

CLASSIFICATION MAINTENANCE STUDIES

RECOMMENDED ACTIONS – CLASSIFICATION MAINTENANCE STUDIES

5. Effective October 3, 2025, approve revised classification specifications for Capital Projects Administrator (Title Code 8181MA), Capital Projects Manager (Title Code 8182MA), and Capital Projects Manager, Senior (Title Code 8163MA); and approve new title code, title description, classification specification, and set pay grade for Capital Projects Assistant Deputy Director (Title Code 8184MA).
6. Effective October 3, 2025, approve revised classification specifications and adjust pay grades and recruiting steps for Fleet Technician I (Title Code 3300OS), Fleet Technician II (Title Code 3301OS), Fleet Technician III (Title Code 3302OS), and Supervising Fleet Technician (Title Code 3303SM).
7. Effective October 3, 2025, approve and adopt Side Letter Agreement between the County of Orange and Teamsters, Local 952, to increase the Automotive Service Excellence (ASE) certification premium pay included as Attachment I.
8. Effective October 3, 2025, approve and adopt Side Letter Agreement between the County of Orange and Orange County Employees Association (OCEA), to increase the Automotive Service Excellence (ASE) certification premium pay included as Attachment J.
9. Effective October 3, 2025, approve revised classification specifications and adjust pay grades for Health Services Analyst (Title Code 8228MA), Health Services Administrator (Title Code 8229MA), Health Services Manager (Title Code 8230MA), Health Services Manager, Senior (Title Code 8231MA), Health Services Assistant Deputy Director (Title Code 8232MA), and Health Services Deputy Director (Title Code 8233MA).
10. Effective October 3, 2025, approve revised classification specifications for Public Information and Affairs Analyst (Title Code 8277MA), Public Information and Affairs Administrator (Title Code 8278MA), Public Information and Affairs Manager (Title Code 8279MA), and Public Information and Affairs Manager, Senior (Title Code 8280MA); Public Information and Affairs Assistant Deputy Director (Title Code 8281MA); and approve new title code, title description, classification specification, and set pay grade for Public Information and Affairs Deputy Director (Title Code 8287MA).

- ~~11. Effective October 3, 2025, approve revised title description and classification specification for Associate Medical Director (Title Code 8261MA).~~
12. Effective October 3, 2025, approve revised title descriptions, classification specifications, and adjust pay grades for Assistant Research Analyst (Title Code 8373GE), Research Analyst (Title Code 8371GE), Senior Research Analyst (Title Code 8374GE), and Supervising Research Analyst (Title Code 8372SM); approve deletion of Research Analyst I (Title Code 8369GE) and direct Human Resource Services to remove the obsolete classification from all Orange County Plan documents.
13. Effective October 3, 2025, approve and adopt Side Letter Agreement between the County of Orange and Orange County Managers Association (OCMA), that will allow employees holding the title of Medical Services Manager, Medical Services Manager, Senior, and Medical Services Assistant Medical Director to maintain their current title until they vacate their current position, included as Attachment K.

BACKGROUND INFORMATION:

With Board approval of the current Memoranda of Understanding between the Orange County Employees Association (OCEA), Teamsters, Local 952, and the Orange County Managers Association (OCMA) and the County of Orange (County), along with requests by County departments, Human Resource Services (HRS) conducted multiple classification maintenance studies. Included for Board consideration and approval are a variety of recommendations impacting the pay ranges, title codes, title descriptions, and/or class specifications for the Capital Projects Management series, Fleet Technician series, Health Services Management series, Research Analyst series, and Public Information and Affairs series along with the adoption of three side letter agreements with OCEA, OCMA, and Teamsters.

The goal of the maintenance studies was to update the classification specifications, review the organizational structure of the occupational series, and evaluate the current salaries in relation to comparable public employer organizations. The maintenance study ensures that the job descriptions, working conditions, and minimum qualifications are accurate, and compensation is fair and competitive.

Maintenance Study Process

The maintenance study process involves analysis to identify the need to create, modify, or delete classifications, update, or create job duties described in classification specifications, identify necessary changes to minimum qualifications, and delineate the physical, environmental, and mental characteristics of a classification. HRS reviews comparable classification specifications from local jurisdictions and collaborates with department management, subject matter experts, and labor organizations to review and update existing classification specifications. Changes to classification specifications ensure that: the duties and levels of responsibility are current; the classification occupational series have the appropriate structure to meet departmental workload demands in an efficient manner; and minimum qualifications are at an appropriate level to attract candidates with the necessary skills, knowledge, and abilities to perform the expected duties.

The market salary study and analysis consist of identifying comparators from surrounding public agencies to determine if current salaries are consistent with market salary averages. If it is determined that the minimum salary of a proposed pay grade is below the average within the market or is below the previously advertised minimum salary for the classification, an advanced recruiting step may be requested. HRS analyzes data from previous recruitments and internal employee separation reports and reviews current staffing levels to determine if current salaries affect employee recruitment and retention.

In addition to identifying comparable salaries, comparators' current labor agreements are reviewed to identify and consider additional premium pay, allowances, and future negotiated salary adjustments offered by comparators.

Capital Projects Management Series

Positions in the Capital Projects Management series are assigned to the OC Public Works (OCPW), OC Waste and Recycling (OCWR), OC Community Resources (OCCR), OC Sheriff's Department (OCSD) and John Wayne Airport (JWA). The Capital Projects Management series is currently comprised of three levels: Capital Projects Administrator, Capital Projects Manager and Capital Projects Manager, Senior. This occupational series is responsible managing a variety of major maintenance and building tenant improvements, including facility master-planning. The study initiated the need for a higher role within the Capital Projects Management series to meet current and future business needs.

HRS conducted a market salary survey and determined the Capital Projects Management series is above the market average. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to Capital Projects Manager, Senior:

Organization	Title Description	Max Monthly Pay
County of Los Angeles	Senior Capital Projects Manager, Public Works	\$15,020
City of Irvine	Principle Project Manager	\$14,770
County of Riverside	Facilities Operations Manager	\$13,220
City of Long Beach	Capital Projects Coordinator IV	\$13,147
County of San Bernardino	Capital Improvement Supervising Project Manager	\$12,026
	Average Monthly Maximum	\$13,637
County of Orange	Capital Projects Manager, Senior	\$15,978
	Variance Above Market Average	14.65%

Based on the market findings, internal equity analysis, and assessment of the existing classification structure, HRS recommends revising class specifications for the Capital Projects Administrator, Manager, and Manager, Sr. classes; and creating new title code, title description, class specification, and setting pay grade for the Capital Projects Assistant Deputy Director as follows:

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Pay Range	Title Code	Title Description	Pay Grade & Monthly Pay Range
8181MA	Capital Projects Administrator	M-3 \$8,807 - \$13,206	8181MA	Capital Projects Administrator	M-3 \$8,807 - \$13,206
8182MA	Capital Projects Manager	M-4 \$9,688 - \$14,527	8182MA	Capital Projects Manager	M-4 \$9,688 - \$14,527
8183MA	Capital Projects Manager, Senior	M-5 \$10,657 - \$15,978	8183MA	Capital Projects Manager, Senior	M-5 \$10,657 - \$15,978
			8184MA	Capital Projects Assistant Deputy Director	M-6 \$11,723 - \$17,574

Note: Pay range reflects minimum to performance maximum

Based on our findings, HRS recommends the addition of an Assistant Deputy Director level in the Capital Projects Management occupational series. The Capital Projects Assistant Deputy Director classification will oversee and manage a departmental capital projects division comprised of multiple sections or units involved in the construction of infrastructure projects (i.e., roads, bridges, sidewalks, harbors, beaches, trails, flood control facilities). The addition of the class will also address and resolve the use of the broader management occupational series (Business Services) to oversee units responsible for capital improvement projects. OCSD is currently utilizing the Business Services Deputy Director class to oversee their capital projects unit; we are proposing to crosswalk the employee from Business Services Deputy Director to the newly created Capital Projects Assistant Deputy Director class. There would be no negative impact to employee as their pay grade will remain the same. For the Capital Projects Administrator, Manager, and Manager, Sr., since all classes are above market averages, with the County consistently ranking near the top across all levels, we are proposing revised class specifications with no salary adjustments.

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Perf Max)
Position Count	Title Description	Position Count*	Title Description	
4	Capital Projects Administrator	4	Capital Projects Administrator	0%

Currently Budgeted		Proposed		% Change (Perf Max)
Position Count	Title Description	Position Count*	Title Description	
2	Capital Projects Manager	2	Capital Projects Manager	0%
7	Capital Projects Manager, Senior	7	Capital Projects Manager, Senior	0 %
2	Business Services Assistant Deputy Director	2	Capital Projects Assistant Deputy Director	0%
15	Total	15	Total	0 %

*Position count reflects totals following position reallocations to new Capital Projects Assistant Deputy Director class after BOS approval.

Fleet Technician Series

Positions in the Fleet Technician series are assigned to OC Public Works (OCPW). The Fleet Technician series consists of Fleet Technician I, Fleet Technician II, Fleet Technician III, and Supervising Fleet Technician, which overhaul and repair a wide variety of gasoline, electric, diesel, and natural gas-powered heavy, medium, and light duty vehicles.

HRS conducted a market salary survey and determined that the pay range for the journey-level, Fleet Technician II classification is 0.81% above the market average. The following table displays a comparison of salaries from surrounding organizations for the classifications equivalent to the Fleet Technician II:

Organization	Title Description	Max Monthly Pay
City of Los Angeles	Heavy Duty Equipment Mechanic	\$9,409
City of Los Angeles	Auto Body Builder and Repairer	\$8,490
City of Los Angeles	Equipment Mechanic	\$8,164
City of Santa Ana	Fleet Services Technician II	\$8,077
City of San Diego	Fleet Technician	\$8,076
City of Irvine	Equipment Mechanic	\$7,691
County of Los Angeles	Power Equipment Technician	\$7,459
County of San Bernardino	Fleet Technician II	\$7,344
County of Ventura	Heavy Equipment Mechanic II	\$7,308
County of San Diego	Senior Fleet Technician	\$7,297
County of San Diego	Senior Fleet Technician	\$7,297
County of Riverside	Heavy Equipment Mechanic	\$7,281
City of San Diego	Body and Fender Mechanic	\$7,069
City of Anaheim	Vehicle Technician II	\$7,001
City of Long Beach	Equipment Mechanic I	\$6,994
County of Riverside	Automotive Mechanic II	\$6,933
County of Ventura	Automotive Mechanic II	\$6,892
County of Ventura	Body/Paint Mechanic	\$6,887
	Average Monthly Maximum	\$7,551
County of Orange	Fleet Technician II	\$7,613
	Variance Above Market Average	0.81%

*Max Monthly Amount includes base pay + ASE premium pay

Based on the external market, internal equity analysis, recruitment/retention issues identified, and assessment of the existing classification structure, HRS requests approval

to revise class specifications, and to adjust pay grades and recruiting step for the Fleet Technician series as follows:

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
3300OS	Fleet Technician I	T-23 \$4,846 - \$6,529	3300OS	Fleet Technician I	T-23 \$4,846 - \$6,529
3301OS	Fleet Technician II	T-28 \$5,554 - \$7,483 (Recruiting Step 1)	3301OS	Fleet Technician II	T-29 \$6,358 - \$7,682 (Recruiting Step 5)
3302OS	Fleet Technician III	T-31 \$6,022 - \$8,114	3302OS	Fleet Technician III	T-32 \$6,186 - \$8,336
3303SM	Supervising Fleet Technician	C-36 \$6,705 - \$9,034	3303SM	Supervising Fleet Technician	C-37 \$6,888 - \$9,282

In addition to base pay and recruiting step adjustments, HRS also recommends approval and adoption of a Side Letter Agreement between the County and Teamsters and a Side Letter Agreement between the County and OCEA that will increase the Automotive Service Excellence (ASE) certification premium pay for the Fleet Technician classification series from \$0.55/hour for possessing four (4) to seven (7) ASE certs to \$0.75/hour and from \$0.75/hour for possessing eight (8) or more ASE certifications to \$1.25/hour. The increase in the premium pay will better align the County to the ASE premium pays offered at our comparable counties and cities. Currently there are 39 fleet technicians receiving the ASE certification premium pay at OC Public Works (OCPW), of which 21 possess eight (8) or more ASE certifications. The department will attempt to absorb the approximate \$29,328 in annual cost of implementing the proposed change.

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Top Step)
Position Count	Title Description	Position Count	Title Description	
1	Fleet Technician I	1	Fleet Technician I	0.00%
43	Fleet Technician II	43	Fleet Technician II	2.66%
6	Fleet Technician III	6	Fleet Technician III	2.73%
5	Supervising Fleet Technician	5	Supervising Fleet Technician	2.74%
55	Total	55	Total	

If all positions are filled, OCPW will attempt to absorb the approximate \$182,432 annual cost of implementing the proposed changes as follows:

Classification Title	Approximate Annual Cost	Funding Source	Approximate Net County Cost
Fleet Technician I*	\$0	100% Fees or Charges	\$0
Fleet Technician II	\$141,707	100% Fees or Charges	\$0
Fleet Technician III	\$20,424	100% Fees or Charges	\$0
Supervising Fleet Technician	\$20,301	100% Fees or Charges	\$0
Total	182,432	Total	\$0

*Positions are budgeted at the Fleet Technician II class

Health Services Management Series

Positions in this series are responsible for coordinating, administering, and/or managing a health care services function that includes multiple units and/or programs providing services related to behavioral health, correctional health, emergency medical, public health, specialized medical, and/or other health services.

HRS conducted a market salary survey and determined that the pay range for the journey-level, Health Services Manager, Senior classification is 2.84% above the market average. The following table displays a comparison of salaries from surrounding organizations for the classifications equivalent to the Health Services Manager, Senior:

Organization	Title Description	Maximum Monthly Pay
County of Riverside	Clinical Director of Nursing Services I	\$18,641
County of Riverside	Assistant Director of Nursing Services	\$16,434
County of Los Angeles	Mental Health Program Manager III	\$16,417
County of Los Angeles	Clinical Director of Nursing Services I	\$16,417
County of Los Angeles	Emergency Medical Services Assistant Director	\$16,417
County of Ventura	Director Public Health Nursing	\$15,907
County of San Bernardino	Public Health Division Chief	\$15,529
County of Riverside	Healthcare Administrative Manager	\$15,189
County of Ventura	Public Health Division Manager	\$15,018
County of San Diego	Director of Nursing	\$14,752
County of Ventura	Emergency Services (EMS) Administrator	\$14,600
County of Riverside	Director of Nursing Services – Public Health	\$14,375
County of Ventura	Senior Behavioral Health Manager	\$14,039
County of Riverside	County Emergency Medical Services Administrator	\$13,140
County of Riverside	Mental Health Services Administrator	\$13,061

Organization	Title Description	Maximum Monthly Pay
County of San Bernardino	Correctional Mental Health Services Manager	\$12,941
	Average Monthly Maximum	\$15,180
County of Orange	Health Services Manager, Senior	\$14,761
	Variance Below Market Average	2.84%

Based on the external market, internal equity analysis, and assessment of the existing classification structure, HRS requests approval to revise title descriptions, class specifications, and adjust pay grades for the Health Services Management series as follows:

County of Orange
FY 2025-26 September Budget Update
September 23, 2025

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
8228MA	Health Services Analyst	M-2 \$8,006 - \$12,003	8228MA	Health Services Analyst	M-2 \$8,006 - \$12,003
8229MA	Health Services Administrator	M-3 \$8,807 - \$13,206	8229MA	Health Services Administrator	M-3 \$8,807 - \$13,206
8230MA	Health Services Manager	M-4 \$9,688 - \$14,527	8230MA	Health Services Manager	M-4 \$9,688 - \$14,527
8231MA	Health Services Manager, Sr.	M-5 \$10,657 - \$15,978	8231MA	Health Services Manager, Sr.	M-6 \$11,723 - \$17,574
8232MA	Health Services Assistant Deputy Director	M-6 \$11,723 - \$17,574	8232MA	Health Services Assistant Deputy Director	M-7 \$12,896 - \$19,332
8233MA	Health Services Deputy Director	M-7 \$12,896 - \$19,332	8233MA	Health Services Deputy Director	M-8 \$14,186 - \$21,266

Note: Pay range reflects minimum to performance maximum

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Top Step)
Position Count	Title Description	Position Count	Title Description	
12	Health Services Analyst	12	Health Services Analyst	0%
19	Health Services Administrator	19	Health Services Administrator	0%
34	Health Services Manager	40	Health Services Manager*	0%
14	Health Services Manager, Sr.	21	Health Services Manager, Sr.*	9.99%
9	Health Services Assistant Deputy Director	11	Health Services Assistant Deputy Director*	10.00%
1	Health Services Deputy Director	1	Health Services Deputy Director	9.74%
89	Total	104	Total	

*Total number of positions per classification include movement of Medical Services positions into Health Services classifications

In addition to base pay adjustments, HRS also recommends approval and adoption of a Side Letter Agreement between the County and OCMA that will allow specified employees holding the title of Medical Services Manager and Medical Services Manager, Senior as of the effective date of implementation of the Health Services management occupational series will maintain their current title until they vacate their current position, at which time the position will be reallocated to the appropriate class within the Health Services management classification. The Medical Services Manager and Medical Services Manager, Senior, classifications will be deleted once the last position is vacated.

Through attrition, with all positions reallocated to the appropriate classes within the Health Services Management series and filled, HCA will attempt to absorb the approximate \$194,538 annual cost of implementing the proposed changes as follows:

Occupational Series	Approximate Annual Cost	Funding Source	Approximate Net County Cost
Health Services Management	\$194,538	*See Note	*Unspecified
Total	\$194,538		*Unspecified

*Note: There are a total of 104 positions, within six classifications, assigned to four (4) divisions with HCA (Behavioral Health, Correctional Health, Public Health, Specialized Medical). Each division funding source(s) consists of a variety of baseline sources allocated from Net County Cost (NCC), Federal and State funds, Fees, and/or Other and vary from one to another.

Public Information and Affairs Deputy Director

The County Executive Officer requested HRS explore and study the creation of a new classification in the Public Information and Affairs Management series. The study emphasized the need for a higher-level role within the CEO Government and Community Affairs division to meet the current and future business needs. The newly proposed Public Information and Affairs Deputy Director classification will be responsible for overseeing the County's federal and state legislative affairs initiatives, communications, and public affairs function. Incumbent serves as a principal advisor to the Chief Operating Officer with responsibilities for department-wide management of public information, legislative affairs and/or public affairs work. In addition, the class will be responsible for leading high-level strategic initiatives, promote transparency and trust, and support the County's mission to serve the public through effective governance and communication and will be exclusive to the County Executive Office.

HRS conducted a market salary analysis to determine the market average for Public Information and Affairs Deputy Director. The following table displays a comparison of

salaries from surrounding organizations for the classification equivalent to the Public Information and Affairs Deputy Director.

Organization	Title Description	Max Monthly Pay
County of Los Angeles	Senior Manager CEO	\$26,404
County of San Diego	Director-County Communications Office	\$24,794
County of San Diego	Director-Office of Economic Development and Governmental Affairs	\$24,794
City of Long Beach	Director of Communications	\$22,181
City of Irvine	Director of Communications & Engagement	\$21,339
County of San Bernardino	Chief Communications Officer	\$19,802
City of Anaheim	Chief Communications Officer	\$18,603
County of San Bernardino	Director of Legislative Affairs	\$17,210
County of Riverside	Public Information Officer	\$16,636

Organization	Title Description	Max Monthly Pay
County of Ventura	Public Information Officer-E	\$14,949
City of Santa Ana	Public Affairs Information Officer (Expected)(AM)	\$12,527
	Average Monthly Maximum	\$19,931
County of Orange	Public Information and Affairs Deputy Director	\$17,859
	Variance Below Market Average	11.60%

Following review of initial findings and based on a comprehensive review of external market data, internal equity analysis, and an assessment of the current business needs, HRS recommends creating a new title code, title description, classification specification, and setting the pay grade for the Public Information and Affairs Deputy Director classification as follows:

Title Code	Title Description	Pay Grade & Monthly Range
8287MA	Public Information and Affairs Deputy Director	M-7 \$12,896 - \$19,332

Note: Pay range reflects minimum to performance maximum

While the market analysis shows the recommended pay grade is below the market average for this classification, due to internal equity the recommended pay grade is M-7. Currently, the County Executive Office is utilizing the Business Services Deputy Director classification to meet their operational need. Since the Business Services Deputy Director classification is on the M-7 salary grade there will be no cost to the Department following reallocation their one (1) position to the Public Information and Affairs Deputy Director after approval.

Research Analyst Series

Research Analysts conduct applied research and statistical analysis to evaluate the effectiveness, impact and needs of County programs and services. This series assists departments in evaluating program effectiveness, identifying operational needs, and developing evidence-based recommendations. The positions in this series are assigned throughout the County and may be allocated at various levels based on their scope of responsibility and complexity of work.

HRS conducted a market salary survey and determined that the pay range for the Research Analyst III classification is 11.44% above market average. The following table displays a comparison of salaries from surrounding public sector organizations for classifications equivalent to Research Analyst III (journey-level):

Organization	Title Description	Maximum Monthly Pay
County of San Diego	Operations Research Analyst	\$8,660
County of San Bernardino	Statistical Analyst	\$8,254
County of San Bernardino	Law and Justice Research Analyst	\$8,112
County of San Diego	Statistician	\$8,069
County of Riverside	Research Specialist I	\$7,915
County of Los Angeles	Research Analyst II, Behavioral Sciences	\$7,719
County of Riverside	Research Analyst	\$7,134
County of Los Angeles	Statistical Analyst, Sheriff	\$6,625
County of Los Angeles	Statistical Analyst, Health	\$6,275
	Average Monthly Maximum	\$7,640
County of Orange	Research Analyst III	\$8,627
	Variance Above Market Average	11.44%

Based on the market findings and assessment of the internal salaries, the current compensation for the series is competitive with external market. However, HRS recommends transitioning the series from the A4-schedule to the C-schedule, consistent with the agreement with the union. HRS also requests approval to consolidate the entry and intermediate levels of the Research Analyst series into a single entry-level classification by deleting the Research Analyst I, retitling the Research Analyst II to Assistant Research Analyst, retitling the Research Analyst III to Research Analyst, retitling the Research Analyst IV to Senior Research Analyst, and retitling the Senior Research Analyst to Supervising Research Analyst. This change replaces the numerical title with descriptive titles to provide clear delineation between the levels and aligns the structure with surrounding counties. This recommendation also includes revising the classification specifications and adjusting the pay grades for the Research Analyst series as follows:

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
8369GE	Research Analyst I	A4-48 \$4,793 - \$6,401	Delete Classification		

Current			Proposed		
Title Code	Title Description	Pay Grade & Monthly Range	Title Code	Title Description	Pay Grade & Monthly Range
8373GE	Research Analyst II	A4-52 \$5,320 - \$7,122	8373GE	Assistant Research Analyst	C-28 \$5,396 - \$7,270
8371GE	Research Analyst III	A4-59 \$6,401 - \$8,627	8371GE	Research Analyst	C-35 \$6,524 - \$8,793
8374GE	Research Analyst IV	A4-63 \$7,122 - \$9,589	8374GE	Senior Research Analyst	C-39 \$7,270 - \$9,797
8372SM	Senior Research Analyst	A4-67 \$7,953 - \$10,693	1860SM	Supervising Research Analyst	C-43 \$8,107 - \$10,923

HRS recommends the deletion of the Research Analyst I classification to streamline and consolidate the occupational series structure. The proposed structure would align with surrounding counties by maintaining only an entry-level, journey-level, and advanced journey-level, and supervisory-level, without an intermediate level between the entry and journey. The proposed deletion will not negatively impact current employees, as there are no budgeted positions in this classification and the sole incumbent classified as a Research Analyst I is underfilled from a budgeted Research Analyst II position.

The following table provides a position summary following approval of the proposed changes:

Currently Budgeted		Proposed		% Change (Top Step)
Position Count	Title Description	Position Count	Title Description	
0	Research Analyst I	Delete Classification		
4	Research Analyst II	4	Assistant Research Analyst	2.07%
27	Research Analyst III	27	Research Analyst	1.93%
30	Research Analyst IV	30	Senior Research Analyst	2.17%
10	Senior Research Analyst	10	Supervising Research Analyst	2.16%
71	Total	71	Total	

If all positions are filled, departments will attempt to absorb the approximate \$232,102 annual cost of implementing the proposed changes as follows:

County of Orange
FY 2025-26 September Budget Update
September 23, 2025

Classification Title	Approximate Annual Cost	Funding Source	Approximate Net County Cost
Research Analyst Series	\$232,102	*See Note	*Unspecified
Total	\$232,102		*Unspecified

*Note: There are a total of 71 positions, within five classifications, assigned to seven departments (Child Support Services, District Attorney's Office, Health Care Agency, Probation, Office of Independent Review, OCSD, and Social Services Agency). Each department funding source(s) consists of a variety of baseline sources allocated from Net County Cost (NCC), Enterprise funds, Federal and State funds, and/or charge for services and vary from one to another. The percent breakdown of funding for each department unit(s) ranges from 100% NCC to 100% Enterprise funds, or a combination of sources thereof.



CAPITAL PROJECTS ADMINISTRATOR

Bargaining Unit: MA Administrative Management

Class Code:
8181MA

COUNTY OF ORANGE
Established Date: March 10,
2023
Revision Date: October 3,
2025

DEFINITION:

This class is the first in a four-level **Capital Project Management Series** responsible for managing vertical and horizontal capital construction projects and programs including scope development, project documentation, cost estimating, project monitoring, payables, change order authorization, quality control, FF&E (furniture, fixtures, and equipment), project research, project tracking, and construction inspection, which includes supervision of non-management staff.

The Capital Project Management series includes the following:

Capital Projects Administrator (8181MA)
Capital Projects Manager (8182MA)
Capital Projects Manager, Senior (8183MA)
Capital Projects Assistant Deputy Director (8184MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level construction project management and/or program administration which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise a management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Performs project and or program management work while leading project teams; prepares, manages, and monitors project scope, plans, budgets, and schedules; identifies, monitors, and mitigates risk; identifies, quantifies, and assigns resources; ensures compliance with performance and quality standards; and maintains project documentation.
2. Develops and maintains project and program administrative, procedural, programmatic and contractual needs, such as governance, tools and templates, which ensure a continuous process of monitoring and analyzing schedule and cost, and reporting on project and/or program progress, status and performance.
3. Performs procurement, budgeting, financial and accounting tasks for assigned program(s); monitors and manages the procurement process; prepares forecasts, prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; monitors contract use and expenditures; processes payments; develops and maintains metrics reporting; and makes budgetary and financial recommendations to higher-level staff.
4. Maintains ongoing communications with project stakeholders; responds to inquiries and/or complaints from vendors, the general public, internal staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
5. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
6. Administers smaller, less complex capital improvement projects, programs, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; administers program/project budget and procurement activities.
7. Researches and develops original reports, materials, presentations, and other documents; serves as technical subject matter expert; reviews materials prepared by others; makes presentations, as assigned.
8. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff; and assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
9. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of managing and administering capital improvement and maintenance programs and projects
- Principles and practices of project and program management and administration

- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of modern budget administration, cost estimating, and procurement
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of conflict resolution and negotiation strategies
- Best practices, trends, and emerging technologies
- Applicable federal, state, and local laws, codes, and regulations
- Service delivery principles and practices
- Principles in providing exceptional customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Effectively manage and administer capital infrastructure and maintenance programs, projects, and activities
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulate issues, and articulate recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets, estimating costs, and coordination of procurements, which may include negotiating contracts and coordination of FF&E installations
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards

- Provide exceptional customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Four (4) years of professional capital construction project management experience related to assignment.

A bachelor's degree in civil engineering, construction management, architecture, or directly related field may substitute for one (1) year of the required experience.

A master's degree in civil engineering, construction management, architecture, or directly related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Management Institute (PMI)
- Project Management Certification
- Project Management Professional (PMP)
- Certified Construction Management (CCM)
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion and maintenance of a background investigation or security clearance to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



CAPITAL PROJECTS MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8182MA

COUNTY OF ORANGE

Established Date: March 10,
2023

Revision Date: October 3,
2025

DEFINITION:

This class is the second in a four-level **Capital Project Management Series** responsible for supervising and overseeing a unit involved in the project and program planning and management of vertical and horizontal infrastructure (i.e., roads, bridges, sidewalks, harbors, beaches, trails, flood control facilities, public buildings, landfills, airport) and major maintenance projects. Work includes oversight of work product including adherence to design standards and regulations, strategic planning for project scheduling, budgeting, and leadership of staff.

The Capital Project Management series includes the following:

Capital Projects Administrator (8181MA)

Capital Projects Manager (8182MA)

Capital Projects Manager, Senior (8183MA)

Capital Projects Assistant Deputy Director (8184MA)

CLASS CHARACTERISTICS:

Incumbents supervise construction projects/programs of varying sizes or smaller work units typically with supervisory authority over multiple exempt or management-level staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates capital infrastructure and maintenance programs and/or projects; develops short and long term strategies; identifies and prioritizes initiatives based upon organizational priorities; may serve as a decision maker for project financial and scope related issues; prepares and administers ongoing daily operations to comply with strategic goals, project schedules, and preferred outcomes; manages program planning and resource deployment; and ensures compliance with all policies, procedures, quality, and performance standards.
2. Researches, analyzes, develops, and reviews original reports, materials, presentations, and other documents; and develops and makes recommendations to higher-level staff and other stakeholders.
3. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
4. Establishes internal and external partnerships; coordinates with internal staff/agencies, vendors, the general public, and/or external agencies; serves as a liaison across internal departments/agencies; and convenes, facilitates, and/or attends meetings.
5. Manages project and program administrative, procedural, programmatic and contractual needs, such as governance, tools and templates, which ensure a continuous process of monitoring and analyzing schedule and cost, and reporting on project and/or program progress, status and performance.
6. Manages procurement and budget for assigned program(s); monitors and approves inventory and procurement processes; prepares forecasts; prepares and reviews budget requests; research and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
7. Ensures compliance with safety procedures and related practices, policies, regulations, and laws.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of managing capital construction and maintenance programs
- Principles and practices of project management, construction management, program planning, project scheduling, cost management, and/or estimating
- Principles and practices of modern business management
- Principles and practices of forecasting, budgeting, and fiscal management
- Principles and practices of resource planning and allocation

- Principles and practices of service delivery models
- Project and contract management principles
- Principles of various project delivery methods, including design-bid-build, design+CMAR, and design-build
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Best practices, trends and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing exceptional customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage and implement assigned capital improvement programs and/or projects
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends, solutions, and best practices
- Schedule multiple concurrent and interrelated projects
- Evaluate, assess, manage and document, change order requests
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, content, documents, and presentations
- Recommend, develop, and implement policies and procedures

- Manage and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Facilitate groups and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide exceptional customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction
- Foster an organizational culture that supports County/Department's mission, vision and values, accountability and safety

Education and Experience

One (1) year of experience as a Capital Projects Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional engineering and or construction project management experience in work related to assignment such as managing long-range programs or large-scale infrastructure projects such as road, bridge, flood control facilities, bikeways, public buildings, landfills, and airport from the inception phase through the close-out phase; must include one (1) year of lead/ supervisory experience.

A bachelor's degree in civil engineering, construction management, architecture, or related field of study may substitute for one (1) year of the required experience.

A master's degree in civil engineering, construction management, architecture, or directly related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Management Institute (PMI)
- Project Management Certification
- Project Management Professional (PMP)
- Certified Construction Management (CCM)
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion and maintenance of a background investigation or security clearance to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



CAPITAL PROJECTS MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8183MA

COUNTY OF ORANGE
Established Date: March 10,
2023
Revision Date: October 3,
2025

DEFINITION:

This class is the third in a four-level **Capital Project Management Series** responsible for managing a major section or unit involved in the construction of vertical and horizontal infrastructure projects (i.e., roads, bridges, sidewalks, harbors, beaches, trails, flood control facilities, public buildings, landfills, airport); major maintenance and repair projects; building tenant improvements; and facility and parks master-planning.

The Capital Project Management series includes the following:

Capital Projects Administrator (8181MA)
Capital Projects Manager (8182MA)
Capital Projects Manager, Senior (8183MA)
Capital Projects Assistant Deputy Director (8184MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex capital project management operational functions and/or an organizational work unit exercising first-level (direct) supervision to multiple exempt or management level employees, indirect supervision to additional management and/or non-management level employees and have responsibility for significant budget/funding levels. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited, to one or more of the following areas: construction capital improvements, maintenance, tenant improvements, architecture, infrastructure design, various engineering disciplines, construction, land use, and site planning.
2. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
3. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; determines appropriate project delivery methods; performs value engineering to optimize costs; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource management, prioritization, and allocation recommendations; and implements resource allocation decisions and assignments.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, land use entitlement reviews, permits, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
6. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Coordinates with the general public, internal staff/agencies, and/or external agencies; convenes, facilitates and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders to promote a uniform and comprehensive approach to planning, design and construction.
8. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of capital construction project and program management
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service and construction delivery models
- Principles of various project delivery methods, including design-bid-build, design+CMAR, and design-build

- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing exceptional customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of capital construction project services and programs
- Manage large-scale complex construction infrastructure projects and/or initiatives, enterprise projects, and/or oversee the management of multiple projects simultaneously
- Ensure ongoing compliance with strategic objectives and measuring performance, participating in the development of goals and strategic objectives
- Manage budgets and allocation of resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiate and administer contracts
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations

- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Manage and evaluate staff performance, training, coaching, coordinate deadlines, prioritize work demands, and assign/monitor work
- Provide exceptional customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year experience as a Capital Projects Manager or two years as a Capital Projects Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional engineering and/or construction project management experience in work related to assignment such as managing long-range programs or large-scale infrastructure projects such as road, bridge, flood control facilities, bikeways, public buildings, landfills and airport from the inception phase through the close-out phase; must include two (2) years of lead/supervisory experience.

A bachelor's degree in civil engineering, construction management, architecture, or related field may substitute for one (1) year of the required experience.

A master's degree in civil engineering, construction management, architecture, or directly related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Management Institute (PMI)
- Project Management Certification
- Project Management Professional (PMP)

- Certified Construction Management (CCM)
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion and maintenance of a background investigation or security clearance to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



COUNTY OF ORANGE

Established Date: October 3, 2025

CAPITAL PROJECTS ASSISTANT DEPUTY DIRECTOR

Bargaining Unit: MA Administrative Management

Class Code:
8184MA

DEFINITION:

This class is the fourth in a four-level **Capital Project Management Series** responsible for overseeing and managing a departmental capital projects division, comprised of multiple sections or units, involved in the construction of vertical and horizontal infrastructure projects (i.e., roads, bridges, sidewalks, harbors, beaches, trails, flood control facilities, public buildings, landfills, airport); major maintenance and building tenant improvements including facility master-planning; and parks master-planning.

The Capital Project Management series includes the following:

Capital Projects Administrator (8181MA)

Capital Projects Manager (8182MA)

Capital Projects Manager, Senior (8183MA)

Capital Projects Assistant Deputy Director (8184MA)

CLASS CHARACTERISTICS:

Incumbents serve as a technical consultant to senior and/or executive management on the most complex capital projects and provides supervision to multiple exempt and management level employees, indirect supervision to additional management, and/or non-management level employees. Incumbents prepare and execute multiple sections' operating budget and resource management policies and procedures or directs the development of capital projects of various sizes and complexities through subordinate supervisors. Incumbents are distinguished from the lower-level capital project managers by their responsibility for serving as first assistant to a division head. Positions at this level demonstrate a comprehensive knowledge of the department. Incumbents exercise wide discretion and are directly responsible for the planning and execution of project management functions which have significant long range economic and politically sensitive consequences. Incumbents must possess the ability to exercise the principles of management in the direction of an organizational section for the division.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Oversees the management of operational and technical staff through subordinates and provides direction including, but not limited, to one or more of the following areas: construction capital improvements, maintenance, tenant improvements, architecture, various engineering disciplines, construction, land use, and site planning.
2. Provides consultations on escalated and complex capital projects issues and complaints, and keeps higher-level management informed of issues/resolution.
3. Develops, implements, and evaluates services and programs to ensure compliance with strategies and performance goals; determines appropriate project delivery methods; performs value engineering to optimize costs; manages work systems and processes; maintains and updates procedures, and ensures compliance; researches trends and best practices; and recommends and implements changes.
4. Assists the Division Director, user departments, and other client agencies in developing and implementing long term facilities acquisition programs, including master planning and programming, facilities studies and programming, design and construction activities, scheduling, monitoring and reporting, and in the development of annual capital project budget proposals for approval by the Board of Supervisors.
5. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource management, prioritization, and allocation recommendations; and implements resource allocation decisions and assignments.
6. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, land use entitlement reviews; permits, records, plans, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level staff.
7. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff, as assigned.
8. Oversees the contract management of A/E consultants, construction contractors, maintenance vendors through all aspects of vendor utilization through all stated of the contract lifecycle, to ensure that vendors are appropriately effectively utilized to fulfill project scope, ensure projects are appropriately scoped, ensure quality project delivery, within timelines, and budgets. Oversees the management of change orders. Partners with county procurement, accounting, budget and other stakeholders.
9. Coordinates with county officials and staff, vendors, the public, community organizations, and/or external agencies; develops internal and external partnerships; and responds to escalated requests and operational issues. Serves as a department liaison and provides information and guidance to departments, the public, department representatives, and vendors.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of capital project and program management
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of service delivery models
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement contract negotiation and administration
- Principles of various project delivery methods, including design-bid-build, design+CMAR, and design-build
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing exceptional customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage the operations of capital project services and programs
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or oversee the management of multiple projects simultaneously

- Ensure ongoing compliance with strategic objectives and measuring performance; participate in the development of goals and strategic objectives
- Manage budgets and allocating resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiate and administer contracts
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Present to stakeholders, elected officials, and county leadership
- Develop and implement policies and procedures
- Facilitate group discussions and build consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Manage and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Provide exceptional customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction
- Model and uphold ethical standards that ensure regulatory compliance, demonstrate integrity, recognize, avoid and/or mitigate potential conflicts of interest, and ensure the County's interests are appropriately represented with stakeholders
- Foster an organizational culture that supports County/Department's mission, vision and values, accountability and safety

Education and Experience

One (1) year of experience as a Capital Projects Manager, Senior or two (2) years of experience as a Capital Projects Manager or its equivalent with the County of Orange.

Or

Six (6) years of professional engineering and/or construction management experience in work related to assignment such as managing long-range programs or large-scale infrastructure projects such as road, bridge, flood control facilities, bikeways, public buildings, landfills, and airport from the inception phase through the close-out phase; must include three (3) years of lead/supervisory experience.

A bachelor's degree in civil engineering, construction management, architecture, or related field may substitute for one (1) year of the required experience.

A master's degree in civil engineering, construction management, architecture, or directly related field of study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of appointment:

- Project Management Institute (PMI)
- Project Management Certification
- Project Management Professional (PMP)
- Certified Construction Manager (CCM)
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion and maintenance of a background investigation or security clearance to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.

May be required to function in one or more of the following: uneven terrain, construction sites, inclement weather, heavily populated clinic or program settings with ill or highly emotional clientele.



FLEET TECHNICIAN I

Bargaining Unit: OS Operations and Service
Maintenance

Class Code:
3300OS

COUNTY OF ORANGE

Established Date: February 7, 2017

Revision Date: October 3, 2025

DEFINITION:

Under immediate supervision, services, inspects and performs preventative maintenance and semi-skilled repairs to a variety of light-duty vehicles, including, but not limited to, automobiles, light-duty trucks, police vehicles and other various forms of equipment; maintains, services and repairs engines on small equipment; operates a variety of hand, power and shop tools; assists journey-level technicians; and performs other work as required.

The Fleet Technician series includes the following:

Fleet Technician I (3300OS)

Fleet Technician II (3301OS)

Fleet Technician III (3302OS)

Supervising Fleet Technician (3303SM)

CLASS CHARACTERISTICS:

The Fleet Technician I classification is the entry level classification in the series. The incumbents perform a range of minor service functions involving mechanical and basic electrical components. Incumbents will progressively learn to use more specialized diagnostic equipment and begin to independently work on their assignments.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Troubleshoots and diagnoses vehicles and equipment, including vehicle computers and component problems.
2. Performs preventative maintenance on light-duty vehicles, including lubrication and oil changes, transmission, wheel balancing and hose replacements.
3. Performs minor repairs on automatic and standard transmissions, clutch and brake systems, alternator and starter systems, differentials, pumps, electrical systems, steering systems, air conditioning systems, and other components of automobiles and light duty vehicles.

4. Performs compression tests; repairs standard, electronic, and computerized ignition systems; and adjusts timing and valves.
5. Performs new vehicle preparation and decommissioning.
6. May perform emergency road service repairs.

MINIMUM QUALIFICATIONS:

Basic Knowledge of

- Techniques and methods of repairing automotive and related components, including engines, transmissions, carburetors, electrical systems, differentials, air conditioning and emission control systems, and fuel injection systems
- Theory, care, and operation of gasoline, fuel vehicle engines, and/or electrical and mechanical components for the maintenance and repair of automobiles, light trucks, and/or other mechanical equipment
- Methods, materials, tools, and equipment of the trade and their use in the maintenance and repair of automotive and/or other mechanical equipment
- Preventive maintenance inspection methods

Ability to

- Diagnose and repair automotive and light truck powered equipment, and/or related components under close supervision
- Prepare simple records such as parts requisition forms and work orders; logs completed work in individual vehicle folders
- Reads, understands, and follows oral instructions and written directives such as factory service bulletins, automotive and light truck manuals, and memorandums
- Work in a team environment and assist other team members as needed
- Learn how to use fleet management software
- Carry out work in accordance with all applicable codes, regulations, and guidelines pertaining to vehicle safety and proper operation of the vehicle/equipment, including, but not limited to, Federal Motor Vehicle Safety Standard, Federal Consumer Product Safety Commission Regulation, California Code of Regulations Title 13 California Highway Patrol, and Occupational Safety and Health Administration

Education and Experience

One (1) year of technical experience which demonstrates possession of the required knowledge and abilities listed above.

Or

Certificate of completion of automotive mechanic instruction from an adult school, vocational school, or specialized industrial program.

License/Certification

A valid California Class C Driver's License by date of appointment.

Special Requirements

Incumbents are expected to provide their own hand tools.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Positions in this class typically require: body mobility to stand, stoop, kneel, crouch, squat, push, pull, or crawl; ability to move distances within and between warehouses, offices, and field locations; lift or move up to 50 pounds occasionally, and/or up to 25 pounds of force constantly to move objects; climb stairs and ladders, and work, traverse, and balance atop of the stairs; ability to mount and dismount forklift and/or truck; vision efficient to read up close and at distances over 20 feet, and distinguish colors to identify road signs and signals, read color wire schematics, identify correct ordered parts, and properly identify wire harness color coding; ability to detect, distinguish, and determine odors; requires the ability to speak and hear well enough to communicate clearly and understandably in person to individuals and groups; possess manual dexterity sufficient to use hands, arms, and shoulders repetitively and without limitation to range and motion to operate keyboards, tools, and specialized equipment; ability to drive work vehicles on uneven roads.

Environmental and Working Conditions

Position assignments include outdoor and indoor field, yards, office settings, and shop locations. Work location shops and field conditions are subject to varying weather conditions, heat variance from an open-air workshop and field service locations, and uneven terrain due to equipment location. Incumbents may be exposed to dust and chemicals from equipment being maintained, including paint line stripper, vegetation spray rigs, exhaust fumes from running equipment, gases, and fluids. May be exposed to intense noise levels from the shop, machinery, and equipment. May be required to wear safety equipment, including safety shoes and boots, glasses and face shields, ear plugs and muffs, protective gloves, and rain attire.



FLEET TECHNICIAN II

Bargaining Unit: OS Operations and Service
Maintenance

Class Code:
3301OS

COUNTY OF ORANGE

Established Date: February 7, 2017

Revision Date: October 3, 2025

DEFINITION:

Under general supervision, overhauls and repairs a wide variety of gasoline, electric, diesel, and natural gas-powered heavy, medium, and light duty vehicles including, but not limited to, automobiles, trucks, police vehicles, and other various forms of equipment; repairs, modifies, and paints a wide variety of vehicles and heavy equipment exteriors and interiors; operates gas and electric welding equipment to fabricate, modify, and repair a wide variety of metal articles; and performs other work as required.

The Fleet Technician series includes the following:

Fleet Technician I (3300OS)

Fleet Technician II (3301OS)

Fleet Technician III (3302OS)

Supervising Fleet Technician (3303SM)

CLASS CHARACTERISTICS:

The Fleet Technician II classification is the journey level class in the series, and typically reports to a Supervising Fleet Technician. Depending on area of assignment, positions are responsible for diagnosing and repairing mechanical, electrical, and other operating defects in automobiles and gasoline and diesel powered trucks; diagnosing and repairing mechanical, electrical, hydraulic, and operating defects in gasoline and diesel powered heavy construction equipment; repairing, modifying, and painting automobiles and heavy equipment exteriors and interiors; installing or equipping public-safety vehicles with emergency equipment; and/or performing specialized duties involving welding and fabrication related to mobile vehicle and equipment repair and maintenance, hydraulic systems, fuel tanks, and fuel systems parts.

This classification is distinguished from the Fleet Technician I by the additional training, higher degree of responsibility, and knowledge that is required of a Fleet Technician II to overhaul and repair such fleet equipment independently.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

Automotive Mechanic

1. Diagnoses vehicle component problems.
2. Overhauls and repairs engines, automatic and standard transmissions, clutch and brake systems, alternator and starter systems, differentials, pumps, electrical systems, steering systems, and other major components of automobiles and light trucks.
3. Diagnoses, repairs, and maintains electric vehicle (EV) systems including high-voltage battery packs, electric drive motors, regenerative braking systems, power inverters, onboard charging systems, and advanced electronic control systems and other major components of electric vehicles.
4. Tunes up engines, takes compression tests, adjusts timing and valves, and repairs standard, electronic, and computerized ignition systems; adjusts, overhauls, or replaces fuel systems and components; replaces or adjusts emission control systems.
5. Repairs, vacuums, and recharges Heating, Ventilation, and Air Conditioning systems.
6. Performs front-end alignment and wheel balancing; repairs or replaces exhaust systems, ignition and door locks, window vents and regulators, dash gauges, and trunk and glove compartment components; installs special equipment such as extra lights, light bars, sirens, audio communications systems, emergency warning systems and related components.
7. Prepares parts requisitions, work time and material records.
8. Utilizes computerized fleet management software to document, track, and update work orders.
9. May drive a tow truck and service disabled vehicles.

Heavy Duty Equipment Mechanic

10. Examines and locates mechanical defects in a wide variety of road and construction equipment, including diesel, gasoline and alternative fuel powered trucks, tractors, motor graders and power shovels.
11. Makes major and minor mechanical repairs; disassembles, repairs, or replaces work parts; fits new parts and adjusts engine's oil, water and fuel pumps, fuel systems, governors, starting motors, clutches, transmissions, differentials, brakes, power trains, exhaust control devices, air brakes and steering gear.
12. Repairs track layer tractors and checks and replaces rollers, pins, and bushings.
13. Times and adjusts gasoline and diesel engines, and replaces electrical wiring.
14. Overhauls hydraulic systems and steering assemblies on motor graders and tractors.
15. Prepares time and material records; researches and contacts vendors for parts and/or specialized tools.
16. Utilizes computerized fleet management software to document, track, and update work orders

17. Performs acetylene and electric welding.

18. May be required to make repairs in the field, during the night, and deliver vehicles to work sites

Body and Paint Mechanic

1. Straightens and repairs automobile and heavy equipment fenders, body panels, and metal surfaces; removes dents and welds tears in surfaces; fills rough areas, and grinds and sands surfaces; repairs and fabricates fiberglass and various metals parts and surfaces.
2. Sands and prime coats exterior and interior automobile and heavy equipment surfaces in preparation for finish painting.
3. Mixes, matches and applies paint with spray gun.
4. Builds, repairs, or replaces wood side boards and stakes on truck beds.
5. Disassembles and reassembles specialized equipment such as sirens, lights, mounts, and brackets and makes necessary wiring installations.
6. Repairs or replaces door hinges, locks, glass run channels, windows, windshields and various parts.
7. Repairs and replaces interior trim and upholstery.
8. Uses various welding methods to modify and repair damaged vehicles and equipment.
9. Installs basic automotive wiring systems.
10. Fabricates from sheet metal modifications to vehicles and heavy equipment to alter original configurations.
11. Utilizes computerized fleet management software to document, track, and update work orders.

Fleet Fabricator

1. Fabricates parts for, makes alterations to, and repairs fleet equipment and vehicles in the shop and field through the use of shop and portable welding equipment.
2. Examines damaged equipment and metal articles, determines course of action, and takes equipment apart if necessary to repair parts and restore to service.
3. Installs, repairs, and modifies blades on bulldozers, motor graders, and skip loaders.
4. Welds broken truck frames after removing bed, wheels, rear end assembly, springs, fuel tanks, hydraulic rams, hydraulic oil reservoir, and electric wiring and lights; reassembles following frame repairs.
5. Estimates time and materials needed to perform jobs and maintains record of time and materials used for billing purposes; assists in annual inventory.
6. Designs, installs, modifies, and repairs high pressure pump and hydraulic systems.

MINIMUM QUALIFICATIONS:

Automotive and Heavy Duty Equipment Mechanic

General Knowledge of

- Techniques and methods of overhauling and repairing automotive and/or heavy gasoline, alternative fuel, electric, and diesel powered equipment and related components including engines, transmissions, electrical systems, battery packs, differentials, air conditioning and emission control systems equipment
- Theory, care, and operation of gasoline, electric and diesel powered vehicle engines, diesel powered internal combustion engines, and/or electrical and mechanical components for the maintenance and repair of automobiles, light trucks, heavy equipment, and/or other mechanical equipment
- Methods, materials, tools, and equipment of the trade and their use in the maintenance and repair of automotive, heavy equipment, and/or other mechanical equipment
- Preventive maintenance inspection methods

Ability to

- Diagnose mechanical and electrical problems and determine appropriate maintenance work
- Repair and overhaul automotive, light truck equipment, heavy gasoline and diesel powered equipment, and/or related components under general supervision
- Perform light duty arc and oxyacetylene welding tasks
- Prepare simple records such as parts requisition forms and work orders, and logs completed work in individual vehicle folders
- Use computerized fleet management software to enter and track maintenance and repair information
- Read, understand, and follow oral instructions and written directives such as factory service bulletins, automotive, light truck, and/or heavy construction equipment manuals and memorandums
- Operate computer diagnostic software and scanning tools
- Carry out work in accordance with all applicable codes, regulations, and guidelines pertaining to vehicle safety and proper operation of the vehicle/equipment including, but not limited to, Federal Motor Vehicle Safety Standard (FMVSS), Federal Consumer Product Safety Commission Regulation, California Code of Regulations Title 13 California Highway Patrol, and Occupational Safety and Health Administration

Body and Paint Mechanic

Knowledge of

- Techniques and methods of overhauling and repairing automotive and/or heavy gasoline, alternative fuel, and diesel powered equipment and related components including engines, transmissions, electrical systems, differentials, air conditioning and emission control systems equipment
- Theory, care, and operation of gasoline and diesel powered vehicle engines, diesel powered internal combustion engines, and/or electrical and mechanical components for the maintenance and repair of automobiles, light trucks, heavy equipment, and/or other mechanical equipment
- Methods, materials, tools, and equipment of the trade and their use in the maintenance and repair of automotive, heavy equipment, and/or other mechanical equipment
- Preventive maintenance inspection methods

Ability to

- Perform body and fender work at the journey level to include repairing, modifying, and painting automobiles, trucks, and other equipment
- Set up and operate various welding equipment in order to accomplish precision welding on various types of metals which are characteristic of automobile/equipment repair work
- Work independently from written and oral instructions, diagrams, schematics, sketches, specifications, and rough drafts
- Use various manuals to look up and record information on replacement materials required in body and fender repair work
- Make itemized repair estimates by identifying the cost and parts necessary to repair damaged equipment
- Use computerized fleet management software to enter and track maintenance and repair information

Fleet Fabricator

Knowledge of

- Manufacturing practices relative to design, materials, strength, quality, durability, safety, and workmanship
- Codes, standards, and practices in the industry

Ability to

- Perform multiple welding processes such as: arc welding (SMAW), metal insert glass (MIG) welding, tungsten inert glass (TIG) welding, flux-core welding (FCAW), plastic welding hard facing, oxygen/acetylene welding, and brazing
- Work with various types of metals, based on application, including mild steel, pipe, high carbon steel aluminum, stainless steel, brass, and plastic
- Interpret welding symbols and complete welding tasks as per blueprint specifications
- Develop time and material estimates for custom fabrication, new vehicle up-fitting, and modifications to County equipment as required
- Use independent judgment in selecting the repair methods, equipment, and materials used to accomplish assignments
- Operate a wide variety of County equipment to be able to complete repairs

Education and Experience

One (1) year as a Fleet Technician I with the County of Orange.

Or

Three (3) years of journey level technical experience which demonstrates possession of the required knowledge and abilities referenced above.

Education or training that can be directly related to the knowledge and ability requirements may be substituted for up to one (1) year of journey level technical experience at the rate of three (3) semester units for one (1) month of experience and one hour of job related training for one (1) hour of experience.

License/Certification

A valid California Class C Driver's License by date of appointment. (Class "A" or "B" may be required for some assignments).

Special Requirements

Incumbents are expected to provide their own hand tools.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Positions in this class typically require: body mobility to stand, stoop, kneel, crouch, squat, push, pull, or crawl; ability to move distances within and between warehouses, offices, and field locations; lift or move up to 50 pounds occasionally, and/or up to 25 pounds of force constantly to move objects; climb stairs and ladders, and work, traverse, and balance atop of the stairs; ability to mount and dismount forklift and/or truck; vision efficient to read up close and at distances over 20 feet, and distinguish colors to identify road signs and signals, read

color wire schematics, identify correct ordered parts, and properly identify wire harness color coding; ability to detect, distinguish, and determine odors; requires the ability to speak and hear well enough to communicate clearly and understandably in person to individuals and groups; possess manual dexterity sufficient to use hands, arms, and shoulders repetitively and without limitation to range and motion to operate keyboards, tools, and specialized equipment; ability to drive work vehicles on uneven roads.

Environmental and Working Conditions

Position assignments include outdoor and indoor field, yards, office settings, and shop locations. Work location shops and field conditions are subject to varying weather conditions, heat variance from an open air work shop and field service locations, and uneven terrain due to equipment location. Incumbents may be exposed to dust and chemicals from equipment being maintained, including paint line stripper, vegetation spray rigs, exhaust fumes from running equipment, gases, and fluids. May be exposed to intense noise levels from the shop, machinery, and equipment. May be required to wear safety equipment, including safety shoes and boots, glasses and face shields, ear plugs and muffs, protective gloves, and rain attire.



FLEET TECHNICIAN III

Bargaining Unit: OS Operations and Service
Maintenance

Class Code:
3302OS

COUNTY OF ORANGE

Established Date: February 7, 2017

Revision Date: October 3, 2025

DEFINITION:

Under minimal supervision, acts in lead capacity providing technical support and training to lower level Fleet Technicians; performs the highly skilled and more complex level of work related to specialized maintenance and repairs of vehicles, heavy construction, and specialized equipment; and performs other work as required.

The Fleet Technician series includes the following:

Fleet Technician I (3300OS)

Fleet Technician II (3301OS)

Fleet Technician III (3302OS)

Supervising Fleet Technician (3303SM)

CLASS CHARACTERISTICS:

The Fleet Technician III classification is the advance journey level class in the series and reports to a Supervising Fleet Technician. This classification is distinguished from the Fleet Technician II by application of more advanced knowledge and experience in the complex and highly specialized technical diagnostics and repair of vehicles, heavy construction equipment, and/or trucks powered by gasoline, alternative fuels, or diesel fuels. In addition, this position provides technical training and consultation to lower level fleet technicians.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Diagnoses and repairs, both independently and/or in a lead capacity overseeing lower level fleet technicians, on the more complex and highly skilled assignments, including but not limited to, field service repairs, bus repairs, generator repairs, compressed natural gas vehicles, electric and hybrid vehicles, emission systems diagnostic/repair, and computerized vehicle control systems.
2. Makes inspections of emergency requests in the field and determines the nature of equipment failures, extensiveness of repairs, tools, and material needed to accomplish repairs and the feasibility of effecting repairs on site.

3. May be required to perform the more complex repairs in shop, in the field, and variety of emergency call outs.
4. Assists supervisors in reviewing work priorities, technical problems, and estimating and planning repair jobs.
5. Researches and orders necessary parts and material to perform maintenance and repair of equipment.
6. Advises heavy equipment operators regarding unique mechanical capabilities of equipment and operating techniques that could reduce the frequency of repair.
7. Utilizes computerized fleet management software to create, document, track, update, and close out work orders.
8. May supervise in the absence of the supervisor.

MINIMUM QUALIFICATIONS:

Knowledge of

- Techniques and methods of overhauling and repairing heavy, alternative, and diesel powered equipment, and related components including engines, fuel systems, electrical systems, and transmissions
- Theory, care, and operation of gasoline, electric, and diesel powered internal combustion engines and mechanical components for the maintenance and repair of heavy and other mechanical equipment
- Methods, materials, tools, and equipment of the trade and their use in the maintenance and repair of heavy and other mechanical equipment
- Preventive maintenance inspection methods

Ability to

- Diagnose mechanical troubles and determine appropriate maintenance work; repair and overhaul heavy alternative, gasoline, electric, and diesel powered equipment and related components with minimum supervision
- Prepare and maintain records of work orders, work completed, parts and materials used
- Read and interpret factory service bulletins, equipment manuals and memorandums
- Carry out work in accordance with all applicable codes, regulations and guidelines pertaining to vehicle safety and proper operation of the vehicle/equipment including, but not limited to, Federal Motor Vehicle Safety Standard (FMVSS), Federal Consumer Product Safety Commission Regulation, California Code of Regulations Title 13 California Highway Patrol, and Occupational Safety and Health Administration

Education and Experience

Three (3) years as a Fleet Technician II with the County of Orange.

Or

Six (6) years of journey level technical experience which demonstrates possession of the required knowledge and abilities listed above at the journey level.

Education or training that can be directly related to the knowledge and ability requirements may be substituted for up to one (1) year of journey level technical experience at the rate of three (3) semester units for one (1) month of experience and one (1) hour of job related training for one (1) hour of experience.

License/Certification

A valid California Class C Driver's License by date of appointment. (Class "A" or "B" may be required for some assignments).

At least (4) Automotive Service Excellence certifications in the area of Automotive (A series) or Medium/Heavy Truck (T series).

Special Requirements

Incumbents are expected to provide their own hand tools.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Positions in this class typically require: body mobility to stand, stoop, kneel, crouch, squat, push, pull, or crawl; ability to move distances within and between warehouses, offices, and field locations; lift or move up to 50 pounds occasionally, and/or up to 25 pounds of force constantly to move objects; climb stairs and ladders, and work, traverse, and balance atop of the stairs; ability to mount and dismount forklift and/or truck; vision efficient to read up close and at distances over 20 feet, and distinguish colors to identify road signs and signals, read color wire schematics, identify correct ordered parts, and properly identify wire harness color coding; ability to detect, distinguish, and determine odors; requires the ability to speak and hear well enough to communicate clearly and understandably in person to individuals and groups; possess manual dexterity sufficient to use hands, arms, and shoulders repetitively and without limitation to range and motion to operate keyboards, tools, and specialized equipment; ability to drive work vehicles on uneven roads.

Environmental and Working Conditions

Position assignments include outdoor and indoor field, yards, office settings, and shop locations. Work location shops and field conditions are subject to varying weather conditions, heat variance from an open air work shop and field service locations, and uneven terrain due to equipment location. Incumbents may be exposed to dust and chemicals from equipment being maintained, including paint line stripper, vegetation spray rigs, exhaust fumes from running equipment, gases, and fluids. May be exposed to intense noise levels from the shop, machinery, and equipment. May be required to wear safety equipment, including safety shoes and boots, glasses and face shields, ear plugs and muffs, protective gloves, and rain attire.



SUPERVISING FLEET TECHNICIAN

Bargaining Unit: SM Supervisory Management

Class Code:
3303SM

COUNTY OF ORANGE

Established Date: February 7, 2017

Revision Date: October 3, 2025

DEFINITION:

Under general supervision, assigns, supervises and coordinates the work of fleet technicians and other related trade classes engaged in repairing, modifying and overhauling passenger vehicles, light trucks, heavy construction equipment, and trucks powered by gasoline, battery, alternative, or diesel fuels; and performs other work as required.

The Fleet Technician series includes the following:

Fleet Technician I (3300OS)

Fleet Technician II (3301OS)

Fleet Technician III (3302OS)

Supervising Fleet Technician (3303SM)

CLASS CHARACTERISTICS:

The Supervising Fleet Technician classification is the first-line level supervisor in the series. Positions in this class may be assigned to be in charge of a small departmental equipment maintenance and repair shop or supervise a section of a larger centralized transportation maintenance, body/paint, and repair shop under the supervision of a Fleet Manager.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Assigns, supervises, trains and evaluates the work of Fleet Technicians and other related classes in repairing vehicle engines, clutches, transmissions, brakes, front and rear axles, fuel, cooling and electrical systems, light equipment and other components of automobiles, trucks, and construction equipment; may supervise the work of Fleet Technicians in modifying and painting automobiles, heavy equipment, truck exteriors and interiors and a variety of non-automotive power equipment; may design and oversee custom builds for emergency and law enforcement vehicles; prepares or reviews performance evaluations and other documentation relative to employee performance.

2. Inspects incoming equipment and diagnoses damage or cause of malfunction; estimates cost and arranges for necessary repairs; refers decisions on work requiring extensive repairs to the supervisor.
3. Orders necessary parts and materials to perform modification and/or repair of equipment; checks work in progress and completed for technical adequacy and compliance with equipment specifications.
4. Utilizes computerized fleet management software to maintain and update fleet maintenance records, service logs, work orders, and compliance reports.
5. Examines and approves completed work, submits reports of the work to the shop supervisor or division management, and communicates with customers to provide status updates on vehicle repairs and service requests.
6. Oversees proper maintenance of tools and shop equipment and the maintenance of clean, orderly, and safe conditions in the work area.
7. Maintains compliance with all federal, state and local rules and regulations.
8. Assists and makes recommendations in the budgeting of equipment and personnel.
9. May work as a mechanic when necessary.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of

- Theory, care and operation of gasoline, electric, alternative, and diesel powered internal combustion engines and mechanical components for the maintenance and repair of passenger vehicles, light trucks, heavy construction equipment and trucks powered by battery, gasoline, alternative, or diesel fuels
- Techniques and methods of overhauling and repairing automotive, heavy gasoline and diesel powered equipment, and related components including engines, electrical systems, fuel systems, drive trains and suspensions
- Methods, materials, tools and equipment of the trade and their use in the maintenance and repair of automotive, heavy equipment, and other mechanical equipment
- Computerized fleet management software
- Testing considerations and techniques necessary to insure the reliability and safety of a vehicle's frame, chassis and running gear (may be required of some positions)
- Preventive maintenance inspection methods
- All federal, state and local fleet rules and regulations
- County of Orange policies and procedures

General Knowledge of

- Principles, methods, and practices pertaining to the operation of an automotive and construction equipment maintenance and repair shop
- Methods, tools, equipment, and materials used to repair, weld, paint, and modify the exteriors and interiors of automobiles, trucks and heavy equipment
- Principles of supervision
- Automated time keeping and record retention systems

Ability to

- Plan, layout, direct, inspect and assist in mechanical repair work
- Diagnose and locate mechanical defects and estimate the cost of repairs
- Supervise, train and evaluate employees
- Read, understand and interpret written directives with regards to factory letters and bulletins, vehicle manuals, and memorandums
- Establish and maintain effective working relationships with those contacted
- Clearly communicate both orally and in writing
- Operate a computerized fleet management software system and basic computer business applications, including Microsoft Word, Excel and Outlook
- Interface and provide customer service to customers, vendors, manufacturers, departments and staff personnel
- Prepare and maintain records and reports such as time, vehicle, preventive maintenance, repair orders, field repairs, tow service, sublets and warranties
- Carry out work in accordance with all applicable codes, regulations and guidelines pertaining to vehicle safety and proper operation of the vehicle/equipment including, but not limited to, Federal Motor Vehicle Safety Standard (FMVSS), Federal Consumer Product Safety Commission Regulation, California Code of Regulations Title 13 California Highway Patrol, and Occupational Safety and Health Administration

Education and Experience

Three (3) years as a Fleet Technician II or higher with the County of Orange.

Or

Six (6) years of journey level technical experience which demonstrates possession of the required knowledge and abilities.

Education or training that can be directly related to the knowledge and ability requirements may be substituted for up to one (1) year of journey level technical experience at the rate of three (3) semester units for one (1) month of experience and one (1) hour of job-related training for one hour of experience.

License/Certification

A valid California Class C Driver License by date of appointment. (Class "A" or "B" may be required for some assignments.)

Special Requirements

Incumbents are expected to provide their own hand tools as necessary.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Positions in this class typically require: body mobility to stand, stoop, kneel, crouch, squat, push, pull, or crawl; ability to move distances within and between warehouses, offices, and field locations; lift or move up to 50 pounds occasionally, and/or up to 25 pounds of force constantly to move objects; climb stairs and ladders, and work, traverse and balance atop of the stairs; ability to mount and dismount forklift and/or truck; vision efficient to read up close and at distances over 20 feet, and distinguish colors to identify road signs and signals, read color wire schematics, identify correct ordered parts and properly identify wire harness color coding; ability to detect, distinguish and determine odors; requires the ability to speak and hear well enough to communicate clearly and understandably in person to individuals and groups; possess manual dexterity sufficient to use hands, arms, and shoulders repetitively and without limitation to range and motion to operate keyboards, tools, and specialized equipment; ability to drive work vehicles on uneven roads.

Environmental and Working Conditions

Position assignments include outdoor and indoor field, yards, office settings, and shop locations. Work location shops and field conditions are subject to varying weather conditions, heat variance from an open air work shop and field service locations, and uneven terrain due to equipment location. Incumbents may be exposed to dust and chemicals from equipment being maintained, including paint line stripper, vegetation spray rigs, exhaust fumes from running equipment, gases, and fluids. May be exposed to intense noise levels from the shop, machinery, and equipment. May be required to wear safety equipment, including safety shoes and boots, glasses and face shields, ear plugs and muffs, protective gloves, and rain attire.



HEALTH SERVICES ANALYST

COUNTY OF ORANGE
Established Date: March 10,
2023
Revision Date: October 3,
2025

Bargaining Unit: MA Administrative Management

Class Code:
8228MA

DEFINITION:

This class is the first in a six-level **Health Services Management Series** responsible for planning and implementing behavioral health, correctional health, emergency medical, environmental health, medical health, or public health programs, which may include analyzing program information, evaluating program performance, conducting onsite reviews, administering provider contracts, and ensuring compliance with program, contract, and regulatory requirements.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)
Health Services Administrator (8229MA)
Health Services Manager (8230MA)
Health Services Manager, Senior (8231MA)
Health Services Assistant Deputy Director (8232MA)
Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis, or assists with program administration or supervision, which may include providing training and reviewing work of employees at the same level, or serving as a supervisor to multiple non-management exempt employees, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction, and making recommendations for management objectives and program administration.

The Health Services Analyst class is distinguished from the Health Services Administrator by the latter's responsibility for administering, implementing, and maintaining, through subordinates, all clinics and treatment services in a designated program. This class typically reports to a Health Services Administrator or Health Services Manager.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers and analyzes health services program information, and/or leads the information gathering process and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Assists with the administration of complex programs, projects, or specific functional areas of large complex programs related, but not limited to the provision of mental, behavioral, and public health services.
3. Negotiates, develops, and manages contracts for medical care, correctional health, behavioral health, public health, and/or residential treatment services.
4. Monitors and evaluates program operations and program outcomes to ensure compliance with contract, budgetary, programmatic, and applicable regulatory requirements.
5. Coordinates with and provides consultation to community organizations, service providers, the public, County staff, and/or other external agencies; responds to inquiries, requests, and/or complaints; troubleshoots program-related operational issues; and facilitates and/or attends committees, contract negotiations, and related meetings.
6. Plans and conducts onsite reviews, assessments, surveys, training sessions, and investigations; and assists with project or program budget administration and procurement activities.
7. Assists with the management of operational activities, including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, reviewing materials prepared by others, and the measurement and analysis of performance indicators.
8. Researches and develops original reports, materials, contracts, plans, proposals, and other documents; updates program websites; and makes presentations, as assigned.
9. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Behavioral, correctional, emergency medical, environmental health, and/or public health services, including current trends in education, research, treatment, prevention, and related issues
- Contract negotiation, development, and management process to oversee contractual obligations
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- General budget administration and procurement to monitor and reallocate program budgets
- Community relationships/partnerships and providing customer service
- Principles and techniques in effective oral presentations and written reports
- Applicable Federal, State and local laws, codes, and regulations relevant to the area of assignment
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Health services operational area's service delivery model for program implementation and administration
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

Ability to

- Prioritize multiple competing work priorities and meeting deadlines
- Negotiate, develop, and manage contracts
- Research and analyze data, formulate, and articulate recommendations
- Monitor and interpret operational data, regulatory, and financial information
- Administer budgets and procurement processes, which may include negotiating contracts
- Prepare complex and detailed written reports, program policies, procedures, and contracts
- Maintain cooperative working relationships with other program managers and staff, other agencies, and the community
- Speak effectively to diverse audiences, including clinical, professional, and the public

- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards (based on assignment)

Education and Experience

Three (3) years of professional health administration experience related to assignment.

A Bachelor's degree in public health administration, public administration, behavioral health, biological or environmental science, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral health, biological or environmental science, or health related field may substitute for two (2) years of the required experience.

License/Certification

For some positions, possession of a valid California Driver's License, Class C or higher may be required by date of appointment.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES ADMINISTRATOR

Bargaining Unit: Administrative Management

Class Code:
8229MA

COUNTY OF ORANGE

Established Date: March 3, 2023

Revision Date: October 3, 2025

DEFINITION:

This class is the second in a six-level **Health Services Management Series** responsible for coordinating and administering a, behavioral health, correctional health, emergency medical, environmental health, medical health, or public health programs, which may include overseeing contracted providers in diagnostic and/or clinical settings and/or providing emergency planning and coordination of County Staff and agencies responsible for County-wide mutual aid emergency response.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)

Health Services Administrator (8229MA)

Health Services Manager (8230MA)

Health Services Manager, Senior (8231MA)

Health Services Assistant Deputy Director (8232MA)

Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or program administration, which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction.

The Health Services Administrator class is distinguished from the Health Services Manager by the latter's overall responsibility for administering, overseeing, and managing several health services programs through subordinate staff. This class typically reports to the Health Services Manager.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers and analyzes health services program information, and/or leads the information gathering and analysis process, and uses technical and analytical expertise to develop findings; troubleshoots complex analytical issues, and provides recommendations to higher-level management.
2. Coordinates complex programs, projects, or specific functional areas related to the provision of behavioral health, correctional health, emergency medical, medical care, public health, and/or residential treatment services.
3. Negotiates, develops, and manages contracts for behavioral health, correctional health, emergency medical, medical care, public health, and/or residential treatment services.
4. Monitors and evaluates program operations and program outcomes to ensure compliance with contract, budgetary, programmatic, and applicable regulatory requirements.
5. As assigned, supervises the transactional or processing of operational activities performed by non-exempt staff.
6. Assists with overall operational management of a work unit, including the identification of business processes and opportunities for continuous improvement, drafting operational policies and procedures, and measurement and analysis of performance indicators.
7. Coordinates with and provides consultation to community organizations, service providers, program participants, the public, County staff, and/or other external agencies to ensure needs are being met by the program.
8. Plans and conducts studies, onsite reviews and inspections, surveys, training sessions, and investigations; and assists with projects or programs administration.
9. Researches and develops reports, contracts, proposals, materials, and other documents to present to stakeholders; serves as technical subject matter expert; reviews materials prepared by others; makes presentations; and debriefs and maintains documentation of lessons learned from emergency incidents and drills as assigned.
10. Responds to inquiries, requests, and/or complaints from vendors, the general public, County staff, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings
11. Monitors upcoming trends, practices, and evolving/emerging technologies to incorporate in program policies, procedures, and practices
12. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

13. Some assignments may serve as a liaison, advisor, and educator to County Staff, boards, external agencies, local jurisdictions, the public, and other stakeholders on emergency preparedness, mitigation, response, and recovery; evaluates and provides input on State and Federal agency policies to improve and advance processes and procedures.
14. Some assignments may supervise investigatory, inspection, enforcement, and processing activities performed by non-exempt staff and/or contractors; implements process improvements; serves as a subject matter expert to staff and internal and external groups; and ensures compliance with applicable environmental and regulatory laws, policies, and procedures.
15. May plan, coordinate, respond, and monitor the County-wide EMS systems in one or more assigned specialty areas, including Basic Life Support (BLS), Advanced Life Support (ALS), Health Care facilities, ambulance performance, data management and analytics, and trauma care systems.
16. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Behavioral, correctional, emergency medical, environmental health services, and/or public health services, including current trends in education, research, treatment, prevention and related issues
- Emergency response medical services coordination and transition field care and resource delivery
- Principles and practices of emergency or disaster management including emergency preparedness, emergency management operations, mitigation, response, and recovery
- Principles and practices of project management, in assigned health services operational area
- Principles and practices of environmental health in relation to food and pool safety, water quality, and hazardous materials compliance operations
- Contract negotiation, development, and management process to oversee contractual obligations
- Qualitative and quantitative research principles and methods to draft and present reports
- Principles and applications of critical thinking and analysis
- Principles and practices of planning and conducting inspections and investigations
- Principles and techniques in creating effective oral presentations and written reports
- General budget administration and procurement to monitor and reallocate program budgets
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable Federal, State, and local laws, codes, and regulations relevant to the area of responsibility

- Health services operational area's service delivery model for program implementation and administration
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer health services programs, projects, and activities, related, but not limited to the provision of behavioral health, correctional health, emergency medical, environmental health services, public health, and residential treatment services
- Effectively administer emergency preparedness, mitigation, response, and recovery activities
- Prioritize multiple and competing work priorities and meeting deadlines
- Research and analyze data, formulate and articulate recommendations for most complex work assignments
- Negotiate, develop and manage contracts
- Monitor and interpret operational data, regulatory, and financial information and statistics
- Administer budgets and procurement processes
- Develop and prepare reports and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations and standards (based on assignment)
- Utilize a computer and relevant software applications
- Speak effectively to diverse audiences, including clinical, professional, and the public

Education and Experience

One (1) year of experience as a Health Services Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional health administration or emergency/disaster management experience related to assignment.

A Bachelor's degree in public health administration, public administration, behavioral health, biological or environmental science, communications, emergency management, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral health, biological or environmental sciences, communications, emergency management, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Department of Homeland Security or Department of Justice Secret Security clearance
- State of California Emergency Management certificate
- State of California Emergency Management Specialist certificate
- Certified Emergency Manager (CEM®) certificate
- Federal Emergency Management Agency - National Incident Management Systems (NIMS) Training
- Airport Security Coordinator (ASC) training
- Registered Environmental Health Specialist certificate
- State of California Professional Geologist or Professional Engineering License
- Valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES MANAGER

Bargaining Unit: Administrative Management

Class Code:
8230MA

COUNTY OF ORANGE

Established Date: March 10, 2023

Revision Date: October 3, 2025

DEFINITION:

This class is the third in a six-level **Health Services Management Series** responsible for supervising a health services unit, larger program, or multiple smaller behavioral health, correctional health, emergency medical, environmental health, public health, and/or other health programs.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)

Health Services Administrator (8229MA)

Health Services Manager (8230MA)

Health Services Manager, Senior (8231MA)

Health Services Assistant Deputy Director (8232MA)

Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

Incumbents supervise multiple small programs/work units or a single large work unit/program, typically with supervisory authority over one or more management-level staff and/or multiple high-level supervisory staff. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function without direct supervisory responsibilities may be assigned to this level.

The Health Services Manager class is distinguished from the Health Services Manager, Senior by the latter's responsibility in providing administrative direction over a major division. This class typically reports to the Health Services Manager, Senior.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates health services programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes in areas including, but not limited to behavioral health, correctional health, emergency medical, environmental health services, and medical health, and public health.
2. Plans, develops, directs, integrates, monitors, and evaluates medical, public health and hospital related service programs provided or coordinated by the County.
3. Directs, coordinates, and participates in the development and implementation of program goals, objectives, policies, procedures and priorities that balance both mandated services and community needs.
4. Coordinates, consults, and/or provides guidance on patient care, public health, emergency medical and/or clinical services, and disaster planning as applicable; and identifies and provides education on current program related public health, medical and nursing guidelines for external stakeholders and internal staff as applicable.
5. Researches, analyzes, develops, reviews, and/or approves medical, clinical, environmental, grant, and related reports, records marketing and communications materials, agreements, grant applications, presentations, and other documents; and develops and makes recommendations to higher-level management
6. Negotiates, develops, and manages contracts; and monitors and evaluates for compliance with contractual obligations.
7. Develops and maintains effective working relationships with a variety of public and private organizations, including other County departments and agencies, advocacy groups, and client organizations.
8. Prepares, administers, and monitors the program budget to ensure the accomplishment of program and service objectives within budget restrictions.
9. Prepares and presents a variety of reports and correspondence to higher-level management, staff, and the community.
10. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
11. Ensures compliance with all Federal, State and County applicable regulations, policies, and procedures, quality and performance standards.
12. May serve as a staff and/or technical advisor during emergencies and exercises; ensures that all appropriate emergency management principles, protocols, and policies are met; must be prepared to respond to emergencies 24 hours per day, seven days per week, and 365 days per year.
13. May oversee the emergency medical and/or clinical protocols of the County; directs the development of service and treatment standards; and oversees quality assurance mechanisms.
14. Ensures a health and safe work environment; and ensures compliance with applicable regulations, policies, and procedures.
15. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Health services operational areas related, but not limited to laboratory management, the provision of behavioral, clinical, medical, nutrition and dental health services, disease control and epidemiology, environmental health services, and chronic disease testing and treatment, including current trends in education, research, treatment, prevention, emergency medical services, and related issues
- Principles and practices of developing, implementing, and monitoring behavioral health, correctional health, emergency medical, environmental health services, medical, and public health protocols
- Principles and practices of planning and administering emergency management medical services including systems and response programs
- Promotion of health and prevention of disease and disability and case management
- Community needs assessment
- Health care needs of diversified populations consisting of a variety of social, cultural, and ethnic backgrounds
- Principles and practices of environmental health in relation to food and pool safety, water quality, and hazardous materials compliance operations
- Principles and practices of chemistry and biology areas related to environment or human health
- Principles and practices of laboratory processes and operations
- Principles and practices of geology, hydrogeology, and engineering geology areas pertaining to environmental resources management, mitigation, and compliance
- Principles and practices of planning and conducting inspections and investigations
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of treatment protocols, and medical terminology
- Public administration and program management, including planning, implementation, evaluation, and reporting
- Organizational, personnel, budget, and fiscal management
- An assigned health services operational area's service delivery model for program implementation and administration
- Qualitative and quantitative research principles and methods

- Principles and applications of critical thinking and analysis
- Principles and techniques in drafting effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations relevant to the area of assignment
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Direct, manage, plan, organize, and coordinate programs and services on a comprehensive, County-wide level to meet community needs in behavioral health, correctional health, emergency medical, environmental health, medical, and public health
- Direct, manage and implement assigned emergency medical or public health services programs, projects, protocols, and activities
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Oversee adherence to quality assurance and standards
- Interpret, monitor, and report financial information and statistics
- Research industry trends and best practices; and analyze data, formulate, and articulate recommendations
- Prepare complex and detailed written reports, program policies, procedures, and contracts
- Recommend, develop, and implement protocols, policies and procedures
- Establish and maintain cooperative working relationships with management, staff, other agencies, and the community to facilitate group discussions, build consensus and resolve escalated issues
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications
- Speak effectively to diverse audiences, including clinical, professional, and the public

Education and Experience

One (1) year of experience as a Health Services Administrator or two (2) years of experience as a Health Services Analyst or its equivalent with the County of Orange.

Or

Five (5) years of professional health administration or emergency/disaster management experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in public health administration, public administration, biological or environmental sciences, communication, emergency management, behavioral health, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, biological or environmental sciences, communication, emergency management, behavioral health, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- License from the State of California Board of Behavioral Sciences or Board of Psychology
- State of California Public Health Microbiologist Certificate
- State of California Registered Dietitian Certificate
- State of California Registered Nurse License
- State of California Paramedic License
- State of California Emergency Medical Technician License
- State of California Emergency Management Specialist Certificate
- Registered Environmental Health Specialist Certificate
- 40-hour Hazardous Wastes Operation & Emergency Response Certificate
- International Code Council for Underground Storage Tank and Aboveground Storage Tank Certificates
- Professional Engineer or Professional Geologist License
- Valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult

situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES MANAGER, SENIOR

Bargaining Unit: MA Administrative Management

Class Code:
8231MA

COUNTY OF ORANGE

Established Date: March 10, 2023

Revision Date: October 3, 2025

DEFINITION:

This class is the fourth in a six-level **Health Services Management Series** responsible for managing a health care services function that includes multiple units and/or programs providing services related to behavioral health, correctional, emergency medical, environmental health, medical, public health, and/or other health services.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)

Health Services Administrator (8229MA)

Health Services Manager (8230MA)

Health Services Manager, Senior (8231MA)

Health Services Assistant Deputy Director (8232MA)

Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple highly complex health services operational functions and/or an organizational work unit exercising direct supervision to multiple management level employees and multiple licensed clinical supervisory level employees, indirect supervision to additional management and/or non-management level employees, and have responsibility for significant budget/funding decisions. Decision-making includes establishing and overseeing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

The Health Services Manager, Senior is distinguished from the Health Services Manager based on its responsibility for more complex research, a larger range of health programs and services, and a larger span of control over supervisory, professional, administrative and technical classifications. This level oversees greater programmatic complexity, broader authority over diverse staff, and a higher degree of strategic accountability and policy impact. Positions at this level typically report to a Health Services Assistant Deputy Director or Health Services Deputy Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff including, but not limited to one or more of the following health services areas: behavioral health, correctional health, emergency medical, environmental health, public health, and other health services.
2. Provides operational oversight of the pre-hospital emergency medical services system, medical/health preparedness and disaster response, and the management of grants.
3. Develops, implements, and evaluates health services and programs targeting children, youth, family, adolescent, older adult, homeless individual, maternal, refugee, and/or veteran populations; ensures compliance with strategies and performance goals; manages work systems and processes; maintains and updates procedures, and ensures compliance; research trends and best practices; and recommends and implements changes.
4. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff
5. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
6. Develops and administers work unit budgets and procurement processes; reviews and approves budget requests and transactions; negotiates and manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
7. Oversees the preparation of medical, clinical, dental, environmental health, nutrition, laboratory, grant, operational, and related reports, records, plans, contracts, proposals, and other documents; oversees the research and analysis of policy and related information; and makes recommendations to higher-level management.
8. Coordinates with the general public, emergency medical tasks forces (locally, regionally, and statewide) service providers, vendors, internal staff, and/or external agencies; establishes and manages partnerships; convenes, facilitates, and attends meetings; and prepares and makes presentations to the public, elected officials, appointment boards, and other stakeholders.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of assigned health services operational areas related, but not limited to behavioral health, correctional health, emergency medical, environmental health, public health, and other health services
- Supervisory principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work

- Principles and practices of treatment protocols and medical terminology
- Promotion of health and the prevention of disease and disability and case management
- Community needs assessment
- Health care needs of diverse populations consisting of a variety of social, cultural, and ethnic backgrounds
- Principles and practices of modern business management
- Principles and practices of budgeting and fiscal management
- Principles and practices of health services program planning and administration
- Principles and practices of organizational and personnel management
- Principles and practices of stormwater management and hydrology
- Principles and practices of service delivery models
- Principles and practices of project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Principles and practices of modern procurement, and contract negotiation and administration
- Best practices, trends, and emerging technologies
- Principles and methods of qualitative and quantitative research
- Principles and applications of critical thinking and analysis
- Principles and techniques of effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, and regulations
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

- Manage the operations of assigned health services division
- Manage the operations, services, and programs of pre-hospital emergency medical services, medical/health preparedness and disaster response, and grant management
- Exercise appropriate judgement in answering questions and releasing information; analyze and project consequence of decisions and/or recommendations
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Ensure ongoing compliance with strategic plans, measure performance, and participate in the development of goals and strategic objectives
- Manage budgets and allocate resources
- Interpret, monitor, and report financial information and statistics
- Monitor and execute procurement activities for assigned work unit; and negotiate and administer contracts
- Manage large-scale complex projects and/or initiatives, enterprise projects, and/or overseeing the management of multiple projects simultaneously
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research, recommend, and implement industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement protocols, policies and procedures
- Establish and maintain cooperative working relationships with management, staff, other agencies, and the community to facilitate group discussions, build consensus and resolve escalated issues
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Health Services Manager or two (2) years of experience as a Health Services Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional health administration, emergency/disaster management experience or environmental health regulatory compliance experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in public health administration, public administration, behavioral health, biological or environmental sciences, business administration, communications, emergency management, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral health, biological or environmental sciences, business administration, communications, emergency management, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- License from the State of California Board of Behavioral Sciences or Board of Psychology
- State of California Public Health Microbiologist Certificate
- State of California Registered Dietitian Certificate
- State of California Clinical Social Worker License
- State of California Marriage & Family Therapist License
- State of California Psychologist License
- State of California Clinical Laboratory Director Board Certification
- State of California Security Risk Assessment Certification
- State of California Registered Nurse License
- State of California Paramedic License
- State of California Emergency Medical Technician License
- State of California Emergency Management Specialist Certificate
- Physical Therapy Board of California License
- Occupational Therapy Board of California License
- State of California Registered Environmental Health Specialist Certificate
- State of California Qualified Stormwater Practitioner Inspector License
- State of California Qualified Stormwater Pollution Prevention Plan Developer License
- Valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES ASSISTANT DEPUTY DIRECTOR

COUNTY OF ORANGE
Established Date: March 10,
2023
Revision Date: October 3,
2025

Bargaining Unit: MA Administrative Management

Class Code:
8232MA

DEFINITION:

This class is the fifth in a six-level **Health Services Management Series** responsible for managing the delivery of core Health Care Agency functions, which may include multiple divisions and units within one of the following core functions: behavioral health, correctional health emergency medical, medical health, public health, and/or other health services.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)
Health Services Administrator (8229MA)
Health Services Manager (8230MA)
Health Services Manager, Senior (8231MA)
Health Services Assistant Deputy Director (8232MA)
Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

Through subordinate managers, an incumbent is responsible for directing and coordinating the complex operational functions of multiple health services divisions or an Agency or County specialized function that includes making broad policy decisions and recommendations to the Deputy Director or Medical Director, and carrying out the decisions on behalf of the organization. Such decisions provide context for the work to be accomplished by subordinates supervised within the units managed. The Health Services Assistant Deputy Director class is distinguished from the Health Services Deputy Director by the latter's overall management of a Health Services Department/Division and directs all administrative and financial activities. This position reports to the Health Services Deputy Director.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates health services programs, large-scale projects, and operations; plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural and legal compliance for programs and projects, including policies and procedures; and plans and implements process improvements as well as health policy, research, and communications, and the coordination of behavioral health, correctional health, emergency medical, public health, and specialized medical services.
2. Develops, administers, and oversees budgets; oversees procurement activities relevant for the health services division area; reviews and approves budget request transactions; researches and analyzes financial information; makes resource allocation and inventory decisions and recommendations; and ensures adherence to budgetary and other applicable regulatory requirements, policies, and procedures.
3. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly supervises management and indirectly management professional, paraprofessional, and support staff, as assigned.
4. Oversees the research and analysis of department-wide policy and related information; and makes recommendations, including corrective actions, to higher-level management.
5. Oversees the preparation of and/or prepares, reviews, designs, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level management.
6. Coordinates with County officials, the public, respective departments, vendors, service providers, and/or external agencies; develops and manages partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
7. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.
8. Coordinates, consults, and/or provides guidance on disaster planning, as applicable; and identifies and provides education and training for internal staff, as applicable.
9. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of health services operational areas including but not limited to health policy, research, and behavioral health, emergency medical, environmental health, medical health, public health and/or other health services
- An assigned health services operational area's service delivery model for program implementation and administration

- Organizational, personnel, budget fiscal and project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Qualitative and quantitative research techniques and/or methods
- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations
- Community needs assessment
- Health care needs of diversified populations consisting of a variety of social, cultural, and ethnic backgrounds
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Direct, manage, plan, organize and coordinate assigned health services programs, projects, and activities
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Monitor and direct procurement activities for assigned health services division or program
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research and analyze industry trends, implement solutions, and best practices
- Prepare and/or direct the preparation of complex and detailed written reports, documents, program policies, and procedures
- Make presentations to stakeholders, elected officials, and County leadership

- Establish and maintain cooperative working relationships with management, staff, other agencies and the community to facilitate group discussions build consensus and resolve escalated issues
- Exercise political acumen, tact, and diplomacy
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Health Services Manager, Senior or two (2) years of experience as a Health Services Manager or its equivalent with the County of Orange.

Or

Five (5) years of health administration management experience related to assignment, including program planning, client services, program evaluation, budget administration, or community resource coordination; must include one (1) year of supervisory experience.

A Bachelor's degree in public health administration, public administration, behavioral/mental health, biological or environmental sciences, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral/mental health, biological or environmental sciences, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- License from the State of California Board of Behavioral Sciences or Board of Psychology
- State of California Public Health Microbiologist Certificate
- State of California Registered Dietitian Certificate
- State of California Clinical Social Worker License
- State of California Marriage & Family Therapist License
- State of California Psychologist License
- State of California Registered Nurse License
- State of California Clinical Laboratory Director Board Certification
- State of California Security Risk Assessment Certification

- IS-702.A. National Incident Management System (NIMS) Public Information Systems Certificate
- IS-706 National Incident Management System (NIMS) Intrastate Mutual Aid - An Introduction Certificate
- IS-800.B. National Incident Management System (NIMS) National Response Framework, An Introduction Certificate
- State of California Emergency Medical Technician Certificate, Paramedic License
- Physical Therapy Board of California License
- Occupational Therapy Board of California License
- State of California Registered Environmental Health Specialist Certificate
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation. Possess ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



HEALTH SERVICES DEPUTY DIRECTOR

COUNTY OF ORANGE
Established Date: March 3,
2023
Revision Date: October 3,
2025

Bargaining Unit: MA Admin Management

Class Code:
8233MA

DEFINITION:

This class is the sixth in a six-level **Health Services Management Series** responsible for managing delivery of core Health Care Agency functions, which may include multiple divisions and units within one of the following core functions: Behavioral Health, Correctional Health, Emergency Medical, Public Health, Specialized Medical Services and/or other health services.

The Health Services Management series includes the following:

Health Services Analyst (8228MA)
Health Services Administrator (8229MA)
Health Services Manager (8230MA)
Health Services Manager, Senior (8231MA)
Health Services Assistant Deputy Director (8232MA)
Health Services Deputy Director (8233MA)

CLASS CHARACTERISTICS:

Through subordinate managers, an incumbent oversees multiple divisions or programs that include making broad policy decisions and recommendations to the department head or County executive team. Work includes making interpretive decisions on behalf of the organization regarding the means for executing the goals established by the relevant executives and governing body subject to constraints imposed by available technology and resources. Such interpretive decisions provide context for the work to be accomplished by subordinates supervised within the units managed.

The Health Services Deputy Director class is distinguished from the Health Services Assistant Deputy Director by the latter assists in the overall management of a Health Services Department/Division and directs all administrative and financial activities. This class is further distinguished from the Health Services Assistant Deputy Director in that the Health Services Deputy Director acts and represents all the Health Services Department/Division. This class reports to the Executive Manager or Chief over a Health Services Department/Division.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates health services programs, large-scale projects, and operations related, but not limited to health policy, research, and communications, and the coordination of behavioral health, correctional health, public health and specialized medical services, and other related health areas.
2. Plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for assigned health services programs and projects; and plans and implements process improvements.
3. Develops, administers, and oversees budgets; oversees procurement activities for the assigned health services division; reviews and approves budget requests and transactions; analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable regulatory requirements, policies, and procedures.
4. Oversees the preparation of and maintenance of medical, clinical, operational, and related reports, case and inspection documents, drug utilization and other records, plans, contracts, and other documents; analyzes data sets; oversees the research and analysis of department-wide policy and related information; and makes recommendations, including corrective actions to higher-level management.
5. Coordinates, consults, and/or provides guidance on patient care, emergency medical services, and disaster planning, as applicable; and identifies and provides education and training on current medical and nursing guidelines for internal staff, as applicable.
6. Oversees and conducts performance evaluations, employee development, and hiring, discipline, and termination procedures as well as directly and indirectly supervises management, professional, paraprofessional, and support staff, as assigned.
7. Oversees the preparation of and/or prepares, reviews, and/or maintains reports, records, plans, contracts, and other documents; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level management.
8. Coordinates with County officials, the public, vendors, service providers, and/or external agencies; develops and manages partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
9. Convenes, facilitates, and/or attends meetings, briefings, and presentations with internal departments, commissions, Boards, and/or other external stakeholders; and prepares and makes presentations.

10. Performs other duties of a similar nature and level as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and practices of health services operational areas including but not limited to health policy, research, and communications, behavioral health, correctional health, emergency medical services, specialized medical services, public health and other health services areas
- An assigned health services operational area's service delivery model for program implementation and administration
- Organizational, personnel, budget, fiscal and project management
- Principles and practices of strategic planning and performance measurement
- Principles and practices of group facilitation and building consensus
- Project and contract management principles
- Qualitative and quantitative research techniques and methods
- Principles and techniques of preparing effective oral presentations and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable Federal, State, and local laws, codes, and regulations
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Direct, manage, plan, organize and coordinate assigned health services programs, projects, and activities
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics
- Supervise and evaluate staff performance, train, coach, coordinate deadlines, prioritize work demands, and assign/monitor work
- Monitor and direct procurement activities for assigned health services division

- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Research and analyze industry trends and implement solutions, and best practices
- Prepare and/or direct the preparation of complex and detailed reports, documents, and program policies, procedures
- Make presentations to stakeholders, elected officials, and County leadership
- Develop and implement policies and procedures
- Establish and maintain cooperative working relationships with management, staff, other agencies and the community to facilitate group discussions, build consensus and resolved escalated issues
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills to facilitate interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Health Services Assistant Deputy Director or two (2) years of experience as a Health Services Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) years of health administration management experience related to assignment, including program planning, client services, program evaluation, budget administration, or community resource coordination; must include two (2) years of supervisory experience.

A Bachelor's degree in public health administration, public administration, behavioral/mental health, biological or environmental sciences, or health related field may substitute for one (1) year of the required experience.

A Master's degree or higher in public health administration, public administration, behavioral/mental health, biological or environmental sciences, or health related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- License from the State of California Board of Behavioral Sciences or Board of Psychology
- State of California Public Health Microbiologist Certificate
- State of California Registered Dietitian Certificate
- State of California Clinical Social Worker License
- State of California Marriage & Family Therapist License
- State of California Psychologist License
- State of California Registered Nurse License
- State of California Clinical Laboratory Director Board Certification
- State of California Security Risk Assessment Certification
- IS-702.A. National Incident Management System (NIMS) Public Information Systems Certificate
- IS-706 National Incident Management System (NIMS) Intrastate Mutual Aid - An Introduction Certificate
- IS-800.B. National Incident Management System (NIMS) National Response Framework, An Introduction Certificate
- State of California Emergency Medical Technician Certificate, Paramedic License
- State of California Registered Environmental Health Specialist Certificate
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PUBLIC INFORMATION AND AFFAIRS ANALYST

Bargaining Unit: MA Administrative Management

Class Code:
8277MA

COUNTY OF ORANGE

Established Date: March 10, 2023

Revised Date: October 3, 2025

DEFINITION:

This class is the first in a six-level **Public Information and Affairs Management Series** responsible for developing and making recommendations for internal and external strategic messaging and communications; ensuring that accurate and timely information is released; developing and executing social media strategies; analyzing proposed legislation; coordinating with department liaisons; preparing written content including press releases, newsletters, legislative letters, and informational materials; event planning; and executing and developing marketing and other collateral materials.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)

Public Information and Affairs Administrator (8278MA)

Public Information and Affairs Manager (8279MA)

Public Information and Affairs Manager, Senior (8280MA)

Public Information and Affairs Assistant Deputy Director (8281MA)

Public Information and Affairs Deputy Director (8287MA)

CLASS CHARACTERISTICS:

An incumbent performs journey-level analysis or assists with Public Information/Public Affairs program administration or supervision, which may include providing training and work review to employees at the same level, or serving as a supervisor to one non-management employee, multiple contractors, or temporary staff who are assigned to assist with the work being performed. Decision-making includes selecting the method to address a problem or issue, subject to the constraints established by management objectives and direction and making recommendations for management objectives and program administration.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff, volunteers, and/or contractors. Supervision of staff includes conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, references legislation and grants, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Assists with the administration of less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; assists with project or program budget administration and procurement activities.
3. Develops internal and external strategic messaging; ensures accuracy and timeliness of communications; and serves as a media spokesperson and/or provides supports to the Public Information Officer for media activities.
4. Develops and executes marketing strategies, campaigns, and collateral; develops, monitors, and updates websites and social media content; and/or conducts outreach and community relation activities and events
5. Analyzes a variety of public information and/or legislative/grants proposals to assess the impact on applicable agency/agencies. Assists with the management of operational activities including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
6. Researches and develops original reports, press releases, media alerts, marketing collateral, newsletters, digital content, speeches, letters, agendas, text for legislation, articles, presentations, and other materials; reviews materials prepared by others; and makes presentations.
7. Responds to inquiries from and/or coordinates activities with County staff, the media, legislators, vendors, the general public, trade associations, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
8. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
9. Administers and ensures compliance with applicable regulations, policies, and procedures.
10. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS

Knowledge of

- Principles and practices of Public Information, Public Affairs, Public Administration, and Legislative Affairs including strategic messaging and communications, media relations, marketing, public relations, website and social media execution, legislation analysis, and event planning
- Principles and practices of project and program administration
- Principles and practices of federal, state, and local legislative processes and government organizational structures

- Principles and practices of journalism and the media including media law, public records law, media types (e.g. print, broadcast, and online), responding to media requests, and deadlines
- Principles and practices of marketing material concept development and execution including graphic design, print production, social media, and web publishing
- Principles and techniques of effective oral presentations, public speaking, and written reports
- Supervisory principles, practices, and techniques including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer Public Information, Legislative Affairs, and Public Affairs programs and activities in assigned area of responsibility
- Identify, analyze, and make recommendations on legislation that impacts the County of Orange and its operations
- Develop strategic messaging and communications
- Plan and respond appropriately to media events, requests, and queries
- Supervise the coordination, preparation, and publication of media, marketing, promotional, and/or communication materials
- Administer programs and projects administration
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulating issues, and articulating recommendations
- Monitor and interpret operational data, regulatory, legislative, and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating contracts and managing vendor work
- Develop and prepare reports, press releases, speeches, and presentations
- Recommend and implement policies and procedure
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work, as assigned

- Interpret and apply applicable laws, codes, regulations, and standards
- Provide excellent customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

Three (3) years of professional public information, public affairs, political science, and/or legislative affairs experience related to assignment.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree in communications, public relations, business administration, public administration, political science, or a related field study may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Completion of Federal Emergency Management Administration (FEMA) Incident Command Structure (ICS) training modules
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**PUBLIC INFORMATION AND AFFAIRS
ADMINISTRATOR**

Bargaining Unit: MA Administrative Management

Class Code:
8278MA

COUNTY OF ORANGE

Established Date: March 10, 2023

Revised Date: October 3, 2025

DEFINITION:

This class is the second in a six-level **Public Information and Affairs Management Series** responsible for developing and making recommendations for internal and external strategic messaging and communications, ensuring that accurate and timely information is released, developing and executing social media strategies, analyzing proposed legislation, developing legislative strategy, preparing written content including press releases, newsletters and informational materials, event planning, and executing and developing marketing and other collateral materials.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)

Public Information and Affairs Administrator (8278MA)

Public Information and Affairs Manager (8279MA)

Public Information and Affairs Manager, Senior (8280MA)

Public Information and Affairs Assistant Deputy Director (8281MA)

Public Information and Affairs Deputy Director (8287MA)

CLASS CHARACTERISTICS:

An incumbent performs advanced journey-level analytical work and/or program administration for Public Information/Public Affairs which includes performing the most complex individual contributor work assignments or supervision of a smaller program/function. Incumbents may supervise multiple staff engaged in non-management work, provide training and work review for same level management staff, or supervise one (1) management level staff assigned to help support and coordinate the program and/or work unit. Decision-making includes providing input into management objectives and selecting the method to address a problem or issue, subject to the constraints established by management objectives.

As assigned, an incumbent may serve as a lead worker, assigning work and monitoring work completion; or supervise staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Establishes research criteria, gathers information and/or leads the information gathering process, analyzes information, and uses technical and analytical expertise to develop findings and provide recommendations to higher-level staff.
2. Administers smaller, less complex programs, projects, or specific functional areas of large complex programs; plans and conducts studies, surveys, training sessions, and investigations; and administers program/project budget and procurement activities.
3. Develops internal and external strategic messaging ensuring accuracy and timeliness of communications; may serve as a media spokesperson and/or Public Information Officer (PIO); coordinates the development of standardized communication tools, protocols and practices; and may coordinate public records request activities and responses.
4. Manages the development and execution of marketing and/or communication strategies, campaigns, collateral, and/or brand guidelines; may oversee the development and execution of social media and web.
5. Content strategies; ensures the accuracy of social media, website and/or legislative summary content, posts, and updates; and/or coordinates special events.
6. Performs impact analyses of proposed legislation and/or of a variety of other public information to assess the impact on applicable agency/agencies.
7. As assigned, supervises transactional, investigatory, or processing operational activities performed by non-exempt staff; and assists with overall operational management of a work unit including the identification of business processes and opportunities for continuous improvement, drafting of operational policies and procedures, and measurement and analysis of performance indicators.
8. Researches, develops, and disseminates original reports, press releases, marketing collateral, newsletters, digital content, talking points, calendars, presentations, and other materials; serves as a technical subject matter expert; reviews materials prepared by others; makes presentations.
9. Responds to inquiries, including public information requests, and coordinates activities with County staff, the media, legislators, vendors, the general public, and/or external agencies; troubleshoots program-related operational issues; and facilitates and/or attends meetings.
10. As assigned, serves as a lead worker, or supervises staff, volunteers, and/or contractors, including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
11. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of Public Information and Public Affairs including strategic messaging and communications, media relations, marketing, public relations, website and social media execution, legislation analysis, and special event planning
- Principles and practices of project and program administration

- Principles and practices of journalism and the media
- Principles and practices of marketing material concept development and execution
- Principles and practices of federal, state, and local legislative processes and government organizational structures
- Principles and techniques of effective oral presentations, public speaking, and written reports
- Supervisory principles, practices, and techniques, including employee development, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Applicable federal, state, and local laws, codes, regulations, and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer Public Information, Legislative Affairs, and Public Affairs programs and activities in assigned area of responsibility
- Ability to identify, analyze, and develop a strategy to address legislative impacts to County operations
- Develop strategic messaging and communication materials
- Plan and respond appropriately to public information/affairs events, requests, and queries. Coordinating the preparation and publication of media, marketing, promotional, and/or communication materials
- Administer programs and projects
- Prioritize multiple competing work priorities and meeting deadlines
- Research and analyze data, formulate issues, and articulating recommendations
- Monitor and interpret operational data, regulatory and financial information, and statistics
- Administer budgets and procurement processes, which may include negotiating contracts
- Develop and prepare reports, press releases, and presentations
- Recommend and implement policies and procedures
- Resolve conflict and facilitate consensus across multiple stakeholders

- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands and assigning/monitoring work, as assigned
- Interpret and apply applicable laws, codes, regulations, and standards
- Provide excellent customer service
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to effectively exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Public Information and Affairs Analyst or its equivalent with the County of Orange.

Or

Four (4) years of professional public information and affairs experience related to assignment.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Completion of Federal Emergency Management Administration (FEMA) Incident Command Structure (ICS) training modules
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



PUBLIC INFORMATION AND AFFAIRS MANAGER

Bargaining Unit: MA Administrative Management

Class Code:
8279MA

COUNTY OF ORANGE

Established Date: March 10, 2023

Revised Date: October 3, 2025

DEFINITION:

This class is the third in a six-level **Public Information and Affairs Management Series** responsible for supervising a program or work unit devoted to public information, or public affairs/legislative analysis. Incumbents supervise internal and external communications, analyze and develop legislative strategy and implementation, education and outreach initiatives, messaging and marketing initiatives, event coordination, and special events. Incumbents may serve on a department's executive team and/or participate in strategic and policy discussions

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)

Public Information and Affairs Administrator (8278MA)

Public Information and Affairs Manager (8279MA)

Public Information and Affairs Manager, Senior (8280MA)

Public Information and Affairs Assistant Deputy Director (8281MA)

Public Information and Affairs Deputy Director (8287MA)

CLASS CHARACTERISTICS:

Incumbents exercise supervisory authority over at least two (2) or more exempt or management staff and may manage multiple public information/public affairs small programs or a single large work unit or program. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. An individual contributor who is a designated subject matter expert and who serves as a manager of a Countywide enterprise or highly technical and specialized function, without direct supervisory responsibilities may be assigned to this level.

As assigned, an incumbent supervises management and non-management level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, coordinates, and evaluates Public Information, Legislative Affairs, and Public Affairs programs and/or projects; prepares and administers ongoing daily operations to comply with strategic goals and preferred outcomes; manages program planning and resource deployment; ensures compliance with all policies, procedures, quality, and performance standards.
2. Supervises the development and implementation of internal and external strategic messaging ensuring accurate and timely communications; oversees crisis communications and issues management; may serve as a media spokesperson or Public Information Officer (PIO); may oversee the administration of public records request responses.
3. Collaborates on the development and management of public information campaigns and/or legislative platform and strategy development; provides strategic oversight for assigned programmatic area, which may include websites, social media, and/or legislative initiatives; may facilitate the development and execution of special events.
4. Researches, analyzes, develops, reviews, edits, and disseminates original reports, press releases, key talking points, marketing collateral, communication plans, newsletters, digital content, agendas, articles, presentations, and other documents; reviews materials prepared by others; and develops and makes recommendations to higher-level staff.
5. Responds to highly visible inquiries from and/or coordinates activities with County staff, the media, legislators, the general public, external agencies and/or other stakeholders; and convenes, facilitates, and/or attends meetings, events, and press conferences.
6. Establishes internal and external partnerships; coordinates with County staff, the media, legislators, vendors, community organizations, tenants, the general public, external agencies, and/or other stakeholders.
7. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
8. Manages procurements and budgets for assigned programs; monitors and approves inventory and procurement processes; prepares and reviews budget requests; researches and reviews funding opportunities; collects and analyzes financial information; and makes budgetary and financial recommendations to higher-level staff.
9. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of Public Information and Public Affairs including strategic messaging and communications, media relations, marketing, public relations, website and social media execution, legislation analysis, and special event planning
- Principles and practices of program planning and administration
- Principles and practices of journalism and the media

- Practices related to legislative strategy and advocacy
- Principles and practices of marketing material concept development and execution
- Principles and practices of federal, state, and local legislative processes and government organizational structures
- Principles and practices of modern business management and strategy development
- Project and contract management principles
- Principles and practices of conflict resolution
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and techniques of effective public speaking, oral presentations, and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Administer Public Information, Legislative Affairs, and Public Affairs programs and activities in assigned area of responsibility
- Develop strategic messaging and communication materials
- Plan and respond appropriately to public information/affairs events, requests, and queries
- Coordinate the preparation and publication of media, marketing, promotional, and/or communication materials
- Oversee adherence to quality assurance and standards
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, press releases, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Facilitate groups and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy

- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Public Information and Affairs Administrator or two (2) years of experience as a Public Information and Affairs Analyst or its equivalent with the County of Orange.

Or

Five (5) years of professional public information, legislative affairs, or public affairs experience related to assignment; must include one (1) year of lead/supervisory experience.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Successful completion of Federal Emergency Management Agency Incident Management System training modules
- A valid California Driver's License with a satisfactory driving record as determined by the County
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders

repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**PUBLIC INFORMATION AND AFFAIRS
MANAGER, SENIOR**

Bargaining Unit: MA Administrative Management

Class Code:
8280MA

COUNTY OF ORANGE

Established Date: March 10, 2023

Revised Date: October 3, 2025

DEFINITION:

This class is the fourth in a six-level **Public Information and Affairs Management Series** responsible for managing multiple teams or units devoted to public information, or public affairs/legislative analysis. Incumbents supervise internal and external communications, messaging and marketing initiatives, event coordination, and special events.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)
Public Information and Affairs Administrator (8278MA)
Public Information and Affairs Manager (8279MA)
Public Information and Affairs Manager, Senior (8280MA)
Public Information and Affairs Assistant Deputy Director (8281MA)
Public Information and Affairs Deputy Director (8287MA)

CLASS CHARACTERISTICS:

Incumbents oversee multiple, highly complex public information/public affairs functions and provide first-level (direct) supervision to multiple management level employees. Decision-making includes using discretion for program decisions to achieve management objectives, with accompanying accountability for those decisions. Decision-making includes establishing work unit objectives and goals, exercising considerable discretion in selecting the method to address a problem or issue, and fostering collaboration among and between the work units supervised as well with work units under the direction of others.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Provides operational and technical management and direction to staff assigned to Public Information, Legislative Affairs, and Public Affairs programs and/or projects; prepares and administers ongoing daily

operations to comply with strategic goals and preferred outcomes; and ensures compliance with all policies, procedures, quality, and performance standards.

2. Oversees the implementation of internal and external strategic messaging ensuring accurate and timely communications; oversees crisis communications and issues management; and may oversee the administration of public records request responses.
3. Researches, analyzes, develops, reviews, edits, and disseminates original reports, press releases, key talking points, marketing collateral, communication plans, newsletters, digital content, agendas, articles, presentations, and other documents; reviews materials prepared by others; and develops and makes recommendations to higher-level staff.
4. Responds to inquiries from and/or coordinates activities with County staff, the media, legislators, the general public, external agencies and/or other stakeholders; and convenes, facilitates, and/or attends meetings, events, and press conferences.
5. Establishes and maintains internal and external partnerships; coordinates with County staff, the media, legislators, vendors, community organizations, tenants, the general public, external agencies, and/or other stakeholders.
6. Supervises professional, paraprofessional, and support level staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.
7. Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
8. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Principles and practices of Public Information and Public Affairs including strategic messaging and communications, media relations, marketing, public relations, website and social media execution, legislation analysis, and special event planning
- Principles and practices of program planning and administration
- Principles and practices of journalism and the media
- Practices related to legislative strategy and advocacy
- Principles and practices of marketing material concept development and execution
- Principles and practices of federal, state, and local legislative processes and government organizational structures
- Project and contract management principles
- Principles and practices of conflict resolution

- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles and techniques of effective public speaking, oral presentations, and written reports
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations and standards
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Manage Public Information, Legislative Affairs, and Public Affairs programs and activities in assigned area of responsibility
- Develop strategic messaging and communication materials
- Respond appropriately to public information/affairs events, requests, and queries
- Coordinate the preparation and publication of media, marketing, promotional, and/or communication materials
- Oversee adherence to quality assurance and standards
- Compile and analyze data, formulate issues, and articulate recommendations
- Author and prepare original reports, press releases, content, documents, and presentations
- Recommend, develop, and implement policies and procedures
- Facilitate groups and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, including training and coaching staff, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Utilize a computer and relevant software applications
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Public Information and Affairs Manager or two (2) years of experience as a Public Information and Affairs Administrator or its equivalent with the County of Orange.

Or

Five (5) years of professional public information, legislative affairs, or public affairs experience related to assignment; must include two (2) years of lead/supervisory experience.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Successful completion of Federal Emergency Management Agency Incident Management System training modules
- A valid California Driver's License with a satisfactory driving record as determined by the County
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**PUBLIC INFORMATION AND AFFAIRS ASSISTANT
DEPUTY DIRECTOR**

Bargaining Unit: MA Administrative Management

Class Code:
8281MA

COUNTY OF ORANGE

Established Date: March 10, 2023

Revised Date: October 3, 2025

DEFINITION:

This class is the fifth in a six-level **Public Information and Affairs Management Series** responsible for overseeing the County's federal and state legislative affairs initiatives or communications and public affairs functions. Incumbents serve as an assistant to a Deputy Director with responsibilities for department-wide management of public information, legislative affairs and/or public affairs work, and may serve as part of the Executive Team.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)

Public Information and Affairs Administrator (8278MA)

Public Information and Affairs Manager (8279MA)

Public Information and Affairs Manager, Senior (8280MA)

Public Information and Affairs Assistant Deputy Director (8281MA)

Public Information and Affairs Deputy Director (8287MA)

CLASS CHARACTERISTICS:

Incumbents serve as second- or third-level supervisors for public information/public affairs functions with one (1) or more manager level direct reports. Work involves serving in the absence of the Deputy Director, ensuring management consistency across multiple highly complex units and providing (direct) supervision to senior managers, as well as indirect supervision to additional management and/or non-management level employees. Decision-making includes assisting the Deputy Director with establishing strategic goals and ensuring operational goals are executed in support of those goals. Incumbents exercise considerable discretion in selecting the method to address a problem or issue, and are responsible for establishing work standards, policies, and procedures and fostering collaboration across the assigned organizational function.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Develops, implements, and evaluates, legislative affairs, communications, and/or public affairs services, programs, large-scale projects, and operations. Directs contracts to implement high level events and communications strategies.
2. Monitors and analyzes current and potential changes to state and federal legislation and the possible impact of the changes on the County and/or assigned area of responsibility; makes recommendations pertaining to policy and legislation; and/or monitors the enforcement of settlement agreements. Meets regularly with members of both the State and Federal delegations and manages our countywide lobbyist contracts at the state and federal levels.
3. Directs the development and implementation of strategic communication plans; oversees department media relations, public relations, and advertising campaigns; and directs frontline customer relations activities.
4. Plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
5. Develops, administers, and oversees budgets; oversees procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
6. Oversees the preparation of and/or prepares, reviews, designs, approves, and/or maintains reports, briefings, Board communications and/or Agenda Staff Reports, presentations, press releases, advertising campaigns, articles, website content, social media posts, records, plans, contracts, and other materials; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
7. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
8. Coordinates with and convenes, facilitates and/or attends meetings, briefings, and presentations with County officials, County staff, boards, commissions, trade organizations, the public, community groups, elected officials, County contract lobbyists, external agencies and/or other stakeholders; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
9. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Advanced principles and practices of Public Information and Public Affairs and/or legislative processes
- Government organizational structures

- Principles and practices of developing and executing legislative and/or communications strategies, campaigns, and materials
- Principles and practices of modern business management and strategy development
- Principles and practices of budgeting and fiscal management including fund accounting
- Principles and practices of program planning and administration
- Principles and practices of group facilitation and building consensus
- Project and contract management principle
- Principles and applications of critical thinking and analyzing
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, and standards
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment

Ability to

- Plan and manage Public Information and Affairs services related to legislative affairs, communications, and/or public affairs
- Identify, analyze, develop and implement strategies to address legislative impacts to County operations
- Plan and respond appropriately to legislative and media events, requests, and queries
- Monitor the development and execution of marketing strategies, campaigns, materials, websites, and social media content
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives
- Interpret, monitor, and report financial information and statistics

- Monitor and direct procurement activities
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implementing industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, boards, elected officials, and County leadership in a variety of settings, including in the office, at a Board meeting, at a public meeting, or testifying before the legislature
- Develop and implement policies and procedures
- Facilitate group discussions and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, coalition, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Public Information and Affairs Manager, Senior or two (2) years of experience as a Public Information and Affairs Manager or its equivalent with the County of Orange.

Or

Five (5) year of public information or public affairs management experience related to assignment; must include one (1) year of supervisory experience.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Completion of Federal Emergency Management Administration (FEMA) Incident Command Structure (ICS) training modules
- Possession of a valid California Driver's license, Class C or higher

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



**PUBLIC INFORMATION AND AFFAIRS DEPUTY
DIRECTOR**

Bargaining Unit: MA Administrative Management

Class Code:
8287MA

COUNTY OF ORANGE

Established Date: October 3, 2025

DEFINITION:

This class is the sixth in a six-level **Public Information and Affairs Management Series** responsible for overseeing the County's federal and state legislative affairs initiatives, communications, and public affairs function. Incumbent serves as a principal advisor to the Chief Operating Officer with responsibilities for department-wide management of public information, legislative affairs and/or public affairs work, and may serve as part of the County Executive Office's Executive Team.

The Public Information and Affairs Management series includes the following:

Public Information and Affairs Analyst (8277MA)
Public Information and Affairs Administrator (8278MA)
Public Information and Affairs Manager (8279MA)
Public Information and Affairs Manager, Senior (8280MA)
Public Information and Affairs Assistant Deputy Director (8281MA)
Public Information and Affairs Deputy Director (8287MA)

CLASS CHARACTERISTICS:

Incumbent oversees the County Executive Office's public information/public affairs and government affairs functions and is responsible for strategically developing, administering, and promoting all County communication and legislative affairs activities. Work involves ensuring management consistency across multiple highly complex units and providing direct supervision to one (1) or more senior managers, as well as indirect supervision to additional management and/or non-management level employees. Decision-making includes establishing strategic goals and ensuring operational goals are executed in support of those goals. Incumbents exercise considerable discretion in selecting the method to address a problem or issue, and are responsible for establishing work standards, policies, and procedures and fostering collaboration across the assigned organizational function.

An incumbent oversees the supervision of management and non-management staff, as well as directly supervises management staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, directs, organizes, and coordinates the overall activities of the County's legislative affairs, communications, community relations, and/or public affairs services, programs, large-scale projects, and operations; works with and advises the Board of Supervisors and Chief Executives on strategic planning for legislative advocacy, governmental communications, and communications strategies.
2. Directs the development and implementation of governmental and legislative affairs programs and processes; develops policy recommendations or options for the Board of Supervisors in conjunction with County-contracted lobbyists, elected and appointed governmental officials, and civic and industry leaders on major intergovernmental issues and strategies.
3. Directs the development and implementation of strategic communication plans; oversees department media relations, public relations, and advertising campaigns; and directs frontline customer relations activities.
4. Plans and evaluates system-wide procedures, policies, strategies, and goals; maintains, updates, and ensures procedural compliance for programs and projects; and plans and implements process improvements.
5. Establishes and maintains strategic relations with management, elected officials, employee representatives, key stakeholders, and the public representing diverse cultures and backgrounds.
6. Develops, administers, and oversees budgets; oversees procurement activities; reviews and approves budget requests and transactions; researches and analyzes financial information; makes resource allocation decisions and recommendations; and ensures adherence to budgetary and other applicable requirements, policies, and procedures.
7. Oversees the preparation of and/or prepares, reviews, designs, approves, and/or maintains reports, briefings, strategy memos, Board communications and/or Agenda Staff Reports, presentations, press releases, advertising campaigns, articles, website content, social media posts, records, plans, contracts, and other materials; coordinates the research and analysis of department-wide policy and related information; and makes recommendations to higher-level staff.
8. Oversees and conducts performance evaluations, employee development, hiring, discipline, and termination procedures as well as directly supervises management, professional, paraprofessional, and support staff.
9. Coordinates with and convenes, facilitates and/or attends meetings, briefings, and presentations with County officials, County staff, boards, commissions, trade organizations, the public, community groups, elected officials, County contract lobbyists, external agencies and/or other stakeholders; develops internal and external partnerships; responds to escalated complaints and operational issues; and manages ongoing program operations and processes.
10. Performs other duties of a similar nature and level.

MINIMUM QUALIFICATIONS:

Knowledge of

- Advanced principles and practices of Public Information and Public Affairs and/or legislative processes
- Government organizational structures
- Principles and practices of developing and executing legislative, communications strategies, campaigns, and materials as well as strategic community relations.
- Principles and practices of modern business management and strategy development
- Principles and practices of budgeting and fiscal management
- Principles and practices of program planning and administration
- Principles and practices of group facilitation and building consensus
- Project and contract management principle
- Principles and applications of critical thinking and analyzing
- Principles and techniques of effective oral presentations
- Principles and practices of conflict resolution and negotiation strategies
- Applicable federal, state, and local laws, codes, regulations, standards, and processes
- Managerial principles, practices, and techniques, including training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Principles in providing customer service
- Modern office technology and operational specific business systems, equipment, and applications relevant to area of assignment
- Principles and practices of political savvy

Ability to

- Plan and manage Public Information and Affairs services related to legislative affairs, communications, and/or public affairs
- Identify, analyze, develop and implement strategies to address legislative impacts to County operations
- Plan and respond appropriately to legislative and media events, requests, and queries
- Monitor the development and execution of marketing strategies, campaigns, materials, websites, and social media content
- Identify strategic objectives, ensuring ongoing compliance, and measuring performance
- Manage budgets and allocate resources to achieve strategic objectives

- Interpret, monitor, and report financial information and statistics
- Monitor and direct procurement activities
- Oversee the implementation of, and adherence to, quality assurance activities and standards
- Review research and implementing industry trends, solutions, and best practices
- Author and oversee the preparation of original reports, content, documents, and presentations
- Make presentations to stakeholders, boards, elected officials, and County leadership in a variety of settings, including in the office, at a Board meeting, at a public meeting, or testifying before the legislature
- Develop and implement policies and procedures
- Facilitate group discussions and building consensus using persuasive reasoning
- Exercise political acumen, tact, and diplomacy
- Collaborate with program stakeholders, coalition, elected and appointed boards, the public, and internal leadership
- Interpret and apply applicable laws, codes, regulations, and standards
- Supervise and evaluate staff performance, training, coaching, coordinating deadlines, prioritizing work demands, and assigning/monitoring work
- Provide customer service and resolve escalated issues
- Utilize a computer and relevant software applications, specialized equipment, and systems
- Utilize communication and interpersonal skills as applied to interactions with coworkers, supervisors, the general public, and others to sufficiently exchange or convey information and to receive work direction

Education and Experience

One (1) year of experience as a Public Information and Affairs Assistant Deputy Director or two (2) years of experience as a Public Information and Affairs Manager, Senior or its equivalent with the County of Orange.

Or

Six (6) year of public information or public affairs management experience related to assignment; must include two (2) year of supervisory experience.

A Bachelor's degree in communications, public relations, business administration, public administration, political science, or a related field may substitute for one (1) year of the required experience.

A Master's degree or higher in communications, public relations, business administration, public administration, political science, or a related field may substitute for two (2) years of the required experience.

License/Certification

Some assignments may require one or more of the following licenses or certifications by date of application/date of appointment:

- Completion of Federal Emergency Management Administration (FEMA) Incident Command Structure (ICS) training modules

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a County approved means of transportation.

Environmental and Working Conditions

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Function effectively in a standard office environment.



ASSISTANT RESEARCH ANALYST

Bargaining Unit: GE General

Class Code:
8373GE

COUNTY OF ORANGE

Established Date: October 23,
1973

Revision Date: October 3,
2025

DEFINITION:

Under close supervision, assists in conducting evaluation projects, applied research projects, and/or case studies to assess the effectiveness and needs of various County programs and services. Collects, compiles, and analyzes data, summarizes findings, and prepares basic reports; and to do other work as required.

The Research Analyst series includes the following:

Assistant Research Analyst (8373GE)
Research Analyst (8371GE)
Senior Research Analyst (8374GE)
Supervising Research Analyst (8372SM)

CLASS CHARACTERISTICS:

This is the entry level in the Research Analyst series. Under close supervision, positions in this class typically collect and organize data using questionnaires, interviews, and other evaluation tools developed by higher level Research Analysts, or compile and summarize statistical information. This position does not typically design or manage entire evaluation projects. Routine assignments may be performed with greater independence after experience is gained.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Assists in collecting, reviewing, and compiling data from field data, records, interviews, surveys, and other sources.
2. Checks and verifies data for accuracy, consistency, and completeness, flags errors or discrepancies for review.

3. Supports the development, testing, and refinement of survey instruments, data collection forms, and procedural manuals.
4. Performs routine descriptive statistical and basic geospatial (GIS) analysis using established methods to identify trends, correlations, and inconsistencies in data.
5. Verifies and validates data by cross-referencing with official records or consulting with program staff and subject matter experts.
6. Summarizes findings and prepares draft narrative reports, charts, and tables for review by higher-level analysts or supervisor.
7. Provides support in preparing presentation materials, handouts, or reports for use by departments and leadership.
8. Conducts interviews, including those involving sensitive or confidential data, following prescribed interview procedures.
9. Ensures appropriate research methods and quality controls are used in data collection.
10. Communicates potential limitations to data quality or completeness that may impact results or findings.
11. May assist in instructing or guiding program staff in data collection procedures and proper use of forms and tools.
12. May coordinate the work of clerical staff involved in transcribing, entering, organizing, or tabulating data.

MINIMUM QUALIFICATIONS:

Some Knowledge of

- Principles and methods of evaluation, quality improvement and sampling frameworks for applied research and program assessment
- Basic principles of descriptive statistics and data summarization techniques used to interpret patterns and trends in data
- Methods of organizing data and findings into reports, tables, charts and graphs
- Principles and practices relevant to the professional or technical field associated with County programs, such as social services, public health, urban systems, or criminal/juvenile justice systems
- Techniques for data aggregation, cleaning, formatting, and processing large datasets
- Programming tools or software to support applied research, survey data collection, statistical summaries, and evaluation activities

Ability to

- Apply principles of logic and basic evaluation techniques to define problems, collect data, establish facts, and draw valid conclusions
- Assist in organizing efficient plans for collecting and summarizing different types of data (i.e., qualitative, quantitative)
- Perform quality assurance checks to ensure accuracy, completeness, and consistency of data
- Read and understand specialized information and terminology in technical or professional fields relevant to the area of assignment
- Read and understand complex technical information including data tables, charts and graphs
- Communicate data collection procedures to stakeholders without technical backgrounds
- Learn to plan and organize research and evaluation activities to meet specific program and service needs
- Speak and write clearly, concisely and logically
- Conduct interviews following standard protocol and employ tact when obtaining sensitive and personal information
- Establish and maintain cooperative relationships with colleagues, leadership, external partners, clients and customers
- Initiate, plan and complete work assignments with close supervision and guidance
- Performs quality assurance checks to ensure accuracy, completeness, and consistency of data
- Assist in programming of electronic surveys (e.g., Microsoft Forms, Survey Monkey, Qualtrics, etc.)
- Follow County data reporting policies and information security practices

Education and Experience

One (1) year of experience performing research support duties such as collecting data, conducting interviews or surveys, or preparing statistical summaries.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment. Frequent sitting, standing and walking for extended periods. Ability to reach, push, pull and bend on an infrequent basis. Possess vision sufficient to read standard text and a computer monitor. Ability to speak and hear well enough in a moderately noisy office environment to communicate clearly and understandably in person, over the telephone or virtual meetings and in small groups. Possess manual dexterity sufficient to use hands, arms, and shoulders repetitively to write and use a computer, keyboard and mouse, and use office equipment on a frequent to constant basis.

Environmental and Working Conditions

Work is typically performed in an indoor office environment. Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions. May have exposure to firearms from working near law enforcement professionals.

Function effectively in a standard office environment.



RESEARCH ANALYST

Bargaining Unit: GE General

Class Code:
8371GE

COUNTY OF ORANGE
Established Date: August 1,
1972
Revision Date: October 3,
2025

DEFINITION:

Under general supervision, plans, organizes and conducts evaluation, quality improvement and/or applied research projects or case studies to assess the effectiveness and needs of various County programs and services. Collects, analyzes, and interprets data, and identifies limitations in data quality or completeness that may impact interpretation and conclusions drawn from the data. Develops findings and recommendations to support department efforts in the areas of program implementation, quality or operational improvement, policy development, and/or decision-making. Performs related duties as required.

The Research Analyst series includes the following:

Assistant Research Analyst (8373GE)
Research Analyst (8371GE)
Senior Research Analyst (8374GE)
Supervising Research Analyst (8372SM)

CLASS CHARACTERISTICS:

Position at this level perform journey-level program evaluation, quality improvement, applied research, case studies, and statistical analysis under general supervision. This class is responsible for planning, organizing, and completing projects of moderate scope and complexity. Work is reviewed by a Supervising Research Analyst or higher-level staff to ensure accuracy, mitigate potential risks, and align with program objectives. This class is distinguished from the Senior Research Analyst, which operates at the advanced journey level with greater independence and lead projects of significant scope or program impact, such as those involving multiple programs or departments.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Designs, quantitative, qualitative or mixed method strategies for applied research, evaluation and/or case study projects that align with department projects, services, initiatives, and other efforts.
2. Consults with supervisor, program managers and staff to clarify project objectives, scope, and methodology, and to provide recommendations for evidence-based decision-making.
3. Reviews technical publications, evaluation studies, and other appropriate resources to recommend evidence-based methods and ensure alignment with best practices in areas such as public health, behavioral health, social services, real property economics, urban systems, or criminal and juvenile justice systems.
4. Selects and applies appropriate statistical and analytical techniques to evaluate program outcomes, service utilization, community needs or similar data sets.
5. Identifies relevant populations and outreach methods for the project, and develops data collection tools such as questionnaires, surveys, and sample procedures.
6. Collects, compiles, and validates data from appropriate primary and secondary sources, including field data, administrative records, and databases.
7. Applies basic geospatial analysis techniques using established methods to visualize, interpret, and analyze spatial patterns and relationships in program data (e.g., mapping public health trends, crime patterns, crime maps, or program service coverage) using Geographic Information Systems (GIS) software.
8. Conducts program-focused analyses to identify trends, gaps, and areas for quality improvement.
9. Prepares summary findings using software tools such as MS Excel, MS Access, SPSS, SAS, R, ArcGIS, CAD, RMS, DOJ systems, and other applications.
10. Coordinates with technical staff to ensure data systems and reporting tools capture information necessary for evaluation, decision-making, and feedback to support the design or improvement of databases, dashboards, or applications used to manage and analyze program data.
11. Drafts evaluation and applied research reports including narrative analysis, conclusions, and actionable recommendations; develops charts, graphs, tables, and infographics to communicate and present findings to stakeholders.
12. May provide technical guidance and quality control to entry Research Analysts, program staff, and/or clerical staff on a project basis; ensures timely completion of project deliverables.
13. Some assignments may assist in compiling, transmitting, or relating investigative information to prosecutors or law enforcement personnel in support of active cases or field operations.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of

- Principles and methods of program evaluation, quality improvement, and sampling frameworks for applied research and program assessment
- Methods of organizing data and findings into reports, tables, charts, graphs, and visual dashboards

General Knowledge of

- Principles and methods of descriptive statistics and data summarization on techniques used to interpret patterns and trends in data
- Principles and practices of a, professional or technical field as they apply to a particular County program, depending on area of assignment, such as, but not limited to, social welfare, public health, behavioral health, urban systems and public facilities analysis, or criminal/juvenile justice systems
- Methods and techniques for collecting, cleaning, and preparing data from administrative records, surveys, and other program data sources
- Software tools used to analyze and visualize data (e.g., Excel, Power BI, SPSS, R, SQL, and other applications)

Ability to

- Apply principles of logic and applied evaluation methods to define problems, collect and analyze data, establish facts and develop valid conclusions and recommendations
- Organize and collaborate on developing an efficient plan for collecting and summarizing different types of data (i.e., qualitative, quantitative)
- Apply appropriate formula or method to summarize data from program evaluations, administrative records, and other sources
- Read and understand specialized information and terminology in a particular professional or technical field, relevant to area of assignment
- Read, interpret, and apply complex technical information, including statistical outputs, data tables, charts and graphs
- Plan and organize applied research, evaluation, and statistical analysis projects to meet specific needs of a County program or service, depending on area of assignment
- Speak and write clearly, concisely and logically
- Communicate data collection procedures to stakeholders without technical backgrounds
- Conduct interviews and/or assist with focus groups following a standard protocol, and employ tact when obtaining sensitive and personal information
- Establish and maintain cooperative relationships with colleagues, leadership, external partners, clients and customers

- Initiate, plan and complete work assignments with general supervision
- Performs quality assurance checks to ensure accuracy, completeness, and consistency of data
- Program electronic surveys (e.g., Microsoft Forms, Survey Monkey, Qualtrics, etc.)
- Follow County data reporting policies and information security practices

Education and Experience

One (1) year of experience in the Orange County class of Assistant Research Analyst.

Or

A bachelor's degree from an accredited college or university in a field such as Statistics, Social Sciences, Public Administration, Public Health, Psychology, Criminal Justice, Urban Planning, Economics, or a closely related field that included coursework in research methods, statistical analysis, program evaluation, or quantitative or qualitative research design.

And

Three (3) years of professional experience conducting applied research, including developing methodologies, performing statistical analysis using software tools (e.g., SPSS, R, SAS, or similar), interpreting results, and preparing reports or presentations to support program or policy decisions.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment. Frequent sitting, standing and walking for extended periods. Ability to reach, push, pull and bend on an infrequent basis. Possess vision sufficient to read standard text and a computer monitor. Ability to speak and hear well enough in a moderately noisy office environment to communicate clearly and understandably in person, over the telephone or virtual meetings and in small groups. Possess manual dexterity sufficient to use hands, arms, and shoulders repetitively to write and use a computer, keyboard and mouse, and use office equipment on a frequent to constant basis.

Environmental and Working Conditions

Work is typically performed in an indoor office environment. Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy

and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions. May have exposure to firearms from working near law enforcement professionals.

Function effectively in a standard office environment.



SENIOR RESEARCH ANALYST

Bargaining Unit: GE General

Class Code:
8374GE

COUNTY OF ORANGE

Established Date: February 1,
1985

Revision Date: October 3,
2025

DEFINITION:

Under direction, to plan, organize and leads evaluation, quality improvement and/or applied research projects or case studies that are of significant scope, diversity, and policy impact, to assess the effectiveness, outcomes, and needs of County programs. Select and apply appropriate case study, analytical strategies, and/or and statistical methods to evaluate program effectiveness or outcomes. Identifies limitations in data quality or completeness that may impact interpretation and conclusions drawn from data. Provide recommendations to management in the areas of program implementation, quality, or operational improvement, policy development, and/or decision-making. Act in a lead capacity over the work of lower-level analysts and other staff on assigned projects. Perform other related duties as required.

The Research Analyst series includes the following:

Assistant Research Analyst (8373GE)

Research Analyst (8371GE)

Senior Research Analyst (8374GE)

Supervising Research Analyst (8372SM)

CLASS CHARACTERISTICS:

This is the advanced journey-level in the Research Analyst series. Positions at this level perform advanced program evaluation, quality improvement, applied research, case studies, and analytical projects that require selection or development of tailored methodologies to evaluate program effectiveness, outcomes, and needs with minimal technical supervision. Projects may address specialized subject areas such as behavioral health, public health, social services, urban systems, or criminal and juvenile justice systems. Incumbents independently develop and lead major projects, determine appropriate analytical or statistical approaches, interpret results, and develop data-driven recommendations that inform high-impact policy, operational, or financial decisions. This level may also serve as a lead and resource to other Research Analysts and departmental staff.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plan, organizes, and oversees evaluation, quality improvement, applied or field research, and/or case study projects that assess the effectiveness, impact, and need for County programs and services, including establishing project objectives, feasibility, timelines and milestones.
2. Designs and applies quantitative, qualitative or mixed method strategies for evaluation, quality improvement, applied or field research, and/or case study projects that follow best practices.
3. Selects and applies appropriate statistical techniques to evaluate program outcomes, service utilization, and/or community needs.
4. Develops and maintains standardized methods and procedures and ensures consistency across projects.
5. Develops or selects valid and reliable data collection tools and procedures (e.g., surveys, questionnaires, forms, interviews, etc.) to ensure accuracy, reliability, and alignment with departmental initiatives and operational needs.
6. Advises on project scope, methods, data collection tools, project population and analytical approach to be used in the proposed projects and ensures alignment with departmental goals and initiatives.
7. Gathers, reviews and evaluates technical publications, professional literature, evaluation reports, and other subject-matter resources (e.g., behavioral health, public health, social services, economics, urban planning, criminal and juvenile justice) to inform the development of evidence-based project methodologies.
8. Plans, organizes, and develops final reports, including findings, recommendations, narrative summaries, charts, graphs, and tables.
9. Serves as a lead on broad-scope projects and provide technical guidance, quality control, and training to lower-level Research Analysts, program staff, and clerical staff on data collection, evaluation methods, and analytical procedures.
10. Collaborates with Data Scientists and IT staff to define or modify information system or database requirements and modifies datafiles that populate dashboards or visualization tools that support evaluation and program needs.
11. Leads assigned evaluation and applied research projects based on program and management needs, often without direct assignment from a supervisor.
12. Ensures compliance with federal, state, and local laws and regulations governing law enforcement data privacy and information sharing.
13. Prepares and delivers presentations on analytics results, trends, and recommendations, including program evaluation findings, crime or intelligence analysis, and other subject-matter projects, to management, prosecutors, investigators, and stakeholders.
14. Develops training materials and trains lower-level staff on data collection and/or interview procedures, including but not limited to field-based interviews, surveys, file review, etc.
15. May coordinates and oversee field data collection by program staff, technical staff, and/or clerical staff.

16. Some assignments may apply geospatial analysis techniques using established methods to analyze, evaluate, and interpret spatial patterns and relationships in program and community data (e.g., mapping public health trends, crime patterns, crime maps, or program service coverage) using Geographic Information Systems (GIS) software.
17. Some assignments may lead or coordinate the analysis and dissemination of investigative or intelligence-related data to support high-profile cases, field operations, or inter-agency initiatives; prepares and presents reports and presentations to prosecutors, investigators, or command staff on patterns, and trends.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of

- Principles and methods of applied research and evaluation, including sampling and evaluation frameworks for applied research, high-impact program and outcome assessment
- Principles and methods of descriptive statistics and data summarization techniques used to interpret patterns and trends in data, as well as methods of calculating reliability and validity, and plotting and analyzing of run charts and control charts
- Methods of organizing data and findings into reports, tables, charts and graphs and visual dashboards
- Principles and practices of a professional or technical field as they apply to County programs, depending on area of assignment, such as, but not limited to, social welfare, public health, behavioral health urban systems and public facilities analysis, supervision of probationers or administration of juvenile institutions
- Methods and techniques for collecting, cleaning, preparing from administrative records, surveys, and other program data sources
- Software tools used to analyze and visualize data (e.g., Excel, Power BI, SPSS, R, SQL, and other applications)

Ability to

- Apply principles of logic and applied research methodologies to define problems, analyze variables, collect and interpret data, establish facts, and draw valid conclusions and recommendations
- Apply appropriate statistical methods and formulas to summarize and draw valid conclusions using data that may be incomplete
- Read, interpret, and apply specialized information and terminology from professional or technical fields relevant to the area of assignment
- Read, interpret, and apply complex technical and statistical information, including data tables, charts, graphs, or other analytical displays
- Plan and organize applied research, evaluation, and statistical analysis projects to meet specific needs of a County program or service

- Communicate verbally or in writing, methods of data collection to stakeholders without technical expertise
- Prepare and present oral and written findings and recommendations
- Conduct interviews and/or focus groups following a standard protocol, and employ tact when obtaining sensitive and personal information
- Establish and maintain cooperative relationships with colleagues, leadership, external partners, clients and customers
- Initiate, plan and complete work assignments with minimal supervision
- Develop and perform quality assurance checks to ensure accuracy, completeness, and consistency of data
- Program electronic surveys (e.g., Microsoft Forms, Survey Monkey, Qualtrics, etc.)
- Identify appropriate, validated survey measures or develop questionnaires using best practices for survey design and construction
- Ensure compliance of County data reporting policies and information security practices

Education and Experience

One (1) year of experience in the Orange County class of Research Analyst.

Or

A bachelor's degree from an accredited college or university in a field such as Statistics, Social Sciences, Public Administration, Public Health, Psychology, Criminal Justice, Urban Planning, Economics, or a closely related field that included coursework in research methods, statistical analysis, program evaluation, or quantitative or qualitative research design.

And

Four (4) years of progressive professional experience in applied research, evaluation, or statistical analysis, including responsibility for leading projects or project teams.

A master's degree from an accredited college or university in a field such as Statistics, Social Sciences, Public Administration, Public Health, Criminal Justice, Urban Planning, Economics, or a similar field of study that includes graduate-level coursework in research methods, statistical analysis, or research design may substitute for one (1) year of the required experience.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment. Frequent standing and walking for extended periods. Ability to reach, push, pull and bend on an infrequent basis. Possess vision sufficient to read standard text and a computer monitor. Ability to speak and hear well enough in a moderately noisy office environment to communicate clearly and understandably in person, over the telephone or virtual meetings and in small groups. Possess manual dexterity sufficient to use hands, arms, and shoulders repetitively to write and use a computer, keyboard and mouse, and use office equipment on a frequent to constant basis.

Environmental and Working Conditions

Work is typically performed in an indoor office environment. Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions. May have exposure to firearms from working near law enforcement professionals.

Function effectively in a standard office environment.



SUPERVISING RESEARCH ANALYST

Bargaining Unit: SM Supervisory Management

Class Code:
8372SM

COUNTY OF ORANGE

Established Date: February 1,
1985

Revision Date: October 3,
2025

DEFINITION:

Under general direction, to supervise and coordinate the development, planning and execution of evaluation, quality improvement, applied research, and/or case studies, that are of significant scope, diversity, and policy impact. Supervises the research program or unit of a department, ensuring best practices in evaluation practices, statistical methods, and case study strategies are followed by the team. May independently perform advanced analytical assignments or lead high-profile projects requiring specialized expertise. Provides recommendations to management in the areas of program implementation, quality or operational improvement, policy development, and/or decision-making. Performs other duties as required.

The Research Analyst series includes the following:

Assistant Research Analyst (8373GE)

Research	Analyst	(8371GE)
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Senior	Research	Analyst	(8374GE)
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Supervising Research Analyst (8372SM)

CLASS CHARACTERISTICS:

The Supervising Research Analyst is the supervisory level in the Research Analyst series. Positions at this level have full supervisory responsibility over a team of professional and technical staff engaged in complex, multi-disciplinary applied research, program evaluation, quality improvement, case studies, and analytical projects. Incumbents plan, assign, and evaluate the work of staff and independently develops and directs comprehensive analytical functions, evaluation programs or major program segments. This class is distinguished from the Senior Research Analyst by its formal supervisory authority, broader scope of responsibility, and coordination of an entire analytical or evaluation function rather than individual projects.

EXAMPLES OF DUTIES:

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, organizes and oversees applied or field research, evaluation, quality improvement, and/or case study projects, including the development of project objectives, methodologies, feasibility analyses, timelines, and milestones to ensure completion within established schedules.
2. Oversees the design and application of applied research studies, ensuring the appropriate selection statistical and evaluation methods are selected, applied, and interpreted accurately
3. Develops and maintains standardized methods and procedures and ensures consistency across projects.
4. Assigns and prioritizes the work to subordinate staff and advises subordinates regarding general objectives, methodologies and scheduling requirements for new and ongoing projects.
5. Evaluates and advises on the project scope, methods, data collection tools, project population and analytical approach to be used in projects and ensure alignment with departmental goals and initiatives.
6. Develops, selects, reviews and approves data sources, collection strategies, and procedures, including survey, questionnaires and interview tools, and ensures they align with best practices, industry standards, and departmental goals.
7. Supervises and trains staff in data collection and analyses methods, develops training materials, and ensures proper application of procedures to support evaluation, quality improvement, applied or field research, and or/case study projects.
8. Independently designs and/or oversees the design of quantitative, qualitative or mixed method strategies for evaluation, quality improvement, applied or field research, and/or case study projects.
9. Oversees the interpretation of analytical results, analyzes statistical data, and ensures the preparation of accurate reports, charts, and presentations for management and stakeholders.
10. Oversees quality assurance processes, reviews applied research, evaluation, and analytical methodologies, and ensures compliance with professional and departmental standards.
11. Validates data pulled from multiple sources by cross-referencing with official records or consulting with program staff and subject matter experts.
12. Presents evaluation and analytical findings and recommendations to management and other stakeholders, and advises management on project objectives, methodologies, timelines, and feasibility to ensure alignment with County priorities.
13. Collaborates with Data Scientists and IT staff to define or modify information system or database requirements and modifies datafiles that populate dashboards or visualization tools that support evaluation efforts and program needs.

14. Trains subordinate staff in the evaluation, quality improvement, applied or field research, and/or case study methods, including data analysis techniques, relevant to the department's needs.
15. Evaluates work of subordinates and provides technical guidance, quality control, and professional development direction to Research Analysts, program staff, and/or clerical staff.
16. Analyzes and summarizes data using software tools such as MS Excel, MS Access, SPSS, SAS, R, ArcGIS, CAD, RMS, or other departmental-specific applications (i.e., DOJ, etc.)
17. Some assignments may apply or oversee the application of geospatial analysis techniques to evaluate and interpret spatial patterns and relationships in program or community data (e.g., public health trends, crime patterns, crime maps, or service coverage), and reviews the use of Geographic Information Systems (GIS) software tools and mapping products to ensure accuracy and relevance for evaluation and analytical projects.
18. Some assignments may supervise and coordinate the analysis and dissemination of investigative or intelligence-related data to support high-profile cases, field operations, or inter-agency initiatives, and may oversee the preparation and presentation of reports to prosecutors, investigators, or command staff on patterns and trends; and/or supervise staff in the implementation of crime analysis tools and reporting systems to support field operations and strategic planning.
19. Ensures compliance with federal, state, and local laws and regulations governing law enforcement data privacy and information-sharing.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of

- Principles and methods of applied research and evaluation, including sampling and evaluation framework for high-impact program and outcome assessment
- Principles of descriptive statistics and summarization techniques used to interpret patterns and trends in calculating reliability and validity, and the plotting and analysis for run charts and control charts
- Methods of organizing, reviewing, and presenting data and findings into reports, tables, charts and graphs, and visual dashboards
- Principles and practices of a professional or technical field as they apply to County programs, depending on area of assignment, such as, but not limited to, social welfare, public health, behavioral health, or analysis of urban systems and public facilities analysis, supervision of probationers or administration of juvenile institutions
- Methods and techniques for preparing data from administrative records, surveys, and other program data sources

General Knowledge of

- Supervisory principles and practices, including staff development, and performance evaluation
- Software tools used to analyze and visualize data (e.g., Excel, SPSS, R, SQL, and other applications)

Ability to

- Supervise, train, mentor and evaluate subordinate staff
- Plan, assign, and review the work of staff to ensure quality, accuracy and completeness in a timely manner
- Apply principles of logic and applied research methodologies to define problems, analyze variables, collect and interpret data, and draw valid conclusions and recommendations
- Organize, develop and direct efficient plans for qualitative and quantitative data collection, analysis, and reporting across varied and complex projects
- Apply appropriate statistical methods and formulas to summarize and draw valid conclusions using data that may be incomplete
- Review and ensure appropriate application of mathematical and statistical methods used by staff for collecting and summarizing varied and complex data
- Initiate, plan and complete work assignments with minimal supervision
- Read and understand specialized information and terminology, including mathematical and diagrammatic data in a particular professional or technical field, depending on area of assignment
- Read, interpret, and apply specialized information and terminology from professional technical fields relevant to area of assignment
- Orally or in writing, explain methods of data collection to persons without technical expertise
- Prepare and present oral and written findings and recommendations
- Conduct interviews and/or focus groups following a standard protocol, and employ tact when obtaining sensitive and personal information
- Establish and maintain cooperative relationships with colleagues, leadership, external partners, clients, and customers
- Develop and perform quality assurance checks to ensure accuracy, completeness, and consistency of data
- Program electronic surveys (e.g., Microsoft Forms, Survey Monkey, Qualtrics, etc.)
- Identify appropriate, validated survey measures or develop questionnaires using best practices for survey design and construction
- Ensures compliance of County data reporting policies and information security practices

Education and Experience

One (1) year of experience in the Orange County Class of a Senior Research Analyst or two (2) years of experience as a Research Analyst.

Or

A bachelor's degree from an accredited college or university in a field such as Statistics, Social Sciences, Public Administration, Public Health, Psychology, Criminal Justice, Urban Planning, Economics, or a closely related field that includes coursework in research methods, statistical analysis, program evaluation, or quantitative or qualitative research design.

And

Five (5) years of progressive professional experience in applied research, evaluation, or statistical analysis, including at least one (1) year supervising staff or leading major projects. Experience should be in fields such as public health, behavioral health, criminal justice, social services, or other related areas.

A master's degree from an accredited college or university in a field such as Statistics, Social Sciences, Public Administration, Public Health, Criminal Justice, Urban Planning, Economics, or a similar field of study that includes graduate-level coursework in research methods, statistical analysis, or research design may be substituted for one (1) year of the required experience.

Special Requirements

Completion of a background investigation to the satisfaction of the County may be required for some assignments.

PHYSICAL, MENTAL, ENVIRONMENTAL AND WORKING CONDITIONS

Physical and Mental Requirements

Possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment. Frequent standing and walking for extended periods. Ability to reach, push, pull and bend on an infrequent basis. Possess vision sufficient to read standard text and a computer monitor. Ability to speak and hear well enough in a moderately noisy office environment to communicate clearly and understandably in person, over the telephone or virtual meetings and in small groups. Possess manual dexterity sufficient to use hands, arms, and shoulders repetitively to write and use a computer, keyboard and mouse, and use office equipment on a frequent to constant basis.

Environmental and Working Conditions

Work is typically performed in an indoor office environment. Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions. May have exposure to firearms from working near law enforcement professionals.

Function effectively in a standard office environment.