The California State University
Office of the Chancellor
400 Golden Shore
Long Beach, CA 90802-4275
(310) 985-2744

Date: October 4, 1995

To: Presidents

From: June M. Cooper
Vice Chancellor
Human Resources and Operations

Subject: Confidential Support Series -- New Classification Standards

Human Resources is pleased to announce the establishment of a new Confidential Support Series located in the C99 classification structure effective October 1, 1996. CSU confidential employees are currently located in either the C99 classification structure or in positions in bargaining units that have been individually designated as confidential. With the introduction of this new series, all CSU confidential employees will now be integrated into the C99 classification structure. Employees in bargaining unit positions that have been designated as confidential need to be moved into the new Confidential Support Series before March 1, 1997.

As a reminder, CSU employees can only be designated Confidential as provided in The Higher Education Employer-Employee Relations Act (HEERA) which defines “confidential employees” as any employee who is required to develop or present management collective bargaining positions with respect to meeting and conferring with the unions or whose duties normally require access to confidential information which contributes significantly to the development of such management collective bargaining positions.

It should be noted that rules and policies that guide the management of personnel issues which impact confidential employees can be found in the Education Code, the California Code of Regulations, Title 5 and various coded memorandums issued by Human Resources. Confidential positions are not covered by any terms or conditions of collective bargaining agreements.

The Confidential Support Series consists of the following classifications:

<table>
<thead>
<tr>
<th>Class Codes</th>
<th>Classification Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1170-1172</td>
<td>Confidential Office Support</td>
</tr>
<tr>
<td>1173-1175</td>
<td>Confidential Technical Support</td>
</tr>
<tr>
<td>1176-1178</td>
<td>Confidential Administrative Support</td>
</tr>
</tbody>
</table>

-Over-

Distribution:

Attachment B Only
Executive Vice Chancellor
Sr. Vice Chancellor, Business & Finance
Vice Presidents, Administration/Finance
Vice Presidents, Academic Affairs
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All Attachments
Personnel Officers
Payroll Supervisors
Budget Officers
Employee Relations Designees
HR/ER Staff
Each classification has three broad skill levels that allow the campus to assess the skill and ability level of each incumbent as **Foundation, Career, or Expert**. Employees move through the skill levels based on departmental need and individual skill level assessment. All of the confidential support classifications have open salary ranges with sub ranges identified for each skill level.

The following information is attached for your reference:

- The Confidential Support Series Classification Standards and Transmittal Sheet (Attachment A)
- C99 Confidential Classification Structure (Attachment B)
- Processing Instructions (Attachment C)

The salary ranges for the new confidential support classifications incorporate existing salary ranges into a new broad salary structure. Please note that the intent of this new pay structure is to be cost neutral (e.g. lateral reclassifications with no change in salary).

If you have questions regarding the Confidential Support Series or personnel related issues that impact confidential employees, please do not hesitate to contact Ron Hull at (310) 985-2653 or Pamela Chapin at (310) 985-2652.

JC/rh
Attachments
ATTACHMENT A

CLASSIFICATION STANDARDS

California State University
Office of Human Resources
Transmittal Sheet No. 242
October 4, 1996

Attached are the new classification standards for the Confidential Support Series (C99):

<table>
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</tbody>
</table>

The effective date for these new classifications is October 1, 1996.

Cathy Robinson, Senior Director
Human Resources Administration
Human Resources
Confidential Support Series

Introduction

The Confidential Support Series is a set of three classifications:

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Class Codes</th>
<th>Date Established</th>
<th>Date Revised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confidential Office Support</td>
<td>1170-1172</td>
<td>10-01-96</td>
<td>N/A</td>
</tr>
<tr>
<td>Confidential Technical Support</td>
<td>1173-1175</td>
<td>10-01-96</td>
<td>N/A</td>
</tr>
<tr>
<td>Confidential Administrative Support</td>
<td>1176-1178</td>
<td>10-01-96</td>
<td>N/A</td>
</tr>
</tbody>
</table>

The Confidential Support Series covers those employees of the California State University System who have been designated as “confidential” in accordance with the provisions of the Higher Education Employer-Employee Relations Act (HEERA). According to HEERA, an employee is designated as “confidential” if he or she is “required to develop or present management positions with respect to meeting and conferring or whose duties normally require access to confidential information which contributes significantly to the development of such management positions.”

Skill Level Definitions

Three broad skill levels are defined for the confidential support series: Foundation, Career, and Expert. The factors used to determine different skill levels include technical know-how, critical thinking skills, and interaction capabilities.

A position is placed at a skill level based on its skill requirements. An individual may be working at different skill levels in various work assignments or skill dimensions; however, the overall skill level determination is based on where the majority of the skill requirements fall in the skill level continuum.

The following skill level definitions apply to all three classifications within the series. It is important to note these definitions do not delineate entry requirements at each level, but are composites of the typical incumbent at each level. Qualifications are identified within each classification description for initial entry at the foundation level.

Introduction—Confidential Support Series

Foundation: Incumbents at this level meet the entry qualifications as defined by the individual classification. They may have limited experience, but they generally possess the general education, training, license or certification pertinent to the body of knowledge encompassed by the classification. Typically, the incumbent works under direct supervision and is able to demonstrate a basic understanding of the standard principles and terminology associated with the position, address common problems of limited scope, and demonstrate work-ready communication skills.
Confidential Support Series

Career: The career level is broad and includes intermediate through senior level positions. Incumbents at this level work relatively independently and possess the experience to be fully proficient in performing most or all of the work assignments defined for their position. Typically, incumbents have acquired the requisite skills and knowledge through a combination of education, training, and progressive work experience to be able to demonstrate competence in independently applying judgment and nonstandard applications and systems, solving a wide range of problems and developing practicable and thorough solutions, and using effective communication and listening skills.

Expert: Incumbents at the expert level work almost completely independently on the most complex problems and work assignments. They possess an advanced and comprehensive knowledge pertinent to the classification and are able to apply this extensive expertise as a generalist or specialist. Experts are proactive and understand problems from broad, interactive perspective and are able to develop solutions that combine information and ideas in new, unprecedented ways. Incumbents at this level are capable of leading teams and implementation efforts for assigned projects using advanced communication and listening skills.

Employees assigned to the career and expert levels of the Confidential Support Series may be assigned work coordination responsibilities that include: evaluating and setting work priorities; scheduling and assigning work; reviewing work against standards and providing performance feedback; and determining training needs and training staff. In addition to work coordination duties, incumbents at the career and expert levels of the Confidential Technical Support classification may be assigned technical project coordination duties that include: feasibility studies; project design and planning; ongoing resource, materials, and time management; and implementation.
Confidential Support Series
Confidential Office Support

Classification Overview

The confidential office support classification encompasses those positions that meet the HEERA "confidential" criteria and provide varying levels of general office, secretarial and administrative office support for university administrators at the systemwide, campus, division, or department level. The full range of work activities includes: general office support and coordination; budget support and reconciliation of financial statements; preparation, processing and compiling of data and reports; handling sensitive information; mail sorting and distribution; arranging meetings and events; making travel and other arrangements; and work coordination duties.

At the higher levels within the classification, incumbents may perform the more substantial administrative office support and coordination duties: e.g., providing work direction and guidance to others; making recommendations on employee staffing issues (e.g. interviewing, hiring, and performance reviews); training other employees; and coordinating events and special projects of limited duration. Positions that are primarily analytical or strictly administrative in nature and require substantial analytical judgment are not appropriate for this classification.

Employees assigned to this classification are typically required to use standard office equipment and the full range of office support technology and software packages such as word processing and spreadsheets.

Entry Qualifications

To enter this classification at the foundation level, an employee must have fundamental written and oral communication skills, including a basic foundation of English grammar, spelling and punctuation; ability to understand general office procedures; an ability to operate standard office equipment; and an ability to perform basic arithmetic. Positions may also require typing and keyboard skills. These entry qualifications would normally be obtained through completion of a high school program or its equivalent and a year or more of general office experience.
Confidential Support Series

Confidential Technical Support

Classification Overview

The confidential technical support classification encompasses positions that meet the HEERA "confidential" criteria and perform technical work involving the computing infrastructure, telecommunications (data, voice, video), media, and department based technology. The technical support classification is intended for positions whose primary functional purpose and requisite skills sets are information technology-based. Incumbents develop, provide, integrate, and/or support information technology-based solutions and systems.

Positions at the career and expert levels of this classification may be assigned responsibilities for providing work direction to others and/or technical coordination of projects. Lead work assignments include: evaluating and setting work priorities; scheduling and assigning work; reviewing work against standards and providing performance feedback; and determining training needs and staff. Technical project responsibility includes: feasibility studies; project design and planning; ongoing resource, materials, and time management; and implementation.

Entry Qualifications

To enter this classification at the foundation level, basic knowledge and skills in areas such as computer programming and software development, information processing, systems analysis, technical information equipment and systems, and application program packages and related technical functions are required. This foundation would normally be obtained through a combination of education and experience appropriate to the position. Incumbents are normally expected to have a working knowledge of common software application packages, equipment platforms, reference database systems and sources, and training methods, and a basic understanding of networks, data communications, and multimedia systems.
Confidential Support Series

Confidential Administrative Support

Classification Overview

The confidential administrative support classification encompasses positions that meet the HEERA "confidential" criteria and perform administrative support and/or professional work in support of an organizational department, unit or function. Incumbents interpret and apply specific operating policies and procedures, perform research, prepare reports with recommended courses of action, make in-depth analytical studies and investigations which have broad impact, make recommendations for changes in policy or procedures, develop questionnaires or complex documents, and participate in long-range strategic planning. Incumbents may be responsible for preparing complex reports and handling problems of a highly confidential and sensitive nature.

Employees at the career and expert levels may be assigned responsibility for work coordination duties that include: evaluating and setting work priorities; scheduling and assigning work; reviewing work against standards and providing performance feedback; and determining training needs and training staff.

Entry Qualifications

To enter this classification at the foundation level, the incumbent must have basic knowledge of the principles of organization, administration and management and the ability to analyze and find solutions to problems; work independently; communicate effectively; and write clear and concise reports. Positions typically require a bachelor's degree or professional training program specific to the position (e.g., Certified Public Accountant) and directly related work experience, or a combination of education and experience which demonstrates the ability to perform the essential functions of the position.

Confidential Administrative Support ◆ 1
ATTACHMENT B

CONFIDENTIAL CLASSIFICATION STRUCTURE (C99)

<table>
<thead>
<tr>
<th>Class Code</th>
<th>Class Title</th>
<th>Salary Range</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Min</td>
</tr>
<tr>
<td>1170</td>
<td>Confidential Office Support-12 Month</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Foundation - Range A</td>
<td>$20,160</td>
</tr>
<tr>
<td></td>
<td>Career - Range B</td>
<td>$24,240</td>
</tr>
<tr>
<td></td>
<td>Expert - Range C</td>
<td>$32,280</td>
</tr>
<tr>
<td>1173</td>
<td>Confidential Technical Support-12 Month</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Foundation - Range A</td>
<td>$21,780</td>
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<tr>
<td></td>
<td>Career - Range B</td>
<td>$24,888</td>
</tr>
<tr>
<td></td>
<td>Expert - Range C</td>
<td>$34,848</td>
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<tr>
<td>1176</td>
<td>Confidential Administrative Support-12 Mo.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Foundation - Range A</td>
<td>$36,516</td>
</tr>
<tr>
<td></td>
<td>Career - Range B</td>
<td>$43,968</td>
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<tr>
<td></td>
<td>Expert - Range C</td>
<td>$53,004</td>
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<tr>
<td>1295</td>
<td>Legal Secretary</td>
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<tr>
<td></td>
<td></td>
<td>$27,168</td>
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<tr>
<td>1293</td>
<td>Management Intern</td>
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<tr>
<td></td>
<td></td>
<td>$20,676</td>
</tr>
<tr>
<td>1297</td>
<td>Paralegal - Professional</td>
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<tr>
<td></td>
<td></td>
<td>$30,168</td>
</tr>
<tr>
<td>1296</td>
<td>Paralegal - Technical</td>
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<td></td>
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<td>$27,144</td>
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<tr>
<td>1148</td>
<td>Presidential Aide</td>
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<tr>
<td></td>
<td></td>
<td>$33,828</td>
</tr>
</tbody>
</table>

Note: The above list reflects 12-month salary ranges only. The 10/12 and 11/12 pay ranges have not been included in this list.
ATTACHMENT C

PROCESSING INSTRUCTIONS

The following guidelines have been developed to assist you in implementing the new confidential support series:

1. The Confidential Support Series (C99) salary structure replaces the special processing procedures currently in place for confidential appointments (Ref. HR 92-03, HR 95-13, and Technical Letter HR/SA 6200 92-01). As you know, confidential stipends were eliminated last year. All compensation is in the base salary.

2. New appointments to confidential positions should be made to one of the C99 confidential classifications listed in Attachment B.

3. Current confidential designated positions should be reclassified into one of the C99 confidential classifications no later than March 1, 1997.

4. The probationary periods for new employees appointed to confidential (C99) classifications will follow Title 5 provisions of one year for non-academic and two-years for administrative classifications. This information will be discussed in more detail in a forthcoming salary administration technical letter.

5. Confidential employees currently serving a probationary period in a collective bargaining classification will not be required to serve an additional year of probation when reclassified to a new confidential classification with a two year probationary period.