

Those persons wishing to speak on any item, whether or not it is included on the agenda, are requested to fill out and submit to the Clerk of the Board a "Request to Speak" form. Thank you.

It is the intention of the Chino Valley Independent Fire District to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, the Chino Valley Independent Fire District will attempt to accommodate you in every reasonable manner. Please contact the Administration Office (909) 902-5260 at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible. Please advise us at that time if you will need accommodations to attend or participate in meetings on a regular basis.

Any public record, relating to an open session agenda item, that is distributed within 72 hours prior to the meeting is available for public inspection at the District's Administrative Headquarters, 14011 City Center Drive, Chino Hills, CA 91709.

**CHINO VALLEY INDEPENDENT FIRE DISTRICT**  
***Special Meeting - Standing Committee Meeting***  
***Human Resources Committee***

Administrative Headquarters  
14011 City Center Drive  
Chino Hills, CA 91709

Wednesday, May 23, 2022  
9:00 a.m. - Open Session

**\*\* TELECONFERENCE MEETING INFORMATION\*\***

In accordance with AB 361 this meeting will be conducted remotely.

In order to participate in this meeting, please follow the following instructions.

Current Meeting GoToWebinarURL:

<https://attendee.gotowebinar.com/register/1112634721889115919>

Please be aware that when you join the meeting real-time, your screen name will appear on the GoToWebinar screen.

For ADA accommodations, please contact the Clerk of the Board at (909) 315-8805 or by email at [clerk@chofire.org](mailto:clerk@chofire.org) 48 hours prior to the meeting.

**REAL-TIME AND RECORDED PUBLIC VIEWING OF COMMITTEE MEETINGS**

The Committee will use the platform GoToWebinar to hold Committee Meetings. Register using the GoToWebinar URL listed on the Committee meeting agenda.

Upon entering the meeting, you will be in listen-only mode and muted until called on.

For telephone real-time listen-only mode, registration is not required. Please follow the instructions below:

1. Call: 1 (866) 901-6455
2. Enter attendee number: 911-036-027
3. Select the # key: 686-914-428

**PUBLIC COMMENTS**

The public will have the option to either submit a public comment by email to be read into

the record by the Clerk of the Board at the requested time during the Committee Meeting, or participate real-time at the appropriate requested time during the meeting by registering for the meeting and selecting the “raise hand” feature and the appropriate time.

**PUBLIC COMMENT** – To be read by the Clerk of the Board during Committee Meeting:

- Email your comments to [clerk@chofire.org](mailto:clerk@chofire.org)
- Email subject line should read: “Public Comment – Read by Clerk of the Board.” List date of meeting. The body of the email should include the public comment exactly as it should be read by the Clerk of the Board during the meeting. Specify if the comment is on a topic not on the agenda. If the topic is not on the agenda, please provide a topic description. If the comment is on a specific item on the agenda, please clearly describe the location of the item on the agenda such as New Business and state the number of the agenda item.
- Comments read by the Clerk of the Board must be limited to 300 words.
- Submit emails 1 hour prior to the start time of the Committee Meeting.
- Please note that your name will be read into the record.

**PUBLIC COMMENT** – Real-time public participation during Committee Meeting:

If you wish to provide a real-time public comment, please register at GoToWebinar URL:

<https://attendee.gotowebinar.com/register/1112634721889115919>

When registering for a real-time public comment, specify if the comment is on a topic not on the agenda. If the topic is not on the agenda, provide a topic description. If the comment is on a specific item on the agenda, clearly describe the location of the item on the agenda such as New Business and state the number of the agenda item. You may also use the “raise hand” feature at the appropriate time and you will be called upon and unmuted.

- Log on to GoToWebinar with the URL link provided on the Committee agenda 15 minutes prior to the start of the meeting. Upon entering the meeting you will be muted.
- Registered attendees will be unmuted at the time of the public comment.
- Attendees may also need to “unmute” their own devices to be heard.
- When your name is called, begin the public comments by stating your name and address (optional) for the record.
- Comments must be limited to 5 minutes.

## **AGENDA**

### ROLL CALL

### FLAG SALUTE

### INVOCATION

Chaplain Henry Aguilar

### PUBLIC COMMUNICATIONS

This is the time and place for the general public to address the Committee about subjects that do not appear elsewhere on the agenda. The public may address items on the agenda at the

time addressed by the Committee.

Due to Board policy and Brown Act requirements, action may not be taken on any issue on the agenda. When you address the Board, please state your name and address (optional) prior to making your remarks. Please limit your comments to 5 minutes.

## MINUTES

### 1. Minutes - March 30, 2022 Meeting

### OLD BUSINESS - None

### NEW BUSINESS

### 2. ESTABLISHMENT OF THE JOB SPECIFICATION AND POSITION OF ASSISTANT TO THE FIRE CHIEF AND ADOPT THE RECOMMENDED SALARY RANGE

Purpose is to review the proposed establishment of the position of Assistant to the Fire Chief and job specification and adopt the recommended salary range.

### 3. ESTABLISHMENT OF THE POSITION OF INFORMATION TECHNOLOGY INTERN (LIMITED TERM)

Purpose of this report is to review the proposed establishment for the position of Information Technology Intern (Limited Term).

## ADJOURNMENT

I, Sandra Heney, Clerk of the Board, on behalf of the Board of Directors, do hereby certify that a copy of this agenda has been posted by 6:00 p.m. on Friday, May 20, 2022.



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Sandra Heney, Clerk of the Board

**CHINO VALLEY INDEPENDENT FIRE DISTRICT**

**NO STAFF REPORT**

Minutes - March 30, 2022 Meeting

**ATTACHMENTS:**

Minutes - March 30, 2022 Meeting

**CHINO VALLEY INDEPENDENT FIRE DISTRICT**

***Special Meeting - Standing Committee Meeting***

***Human Resources Committee***

Administrative Headquarters  
14011 City Center Drive  
Chino Hills, CA 91709

Wednesday, March 30, 2022  
8:30 a.m. Committee Meeting

**MINUTES**

**TELECONFERENCE MEETING ANNOUNCEMENT**

Director Ramos-Evinger opened the meeting at 8:30 a.m. and stated that in accordance with AB361, the Chino Valley Fire District will hold this special committee meeting remotely. She explained the process for members of the public to participate in the meeting and provide public comment. Director Ramos-Evinger also announced that the meeting would be recorded.

**ROLL CALL**

Director Sarah Ramos-Evinger  
Director Harvey Luth  
Fire Chief Dave Williams  
Deputy Chief Jeremy Ault  
Deputy Chief Nathan Cooke  
Deputy Chief Carlos Skibar  
Battalion Chief Greg Gabel  
HR Consultant Andrew Tse  
Acting Clerk of the Board Ariana Cisneros

**FLAG SALUTE**

Director Harvey Luth

**INVOCATION**

Chaplain Henry Aguilar

**CHANGES TO THE AGENDA**

Director Ramos-Evinger asked Acting Clerk of the Board Ariana Cisneros if there were any changes to the agenda.

Acting Clerk of the Board Cisneros stated that staff pulled Item #2.

**PUBLIC COMMUNICATIONS**

None.

MINUTES

1. Minutes – January 31, 2022 Meeting

The Committee agreed to file the minutes, as presented.

OLD BUSINESS

None.

NEW BUSINESS

2. ESTABLISHMENT OF THE JOB SPECIFICATION AND POSITION OF ASSISTANT TO THE FIRE CHIEF

This item was pulled by staff.

3. CLASSIFICATION SPECIFICATION AND SALARY RANGE – FULL-TIME FIRE EQUIPMENT MECHANIC POSITIONS

Purpose is to review and discuss the job specifications and establishment of the positions of Fire Equipment Mechanic and Lead Fire Equipment Mechanic, and proposed salary ranges.

Battalion Chief Greg Gabel stated that the District is currently utilizing several outside vendors for its fleet maintenance. A third-party vendor primarily maintains the heavy equipment, and a local vendor services the light fleet.

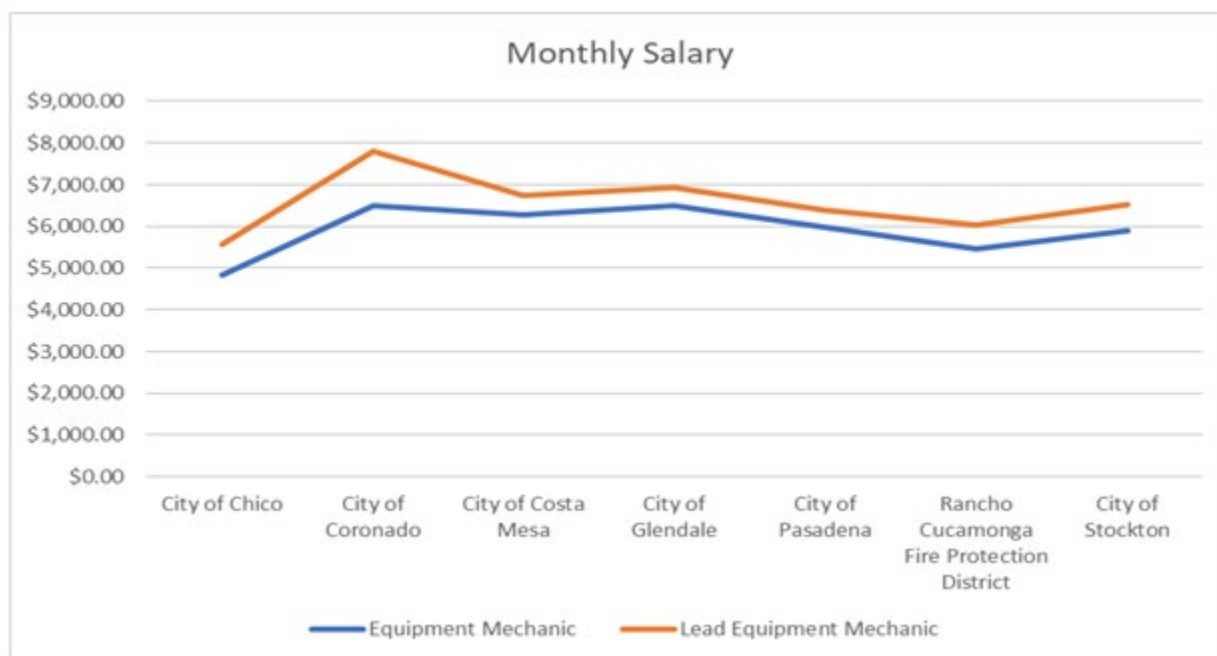
Based on the continual heightening operational needs of the organization and the necessity of minimizing single points of failure, the District identified the demand for a feasibility study of its Fleet Maintenance Program. This study includes the option of contracting out services with a private company for heavy equipment and or light-fleet maintenance, and the potential hiring of District-employed Fire Equipment Mechanics.

The District currently has thirty-five apparatus that are considered heavy fleet. The third-party vendor that currently services the District's heavy fleet follows a two-to-one mechanic to the apparatus safety factor. As the population and call volume increase, our fleet will need to grow accordingly. This will, in turn, stress the importance of a minimum of two full-time mechanics to effectively and efficiently maintain the District's fleet.

Management concurs with the recommendation of two Fire Equipment Mechanic positions and agrees they will provide the necessary level of experience and expertise that the District values. Furthermore, due to the level of responsibility, one of the positions will serve in a lead role for the overall fleet maintenance. The two mechanic positions will be under the leadership of the Support Services Deputy Chief.

The proposed monthly base salary range is for the Fire Equipment Mechanic is \$5,117 - \$6,219 (\$61,404 - \$74,628 annual). The proposed salary range for the Lead Fire Equipment Mechanic is \$5,629 - \$6,842 (\$67,548 - \$82,104 annual). The new proposed positions will result in an estimated annual financial savings of approximately \$75,000 compared to the contract service fees the District currently pays the third-party vendors. This salary range reflects the current market for similar positions with comparable fire organizations in California.

The following graph depicts the results of a salary survey:



A cost analysis was performed regarding labor costs for maintaining the District's heavy and light fleet vehicles. The following table outlines these costs for the last four years, including the current fiscal year:

TOTAL COSTS					
LIGHT/HEAVY FLEET VENDOR					
	FISCAL YEAR	FISCAL YEAR	FISCAL YEAR	FISCAL YEAR	FISCAL YEAR
VENDOR	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Light Fleet	\$33,064.00	\$13,488.15	\$13,586.69	\$26,797.85	\$12,644.69
Heavy Fleet	\$219,419.53	\$181,772.51	\$216,108.61	\$235,832.35	\$155,890.72
<b>TOTAL FY COST</b>	<b>\$252,483.53</b>	<b>\$254,721.86</b>	<b>\$229,695.30</b>	<b>\$262,630.20</b>	<b>\$168,535.41</b>

The funding for the proposed positions will be requested during the Fiscal Year 2022-23 budget process.

It is recommended that the Human Resources Committee review the job specification for the Fire Equipment Mechanic and the Lead Fire Equipment Mechanic and the proposed salary ranges and provide direction to staff.

Director Ramos-Evinger asked Acting Clerk of the Board Cisneros if there was Public comment.

There was no public comment.

Director Ramos-Evinger asked for Committee comment.

Director Luth asked if the potential employees be required or expected to have their own tools or would the District be supplying the tools and if the District would be supplying the tools, do they need to acquire them or do they have them already.

Battalion Chief Gabel replied by stating that the employees would be required to supply themselves with up to an inch and a half size sockets and applicable small hand tools. The District does currently have heavy tools that are already out at our Carter building, that are currently being utilized by our 3<sup>rd</sup> party vendor.

Director Luth asked if that included diagnostic equipment as well.

Battalion Chief Gabel replied by stating that the District does have a limited supply of diagnostic equipment and typically speaking, the mechanics of this level will have their own diagnostic equipment, however, the District has budgeted for a specified number of tools that will be including diagnostic equipment and additional tools that are needed.

Director Luth asked if the District has budgeted for ongoing training for them to maintain certifications.

Battalion Chief Gabel informed Director Luth that yes, the funds have been budgeted for training, etc.

Director Luth had a question regarding the statement 2:1 mechanic to apparatus safety factor.

Battalion Chief Gabel replied by stating that per the California Fire Mechanics Association, there are ratios for technicians to vehicles. Typically speaking on Fire Apparatus, it's a 30:1 ratio, meaning 30 heavy equipment to 1 fire mechanic. Because the District currently has 35 heavy equipment, it would yield them to have a minimum of 2 mechanics to handle their heavy fleet. In addition to that ratio, there's also a 2:1 safety factor when any mechanic is working on heavy equipment. He explained that similar to the Fire Department, there are safety factors built-in as well based on the possibility of injury and

such based on the weight of the equipment. He further explained that based on that, they are recommending a 2:1 safety factor to mechanics per one large vehicle.

The Finance Committee agreed to move this item to the Full Board for approval as a New Business item.

4. AUTHORIZE AN ADDITIONAL SIX (6) FIREFIGHTER/PARAMEDIC POSITIONS

Purpose is to review and discuss a proposed increase to overall staffing of the District by an additional six (6) Firefighter/Paramedics. This will bring the total number of fire suppression staff from 99 to 105 full-time positions.

Deputy Chief Nathan Cooke stated that Board of Directors has given staff the approval to design and build Fire Station 68. Once construction is completed, Station 68 will be staffed with fire suppression personnel and will become operational. As the Board is aware, the purpose of adding Fire Station 68 to our deployment model was due to a significant geographical coverage issue in the southwest portion of the District and to increase All-Risk Fire Suppression/Emergency Medical Services coverage in this portion of the District. This increased coverage will help decrease response times to emergency incidents, which can help improve patient outcomes, increase survivability for fire victims, and lead to quicker suppression efforts, thereby limiting the potential for property damage.

Deputy Chief Nathan Cooke stated the Board and the Standards of Cover report (completed by City Gate) have demonstrated a need for additional coverage in Fire Station 68's proposed area of responsibility for several years now. In lieu of waiting for Fire Station 68 to be completely built, before deploying additional suppression personnel, staff is recommending that an additional two (2) Firefighter/Paramedics are deployed daily beginning July 1, 2022. He further reported that the two (2) additional daily Firefighter/Paramedics would staff another paramedic unit (ambulance, paramedic squad, etc.) in the District until the ambulance crisis has been resolved or until Fire Station 68 is opened and staffed. This would equate to a total of six (6) additional Firefighter/Paramedics being added to the overall number of fire suppression personnel and would increase the total number of personnel from 99 to 105.

Deputy Chief Nathan Cooke stated that computation of fiscal impact is based on Step B of the Firefighter Paramedic salary scale. This is the step that lateral candidates are typically appointed. Given the robust recruitment the District just completed that yielded over 100 lateral applicants, it is anticipated that the six (6) positions will be filled with experienced lateral personnel. The proposed addition of six (6) is a base salary of \$139,068 to \$169,039 per year. Total compensation for Classic PERS Members is estimated to be \$159,264 per Firefighter/Paramedic, and PEPR PERS Members is estimated to be \$151,193 per Firefighter/Paramedic. Total compensation for six (6)

Firefighter/Paramedics is estimated to be approximately \$955,600 for the fiscal year. These positions are requested to be authorized and will request funding during the budget cycle for Fiscal Year 2022-2023.

It is recommended that the Human Resources Committee review this request and provide direction to staff.

Director Ramos-Evinger asked Acting Clerk of the Board Cisneros if there was Public comment.

There was no public comment.

Director Ramos-Evinger asked for Committee comment.

There was no comment.

The Finance Committee agreed to move this item to the Full Board for approval as a New Business item.

#### ADJOURNMENT

The meeting was adjourned at 8:48 a.m.

**CHINO VALLEY INDEPENDENT FIRE DISTRICT  
STAFF REPORT**

**DATE: MAY 23, 2022**

**TO: HUMAN RESOURCES COMMITTEE**

**FROM: DAVE WILLIAMS, FIRE CHIEF**

**SUBJECT: ESTABLISHMENT OF THE JOB SPECIFICATION AND POSITION OF  
ASSISTANT TO THE FIRE CHIEF AND ADOPT THE RECOMMENDED  
SALARY RANGE**

**PURPOSE:**

Purpose is to review the proposed establishment of the position of Assistant to the Fire Chief and job specification and adopt the recommended salary range.

**DISCUSSION:**

The proposed Assistant to the Fire Chief would be a non-sworn management position, similar to an Assistant to the City Manager in a municipality. The ideal candidate would be a seasoned public servant with previous government experience in a similar capacity. The incumbent is expected to have the ability to manage the office of the Fire Chief and be politically astute, neutral, and represent the Fire Chief, Fire District, and the Board of Directors in a professional manner. The Assistant to the Fire Chief will interface with the Board, elected officials, department directors and staff as directed by the Fire Chief. The incumbent will also perform complex analysis, prepare reports, make presentations and manage projects as directed by the Fire Chief. This position will also provide general administrative support to the Fire Chief and serve as a resource to other administrative departments in the temporary absence of the department manager or director.

Although the position was never fully developed during Chief Shackelford's tenure, \$175,000 was included in the FY20 budget for a similar position. The proposed base salary range for this position is \$116,882 to \$142,071 per year. Total compensation for a Classic PERS Member is estimated to be \$166,318 to \$191,507, and for a PEPRP PERS Member is estimated to be \$163,476 to \$188,665. This position is requested to be authorized at this time and funding will be provided for in the FY23 budget.

A comprehensive salary survey was conducted of similar positions in southern California local governments to ensure an appropriate and competitive salary range.

**RECOMMENDATION:**

It is recommended that the Human Resources Committee review this request and provide direction to staff.

**ATTACHMENTS:**

Assistant to the Fire Chief -Job Classification



## Chino Valley Fire District Position Classification

### Assistant to the Fire Chief

#### Position Summary

Under general supervision of the Fire Chief, provides a full range of highly complex support to the Fire Chief; serves as a liaison between the Office of the Fire Chief, the general public, members of the Board of Directors, District appointed committees, and others seeking interaction with the Office of the Fire Chief; manages the general office support functions of the Office of the Fire Chief; performs related duties as assigned.

#### Essential Job Functions

*The following are duties performed by employees in this classification. However, this job specification is intended to identify essential functions and requirements of the job, and should not be considered all-inclusive.*

- Provide full range of highly complex assistance and support to the Fire Chief.
- Plan, organize and manage the Office of the Fire Chief including calendar an event scheduling and travel.
- Prepare and process correspondence, staff reports, speeches, scripts and confidential documents.
- Prepare and maintain the annual budget of the Office of the Fire Chief and participate in the Fire District's annual budget development process at the direction of the Fire Chief.
- Conduct assigned research, studies and analysis.
- Serve as legislative lobbyist at the direction of the Fire Chief.
- Present staff reports on behalf of the Fire Chief,
- Represent and provide presentations on behalf of the Fire Chief at assigned meetings and events, including presentations to stake holders and local area agencies and officials.
- Plan and oversee events such as State of the Fire District, Fire Chief swearing-in and Fire Chief retirements.
- Serve as project manager and/or liaison as assigned by the Fire Chief.
- Act as liaison in coordinating matters between the Office of the Fire Chief and department directors and managers at the direction of the Fire Chief.
- Serve as a resource to other administrative departments in the temporary absence of the department manager or director.
- Draft policies and procedures, as directed.
- Perform related duties as assigned.

#### Qualifications

##### ***Knowledge of:***

- Operations of the Fire District, stake holders, local government agencies and municipal and governmental programs and services as necessary to execute assigned responsibilities.
- Principles, practices and regulations of public administration, including the Brown Act and public Records Act.
- Operations, services, and activities of office administrative.
- Principles and practices of research, analyzing, reporting and record keeping.
- Principles, procedures and practices of general and public sector budget preparation.
- Pertinent federal, state, special district and other local laws, codes, and regulations.
- Sound business communication, and business letter writing and report preparation.

***Ability to:***

- Work and act independently.
- Plan, organize, and carry out a full range of project management, administrative and analytical assignments from the Fire Chief with minimal supervision and direction.
- Review, analyze and reconcile complex data, and perform complex analysis and research on a variety of topics.
- Track and implement goals.
- Prepare and maintain accurate reports and records, and interpret, summarize and present technical information and data in an effective manner.
- Communicate with the Fire Chief, department directors, staff and elected officials on complex issues.
- Serve as project manager on administrative projects.
- Coordinate large scale events.
- Represent the Fire Chief and provide presentations.
- Maintain strict confidentiality regarding sensitive, non-public District business matters.
- Operate a variety of office equipment, computers and software, including the Microsoft Office suite of programs as well as specialized accounting programs.
- Analyze problems to identify solutions.
- Understand and apply general public administration practices.
- Understand, implement and apply management theories, principles and standards in a government environment.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Establish and maintain accurate reports and records.
- Communicate effectively both orally and in writing.
- Ability to attend after hours Board and other community meetings and events, as requested.
- Ability to attend off site training, seminars and other meetings which may involve overnight travel on occasion.
- Understand and follow written and oral instructions.
- Establish and maintain effective working relationships with others.

**Education and Experience Requirements:**

***Education:***

- A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, or a related field. A Master's degree in a related field is desirable.
- Possession and maintenance of a valid California Class C driver's license and satisfactory driving record.

***Experience:***

- Five years increasingly responsible administrative and analytical experience within a local government environment, including at least two years of management experience. Experience in a governmental setting working with elected and appointed officials is highly desirable.

**Physical Profile**

Work is performed in a typical office environment with the following characteristics:

## Assistant to the Fire Chief Position Classification

Page 3 of 3

- Mobility – frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting.
- Lifting – frequently up to 10 pounds; occasionally up to 25 pounds.
- Vision – constant use of overall vision; frequent reading and close-up work; occasional color and depth vision.
- Dexterity – frequent repetitive motion; frequent writing; frequent grasping, holding and reaching.
- Hearing/Talking – frequent hearing and talking, in person and on the phone.
- Emotional/Psychological – frequent decision-making and concentration; frequent public and/or co-worker contact; occasional working alone.
- Environmental – frequent exposure to computer screens and noise.

FLSA Status: Exempt  
Date Approved: \_\_/\_\_/2022

DRAFT

**CHINO VALLEY INDEPENDENT FIRE DISTRICT  
STAFF REPORT**

**DATE: MAY 23, 2022**

**TO: HUMAN RESOURCES COMMITTEE**

**FROM: DAVE WILLIAMS, FIRE CHIEF**

**SUBJECT: ESTABLISHMENT OF THE POSITION OF INFORMATION  
TECHNOLOGY INTERN (LIMITED TERM)**

**PURPOSE:**

Purpose of this report is to review the proposed establishment for the position of Information Technology Intern (Limited Term).

**DISCUSSION:**

The Support Service Division has considered implementing an internship program for the IT Section to provide valuable on-the-job learning experience for current college students or recent graduates majoring in computer sciences. The Intern will assist with help-desk routine tasks and special projects as assigned.

The Intern would serve on a limited basis for 1 year. His/her tenure may be extended based on the recommendation of the IT team. The Intern is expected to work one day a week, no more than 10 hours.

The proposed salary for this position is \$18.00 per hour. Sufficient funds have been budgeted in the FY 2021-2022 budget to fund this position.

**RECOMMENDATION:**

It is recommended that the Human Resources Committee review this request and provide direction to staff.

**ATTACHMENTS:**





## Chino Valley Fire District Position Classification

### **INFORMATION TECHNOLOGY INTERN** *(Limited Term One Year Internship with minimum 3.0 GPA)*

#### **Position Summary**

The Information Technology Intern (I.T.) will assist with help-desk routine tasks and special projects, including record keeping duties. The Intern position will provide valuable on-the-job learning experience for current college students or recent graduates in a municipal government and specifically an Information Technology office. Intern staff must be dependable, responsible, and have an excellent customer service attitude! This position reports to the Deputy Chief of Support Services or designee.

#### **Essential Job Functions**

*The following are the duties performed by employees in this classification. However, this job specification is intended to identify essential functions and requirements of the job and should not be considered all-inclusive.*

- Diagnose and resolve computer problems and requests from users in a timely manner.
- Log requests into the helpdesk system
- Install, configure, and troubleshoot hardware, including desktops, laptops, iPads, peripherals, network equipment
- Install, configure, and troubleshoot software packages, including operating systems, desktop software, and custom applications
- Maintain inventory of equipment, software, and software licenses.
- Assist with maintaining VOIP phones for users.
- Maintain system updates to ensure all working systems are updated with the latest security patches.
- Contributes to technical documentation and participates in policy, procedure, and standards development.
- Perform other duties as assigned.

#### **Qualifications Knowledge of:**

- Excellent communication skills, both written and verbal
- Strong technical, analytical, and problem-solving skills
- Customer focus and dedication to customer satisfaction
- Strong initiative, self-motivation, and ability to complete tasks on time
- Ability to work well in a fast-paced, team environment
- Working knowledge of Windows 10 and 11 Desktop Operating Systems

- Working Knowledge of the Microsoft Office Suite
- Working knowledge of iOS operating system for tablets and phones
- Familiarity with Desktop and Laptop hardware components
- Familiarity with basic IT concepts
- Analytics (Highly Desirable)

### **Education and Experience Requirements:**

- High School Diploma or G.E.D.
- Currently enrolled in a technical college or business school with course work in computer science, business applications, telecommunications, or a closely related field.
- Minimum GPA of 3.0

### **Physical Profile**

Work performed in a typical office environment and offsite facilities with the following characteristics:

- Mobility - frequent use of keyboard; frequent sitting, standing, and/or walking for long periods of time; occasional bending, squatting, lifting, carrying, pushing, pulling, climbing, and walking on uneven surfaces.
- Lifting - occasional lifting up to 75 pounds; frequent lifting, pushing, and/or carrying objects weighing up to 25 pounds.
- Vision - constant use of overall vision; frequent reading and close-up work; driving and other distance related activities; identification and distinguishing of colors and depth.
- Dexterity - frequent repetitive motion, including writing, grasping, holding, and reaching.
- Hearing/Talking - frequent hearing and talking, in person and on the telephone.
- Emotional/Psychological - decision-making and concentration, frequent public and/or co-worker contact; occasional working alone.
- Environmental - frequent exposure to all types of weather conditions and marked temperature changes; frequent exposure to computer screens and noise.
- Mobility – frequent bending, twisting, reaching, kneeling, and lifting, such as retrieving

FLSA Status:           Non-Exempt  
Date Approved:        \_\_/\_\_/2022