

1. **Contract Identification.**

Department: Human Resources Department

Subject: Contracted Temporary Help

2. **Parties.** The County of Contra Costa, California (County), for its Department named above, and the following named Contractor mutually agree and promise as follows:

Contractor: **Ultimate Staffing**

Capacity: a Limited Partnership

Address: 333 City Blvd., West, Suite 100, Orange, CA 92868

3. **Term.** The effective date of this Contract is November 1, 2009. It terminates on June 30, 2011 unless sooner terminated as provided herein.

4. **Payment Limit.** County's total payments to Contractor under this Contract shall not exceed **\$ 1,000,000.00.**

5. **County's Obligations.** County shall make to the Contractor those payments described in the Payment Provisions attached hereto which are incorporated herein by reference, subject to all the terms and conditions contained or incorporated herein.

6. **Contractor's Obligations.** Contractor shall provide those services and carry out that work described in the Service Plan attached hereto which is incorporated herein by reference, subject to all the terms and conditions contained or incorporated herein.

7. **General and Special Conditions.** This Contract is subject to the General Conditions and Special Conditions (if any) attached hereto, which are incorporated herein by reference.

8. **Project.** This Contract implements in whole or in part the following described Project, the application and approval documents of which are incorporated herein by reference:

As specified in Service Plan, attached.

9. **Legal Authority.** This Contract is entered into under and subject to the following legal authorities:

Government Code Section 31000.4

10. **Signatures.** These signatures attest the parties' agreement hereto:

COUNTY OF CONTRA COSTA, CALIFORNIA

BOARD OF SUPERVISORS	ATTEST: Clerk of the Board of Supervisors
By _____ Chair/Designee	By _____ Deputy

CONTRACTOR

Name of business entity:	Name of business entity:
By _____ (Signature of individual or officer)	By _____ (Signature of individual or officer)
_____ (Print name and title A, if applicable)	_____ (Print name and title B, if applicable)

**Note to Contractor:** For Corporations (profit or nonprofit), the contract must be signed by two officers. Signature A must be that of the president or vice-president and Signature B must be that of the secretary or assistant secretary (Civil Code Section 1190 and Corporations Code Section 313). All signatures must be acknowledged as set forth on Form L-2.

ACKNOWLEDGMENT

STATE OF CALIFORNIA                    )  
  )  
COUNTY OF CONTRA COSTA            )

On \_\_\_\_\_, before me, \_\_\_\_\_  
(insert name and title of the officer), personally appeared \_\_\_\_\_  
\_\_\_\_\_ who proved to me on the basis of satisfactory  
evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me  
that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s)  
on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is  
true and correct.

WITNESS MY HAND AND OFFICIAL SEAL.

\_\_\_\_\_  
Signature (Seal)

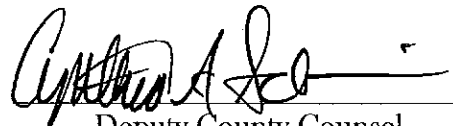
ACKNOWLEDGMENT (by Corporation, Partnership, or Individual)  
(Civil Code §1189)

APPROVALS

RECOMMENDED BY DEPARTMENT

By: \_\_\_\_\_  
Designee

FORM APPROVED  
COUNTY COUNSEL

By:   
Deputy County Counsel

APPROVED: COUNTY ADMINISTRATOR

By: \_\_\_\_\_  
Designee

1. **Payment Amounts.** Subject to the Payment Limit of this Contract and subject to the following Payment Provisions, County will pay Contractor the following fee as full compensation for all services, work, expenses or costs provided or incurred by Contractor:

[Check one alternative only.]

- a. \$        monthly, or
- b. \$        per unit, as defined in the Service Plan, or
- c. \$        after completion of all obligations and conditions herein.
- d. Other: As specified in the Payment Provisions, attached.
2. **Payment Demands.** Contractor shall submit written demands for payment on County Demand Form D-15 in the manner and form prescribed by County. Contractor shall submit said demands for payment no later than 30 days from the end of the month in which the contract services upon which such demand is based were actually rendered. Upon approval of payment demands by the head of the County Department for which this Contract is made, or his designee, County will make payments as specified in Paragraph 1. (Payment Amounts) above.
3. **Penalty for Late Submission.** If County is unable to obtain reimbursement from the State of California as a result of Contractor's failure to submit to County a timely demand for payment as specified in Paragraph 2. (Payment Demands) above, County shall not pay Contractor for such services to the extent County's recovery of funding is prejudiced by the delay even though such services were fully provided.
4. **Right to Withhold.** County has the right to withhold payment to Contractor when, in the opinion of County expressed in writing to Contractor, (a) Contractor's performance, in whole or in part, either has not been carried out or is insufficiently documented, (b) Contractor has neglected, failed or refused to furnish information or to cooperate with any inspection, review or audit of its program, work or records, or (c) Contractor has failed to sufficiently itemize or document its demand(s) for payment.
5. **Audit Exceptions.** Contractor agrees to accept responsibility for receiving, replying to, and/or complying with any audit exceptions by appropriate county, state or federal audit agencies resulting from its performance of this Contract. Within 30 days of demand, Contractor shall pay County the full amount of County's obligation, if any, to the state and/or federal government resulting from any audit exceptions, to the extent such are attributable to Contractor's failure to perform properly any of its obligations under this Contract.

Initials: \_\_\_\_\_  
Contractor                      County Dept.

## **Contracted Temporary Help Contract**

### **PAYMENT PROVISIONS**

1. **Payment Provisions.** Contractor will provide services as described in the Service Plan of the Contract. Mark-up percentages and resulting bill rates are full compensation for all services and shall include all applicable surcharges such as taxes, insurance and fringe benefits as well as indirect costs, overhead, profit allowance, materials and supplies. Upon 45 days notice to the Contractor, the County, by action of the Director of Human Resources, may change the hourly pay rate for any job class, and the hourly bill rate shall be changed accordingly. Job classifications may be added to the Contract by Administrative Amendment to the Contract as provided under General Conditions Section 8.b. The job descriptions and County qualifications for the job classes listed below are attached as Appendix A.

Contractor shall pay its employees at the specified hourly pay rate and shall charge the county at the specified hourly bill rate. The hourly bill rate is determined by multiplying the hourly pay rate by the specified mark-up percentage. Hourly pay rates will be pro-rated for partial hours worked.

<b>Job Class</b>	<b>Hourly Pay Rate</b>	<b>Mark-Up Percentage</b>	<b>Hourly Bill Rates</b>
Typist Clerk	\$ 9.91	30%	\$12.88
Data Entry Operator	\$11.85	30%	\$15.41
Intermediate Typist Clerk	\$12.32	30%	\$16.02
Word Processing Specialist	\$13.88	30%	\$18.04
Account Clerk	\$12.12	30%	\$15.76
Intermediate Account Clerk	\$13.87	30%	\$18.03
Senior Account Clerk	\$16.22	30%	\$21.09
Junior Accountant	\$20.00	30%	\$26.00
Legal Secretary	\$14.03	30%	\$18.24
Senior Secretary	\$16.35	30%	\$21.26
Executive Secretary	\$17.18	30%	\$22.33
Administrative Assistant	\$17.62	30%	\$22.91

2. **Invoicing.** Contractor shall provide weekly invoicing to multiple department billing addresses as specified on each individual work order, supported by copies of time cards signed by authorized County staff which match the invoice.
3. **Payment Limit.** Total payment under this Contract shall not exceed \$1,000,000.00.

Initials: \_\_\_\_\_  
Contractor                      County

**Contra Costa County  
Temporary Help Contract**

**SERVICE PLAN**

1. **Scope.** Subject to the payment limit of this contract, Contractor shall provide employees to perform temporary work for Contra Costa County in the job class(es) listed below upon written request received by the Contractor from the Human Resources Department. Personnel providing services under this contract are not County employees and do not receive benefits that County employees may be entitled to, including but not limited to: medical/dental coverage, paid time off, workers' compensation, state disability, unemployment insurance, paid family leave, retirement, etc.

Contractor shall pay its employees at the specified hourly pay rate and shall charge the County at the specified hourly bill rate, as set forth in the Payment Provisions. The hourly bill rate is determined by multiplying the hourly pay rate by the specified mark-up percentage.

The job descriptions and County qualifications for the job classes listed above are attached as Appendix A.

2. **Replacement.** County may request replacement of an employee within the first eight (8) hours of work without charge in the event of unsatisfactory performance as judged by the supervisor or department head to which the employee is assigned. After the first eight (8) hours, replacement may be requested at any time with charge being made for hours worked.
3. **Unsatisfactory Performance.** Two consecutive unsatisfactory employees sent on one work order shall constitute cause for County to contact another Contractor to fill the work order. County may choose to change Contractors earlier at the request of the County user department.
4. **Notification of Work Order.** Contractor will be notified of a work order for temporary help by a representative of the County Human Resources Department. After receipt of the initial job order, the Contractor may contact the supervisor who is to oversee the Contractor's employee in order to ascertain exact duties and responsibilities of the job involved beyond those provided on the work order.
5. **Time Cards.** Time cards shall be supplied by the Contractor and approved by the County's Human Resources Department representative.

Initials: \_\_\_\_\_  
Contractor                      County

6/10/2009

6. **Eligibility for Hire.** Any employee provided by the Contractor to the County from date commencing work will be eligible for County hire without liability for any fee or other obligation after sixty (60) calendar days, or in any case if the person's name appears on a County employment list resulting from a publicly announced competitive examination. The employee of a Contractor is free to enter into open and competitive examinations for County positions and receives no special consideration for time spent as a temporary worker.
  
7. **Limitation of Service.** Contractor shall not provide employees to work for more than 90 days with respect to any single peak load, temporary absence, or emergency situations as governed by Government Code Section 31000.4. See Appendix B.
  
8. **Equal Employment Opportunity.** The Contractor agrees to not discriminate against its employees or individuals seeking employment on the basis of race, sex, national origin, ancestry, age religion, marital status, sexual orientation, disability or medical condition or as defined by State and Federal laws. Additionally, the Contractor shall provide the County with a copy of its Equal Opportunity and Affirmative Action policies.
  
9. **Unemployment Compensation.** Contractor shall maintain unemployment compensation coverage in effect for its employees providing temporary work hereunder and provide County with evidence of such coverage.
  
10. **Workers' Compensation.** Contractor shall provide workers' compensation coverage for its employees.
  
11. **Family and Medical Leave Act.** Contractor will provide basic leave entitlement to its covered employees as required by the US Department of Labor and the State of California.
  
12. **Contra Costa County Anti-Harassment Policies.** Contractor and its employees must comply with the County's Anti-Harassment Policy. Appendix C is a summary of the County policy. Contractor will provide a copy of Appendix C to all its employees who provide services to the County.
  
13. **Contra Costa County – Smoke Free and Drug Free Workplace.** Contractor and its employees will comply with County's Smoke-Free and Drug-Free Workplace Policy. Appendix D is a summary of the County policy. Contractor will provide a copy of Appendix D to all its employees who provide services to the County.

Initials: \_\_\_\_\_  
 Contractor County

- 14. **Overtime**. As a rule, the County does not authorize overtime. However, in certain circumstances, pre-approved overtime is a necessity and will be authorized by the operating department. Overtime shall be defined as time worked by a Contractor's employee in excess of eight (8) hours per day or more than forty (40) hours per week, paid to the employee at the rate of one and one-half (1-1/2) times the employee's regular rate of pay. Overtime shall be paid by the County at a rate of 1.4 times the hourly bill rate.
  
- 15. **Pre-Employment Screening**. Prior to sending its employees to work for the County, Contractor will consult with requesting department on any background or criminal history screening that may be required by that department for any temporary workers. For example, an individual with an open child support case should not be assigned to work in the Department of Child Support Services; or any individual assigned to work in a child care center will first be required to submit fingerprints for a criminal history clearance. It is Contractor's responsibility to ensure that all required screenings are completed and to certify to the County that assigned workers are cleared to perform work for the requesting department before any work is commenced.
  
- 16. **Reports**. Provide quarterly and annual reports detailing the information on each employee who worked on a County work order, summarizing the data on a quarterly or annual basis, or as requested by the County.

Reports should include the name of the employee, the department the employee is assigned to, the duration of the assignment, the classification, the hourly pay rate, and the contract number.

Upon 30 days notice to the Contractor, the form, content, and frequency of the reports and data formats are subject to change by the County.

Initials: \_\_\_\_\_  
Contractor                      County



**Contra Costa County Contracted Temporary Help Services  
Appendix A**

**JOB DESCRIPTIONS FOR CONTRACTED TEMPORARY HELP**

<b>Job Title</b>	<b>Page</b>
• <b>Typist Clerk</b>	<b>1</b>
• <b>Data Entry Operator</b>	<b>2</b>
• <b>Intermediate Typist Clerk</b>	<b>3</b>
• <b>Word Processing Specialist</b>	<b>4</b>
• <b>Account Clerk</b>	<b>5</b>
• <b>Intermediate Account Clerk</b>	<b>6</b>
• <b>Senior Account Clerk</b>	<b>7</b>
• <b>Junior Accountant</b>	<b>8</b>
• <b>Legal Secretary</b>	<b>9</b>
• <b>Senior Secretary</b>	<b>10</b>
• <b>Executive Secretary</b>	<b>11</b>
• <b>Administrative Assistant</b>	<b>12</b>

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Typist Clerk**

**COUNTY QUALIFICATIONS:** Under close supervision, to perform varied typing/keyboarding and clerical work of a routine nature, including moderately difficult telephone and client/customer/general public reception functions; and to do other work as required.

Requires the ability to type at 40 wpm. Good knowledge of correct punctuation, grammar and spelling; good knowledge of vocabulary at a moderate difficulty level; ability to learn the operation of common office machines including calculators and personal computers; ability to make simple arithmetic calculations; ability to properly file correspondence and other documents in an alphabetical and/or numeric filing system; ability to learn modern office procedures and practices; ability to understand and follow written and oral directions; ability to deal tactfully and courteously with the public; ability to work at single or multiple-station reception counter, assisting and directing customers, clients, or public; ability to answer multi-line telephones and transfer/connect callers to other parties and/or voice-mail or messaging systems, and/or take messages, either manually or via computer messaging system, while carrying out other clerical tasks; ability to work with multiple task interruptions in a pleasant and efficient manner.

## **Contra Costa County Contracted Temporary Help Services**

**CLASS: Data Entry Operator**

**COUNTY QUALIFICATIONS:** Under supervision, to operate alphanumeric data entry/verifier machines or computerized data entry terminals or to perform straight alpha/numeric data entry on a computer keyboard; to do related clerical work and to assist in simple sorting and tabulating operations; and to do other related work as required. Occasional driving of own or County-owned vehicle may be required.

Needs either (1) six months experience in operating a data entry machine or keying at a computerized data entry workstation, and completion of a formal training course for data entry operators, or (2) one year experience in operating a data entry machine or keying at a computerized data entry workstation; working knowledge of arithmetic; ability to perform data entry from data entry forms of average difficulty at the rate of 7,000 key strokes an hour with errors in not more than five percent of the documents; ability to follow oral and written directions; ability to work with multiple task interruptions in a pleasant and efficient manner.

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Intermediate Typist Clerk**

**COUNTY QUALIFICATIONS:** Under general supervision, to perform typing, varied and difficult clerical work of a responsible, nature including operation of a personal computer, moderately difficult telephone and client/customer/general public reception functions; and to do other work as required.

Needs one year of office clerical experience; ability to type at 40 wpm; good knowledge of modern office procedures and practices; good knowledge of correct punctuation; spelling, and correct grammatical usage, together with a good vocabulary; ability to write letters on routine matters independently; knowledge of the types and uses of common office machines including calculators, personal computers, and ability to operate a keyboard; ability to make simple arithmetical calculations; ability to perform moderately difficult and responsible clerical work and to make decisions in routine procedural matters without immediate supervision; good knowledge of filing, indexing and cross-referencing methods; ability to prepare and maintain accurate and concise records and reports; ability to understand and carry out oral and written instructions; ability to deal tactfully and courteously with the public; ability to work at single or multi-station reception counter, assisting and directing customers, clients, or public, while carrying out other clerical tasks; ability to answer multi-line telephones and transfer/connect callers to other parties and/or voice mail or messaging systems, and/or take messages either manually or via computer messaging system; ability to work with multiple task interruptions in a pleasant and efficient manner.

The work of an Intermediate Clerk is distinguished from that expected of Word Processing Specialist in that little knowledge of the software is needed to perform the work, and what little is needed can be learned easily within a couple of hours on the assignment.

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Word Processing Specialist**

**COUNTY QUALIFICATIONS:** Under limited supervision to perform varied and difficult clerical work of a responsible nature, including operation of personal computers using a variety of word processing software programs. Some assignments may include reception duties including difficult telephone and client/customer/general public reception functions.

Requires three years of office clerical experience which included heavy word processing; ability to type at 40 wpm; requires advanced knowledge of the word processing software; good knowledge of modern office procedures and practices; good knowledge of correct punctuation, spelling, and grammatical usage, together with a good vocabulary; ability to write letters on routine matters independently; knowledge of the types and uses of common office machines and ability to learn their operation; ability to make simple arithmetic calculations; ability to perform moderately difficult and responsible clerical work and to make decisions in routine procedural matters without immediate supervision; good knowledge of filing, indexing and cross-referencing methods; ability to prepare and maintain accurate and concise records and reports; ability to understand and carry out oral and written instructions; ability to deal tactfully and courteously with the public; ability to work at single or multi-station reception counter, assisting and directing customers, clients, or public, while carrying out other clerical tasks; ability to answer multi-line telephones and transfer/connect callers to other parties and/or voice mail or messaging systems, and/or take messages either manually or via computer messaging system; ability to work with multiple task interruptions in a pleasant and efficient manner.

This job is distinguished from other jobs requiring use of word processing software by the level of keyboarding skill and software knowledge expected, along with the expected concentration of work activities in the word processing area.

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Account Clerk**

**COUNTY QUALIFICATIONS:** Under close supervision to perform a limited variety of routine accounting clerical work and to operate standard office business machines, calculators and personal computers in the maintenance of numerical, statistical, and/or fiscal records, accounts payable, general and medical accounts billings and receivables, and/or payroll records; and to do related work as required. May be required to perform some telephone work in relation to the assigned work, as well as performing routine receptionist duties in the office where assigned.

Needs general knowledge of accepted methods and practices used in financial and statistical clerical work; general knowledge of modern office practices and procedures; ability to apply arithmetic principles and to correct computational errors; ability to understand systematic, numerical, record keeping and data gathering procedures; ability to perform clerical, financial and statistical record keeping work of average difficulty; ability to work continuously with figures and records; ability to keyboard accurately, though not with speed; ability to follow oral and written directions; ability to write neatly and legibly; aptitude to operate calculators and computers with established numerical, statistical or financial programs; ability to deal tactfully and courteously with the public; ability to work at single or multiple-station reception counter, assisting and directing customers, clients, or public; ability to answer multi-line telephones and transfer/connect callers to other parties and/or voice-mail or messaging systems, and/or take messages.

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Intermediate Account Clerk**

**COUNTY QUALIFICATIONS:** Under general supervision, performs a variety of accounting clerical work and operates standard office business machines, calculators and personal computers in the maintenance of numerical, statistical, and/or fiscal records, accounts payable, general and medical accounts billings and receivables, and/or payroll records; and to do related work as required. May be required to perform some telephone work in relation to the assigned work, as well as performing routine receptionist duties in the office where assigned.

Requires at least two (2) years of bookkeeping or general accounting clerical experience. Needs good knowledge of accepted methods, and practices used in financial and statistical clerical work; good knowledge of modern office practices and procedures; good knowledge of financial and statistical computer and database programs.

Ability to set up procedures within the programs with little direction and produce reports from data entered; ability to apply arithmetic principles and to correct computational errors; ability to understand systematic, numerical, record keeping and data gathering procedures; ability to perform clerical, financial and statistical record keeping work of average difficulty; ability to work continuously with figures and records; ability to keyboard accurately; ability to follow oral and written directions; ability to write neatly and legibly; aptitude to operate calculators and computers with established numerical, statistical or financial programs; ability to deal tactfully and courteously with the public; ability to work at single or multiple-station reception counter, assisting and directing customers, clients, or public; ability to answer multi-line telephones and transfer/connect callers to other parties and/or voice-mail or messaging systems, and/or take messages.

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Senior Account Clerk**

**COUNTY QUALIFICATIONS:** Under limited supervision, performs a variety of accounting clerical work and operates standard office business machines, calculators and personal computers in the maintenance of numerical, statistical, and/or fiscal records, accounts payable, general and medical accounts billings and receivables, and/or payroll records; and to do related work as required. May be required to perform some telephone work in relation to the assigned work, as well as performing routine receptionist duties in the office where assigned.

Requires at least three (3) years of full-time bookkeeping or general accounting clerical experience. Needs excellent knowledge of accepted methods, and practices used in financial and statistical clerical work; good knowledge of modern office practices and procedures; advanced knowledge of financial and statistical computer programs. Ability to set-up procedures within the programs with little direction and produce reports from data entered; ability to apply arithmetic principles and to correct computational errors; ability to understand systematic, numerical and record keeping procedures; ability to perform clerical, financial and statistical record keeping of work of average difficulty; ability to follow oral and written directions; ability to write neatly and legibly; aptitude to operate calculators and computers with established numerical, statistical or financial programs; ability to deal tactfully and courteously with co-workers and the public; ability to work at single or multiple-station reception counter, assisting and directing customers, clients or public; ability to answer multi-line telephones and transfer/connect callers to other parties and/or voice-mail or messaging systems.



## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Junior Accountant**

**COUNTY QUALIFICATIONS:** Under limited supervision, performs a variety of complex accounting duties in the maintenance and review of financial records and reports, operates standard office business machines, calculators and personal computers in the maintenance of numerical, statistical, and/or fiscal records; and to do related work as required.

Requires at least four (4) years of full-time professional accounting experience. Needs excellent knowledge of accepted accounting, principles, techniques and standards. Must have the ability to interpret and apply laws, regulations, accounting guidelines and manuals. Ability to produce reports, spreadsheets and other statistical data utilizing a personal computer. Ability to prepare and present concise reports; ability to compile, tabulate, analyze and review financial data, practices and procedures; advanced knowledge of financial and statistical computer programs; ability to apply arithmetic principles and to correct computational errors; ability to perform financial and statistical record keeping of work of high difficulty; ability to follow oral and written directions; ability to write neatly and legibly; ability to deal tactfully and courteously with co-workers and the public.

## **Contra Costa County Contracted Temporary Help Services**

**CLASS:     Legal Secretary**

**COUNTY QUALIFICATIONS:** Under general supervision to perform varied and difficult legal clerical work of a responsible nature. Some assignments may include reception duties as well.

Needs ability to type/keyboard legal documents (motions and briefs) in an acceptable format at 40 wpm using current versions of word processing programs; familiarity with legal procedures, documents and services; an ability to handle a large number of incoming phone calls from the public, attorneys or clients, while performing other clerical functions; good knowledge of modern office procedures and practices; good knowledge of correct punctuation, spelling and correct grammatical usage, together with the ability to learn technical terms and specialized legal terminology quickly; ability to write letters on routine matters independently; good knowledge of the types and uses of common office machines including calculators, personal computers, and diskless workstations; ability to make simple arithmetic calculations; ability to perform moderately difficult and responsible clerical work and to make decisions in routine procedural matters without immediate supervision; good knowledge of filing, indexing and cross-referencing methods; ability to prepare and maintain accurate and concise records and reports; ability to understand and carry out oral and written instructions; ability to deal tactfully and courteously with the public; ability to work with multiple task interruptions in a pleasant and efficient manner.

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Senior Secretary**

**COUNTY QUALIFICATIONS:** Under limited supervision, to perform varied and complex secretarial work of a highly responsible nature. Some assignments may include reception duties as well.

Needs three years of responsible secretarial experience including ability to type at 40 wpm. Ability to use personal computers to perform word processing using current versions of word processing programs. Needs excellent knowledge of correct spelling, punctuation and grammar; ability to learn technical terms and specialized terminology quickly; ability to write letters independently, ability to make decisions on the proper course of action for the majority of incoming business-related matters, including referral, direct action by the Secretary, providing information or scheduling future follow-up communication; ability to perform difficult clerical work, excellent knowledge of office procedures, including filing, indexing, cross-referencing methods; ability to deal tactfully and courteously with the public; ability to work at reception counter, assisting and directing customers, clients, or public, while carrying out other secretarial tasks; ability to answer multi-line telephones, transfer/connect callers to other parties and/or voice mail or messaging systems, and/or take messages either manually or via computer messaging system; ability to work with multiple task interruptions in a pleasant and efficient manner.

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Executive Secretary**

**COUNTY QUALIFICATIONS:** Works independently to perform varied, complex, and highly sensitive work for executive level manager(s). Some assignments may include reception duties as well.

Requires at least four years of responsible secretarial/administrative assistant experience including an ability to type at 40 wpm, ability to use a variety of word processing software on a personal computer using current versions of word processing programs, including the ability to prepare spreadsheets or reports in programs such as Excel. Needs excellent knowledge of correct spelling, punctuation and grammar, along with the ability to learn technical terms and specialized terminology quickly; ability to write letters independently, make decisions on the proper course of action for most incoming business-related matters for the executive; ability to deal tactfully and courteously with the public and with other executives on sensitive matters, while achieving the end-result desired by the executive; ability to work at single or multi-station reception counter, assisting and directing customers, clients, or public, while carrying out other clerical tasks; ability to answer multi-line telephones and transfer/connect callers to other parties and/or voice mail or messaging systems, and/or take messages either manually or via computer messaging system; ability to work with multiple task interruptions in a pleasant and efficient manner. Also needs ability and willingness to perform a variety of general clerical functions including filing, indexing, cross-referencing.

## **Contra Costa County Contracted Temporary Help Services**

### **CLASS: Administrative Assistant**

**COUNTY QUALIFICATIONS:** Works independently to perform varied, complex data analysis and report writing for managers. Administrative Assistants will usually assist a manager or an assigned project by gathering and organizing data, planning and setting up databases or worksheets for a project, keying data gathered, analyzing data and reporting results in a written report format. Other assignments might include preparation of data base or spreadsheet report forms or reports for regular reporting or continuously gathered data, preparation of charts, transparencies, and other materials to accompany oral report presentations and training sessions in relation to a project. Administrative Assistants should be extremely computer-literate and should expect to do the majority of their work on a computer or in relation to computers or computer programs.

Requires advanced data analysis and report composition/writing skills combined with experience in designing and setting up databases and/or spreadsheet programs, and keyboarding at least 40 wpm. Experience should include conducting analytical projects using a computer with database and spreadsheet programs. Requires administrative assistant experience including an ability to use a variety of word processing, database, and spreadsheet software on a personal computer. Needs advanced knowledge of word processing, spreadsheet, and database software; excellent knowledge of correct spelling, punctuation and grammar, along with the ability to learn technical terms and specialized terminology quickly; ability to write letters and reports independently; ability to make decisions on the proper software to perform a specific assignment; ability to deal tactfully and courteously with the public and other staff, while achieving the end result desired by the manager; ability to work with multiple task interruptions in a pleasant and efficient manner.

**GOVERNMENT CODE  
SECTION 31000.4**

31000.4. The Board of Supervisors may contract with temporary help firms for temporary help to assist county agencies, departments, or offices during any peak load, temporary absence, or emergency other than a labor dispute, provided the board determines that it is in the economic interest of the county to provide such temporary help by contract, rather than employing persons for such purpose. Use of temporary help under this section shall be limited to a period of not to exceed 90 days for any single peak load, temporary absence, or emergency situation.

## CONTRA COSTA COUNTY HARASSMENT POLICIES

It is the policy of Contra Costa County to maintain a work, service and program environment free of discrimination, harassment, or intimidation based on race, sex, national origin, ancestry, age, religion, marital status, sexual orientation, disability or medical condition. The following is a brief summary of the County policies directed at attaining that goal. These policies are also mandated by state and federal law. It is the policy of the County to comply with all applicable state and federal statutes and regulations prohibiting discrimination in employment, contracting, building facilities, and provision of services.

These prohibitions against discrimination based on age, race, sex, religion, national origin, ancestry, marital status, sexual orientation, disability or medical condition of the applicant or employee apply to decisions relating to hiring, promotion, discipline and working conditions of all County employees. In fact, the opportunity to seek, obtain and hold employment without discrimination on any of the above bases is a civil right in this state. A discriminatory employment decision is one in which an employee or applicant is either favored or disfavored because of sex, age, race, religion, national origin, ancestry, marital status, sexual orientation, disability or medical condition.

However, an employment decision which is properly based on the merits or conduct of the applicant or employee, the bona fide requirements of the position, or any other non discriminatory business reason, is not discriminatory, unlawful or against policy merely because a person affected by the employment decision is, or is not, a member of a protected class based on his or her gender, age, race, religion, national origin, ancestry, marital status, sexual orientation, disability or medical condition.

Harassment on the job on the basis of one's membership in one of the protected classes is also unlawful and against County policy. Harassment can consist of ridicule, jokes, comments, slurs or actions, which refer to, or are induced by, a person's membership in a protected class and are unwelcome by the employee. Within the general category of harassment, there are a number of specific types of harassment. The following list is not all-inclusive.

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## ■ Sexual Harassment

Sexual harassment includes any deliberate, repeated, or unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, wherein:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Behavior, which constitutes sexual harassment, includes:

- Verbal harassment, e.g., derogatory comments or gender-based jokes, slurs, sexual innuendo, epithets, sexually suggestive comments, or requests for sexual favors; or
- Physical harassment, e.g., assault, impeding or blocking movements, gestures, back rubs, sexual touching of any nature or any interference with normal work or movement; or
- Visual forms of harassment, e.g., derogatory or sexually suggestive posters, cartoons, letters, poems, or graffiti.

## ■ National Origin or Racial Harassment

National origin or racial harassment includes racial or ethnic slurs and other verbal or physical conduct relating to an individual's national origin or race when this conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment; has the purpose or effect of unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities.

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## ■ Other Forms of Harassment

Harassment also includes similar conduct directed at persons within the other protected classes. For example comments, jokes or slurs about age, disability, medical condition, sexual orientation, religion, ancestry, or marital status, which have the purpose or effect of creating an intimidating, hostile or offensive working environment, unreasonably interfering with an individual's work performance, or otherwise adversely affects an individual's employment opportunities are also unlawful and against County policy.

It is also unlawful and against County policy to retaliate against employees or applicants for complaining about discrimination or harassment or for participating in any investigation of such discrimination or harassment.

Employees are entitled to, and will be provided with, a workplace environment which is free from harassment. To promote a positive work environment, harassment and/or discrimination against an applicant or employee by any employee or outside party will not be tolerated.

These policies require the active support of all officials, department heads, managers, supervisors, and other County employees.

The County will take necessary steps to ensure that all employees are individually responsible for conducting themselves in ways that ensure others are able to work in an atmosphere free of discrimination, harassment or intimidation.

Each employee has a duty to report incidents of unlawful discrimination and harassment. Retaliation for reporting discrimination or harassment or participating in an investigation of a discrimination claim is both unlawful and against County policy.

All inquiries and/or complaints regarding harassment of any form, should be addressed to your Department Affirmative Action Coordinator and/or the County Affirmative Action Office:

Affirmative Action Office  
County Administrator's Office  
651 Pine Street, 11th Floor  
Martinez, CA 94553

Emma Kuevor, Affirmative Action Officer  
Phone: (925) 335-1045  
E-mail: [ekuev@cao.cccounty.us](mailto:ekuev@cao.cccounty.us)

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## Procedures for Reporting Discrimination, Harassment, and Retaliation

Procedures relating to complaints of discrimination based on sex, gender, age, race, religion, national origin, ancestry, marital status, sexual orientation, disability, medical condition, or any other discrimination prohibited by state or federal law or regulation relating to admissions to, access to, or treatment in County programs or services are set forth in detail in Board of Supervisors' Resolution No. 85/79.

An employee who is subject to unlawful discrimination, harassment, or retaliation should report or file a complaint of such conduct to their immediate supervisor, to the departmental Affirmative Action Coordinator, or to the County Affirmative Action Officer so that prompt investigation can be initiated. All employees may also file a complaint under the provisions of the Personnel Management Regulations with the Merit Board.

A represented employee may also file a grievance addressing issues of unlawful discrimination, retaliation or harassment under existing memoranda of understanding through their union representative. If you are uncertain as to what procedure applies, check with your departmental Affirmative Action Coordinator or the County Affirmative Action Officer.

- a. Complainants are encouraged to attempt to resolve discrimination complaints at the department level. However, they may file a complaint with the County Affirmative Action Officer or the Merit Board.
  - b. Each department has a coordinator designated to receive discrimination complaints.
  - c. The complaint shall be written and describe the conduct complained of and the persons involved.
  - d. Complainants, employees, agencies, and contractors are required to cooperate with the investigating authority.
  - e. There are written procedures for the filing of complaints at both the department and Affirmative Action Officer level. An employee should consult his or her departmental Affirmative Action Coordinator or the County Affirmative Action Officer as soon as possible to begin the process so that an investigation can be undertaken while memories are fresh and evidence is readily available. The complainant is entitled to have the results of the investigation reported to him or her. There is a right to appeal to the Merit Board which can appoint a hearing officer to hold a hearing into the matter if the complaint is not resolved by the department Affirmative Action Coordinator or the County Affirmative Action Officer.
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## Procedures for Reporting Discrimination, Harassment, and Retaliation

**Caution:** Violation of these policies may result in disciplinary action, up to and including discharge from employment, and may also involve a lawsuit brought against you.

**Sources:** California Government Code Section 11135 - 1139.5, 12900, et seq.; California Labor Code Section 432.7, 1197.5, 1735, 1777.6; Title VI, 42 USC §2000d et seq.; Title VII, 42 USC §2000e et seq.; Age Discrimination in Employment Act, 29 USC §623 et seq. Americans with Disabilities Act; Administrative Bulletin No. 27; County Administrative Bulletin No. 27.2; Board of Supervisors Resolution No. 85/57.

**Contact:** If you have questions or want to file a complaint, contact your immediate supervisor, department Affirmative Action Coordinator, or the County Affirmative Action Officer at (925) 335-1045.

# CONTRA COSTA COUNTY IS A SMOKE - FREE AND DRUG - FREE WORKPLACE



## ■ Smoke - Free Workplace

Smoking of a pipe, cigar, or cigarette of any kind is prohibited in ALL enclosed County facilities including, but not limited to, public reception areas, the County hospital and health clinics, Board of Supervisors Chambers, any enclosed place of employment within the County, grounds of the County's jails and juvenile system facilities, and all vehicles owned or leased by the County. County Administrative Bulletin 123.5 highlights the revised Smoking Policy, to the extent governed by state law, which designates that smoking is prohibited in any enclosed or outdoor area that is within 20 feet of an entrance, operable window, or main exit, including but not limited to, work areas, employee lounges, conference rooms, employee cafeterias, breezeways, courtyards, and sidewalks adjacent to County facilities.

## ■ Drug - Free Workplace

In compliance with the Federal Drug-Free Workplace Act of 1988, the Contra Costa County Board of Supervisors instituted a Drug-Free Workplace Policy, by adopting Resolution No. 90/674 on October 16, 1990. The Board is committed to a Drug - Free Workplace because of the inherent dangers to employees who abuse drugs and/or alcohol. Consequently, new employees need to be aware of the following provisions of the Drug - Free Workplace Board Resolution:

- The County prohibits the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the workplace, and/or during work hours.
  - Any violation of this policy may result in disciplinary action, up to and including dismissal, or, when needed mandatory participation of the employee in a drug-abuse assistance or rehabilitation program.
  - Any employee convicted of any State or Federal criminal drug statute for a violation occurring in the County workplace or on County time, shall report the conviction to their supervisor, department manager or personnel officer no later than five (5) days after such conviction.
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