

Agreement Between  
California School Employees Association and its Merced College Chapter 274  
and the Merced Community College School District

The parties agree it is in the interest of the District and CSEA to add or change the attached job specification(s) as an outcome of the 2020 reclassification process:

1. Dispatcher/Administrative Assistant – new position
2. Facilities and Operations Coordinator – new position (previously Maintenance & Operations Coordinator)
3. Student Support Coordinator – job description update
4. Student Support Coordinator Veterans – job description update

Additionally, the following new position(s) have been created outside of the 2020 reclassification process:

1. Benefits Technician – new position (2021)

For the District: Superintendent/President or Designee



Aug 16, 2021

Signature / Date

For CSEA: Chief Negotiator



Aug 16, 2021

[Sandi Goudy \(Aug 16, 2021 13:43 PDT\)](#)

Signature / Date

For CSEA: CSEA Labor Representative



Sep 3, 2021

[Skyler Porras \(Sep 3, 2021 13:35 PDT\)](#)

Signature / Date



## MERCED COMMUNITY COLLEGE DISTRICT

### BENEFITS TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class.*

#### **SUMMARY DESCRIPTION**

Under minimal supervision, the incumbent will provide technical and office administrative support by assisting staff and retirees with the administration of employee benefits and programs. The incumbent must have a good working knowledge of subject matter in order to communicate and coordinate with human resources and business services to provide proper support to all district employees regarding benefits issues. The incumbent serves as the district liaison to outside agencies in all aspects of coverage involving employees, retirees and their covered dependents.

#### **REPORTS TO**

Director of Human Resources

#### **SALARY RANGE**

24

#### **REPRESENTATIVE DUTIES**

1. Prepares and reconciles insurance eligibility reports for additions, terminations, and changes including but not limited to life insurance, income protection, medical, vision, dental
2. Maintains enrollment into Tax Sheltered Annuities.
3. Responds to all inquiries regarding eligibility for health and welfare benefits and gives directions and guidance.
4. Posts all health and welfare benefit information including but not limited to medical, dental, and vision plan descriptions and retirement information to the staff website.
5. Administers district's employee and retiree health and welfare benefits including medical, dental and vision care insurances, life insurance, short and long term disability, Workers' Compensation program, FMLA and mandated programs such as COBRA.
6. Administers new hire enrollments, additions, terminations, or changes in accordance with union agreements and board policies.
7. Administers the district annual open enrollment and correspondence with carriers and administrators with the plan, reviews enrollment forms and other documents for accuracy and assists employees with information for proper filing of claims and problem resolution.
8. Refers employees and retirees directly to insurance carrier for questions regarding detailed benefit coverage, denied claims, or lost ID cards.
9. Reviews and processes reimbursements and tuition assistance reimbursements, (Staff Development, Educational Stipend)
10. Notifies all employees and retirees in writing of all insurance plan changes.
11. Tracks and processes monthly payments for retirees' medical and dental benefits and keeps retirees informed of their status.
12. Prepares financial reports and summaries related to benefits and benefits surveys; prepares and updates monthly insurance statements.

13. Processes Affordable Care Act IRS form 1095 for employer-provided health care coverage; creates audit reports and tracks employee work hours.
14. Tracks and processes monthly payments for retirees; medical and dental benefits and keeps retirees informed of their status.
15. Maintains employee and retiree health and welfare benefits within the college's HRIS system.
16. Provides information concerning active employees and retirees to the contracted actuarial firm for the completion of the required GASB 45 actuarial valuation of the districts OPEB (other post-employment benefits).
17. Performs related work as required.

## **QUALIFICATIONS**

### **Knowledge of...**

- Methods and practices of financial record keeping
- Office equipment, procedures and practices,
- General office procedures, practices, and methods
- Microsoft Word and Excel
- Basic methods and practices of bookkeeping

### **Ability to...**

- Perform financial and statistical clerical work
- Operate office equipment such as calculating and adding machines
- Make arithmetical computations quickly and accurately
- Understand and carry out oral and written directions
- Prepare clear and accurate financial statements and reports and analyze accounting data

## **REQUIRED EDUCATION AND EXPERIENCE**

### **Education/Training/Experience**

Associate's degree **AND** three years of applicable experience **OR** the equivalent education and experience.

### **License or Certificate**

None

## **DESIRED QUALIFICATIONS**

### **Education/Experience**

None

### **License or Certificate**

None

## **PHYSICAL DEMAND AND WORKING ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential job functions.

### **Environment**

Work is performed primarily in an office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

**Physical Ability to...**

- Work at a desk, conference table or in meetings of various configurations
- Hear and understand speech at normal levels
- Communicate so others will be able to clearly understand normal conversation
- Read printed matter and computer screens
- Stand or sit for prolonged periods of time
- Occasionally stoop, bend, kneel, crouch, reach, and twist
- Lift, carry, push, and/or pull moderate to heavy amounts of weight
- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard

**Vision**

See in the normal visual range with or without correction.

**Hearing**

Hear in the normal audio range with or without correction.

3/31/21



## MERCED COMMUNITY COLLEGE DISTRICT

### DISPATCHER/ADMINISTRATIVE ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class.*

#### **SUMMARY DESCRIPTION**

Under general supervision, coordinate and assist other Departments, students and staff by planning, organizing, coordinating and participating in the clerical and campus emergency operations; perform dispatching and police-support related functions; develop and maintain the budget, develop statistical data, provide administrative relief by performing varied secretarial and clerical duties, coordinate office activities, oversee assigned area in the absence of administrator; and perform related work as required.

#### **REPORTS TO**

Vice President, Dean or Director

#### **SALARY RANGE**

22

#### **REPRESENTATIVE DUTIES**

1. Receives, evaluates, and prioritizes emergency and non-emergency calls for services
2. Dispatches appropriate first responders; coordinates with officers and other agencies during in-progress calls
3. Monitors surveillance and alarm systems
4. Provides administrative assistance to the Chief of Police and operations staff and coordinates office work flow and functions
5. Generates sensitive and complex reports, documents and personnel documentation, including providing support in the generation of the Clery Act Annual Security Report.
6. Performs a wide variety of clerical and secretarial duties involving the use of considerable independent judgment and an understanding of district policies, functions and procedures
7. Provides assistance to the public regarding parking permits/citations; maintain citation information logs.
8. Receives visitors/calls and gives out information where judgement, knowledge and regulations are necessary; Assists in maintaining contact and communication with individuals, groups, associations, and professional agencies.
9. Coordinates mutual aid requests.
10. Coordinates access to records and release of information in response to operational needs, and court and Public Records Act requests.
11. Arranges meetings for the supervisor which may involve contact with other departments; Prepares schedules of meetings and insures that participants are informed of meeting dates; Prepares agenda and other information for meetings and conferences
12. May make travel and hotel reservations
13. Receives a variety of information which may be of a confidential nature
14. Orders and issues supplies

15. Trains, assigns and reviews work of subordinate employees or student assistants
16. Coordinate staff and student aide payroll processes; ensures completion and submission of required human resources/payroll documents.
17. Coordinates workshops, outreach activities, and other events related to Campus Police
18. Under Direction, provides budget management support (ex. quote requests, purchase requisitions, budget transfers, payment requests)
19. Responsible for all monetary procedures
20. Other related duties as assigned

## **QUALIFICATIONS**

### **Knowledge of...**

- Police dispatching protocols
- Office Management
- Special terminology related to the function to which assigned
- Modern office equipment, practices and procedures
- Program guidelines and policies
- Principles of business letter and report writing including the use of good English, spelling and punctuation
- Collection and organization of data and information

### **Ability to...**

- Work Independently
- Operates radio and automated telephone system to receive and transmit routine and emergency calls for service.
- Receive calls for emergency and non-emergency services, elicit information assess situations from callers, many of whom are upset, distressed and not communicating clearly, and determine appropriate equipment and/or personnel to dispatch.
- Read, understand, learn and apply pertinent procedures and requirements
- Compile and analyze data
- Prepare and edit reports and other materials
- Compose letters
- Train and supervise student workers
- Operate automated and specialized office equipment, including a computer and printer; radio consoles, Mass Notification emergency speaker systems, Avigilon camera system, and Campus Shield SMS.
- Effectively communicate both orally and in writing
- Utilize standard and specialized software formats
- Deal with the public and other District employees in an effective, tactful, and diplomatic manner
- Work cooperatively with students, the public and District personnel
- Maintain and update the division web page
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students

## **REQUIRED EDUCATION AND EXPERIENCE**

### **Education/Training/Experience**

High school diploma **OR** GED **AND** three (3) years applicable experience **OR** an associate's degree **OR** the equivalent education and experience.

Training and experience in Basic Dispatching duties.

**License or Certificate**

Successful completion of a POST-approved comprehensive background investigation is required, including a review of employment history, criminal conviction record, credit history, use of intoxicants and/or other controlled substances.

Current certification as a CLETS Trainer issued by the California Department of Justice **OR** the ability to obtain certification within six months of hire and maintain bi-annually.

Certification of Completion in Records Management Act Training, POST-approved.

Completion of POST Records Supervisor training program.

**DESIRED QUALIFICATIONS**

**Education/Experience**

None

**License or Certificate**

None

**PHYSICAL DEMAND AND WORKING ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential job functions.

**Environment**

Work is performed primarily in an office environment with some travel to different sites; incumbents may be required to work extended hours including evening and weekends.

**Physical Ability to...**

- Hear and understand speech at normal levels
- Communicate so others will be able to clearly understand normal conversation
- Read printed matter and computer screens
- Stand or sit for prolonged periods of time
- Bend and twist, stoop, kneel, crawl, push, pull
- Reach in all directions
- Work at a desk, conference table or in meetings of various configurations
- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard

**Vision**

See in the normal visual range with or without correction.

**Hearing**

Hear in the normal audio range with or without correction.

Revised 12/2019





## MERCED COMMUNITY COLLEGE DISTRICT

### FACILITIES AND OPERATIONS COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class.*

#### **SUMMARY DESCRIPTION**

Under general supervision, to assign and coordinate tasks pertaining to routine and emergency maintenance and repairs of buildings and equipment. The incumbent will coordinate capital and bond construction projects; perform clerical and secretarial functions for the Director of Facilities; coordinate with the Purchasing Department in the procurement of facilities materials and capital and bond construction projects; obtain vendor statements upon completion of facility jobs and capital and bond construction closeout documentation.

#### **REPORTS TO**

Director of Facilities Management

#### **SALARY RANGE**

25

#### **REPRESENTATIVE DUTIES**

1. Assists supervisor to facilitate training and staff development for maintenance, custodial and grounds staff, including in-house workshops, vendor-sponsored demonstrations and seminars, and regularly scheduled department meetings
2. Assists with organization of preventive maintenance programs, general distribution and completion of daily service requests, work orders and routine assignments
3. Assists with semi-annual and annual scheduling of long term service, repair and replacement needs of buildings and equipment
4. Assists in preparing information for the budget and maintains budget records and files
5. May attend maintenance and operations meetings, prepare minutes and summaries of actions taken
6. Assists in coordinating communications with other offices in the District
7. Receives calls and gives out information where judgment, knowledge, and interpretation of policies, procedures, and regulations are necessary
8. Prepares reports of financial and statistical data
9. Receives routine and emergency telephone requests for repair and/or maintenance service
10. Prepares and transmits job assignments to appropriate supervisor or to proper staff member
11. Enters job assignments into master computer schedule and tracks jobs to ensure adherence to schedule
12. Records work-hours expended on jobs
13. Prepares summaries and data entry of work orders and service requests in progress or completed
14. Maintains locator log via the work order system for department personnel
15. Receives work orders for routine repair work, records, and transmits to the staff member concerned and notifies originator of action taken; Prepares report of work orders received and major work accomplished as required

16. Prepares requisitions, designates accounts to be charged, follows up on purchase orders from Maintenance and Operations Departments; May verify invoices and other charges prior to forwarding to Purchasing Department
17. Performs secretarial duties for the Director of Facilities such as typing, filing, scheduling appointments, keeping trip accounts and making travel arrangements
18. Responsible for maintenance of computer programs required to conduct the Operations and Maintenance activities of the District
19. Operates the Energy Management System as required
20. Monitor master schedule and effectively communicate capital and bond projects
21. Coordinate with appropriate personnel and departments regarding service maintenance, informational technology services, and resource needs for new projects
22. Assist in maintaining capital and bond construction budgets and budget tracking
23. Prepare or assist with planning documents related to capital and bond construction projects
24. Update the State FUSION system to ensure the accuracy of District project expenditures
25. Develop and maintain good relationships with third-party vendors
26. Manage and execute project team coordination according to District standards and policies
27. Maintain safe working conditions for all District students, staff, contractors and consultants
28. Other related duties as assigned

## **QUALIFICATIONS**

### **Knowledge of...**

- Modern office practices and procedures, including the use of a computer
- Principles of office management
- Collection and organization of data and information
- Principles of business letter and report writing, including the use of good English, spelling and punctuation
- Construction management principles and practices
- Building and infrastructure materials, components and systems
- Institutional planning and construction methodologies
- Processes involved in the planning, design, and construction of capital projects

### **Ability to...**

- Work independently
- Interpret and explain rules, policies and procedures
- Prepare and edit reports and other materials of high complexity involving facilities matters
- Compose letters independently
- Transcribe minutes for meetings efficiently and effectively
- Use standard office equipment and computer applications, including word processing and data base
- Deal with the public, students and District employees in an effective, tactful, and diplomatic manner
- Work cooperatively with others
- Plan for data storage and retrieval in preparation of complex reports, involving work-hours, costs and recurring maintenance problems
- Analyze situations accurately and to adopt an effective course of action, frequently in high stress or emergency situations

- Plan and organize work and effectively meet schedules and timelines.
- Consistently and effectively perform under the pressure of deadlines and other administrative demands
- Demonstrate leadership in project development
- Interpret building specifications and blueprints
- Develop and maintain construction records
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students

### **REQUIRED EDUCATION AND EXPERIENCE**

#### **Education/Training/Experience**

Bachelor's degree, **OR**

Associate's degree **AND** three (3) years of applicable experience, **OR**

The equivalent education and experience, which may include high school diploma **AND** Journeyman-level professional training **AND** one (1) year of applicable work experience OR other applicable equivalent education and experience.

#### **License or Certificate**

None

### **DESIRED QUALIFICATIONS**

#### **Education/Experience**

- Experience working with architects, engineers, contractors, inspectors, and other construction specialists
- Experience working with federal and state regulatory agencies, such as OSHA and DSA
- Experience in construction management and facilities improvement

#### **License or Certificate**

None

### **PHYSICAL DEMAND AND WORKING ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential job functions.

#### **Environment**

Work is performed primarily in an office environment. May frequent indoor/outdoor. Exposure to constant interruptions.

#### **Physical Ability to...**

- Work at a desk, conference table or in meetings of various configurations
- Hear and understand speech at normal levels
- Communicate so others will be able to clearly understand normal conversation
- Read printed matter and computer screens
- Stand or sit for prolonged periods of time
- Bend and twist, stoop, and kneel

- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard
- Reach in all directions

**Vision**

See in the normal visual range with or without correction.

**Hearing**

Hear in the normal audio range with or without correction.

Revised 12/2019



## MERCED COMMUNITY COLLEGE DISTRICT

### STUDENT SUPPORT COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class.*

#### **SUMMARY DESCRIPTION**

Under general direction to assist with the formulation of special programs, procedures and services provided to students; to provide the necessary monitoring and supervised opportunities for students; and to do related work as required. Student Support Coordinators may be assigned and provide support in a variety of special programs, including EOPS, CARE, Veteran's Center, DSP&S.

#### **REPORTS TO**

Director or Dean

#### **SALARY RANGE**

25

#### **REPRESENTATIVE DUTIES**

1. Organizes and coordinates support services for students on and off campus; assist in developing and coordinating services, programs, and other support strategies.
2. Meets with students to determine their needs and assists them in finding ways to meet these needs; interprets diagnostic, interest, and performance tests and makes recommendation of choices available to the students.
3. Assist with outreach and recruitment of eligible students' recruitment activities including preparation of informational and marketing materials.
4. Coordinate, organize and participate in program activities and events, including but not limited to community relations and recruitment, End-of-Year Recognition Celebration, workshops, and program orientation.
5. Using data driven research to plan and implement new services as directed.
6. Maintain student records, file documentation in accordance with federal, state, and district policies.
7. Determine student initial and ongoing eligibility for program or services; track individual student and cohort progress and adherence to program guidelines; ensure accuracy of and correct permanent student records and associated coding; verify documentation from third-party providers.
8. Coordinate and schedule counseling appointments.
9. Plan, coordinate, facilitate, and conduct orientation and workshops for students.
10. Provide regular reports to management and federal/state agencies as requested; participate on program reviews; assist in assuring program compliance with federal or state program guidelines.
11. Participate in program budgeting; prepare for audits; provide records, reports, backup information for auditors; Under direction, close out program accounts at the end of the fiscal year in collaboration with the Fiscal Office.
12. Coordinates phases of the grants process, including maintaining compliance.

Serves as liaison person between students, the college district and with other community organizations.

13. Oversee and assign the work of student assistants.

14. Other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of...**

- Role of the community colleges in education and the community
- Effective communication techniques used in writing and speaking
- Local school districts and their structure and procedures
- Group dynamics and characteristics of young adults
- Advising and interview techniques
- Compliance requirements of assigned special program

### **Ability to...**

- Relate and understand the needs of individuals from low income backgrounds and assist these individuals in the most appropriate utilization of Merced College services
- Adhere to district policies, procedures, and rules regarding budgeting, purchasing and travel/training and expense reporting, and grants administration methods and practices
- Organize, train and direct student workers
- Motivate students in career decisions
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students

## **REQUIRED EDUCATION AND EXPERIENCE**

### **Education/Training/Experience**

Bachelor's degree **OR** associate's degree **AND** three (3) years of applicable experience **OR** the equivalent education and experience.

### **License or Certificate**

None

## **DESIRED QUALIFICATIONS**

### **Education/Experience**

None

### **License or Certificate**

None

## **PHYSICAL DEMAND AND WORKING ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential job functions.

### **Environment**

Work is performed primarily in an office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

**Physical Ability to...**

- Work at a desk, conference table or in meetings of various configurations
- Hear and understand speech at normal levels
- Communicate so others will be able to clearly understand normal conversation
- Read printed matter and computer screens
- Stand or sit for prolonged periods of time
- Bend, twist, stoop, kneel, crawl, push, pull
- Lift, carry, push, and/or pull moderate to heavy amounts of weight
- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard
- Reach in all directions

**Vision**

See in the normal visual range with or without correction.

**Hearing**

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Revised 12/2019



## MERCED COMMUNITY COLLEGE DISTRICT

### STUDENT SUPPORT COORDINATOR VETERANS

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class.*

#### **SUMMARY DESCRIPTION**

Under general direction to assist with the formulation of special programs, procedures and services provided to students; to provide the necessary monitoring and supervised opportunities for students; and to do related work as required. Student Support Coordinators may be assigned and provide support in a variety of special programs, including EOPS, CARE, Veteran's Center and DSP&S.

#### **REPORTS TO**

Director or Dean

#### **SALARY RANGE**

25

#### **REPRESENTATIVE DUTIES**

1. Organizes and coordinates support services for students on and off campus; assist in developing and coordinating services, programs, and other support strategies.
2. Meets with students to determine their needs and assists them in finding ways to meet these needs; interprets diagnostic, interest, and performance tests and makes recommendation of choices available to the students.
3. Assist with outreach and recruitment of eligible students' recruitment activities including preparation of informational and marketing materials.
4. Coordinate, organize and participate in program activities and events, including but not limited to community relations and recruitment, End-of-Year Recognition Celebration, workshops, and program orientation.
5. Using data driven research to plan and implement new services as directed.
6. Maintain student records, file documentation in accordance with federal, state, and district policies.
7. Determine student initial and ongoing eligibility for program or services; track individual student and cohort progress and adherence to program guidelines; ensure accuracy of and correct permanent student records and associated coding; verify documentation from third-party providers.
8. Coordinate and schedule counseling appointments.
9. Plan, coordinate, facilitate, and conduct orientation and workshops for students.
10. Provide regular reports to management and federal/state agencies as requested; participate on program reviews; assist in assuring program compliance with federal or state program guidelines.
11. Participate in program budgeting; prepare for audits; provide records, reports, backup information for auditors; under direction, close out program accounts at the end of the fiscal year in collaboration with the Fiscal Office.
12. Coordinates phases of the grants process, including maintaining compliance.



Serves as liaison person between students, the college district and with other community organizations.

13. Oversees and assigns the work of student assistants
14. Acts as Certifying Official for Veterans Center
15. Other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of...**

- Role of the community colleges in education and the community
- Effective communication techniques used in writing and speaking
- Local school districts and their structure and procedures
- Group dynamics and characteristics of young adults
- Advising and interview techniques
- Compliance requirements of assigned special program

### **Ability to...**

- Relate and understand the needs of individuals from low income backgrounds and assist these individuals in the most appropriate utilization of Merced College services
- Adhere to district policies, procedures, and rules regarding budgeting, purchasing and travel/training and expense reporting, and grants administration methods and practices
- Organize, train and direct student workers
- Motivate students in career decisions
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students

## **REQUIRED EDUCATION AND EXPERIENCE**

### **Education/Training/Experience**

Bachelor's degree **OR** associate's degree **AND** three (3) years of applicable experience **OR** the equivalent education and experience.

### **License or Certificate**

None

## **DESIRED QUALIFICATIONS**

### **Education/Experience**

None

### **License or Certificate**

None

## **PHYSICAL DEMAND AND WORKING ENVIRONMENT**

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### **Environment**

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- Work at a desk, conference table or in meetings of various configurations
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- Stand or sit for prolonged periods of time
- Bend, twist, stoop, kneel, crawl, push, pull
- Lift, carry, push, and/or pull moderate to heavy amounts of weight
- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard
- Reach in all directions

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**Hearing**

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Revised 12/2019