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## CLASSIFICATION REPORT

**DATE:** May 21, 2019

**TO:** Timothy Markham, Area Director  
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**FROM:** Fattima Contreras, Human Resources Analyst

**REVIEWED BY:** Anita Asher, Human Resources Manager

**SUBJECT:** Classification: Stock Clerk – Social Services Agency, Centralized Support Services – BU 501

### **RECOMMENDATIONS**

Reclassify seven (7) incumbents in the Stock Clerk classification to Messenger Driver and increase the salary of the Messenger Driver classification.

### **FISCAL IMPLICATIONS**

There is no fiscal impact due to reclassification from Stock Clerk to Messenger Driver.

### **BACKGROUND**

During the 2016/2017 Service Employees International Union (SEIU) Local 521 Reclassification Window, five incumbents in the Stock Clerk classification submitted a request to Employee Services Agency – Human Resources (ESA-HR) to be reclassified to a new classification, which does not exist in the County of Santa Clara’s Classification Plan. ESA-HR agreed to study the positions.

After the completion of the study, one (1) of the five (5) Stock Clerks in the study left the Social Services Agency and the department subsequently filled the vacancy, as well as two (2) other Stock Clerk vacancies. Per the department, all seven (7) of these Stock Clerks are performing the exact same duties. Therefore, the determination was made to include all seven (7) of the Mail Center Stock Clerks in the study.

### **FINDINGS/ANALYSIS**

ESA-HR determined from the individual Position Classification Questionnaires (PCQs) and group desk audit that incumbents within the Centralized Services Unit do not perform typical tasks of the Stock Clerk classification. The definition of a Stock Clerk is “Under supervision, receives, stores and issues a variety of materials, supplies, and equipment in a departmental supply unit.” The incumbents

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are not responsible for issuing materials in a department supply unit as defined by the Stock Clerk specification.

Due to previous years' reallocations, the responsibilities of the SSA mail center operations were absorbed by the current incumbents as Stock Clerks were the best fit for the duties. With increases in staffing for the department and an increase to the client base served by the Social Services Agency, the volume of mail and correspondence has also increased.

The primary duty of the incumbents is processing incoming and outgoing United States Postal Service (USPS) mail and County correspondence.

The seven incumbents perform the following duties 70% of their time on daily basis:

- Process and sort all incoming USPS mail and County correspondence for the Social Services Agency (SSA) including Daily Warrants, Foster Care Issuance Warrants, Fiscal Month End Warrants, Billing Statements (monthly), Demand Letters (weekly), and Special Mailings (varies);
- Prioritize all incoming USPS mail and County correspondence accordingly;
- Process and post all bulk County correspondence using mail equipment including inserter, postage meters, folder, letter openers, and joggers;
- Adhere to time-sensitive deadlines for U.S. mail and County correspondence;
- Maintain various mail count logs of all incoming and outgoing mail and County correspondence including Business Reply Mail, USPS Certified/Priority/Delivery Confirmation, Do Not Open mail, checks, flats, invoices, regular mail and returned mail.

The seven incumbents perform the following duties 30% of their time on a rotating basis:

- Mail pick-up at United States Post Office and six SSA locations;
- Rotation of three delivery routes;
- Shared two-person Julian Campus delivery;
- Back up for Messenger Driver that handles Route 2;
- Process SSA Archives Storage Requests.

The seven (7) incumbents spend 70% of their time processing and sorting all incoming USPS mail and County correspondence. The other 30% is spent picking up and delivering USPS mail and County correspondence via motor vehicle and on foot throughout the Social Services Agency, including picking up miscellaneous supplies/furniture or dropping off boxes of reamed paper as they are going to a specific SSA location.

The definition of Stock Clerk is "Under supervision, receives, stores, and issues a variety of materials, supplies and equipment in a departmental supply unit." The incumbents are not responsible to receive, store, or issue a variety of materials, supplies and equipment in a departmental supply unit as outlined in the Stock Clerk definition. The vast majority of duties involve processing, sorting and delivering all Social Services Agency USPS mail and County correspondence, which is not the definition of a Stock Clerk.

As the Stock Clerk job specification does not accurately describe the incumbents' duties, the County reviewed alternative classifications in the Classification Plan. The survey included Office Specialist III and Messenger Driver as potential classifications.

The review concluded that Office Specialist III does not accurately describe the duties performed by the incumbents. The Office Specialist III definition states “Under limited supervision, to perform a wide variety of moderately complex and responsible assignments requiring comprehensive knowledge of subject matter, organizational activities and operations.” The distinguishing characteristics further state, “...The Office Specialist III classification is further distinguished by requiring a mastery of common office software applications and understanding and applying a body of specialized knowledge of a program area in initiating and independently performing assignments. The specialized body of knowledge is substantial and may require an extended period of time to learn. Some positions in the class have extensive public contact often under extreme or stressful conditions.” The current incumbents do not handle a wide variety of clerical duties or complex assignments of an Office Specialist III. They do not furnish the public, departments or agencies with information by searching for and abstracting technical data, or give explanations of laws, regulations, policies or procedures, or compose routine letters. They also do not have a mastery of common office software applications.

The incumbents have minimal computer use for handling Archives Storage Requests. The majority of their work is handling the processing and delivery of U.S. mail and County correspondence by vehicle and on foot to various SSA locations.

The seven (7) incumbents do meet the definition of Messenger Driver that states “Under supervision, to drive a light automotive vehicle to pick up and deliver mail, records, office supplies, library books and other materials. Some positions sort mail and operate postage metering equipment in addition to operating a vehicle.” The duties described in the five incumbents’ PCQs and desk audit are consistent with the definition of the Messenger Driver job specification and are further described by the following typical tasks:

- Collects mail and interdepartmental correspondence or other material from County offices and delivers to designated institutions;
- Drives a vehicle on an established daily route or as directed;
- Packs books or other articles, and labels for delivery;
- Operates postage metering equipment;
- Delivers mail to post office and registers and returns receipt to originating department as requested;
- May be called upon to perform a variety of manual or simple clerical duties.

Therefore, it is recommended to reclassify the incumbents to Messenger Driver.

The salary of Messenger Driver is lower than the salary of Stock Clerk and ESA-HR had originally applied Merit System Rule Sec. A25-103 (g) to the incumbents, which would have allowed the permanent incumbents to remain in the former class of Stock Clerk, by overfilling, for a period not to exceed two years from the effective date of reclassification. However a subsequent salary survey was completed on the Messenger Driver classification, and it was found that the classification was paid approximately 3% less than other classifications performing similar duties in other County jurisdictions, so the decision was made to increase the salary of the Messenger Driver classification by 3% to \$21,180 - \$25,744.

Upon review, there is no compaction between the Messenger Driver classification and the Administrative Support Officer III classification that supervises these incumbents.