employees assigned or position numbers
Current Incumbent Data	<ul style="list-style-type: none">• Sent by EDA payroll clerk each pay period.• Print and send copies to:<ul style="list-style-type: none">– Director,– Assistant Director, and– Fiscal Staff Analyst II (FAS II).• Retain a copy for file
Job Status updates	<ul style="list-style-type: none">• Displays information on staff whose job status changes, such as probation to active status
Leave Accruals	<ul style="list-style-type: none">• Print copies• Send full report to:<ul style="list-style-type: none">– Director,– Assistant Director,– Fiscal unit, and– Fiscal staff analysts
Open WPE's	Break down by unit and supervisor of all open Work Performance Evaluations (WPEs) on staff
Pay Step Advance	Informational report regarding staff members who are due a step increase in pay
Payroll register	Comprehensive breakdown of all the paycheck data for each employee
Retro report	Generated when retro pay for employees are due
Sick Leave usage greater than 75%	<ul style="list-style-type: none">• Print copies• Send full report to Director• File Directors copy after it has been reviewed• Send copies to Assistant Director of the report pages on staff under his/her supervision

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Payroll Specialist, Continued

Confidential files

Confidential files are maintained/filed by the Payroll Specialist; the files should be stored in a locked filing cabinet and include the following information:

- Work Performance Evaluations (WPEs)
 - Current Incumbent Reports including Leave Accruals and Sick Leave Usage Reports.
 - Confidential information on personnel issues.
 - Travel claims.
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