



# Civics 101

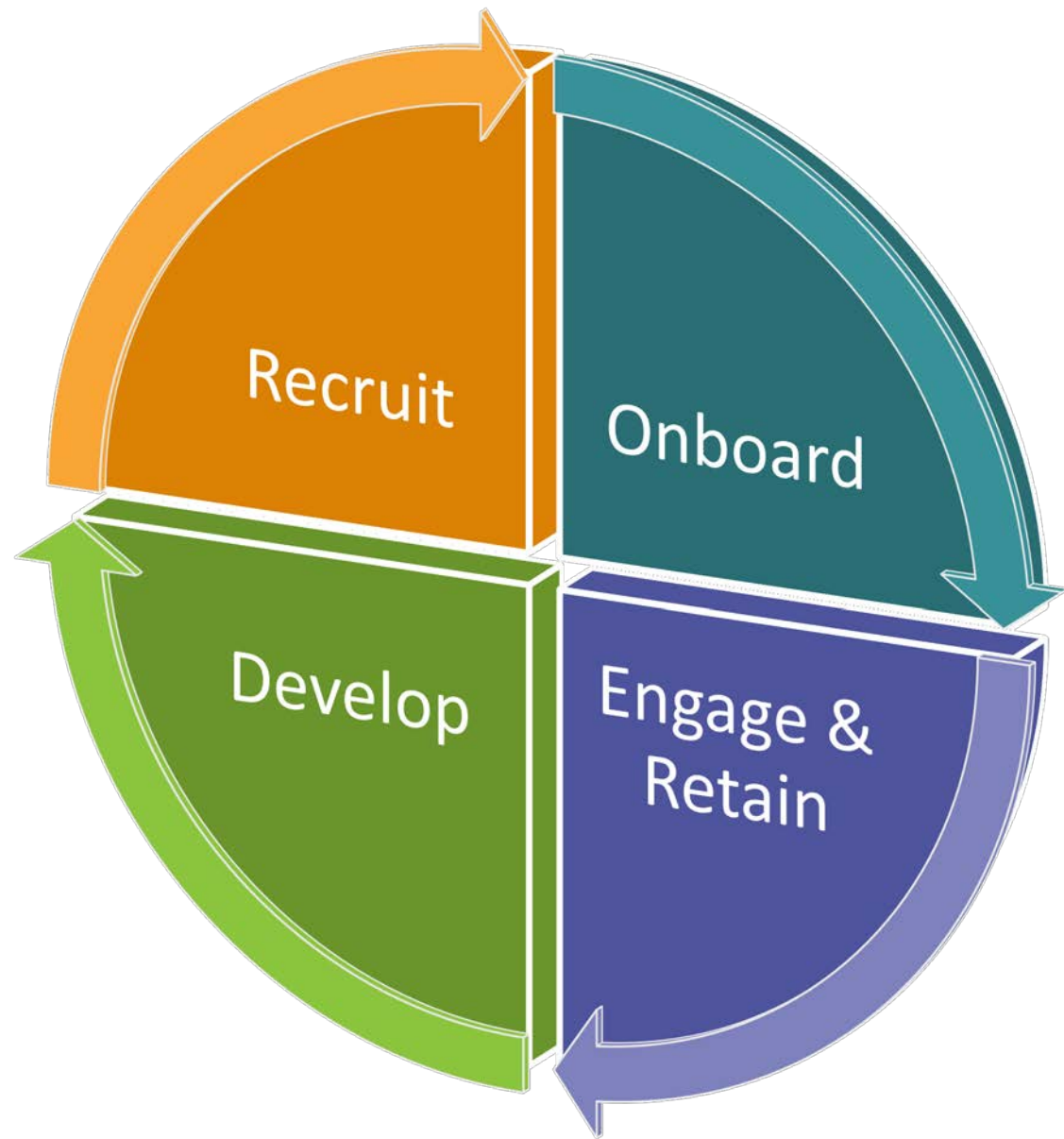
County of San Mateo

Human Resources Department

November 1, 2022

# Mission

- Maximize individual potential
- Expand organizational capacity
- Position SMC as an employer of choice



# Values

CUSTOMER SERVICE

TEAMWORK

MODEL LEADERSHIP

ETHICS

INNOVATION

DIVERSITY, EQUITY & INCLUSION

EMPLOYEE DEVELOPMENT

COMMUNICATION TRANSPARENCY

EMPLOYEE WELLNESS



# Services

Talent Acquisition

Employee & Labor  
Relations

Equal Employment  
Opportunity

HR Info  
Management

Employee Benefits  
& Wellness

Learning &  
Development

Organizational  
Development

Risk Management/  
Procurement/  
Mail Services

## Support for Commissions

- Civil Service Commission
- Domestic Violence Council
- Commission on the Status of Women
- Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Commission



# We have a merit system.

We recruit and hire employees on the basis of their merit or ability to perform the job. The process is fair and equitable so everyone has an opportunity to compete for a position.



We conduct several types of exams to find the most qualified candidates.

The “Interview” is our most common exam.



# Key Initiatives

- Recruitments & Retention
- DEIB, Anchor Institute in Staffing & Procurement
- Succession Management
- Employee Engagement
- Wellness Programs



# County of San Mateo Workforce Demographics

- 6,700+ County employees
- Types of Employment:  
Regular, Term, Extra Help, Fellowships
- Workforce in Generation X: 44%
- Recruitments: 400+
- Annual New Hires: 230+
- Turnover Rate: 7-10%



# County of San Mateo Employer of Choice

Location

Innovation

Employee  
Wellness

Employee  
Development

Performance





# What County employees are saying....

**80%**

would recommend  
the County as a  
**GREAT** place to  
work

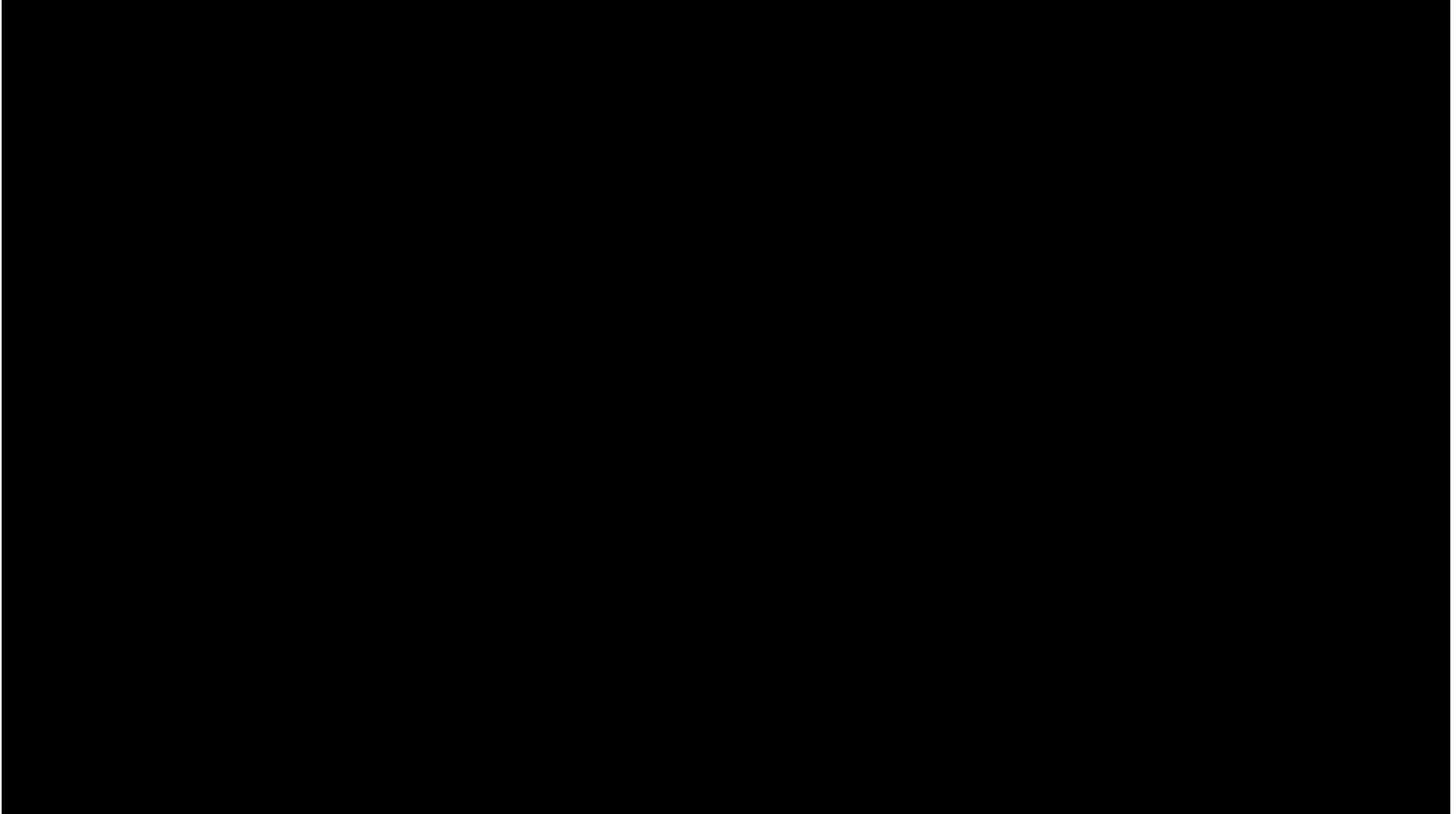
**93%**

indicate that their  
work contributes  
to their ability to  
serve the  
community



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# I love my County Job!



<https://www.youtube.com/watch?v=ZDUsbBuTKew>



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# Applying for County Employment:

## KEY THINGS TO KNOW



# Types of County Positions

Employees engaged in high-risk fields, policy development, or critical decision making.

Full benefits, with defined benefit pension. Specific criteria for designation as a Regular employee must be met

*Example: Social Worker in Child Protective Services*

## Regular



Limited term employees assigned to work of a limited duration or in areas of high turnover for a period of 6 months to 3 years.

Salary and benefits package similar to Regular except with a defined contribution retirement plan.

*Example: Term HR Technician to augment/backfill new resource requirements.*

## Term



Limited term employees with a postgraduate degree or an expertise in a particular field assigned to work that is concentrated around central projects and initiatives.

Salary and benefits package similar to Regular except with a defined contribution retirement plan.

*Example: Parks Dept. Fellow to work on implementing new data systems.*

## Fellows



Short-term assignments for new and/or experiences individuals that are not expecting to last more than a year.

Salary based on hourly rate. Health benefits offered to those extra-help employees who work 30 hours or more per week.

*Example: Extra-Help Office Assistant to backfill for regular employee on leave.*

## Extra-Help



Short-term assignments for individuals new or re-entering the workforce. Work is ideally project-based and contains a learning component.

Salary based on hourly rate. Health benefits offered to those extra-help employees who work 30 hours or more per week.

*Example: Health System Intern who assists in emergency preparedness development and planning.*

## Interns



Community-based organizations, independent contractors, or freelancers performing unique, specialized and/or time sensitive work onsite or virtually.

Contracted rates according to schedule and agreement, including performance-based milestones and objectives.

*Example: Contractor for landscape maintenance at outlying County facilities.*

## Contractors



Individuals providing seasonal to year-round services involving work that is not budgeted.

Work provides no monetary compensation, involves low financial or legal risks, and does not replace existing staff.

*Example: Parks Volunteers who assist in trail maintenance, visitor center support, etc.*

## Volunteers



Convenient web-based and/or mobile app based services that improve the connectivity of the public to services they need.

Focused on helping people help themselves through on demand services.

*Example: Library self-check in/out, Tax Collector's Live Chat*

## Self-Help



Staff, real estate, equipment, or organizational resources shared with local municipalities, non-profits, JPA's, and school districts to increase service efficiency and reduce costs.

Focused on eliminating service redundancies and taking advantage of economies of scale

*Example: Regional Training and Development Consortium for Public Agencies*

## Shared Services



# General vs Hard to Fill Positions

- ▶ Office Assistant, Office Support, Public Services Specialist
- ▶ Administrative Secretary
- ▶ Common classifications in management level - Associate Management Analyst, Management Analyst
- ▶ Information Technology positions
- ▶ Fiscal Office Specialist, Accountant, other fiscal positions
- ▶ Community Worker
- ▶ Social Work Supervisors
- ▶ Deputy Sheriffs



<http://jobs.smcgov.org>

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# COUNTY OF SAN MATEO



## Join the County of San Mateo

Join a progressive county. Contribute to innovative programs and services, and make a real difference in the community.

[Learn More](#)

[View All Jobs](#)

**Careers in Demand:**

- IT Jobs
- Finance Jobs
- Social Work Jobs
- Healthcare Jobs

[SEARCH ALL JOBS](#)

Create an account at [GovernmentJobs.com](https://www.governmentjobs.com)



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# Job Interest Card Notification



## What Makes Working Here So Special

- > Community Service**  
Regardless of your role or where you work, you can make a difference. You will have the great opportunity of impacting the future and improving the lives and wellbeing of San Mateo County residents.
- > Opportunity to Grow**  
We believe in promoting from within and are committed to creating opportunities to cross train or rotate to challenging and changing work.
- > A Blended Workforce**  
Work in full-time, part-time, regular or limited term positions. Start with us as an intern, fellow or volunteer or join us as a contractor.
- > Employee Engagement**  
Knowing that employees are our greatest asset, the County of San Mateo conducts an annual employee engagement survey. In 2014, 78% of employees ranked their experience working for the County as "very good/good" and 85% stated that they would recommend the County as a great place to work.



[View All Jobs](#) ➔



### Get Job Notifications!

Sign up to receive an email notification when a recruitment opens in your preferred categories.



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# Recruitment and Selection Resources

## Recruitment & Selection



Recruitment and Selection provides innovative, responsive, fair and consistent recruitment, and selection services to County departments, employees and job applicants to ensure the County employs a qualified and diverse workforce that delivers essential services to the public.

### Application Screening

Application screening is the review and evaluation of applications.... [View more >](#)

### Applying for a job: Where to Look

The Human Resources Department only accepts applications for jobs that are currently open. To find out which jobs are currently open, visit <http://jobs.smcgov.org>. The Jobs website is in operation 24 hours a day, seven days a week and is updated every Thursday night.... [View more >](#)

### Assessment Center

An assessment center has often been defined as a variety of testing techniques designed to allow candidates to demonstrate, under standardized conditions, the skills and abilities that are most essent... [View more >](#)

### Conviction Information for Applicants ~ FAQs

Effective December 2017, the County of San Mateo has modified its application process to comply with Assembly Bill 1008 (AB 1008).... [View more >](#)

### Dear Applicants

Thank you for your interest in career opportunities with San Mateo County.... [View more >](#)

### How to Apply for a position



Visit <https://jobs.smcgov.org> and click on the title of the position you want to apply for and read the position description, qualifications, application deadline, examination dates and other specia... [View more >](#)

### Interview Guidelines

Virtual Interview Guide by Abijah Corpuz Please follow these guidelines for your interview: All education/experience/qualifications that you want... [View more >](#)

### Job Descriptions

A list of all job classifications in San Mateo County. You can register your contact information to be notified when a recruitment opens for a position you are interested in.... [View more >](#)

### Note to Applicants with Disabilities

If you have a disability that qualifies under the Americans with Disabilities Act or the California Fair Employment and Housing Act and you require special testing arrangements due to a quali... [View more >](#)





# We are committed to public service.

If you want a meaningful career that makes a difference in your community, then we are your Employer of Choice.



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# Find us online...



## JOB LISTINGS

- <http://jobs.smcgov.org>



## FACEBOOK: County of San Mateo

- <https://www.facebook.com/CountyofSanMateo>



## LINKEDIN: County of San Mateo

- <https://www.linkedin.com/company/county-of-san-mateo/careers>



**Thank you!**

# Questions?



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