Section 5
Administrative/Clerical Support Services

Overview

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

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

- Arranging Out-of-State and Out-of-County Travel
- CalCard
- Employee Reimbursements
- Webinars
- Managing Calendars
- Daily Tasks
- Payroll
- Miscellaneous

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

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

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<td>5-25</td>
</tr>
</tbody>
</table>
Reception

Introduction

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

General duties

The general duties of the Receptionist are to:

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

Customer service

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

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

Threats of violence

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

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

Note: If the Receptionist feels immediate danger, he/she should leave the area. Simply excuse yourself and inform the customer your Supervisor is in the conference room and you need discuss the concern with them, as there is no telephone in the conference room.
Telephone Usage

Introduction

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

Answering the phone

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

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

Placing a caller on hold

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

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

Call routing

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

<table>
<thead>
<tr>
<th>If the caller requests...</th>
<th>Then ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>To speak to the Director,</td>
<td>• Transfer the call to the Director’s Secretary, or</td>
</tr>
<tr>
<td></td>
<td>• Take a message if the Director or Secretary is not available.</td>
</tr>
<tr>
<td>Information on Workforce Innovation and Opportunity Act (WIOA) programs,</td>
<td>Refer the caller to the appropriate America’s Job Center of California (AJCC) for assistance.</td>
</tr>
<tr>
<td>To speak to the Workforce Development Board (WDB),</td>
<td>Transfer call to the Executive Secretary II who handles all WDB questions.</td>
</tr>
<tr>
<td>To speak to someone about a discrimination complaint,</td>
<td>Transfer the call to the Equal Opportunity Officer; phone number and address can be located using the following link: <a href="#">EEO</a></td>
</tr>
</tbody>
</table>

Continued on next page
### Telephone Usage, Continued

#### Call routing (continued)

<table>
<thead>
<tr>
<th>If the caller requests...</th>
<th>Then ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>To speak to someone about a customer-related disability issue,</td>
<td>Transfer the call to the appropriate AJCC for assistance.</td>
</tr>
<tr>
<td>To speak to someone about a fiscal related-check question,</td>
<td>Transfer the call to the appropriate Fiscal Assistant.</td>
</tr>
<tr>
<td>To speak to someone about payroll questions,</td>
<td>Transfer call to the WDD Payroll Specialist for assistance.</td>
</tr>
<tr>
<td>To speak to someone about a computer problem,</td>
<td>Refer them to call (909) 884-4884 or email the Help Desk at: <a href="mailto:isdhelpdesk@isd.sbcounty.gov">isdhelpdesk@isd.sbcounty.gov</a></td>
</tr>
<tr>
<td>Information about jobs with San Bernardino or Riverside County,</td>
<td>Give the caller the telephone number for the job line of the respective county.</td>
</tr>
<tr>
<td>Information regarding labor laws or mistreatment by an employer,</td>
<td>Direct caller to the U.S. Department of Labor at 1-866-487-2365.</td>
</tr>
<tr>
<td>Information on unemployment,</td>
<td>Direct caller to the Unemployment Office, 1-800-300-5616.</td>
</tr>
</tbody>
</table>
Mail

Introduction

General mail and Interoffice mail is delivered once a day to the Workforce Development Department (WDD), Administration Suite 600 between 12:45 and 1:00 pm. This section provides information on:

- Date stamping mail,
- Distributing incoming mail,
- Confidential mail,
- Outgoing mail, and
- Fed Ex.

Date stamping

All mail received is date-stamped on the front of the first page (unless first page is a signature page) and on the back of all subsequent pages.

Distributing incoming mail

Clerical staff is responsible for opening and date stamping all mail received. Exception will be, any mail received for the following individuals will only have the outside envelope date stamped:

- Chief Executive Officer (CEO)
- Deputy Executive Officer (DEO),
- Executive Secretary to the Economic Development Agency (EDA).
- Director at WDD,
- Deputy Directors, and
- Payroll Specialist.

Mail addressed to other units or individuals at the WDD, place the mail in the appropriate individuals inbox.

Confidential mail

Any mail marked as “Personal and Confidential” is date stamped on the outside envelope and item is Not to be opened.

Outgoing mail

There are two (2) outgoing boxes on the front counter by the receptionist area; both outgoing boxes are accessible for staff. Staff is responsible to deliver and place outgoing mail in the appropriate box.

Central Mail Services requires 1st class mail to be separate from inter-office mail.

Fed Ex

Staff sending documents for Fed Ex is responsible for arranging pickup directly with the carrier or delivering to drop off box in front of San Bernardino City Hall.

Continued on next page
### Mail, Continued

<table>
<thead>
<tr>
<th>Proposals received</th>
</tr>
</thead>
<tbody>
<tr>
<td>The WDD sends out Request for Proposals (RFPs) to various vendors. A vendor or contractor may hand-deliver or mail the RFP to the department for a staff member to receive. The Receptionist receives the RFP and will:</td>
</tr>
<tr>
<td>- Date stamp the RFP,</td>
</tr>
<tr>
<td>- Provide a receipt of confirmation to the vendor,</td>
</tr>
<tr>
<td>- Attach copy of the receipt to the RFP, and</td>
</tr>
<tr>
<td>- Deliver the proposal(s) with the receipt to the appropriate staff for processing.</td>
</tr>
</tbody>
</table>
Business Cards

Introduction
Business Cards can be ordered for staff as needed, with supervisor approval. The Office Assistant III (OA III) submits business cards order through Printing Services for the Workforce Development Department (WDD).

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Complete the 003 Services/Supplies Equipment Requisition Form.</td>
</tr>
<tr>
<td>2</td>
<td>Complete the Purchasing Printing Services Business Card Order Form.</td>
</tr>
</tbody>
</table>
| 3 | • Follow the 003 process to obtain appropriate signature for approval, and  
  • Include the Purchasing Printing Services Business Card Order Form with the 003. |
| 4 | Obtain Fiscal Administrative Supervisor I signature for Printing Services |
| 5 | • E-mail the Purchasing Printing Services Business Card Order form to Printing Services, attention Efrain Torres (name can be found in Outlook),  
  • Submit the order, and  
  • Forward the 003 and Printing Services Business Card Order form to Fiscal. |
| 6 | • Provide the draft of the business card from Printing Services to the individual who is to receive the business cards, and  
  • Asks them to review the draft for errors. |
|    | If business card is ... | Then ... |
| Correct, | • Send response to Printing Services, ok to print. |
| Incorrect, | • Notify Printing Services what needs to be corrected before ordering the business cards. |
| 7 | • Print a copy of the order,  
  • Attach copies of the business cards to the order, and  
  • File copies. |
| 8 | • Receive the business cards within 7-10 days from Printing Services,  
  • Obtain the packing slip from Printing Services, and  
  • Deliver the:  
    – Business cards to the appropriate individual, and  
    – Packing slip to Fiscal. |

Note: Business cards for AJCC and Business Services staff is ordered by the Office technicians assigned to the AJCC.
Ordering Office Supplies

Introduction

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

Office supplies

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

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Access the site and enter the following:  
      • Master Account Number – 1061752LA  
      • User Id – Enter your employee ID Number  
      • Password – enter “staples” in lower case letters  
      **Note:** First time users will be prompted to change his/her password. |
| 2    | Locate blue icon for San Bernardino County’s preferred items.  
      **Note:** The list contains common office supplies ordered by most departments and the County has been given the best prices for purchasing. |
| 3    | Select Items for order:  
      • Enter the number of items to purchase in the quantity box next to each item selected, and  
      • Click Add to order.  
      **Notes:**  
      • If ordering more than one (1) item repeat step 3 until the last item is entered.  
      • Supplies not listed in the County’s preferred list, use the search engine and Staples brand items comparable products will appear in the search. Find the item by:  
        – Name, or  
        – Part number. |
| 4    | • Review order to ensure the correct items are being requested, and  
      • Place the order by checking out or save request for processing at a later date. |

*Continued on next page*
Printer toner, printer and paper supplies

Printer toner cartridges and recyclable printer and copier paper supplies are ordered through Staples. Prior to placing an order clerical staff will follow the 003 guidelines for purchase approval.

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1 | • Access the County Staples link, and  
  • Enter account login name and password specifically assigned to the user. |
| 2 | • View catalog, and  
  • Click on quantity for items selected. |
| 3 | • Click shopping cart icon to on far right to add item to cart, and  
  • Click Check Out and View Cart (top right corner). |
| 4 | Click Checkout when order is completed. |
| 5 | • Click on View List of alternative Shipping Addresses,  
  • Select the appropriate Shipping Address, and  
  • Click Proceed. |
| 6 | Review payment information. |
| 7 | Print and file a copy of the order. |

<table>
<thead>
<tr>
<th>If payment information is ...</th>
<th>Then ...</th>
</tr>
</thead>
</table>
| Correct,                     | • Scroll down to the bottom of the screen, and  
  • Click Submit order button. |
| Incorrect,                   | Correct payment information before submitting order. |
CalCard

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

CalCard holder
Workforce Development Department (WDD) Administrative Secretary is the CalCard holder for the process of securing:

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

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

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

CalCard requirements
The Cal Card has the following requirements:

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

Detailed information on CalCards is available on the San Bernardino County Purchasing Department website: http://countyline.sbccounty.gov/Purchasing/ under CalCard program.
The CalCard is intended to be used for small dollar purchases and utility payment. The CalCard must not be used to purchase, and of the following items:

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

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

<table>
<thead>
<tr>
<th>Codes</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Airlines/Airports</td>
<td>H. Restaurants/Caterers</td>
</tr>
<tr>
<td>B. Vehicle Rental, Gasoline for Rental vehicles only</td>
<td>I. Discount/Department/Variety Stores, Miscellaneous (misc.) merchandise</td>
</tr>
<tr>
<td>C. Hotel/Motel</td>
<td>J. Misc. &amp; Specialty Retail stores:</td>
</tr>
<tr>
<td>D. Miscellaneous transportation</td>
<td>- Lumber/Hardware,</td>
</tr>
<tr>
<td>E. Telephone/Cable/Utility payments</td>
<td>- Lawn Garden, and</td>
</tr>
<tr>
<td>F. Catalog orders/telephone purchases</td>
<td>- Government services not elsewhere classified.</td>
</tr>
<tr>
<td>G. Food/Dairy Stores/Sundries</td>
<td>K. Camps/Camp Sites, Amusement Parks</td>
</tr>
<tr>
<td></td>
<td>L. Membership Organizations (work related)</td>
</tr>
<tr>
<td></td>
<td>M. Government to Government Sales</td>
</tr>
<tr>
<td></td>
<td>N. Services</td>
</tr>
</tbody>
</table>

Continued on next page
CalCard, Continued

Accessing Transaction information

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Review the online monthly statement on a bi-weekly basis for a listing of current charges and to verify transactions.</td>
</tr>
</tbody>
</table>
| 2    | Investigate any unauthorized charge immediately.  
  - If the charges are incorrect follow the instructions in the Cardholders Statement of Questioned items.  
  - If there are any questions regarding information on the Cardholder Statement of Questioned Item form, or problems with reversal of a transaction contact US Bank Customer Service at 1-800-344-5696. |

Completed monthly US Bank statement can be downloaded on the 23rd of the month at: [http://access.usbank.com](http://access.usbank.com).

Monthly Activity Report

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Review the monthly US Bank Statement for accuracy.</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
  - Tape original detailed sales receipts and detailed invoices to “Procurement Card Receipts” form(s).  
  - Label each sheet with cardholder name, card number, and billing cycle dates. |
| 3    | Compare Procurement Card Report with the Statement of Account.  
  | If ... | Then ... |
|      | Any item is not on the credit card statement due to timing of the charge, | Cross off the item on the procurement Card Receipts Report, and  
|      |   | Add to report for the next month’s billing cycle. |
|      | Item purchased is returned, | Attach the credit voucher to the Statement of Account. |

Continued on next page
### Monthly Activity Report (continued)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 5    | • Complete the Cardholder Procurement Card Payment Package Cover Sheet, and  
      • Print on blue paper. |
| 6    | Forward the following documents to the approving official by the 5th day of the month following the billing cycle:  
      • Cardholder Procurement Card payment Package Cover Sheet,  
      • Original signed Statement of Account,  
      • Original signed Monthly Procurement Card Purchase Report,  
      • Original detailed receipts and invoices on Procurement Card Receipts Forms,  
      • Credit Voucher, if applicable,  
      • Copy of Cardholder Questioned Item, if applicable,  
      • Any other documentation required by the agency/department, and  
      • Other documentation as necessary. |

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

Introduction
The Secretaries in the Workforce Development Department (WDD) provide administrative support to the Department’s Director and Deputy Directors. WDD has three (3) levels of Secretaries:

- Secretary I
- Secretary II
- Executive Secretary II

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

- Attend and record all required meetings for Director and Deputy Directors.
- Set-up and schedule meetings for the Director and Deputy Directors.
- Maintain the Director and Deputy Director(s) calendar and schedule all meetings as directed.
- Coordinate all travel arrangements for Director, Deputy Directors and staff.
- Review monthly CalCard statements.
- Compose correspondence and agendas for staff meetings.
- Type letters, reports and take dictation as required.
- Review Board Agenda Items (BAIs).
- BAI Coordinator for the department.
- Maintain and update the BAI tracking log.
- Develop and submit BAIs for the Workforce Development Board (WDB) members, when appropriate.
- Keep and maintain files, logs and records, including budget, and personnel records.
Secretary I or II

Introduction

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

- Provides administrative support to the Deputy Directors and Staff.
- Manages the Deputy Director’s Calendar.
- Coordinates meeting requests.
- Attends and records as requested, meetings for Deputy Directors.
- Screens visitors and phone calls and refers individual to the appropriate staff for assistance.
- Screens incoming mail and flags priority actions by Secretary, Deputy Director or Staff.
- Composes and types correspondence and reports.
- Maintains confidential staff files.
- BAI Coordinator for the department.
- Maintain and update the BAI tracking log.
- Coordinates travel arrangements for Deputy Directors and Staff.

Calendars

Updates the Deputy Directors’ calendar with scheduled meetings as needed. Includes information on staff scheduled time off and conference attendance.

Scheduling meetings

The Secretary I or II is responsible for scheduling meetings and trainings at the request of the Deputy Directors’. The table below outlines the process.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Check conference room availability.</td>
</tr>
<tr>
<td>2</td>
<td>Coordinate date and time based on the Deputy Directors’ availability.</td>
</tr>
<tr>
<td>3</td>
<td>Reserve Conference room.</td>
</tr>
<tr>
<td>4</td>
<td>Take and send meeting request out to attendees.</td>
</tr>
<tr>
<td>5</td>
<td>Order lunch if authorized by the Deputy Directors’.</td>
</tr>
<tr>
<td>6</td>
<td>Arrange technical support for the day of the meeting.</td>
</tr>
<tr>
<td>7</td>
<td>Set up tables and chairs prior to the start of the meeting.</td>
</tr>
<tr>
<td>8</td>
<td>Post signs for meeting.</td>
</tr>
</tbody>
</table>

Phone calls

Phone calls received by the Secretary I or Secretary II are routed as follows:

- Calls from the Board of Supervisor (BOS) members, Chief Executive Officer (CEO) or Economic Development Agency (EDA) Administrator should be directed to the Director or Deputy Director immediately.
- Calls from the general public should be screened and routed to the appropriate America’s Job Center of California (AJCC), Deputy Director or the appropriate staff person as needed.

Continued on next page
Secretary I or II, Continued

Priority items

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

- BOS agenda items processed according to department procedures.
- CalCard Justification.
- Tracking of projects assigned to staff to ensure completion prior to
deadline.
- Coordinating and making travel arrangements to meet deadlines for
event attendance.

General / Confidential files

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

General files:
- Current travel arrangement information for justification with CalCard
  expenditures.
- Copies of minutes for meetings.
- Monthly CalCard reports.

Confidential files - stored in a locked filing cabinet:
- Work Performance Evaluations (WPEs) for the staff directly supervised
  by the Deputy Director.
- Current Incumbent Reports including Leave Accruals and Sick Leave
  Usage Reports.
- Confidential information on personnel issues.
- Travel claims.

Employee reimbursement

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

The Secretary I or II are responsible for reviewing and forwarding Employee
Reimbursement form to Fiscal for payment after signatures have been
obtained and any corrections needed to be completed. The Secretary I or II
will review the reimbursement claim for the following items.

<table>
<thead>
<tr>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Page 1</td>
<td>Review for complete entries; staff is not required to enter codes, fiscal will enter the information as needed.</td>
</tr>
</tbody>
</table>

Continued on next page
### Employee Reimbursement (continued)

<table>
<thead>
<tr>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
</table>
| Page 2 – Mileage | • Review to ensure entries are completed; form should calculate when the mileage and rate are entered.  
• Verify MapQuest/Google Map printout is included for each travel entry.  
• Verify documentation is included for the purpose of the trip. Documentation may include:  
  – A flyer and/or agenda for event.  
  – An email, memo, or invite.  
  **Note:** For trips with no documentation – claim should include a:  
  • List of the person and/or business who were contacted,  
  • Location of the meeting, and  
  • Purpose of the visit. |
| Page 2 – Meals   | Review:  
• For entry in column identified as BLD (Breakfast, Lunch or Dinner).  
• Itemized receipts to verify claims for each meal entry amount falls within County allowable limits  
  **Note:** Refer to Admin Handbook – Section 7 Fiscal for additional information about Employee Reimbursement. |
| Page 2 – Expense Item | • Review for complete entry on reason for meeting.  
• Verify attached documentation includes the purpose of the meal. Documentation may include:  
  – A flyer, meeting agenda and/or email with persons attending the meeting.  
  – For working business meals information on the company and why the meeting was scheduled during meal time must be included. |
Executive Secretary II

Introduction

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

- Administrative support for Director and management team.
- Administrative support for the Workforce Development Board (WDB).
- Screen visitors and phone calls and refer to appropriate staff for assistance.
- Manage Director’s calendar.
- Review incoming mail and flag priority items requiring action by the Executive Secretary, Director or staff.
- Compose and type correspondence and reports.
- Coordinate travel arrangements for Director and WDB members.
- Maintain ADMIN Confidential files.
- Update WDB website on a regular basis.

Director’s calendar

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

There are many standing recurrent meetings on the Director’s calendar; each Monday morning the Executive Secretary II will printout the weekly calendar for the Director and place on desk. Any supporting documents for any meetings for the week is also placed on the Director’s desk; such items as:

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

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

At the end of each month, print calendar for the month and file for future reference.

Appointments on the calendar take up memory, delete calendar data; suggest keeping past months for the year on Outlook and delete, previous year.

Continued on next page
Executive Secretary II, Continued

Scheduling meetings

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

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

General / Confidential files

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

General files:
- All MOUs and Contracts under $100,000
- Documents for grants and sub-grants.

Confidential files - stored in a locked filing cabinet:
- Work Performance Evaluations (WPEs) for the staff directly supervised by the Deputy Director.
- Current Incumbent Reports including Leave Accruals and Sick Leave Usage reports.
- Confidential information on personnel issues.
- Travel Claims.

Phone calls

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

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

Continued on next page
Priority items

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

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

CalCard

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

Travel

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

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

Note: Refer to Arranging Out-of-State and Out-of-County travel in this section of the Handbook for additional information.
Executive Secretary II, Continued

Employee recognition

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

1. High Desert AJCC Employee of the Quarter
2. East Valley AJCC Employee of the Quarter
3. West Valley AJCC Employee of the Quarter
4. Business Services Employee of the Quarter
5. ADMIN Employee of the Quarter

Each Employee of the quarter Honoree receives:

- Gift Card (normally $25 card from Starbucks). CalCard CAN NOT be used to purchase gift cards.
- Pin
- Certificate of Recognition Typed with information why he/she were selected as Employee of the Quarter. (This information can be obtained from the nomination form.) The certificate is placed in a certificate folder for presentation.

Annual Honoree for the Award of Excellence is selected by the WDD Director from Employee of the Quarter recipients.

Promotional items

The Executive Secretary II is responsible for ordering promotional items which are distributed by staff at job fairs and community resource events.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Confirm with the Director the items to be order.</td>
</tr>
<tr>
<td>2</td>
<td>Assign OA III to complete 003 for purchasing.</td>
</tr>
<tr>
<td>2</td>
<td>Complete order using CalCard once 003 is approved.</td>
</tr>
</tbody>
</table>

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

Reports and Correspondence

Reports and correspondents are received and created on an ongoing basis in order to provide needed information to management in order to distribute information and to assist in performance management.

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

Continued on next page
Executive Secretary II, Continued

<table>
<thead>
<tr>
<th>Reports</th>
<th>Reports on various topics are received, processed and distributed according to scheduled requirements by the Executive Secretary II.</th>
</tr>
</thead>
</table>

**Correspondence**

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

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

The Department is monitored several times during the year on:

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

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

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

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

Place documents for the Director in the in-box. Place signature folder on top followed by documents requiring actions with due dates highlighted.
Arranging Out-of-State and Out-of-County Travel

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

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

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

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Determine if the event will require travel out of the county or state.</td>
</tr>
<tr>
<td></td>
<td><strong>If travel is out of ...</strong></td>
</tr>
<tr>
<td></td>
<td>State,</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
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<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>County,</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Complete travel arrangements for the staff once the approval is received with all the appropriate signatures.</td>
</tr>
<tr>
<td>3</td>
<td>Use the CalCard to pay:</td>
</tr>
<tr>
<td></td>
<td>• Conference fees</td>
</tr>
<tr>
<td></td>
<td>• Book air travel</td>
</tr>
<tr>
<td></td>
<td>• Book hotel reservations</td>
</tr>
<tr>
<td></td>
<td>• Book car rental</td>
</tr>
<tr>
<td>4</td>
<td>Provide staff all the information for his/her travel (i.e. air, hotel, etc.) arrangements.</td>
</tr>
<tr>
<td>5</td>
<td>• Arrange for one staff to sign the Temporary Credit Card Form if multiple staff are attending event, and</td>
</tr>
<tr>
<td></td>
<td>• Notify the assigned staff to obtain the Temporary Credit Card from the ADMIN Office Assistant III (OA III).</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Staff will:</td>
</tr>
<tr>
<td></td>
<td>- Complete and sign the:</td>
</tr>
<tr>
<td></td>
<td>- VISA Credit Card User Agreement, and</td>
</tr>
<tr>
<td></td>
<td>- Temporary Credit Card Issuance Record.</td>
</tr>
<tr>
<td></td>
<td>- Obtain the supervisors signature on the Temporary Credit Card Issuance Record.</td>
</tr>
<tr>
<td></td>
<td>- Be responsible for obtaining itemized receipts for all purchases made on the credit card,</td>
</tr>
<tr>
<td></td>
<td>- Ensure only allowable expenses are charged on the credit card (e.g. no alcohol, and staying within the county meal allowance limits, etc.),</td>
</tr>
<tr>
<td></td>
<td>- Complete the Credit Card Justification form prior to returning the temporary credit card to ADMIN,</td>
</tr>
<tr>
<td></td>
<td>- Attach the itemized receipts for all the purchases charged to the credit card to the justification form, and</td>
</tr>
<tr>
<td></td>
<td>- Return the temporary credit card within three (3) days upon returning from the event.</td>
</tr>
<tr>
<td>2</td>
<td>ADMIN OA III will:</td>
</tr>
<tr>
<td></td>
<td>- Obtain a temporary credit card from the County Auditor Controller.</td>
</tr>
<tr>
<td></td>
<td>- Assign a temporary credit card to a staff person,</td>
</tr>
<tr>
<td></td>
<td>- Maintain a log for issuing/receiving the temporary credit card,</td>
</tr>
<tr>
<td></td>
<td>- Retrieve the temporary credit card from the staff person assigned to the card,</td>
</tr>
<tr>
<td></td>
<td>- Review the Credit Card Justification form for completeness,</td>
</tr>
<tr>
<td></td>
<td>- Confirm itemized receipts are included for all purchases on the justification form,</td>
</tr>
<tr>
<td></td>
<td>- Ensure the justification form is signed off by the staff person,</td>
</tr>
<tr>
<td></td>
<td>- Obtain the supervisors signature on the justification form prior to sending originals to the County Auditor Controller, and</td>
</tr>
<tr>
<td></td>
<td>- Provides a copy of the justification form and itemized receipts to Fiscal.</td>
</tr>
</tbody>
</table>
Payroll Specialist

Introduction

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

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

General duties

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

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

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

Continued on next page
Payroll Specialist, Continued

Reports

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

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

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

<table>
<thead>
<tr>
<th>Report</th>
<th>Description/Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorized vs Assigned</td>
<td>Discloses how many positions are authorized and filled/assigned</td>
</tr>
<tr>
<td></td>
<td>Differentiates from current incumbent as its only by number of positions in each classification and not broken down by employees assigned or position numbers</td>
</tr>
<tr>
<td>Current Incumbent Data</td>
<td>Sent by EDA payroll clerk each pay period.</td>
</tr>
<tr>
<td></td>
<td>Print and send copies to:</td>
</tr>
<tr>
<td></td>
<td>- Director,</td>
</tr>
<tr>
<td></td>
<td>- Deputy Directors, and</td>
</tr>
<tr>
<td></td>
<td>- Fiscal Staff Analyst II (FAS II).</td>
</tr>
<tr>
<td></td>
<td>Retain a copy for file</td>
</tr>
<tr>
<td>Job Status updates</td>
<td>Displays information on staff whose job status changes, such as probation to active status</td>
</tr>
<tr>
<td>Leave Accruals</td>
<td>Print copies</td>
</tr>
<tr>
<td></td>
<td>Send full report to:</td>
</tr>
<tr>
<td></td>
<td>- Director,</td>
</tr>
<tr>
<td></td>
<td>- Deputy Directors, and</td>
</tr>
<tr>
<td></td>
<td>- Fiscal unit, and</td>
</tr>
<tr>
<td></td>
<td>- Fiscal staff analysts</td>
</tr>
<tr>
<td>Open WPE's</td>
<td>Break down by unit and supervisor of all open Work Performance Evaluations (WPEs) on staff</td>
</tr>
<tr>
<td>Pay Step Advance</td>
<td>Informational report regarding staff members who are due a step increase in pay</td>
</tr>
<tr>
<td>Payroll register</td>
<td>Comprehensive breakdown of all the paycheck data for each employee</td>
</tr>
<tr>
<td>Retro report</td>
<td>Generated when retro pay for employees are due</td>
</tr>
<tr>
<td>Sick Leave usage greater than 75%</td>
<td>Print copies</td>
</tr>
<tr>
<td></td>
<td>Send full report to Director</td>
</tr>
<tr>
<td></td>
<td>File Directors copy after it has been reviewed</td>
</tr>
<tr>
<td></td>
<td>Send copies to Deputy Directors of the report pages on staff under his/her supervision</td>
</tr>
</tbody>
</table>