



Yolo County Housing

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DATE: March 11, 2010
TO: YCH Board of Commissioners
FROM: Lisa A. Baker, Executive Director
PREPARED BY: Janis Holt, Resource Administrator
SUBJECT: Review and Approve the Position Description for the Computer Lab Assistant

RECOMMENDED ACTION:

That the Board of Commissioners approve the position description for the Computer Lab Assistant.

BACKGROUND / DISCUSSION:

The YCH Board of Commissioners approved the restructuring of the housing department at its meeting of June 4, 2009. At that time, the Board approved and authorized new positions descriptions for a majority of the positions within the organization. However, position descriptions were not updated for Computer Lab Assistants. The approved YCH organization chart listed a part-time Computer Lab Assistant at each AMP site (Woodland, Winters, and West Sacramento). The Woodland and West Sacramento AMPS currently have part time Computer Lab Assistants. The Winters position is vacant. Staff is proposing to revise the Computer Lab Assistant position to ensure that it is consistent with other position descriptions within the organization.

The revised position description will be implemented with current employees in this position and used as part of the recruitment process for open positions. These positions are part-time temporary assignments and are not currently a job classification within the YCH General Bargaining Unit.

Staff recommends that the Board adopt the revised Computer Lab Assistant position description.

FISCAL IMPACT

None.

CONCLUSION

Staff recommends that the Board review and approve revised position description for the Computer Lab Assistant.

Attachment: Computer Lab Assistant Position Description

**YOLO COUNTY HOUSING
COMPUTER LAB ASSISTANT**

COMPUTER LAB ASSISTANT

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To provide support to resident users of the computer labs within the public housing sites; greet users, sign in and track usage. Monitor and oversee lab usage by participants during open hours. Provide technical assistance to computer lab users in software and hardware usage.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision and takes direction from the Real Estate Services Supervisor or designee.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Provide computer lab support by assisting adult and youth residents in computer software programs which may include developing and administering training as needed.
2. Provide support by monitoring the activities within the computer lab to ensure proper use of the computer equipment; enforce posted standards of behavior, issue warnings and suspend computer lab use as needed.
3. Greet the adult and youth resident lab users and answer questions as they relate to the computer lab programs and activities; provide general information regarding computer lab policies and procedures.
4. Maintain records of user agreements and usage logs.
5. Report any hardware or software issues to Supervisor.

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6. Operate standard office equipment including copiers, facsimile machines, and computer hardware and software programs as assigned.
7. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
8. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- General office practices.
- Typing and computer software programs used in labs.
- Basic computer software including MSWord, Excel and Outlook.
- Operation of standard office equipment.
- Basic principles of record keeping and filing systems.

Ability to:

- Monitor computer lab usage and engage in positive, appropriate relationships with adult and youth lab users.
- Enforce computer lab rules and follow developed procedures and protocols.
- Be an appropriate role model to youth lab users (appropriate behaviors, appearance, and dress).
- Communicate with co-workers and business contacts in a courteous and professional manner.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Maintain confidentiality.
- Follow policy and adhere to procedures.

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Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Experience/ Training:

- High school graduate or equivalent with training in typing, computer software programs and office practices equivalent to 6 months of general clerical experience. Specialized certification, some college preferred.

Physical Demands:

Essential functions require maintaining physical condition necessary for sitting or standing for prolonged periods of time in an office environment. Have hand strength and the manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 10 pounds. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to the Resource Administrator.

Special Requirements:

- If driving: Current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company and insurable by YCH insurance carriers is preferred.
- Provide required proof of legal right to work in the United States.

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