MT. SAN ANTONIO COLLEGE
Human Resources
REQUEST TO FILL - STAFF and ADMINISTRATIVE POSITIONS
This form is used to gain approval prior to recruiting for a position.

☐ Continued Funded Position (ex. Vacancy)
Former Employee (if applicable):_____
Last day of employment: _____
Reason for vacancy: _____
(Attach **Existing** Job Description)

☑ Newly Funded Position   Fiscal Year 22/23
☐ No Existing Job Description
(Attach Draft of **New** Job Description)

☑ Classified   ☐ Confidential
☐ Supervisory   ☐ Administrative

Instructions for completing this form are located on the back.

Position: _____ Event Services Technician II _____

Department: _____ Technical Services _____

Time (FTE): __100__ Term (months/year): __12__

Work Schedule (Days, Hours): __ M - F, 9:00 AM - 5:30 PM __

Salary Schedule (Range): _____ A95 _____

Background and Rationale (use back of form if additional space is needed): __ Newly funded position needed for new facilities (Student Center, Stadium). __

For Temporary Special Project Administrators only

☐ Temporary Special Project Administrator
(Refer to AP 7135)

Temporary Special Project Administrators can only be hired through the end of the current fiscal year. These positions can be renewed each fiscal year, for up to five (5) years maximum with a status change form.

Funding From: _____ NRA 14 _____

Please list any changes in the budgeted position as described above
(i.e., title, time, term, etc.). _____

Please list the Account Number(s) and Budget Amount(s) that is/are being used **to fund** this Position. **This section MUST be completed in order to provide budget for the position.**

$116,491

Account Number(s): __ 11000-670000-211000-683000-2100 __ __100__ % Amount $__ ~~113,930~~ __
Account Number(s): _____ ____% Amount $_____

Funding: (check all that apply) ☑ General Fund Unrestricted ☐ Restricted Funds ☐ Categorical ☐ Grant ☐ Temporary
☐ Annual renewal of this position is contingent upon the College's receipt of continued funding

Duration (if grant/temporary funded): Beginning date: _____   End date: _____

Comments: Funding approved in NRA Phase 14.   President's Cabinet approved on 8/18/22 ; job description pending board approval

Signatures:

1. Requesting Manager Signature	10-3-22 Date	4. Human Resources Signature	10/26/22 Date
2. Division Vice President Signature	10.04.2022 Date	5. Vice President, Human Resources	10/27/2022 Date
3. Chief Compliance/Budget Officer Signature (Bob Royce)	10/21/22 Date		

☒ Funding available   ☐ Funding not available   Position Number: __CA9214__ Contract Number: __253152__

Comments: _____

Reviewed by President's Cabinet, the following action was taken on the above request:

☒ Approved to fill immediately   ☐ Denied   ☐ Modified

If position **does not have funding**, provide funding directions:_____

Rationale: _____

6. Signature of President/CEO (William T. Scroggins)   November 1, 2022 Date

2022-23 NEW RESOURCE ALLOCATION REQUESTS - PRIORITIZED SUMMARY

(For requests that have been approved for funding, please provide documentation to support amount requested, such as price quotes from vendor, copy of catalog, etc.)

TEAM: Administrative Services

				To Be Completed By Departments					
Priority Number	**Division**	**Department-Org/Department's**	**Description**	**Justification of Need**		**One-time**	**Ongoing**	**Total Requested**	**Strategic Goals**
	Police & Campus Safety	Mike Williams	Campus Parking Management System-LPR Based	The campus parking system (turbo-DataSystems) does not provide an integrated parking management system that supports automated parking pass issuance or LPR citation issuance. Our previous vendor (Credentials) stopped providing parking system services to the college effective Fall 2021. Therefore, the college began an RFP process to identify a vendor, that can provide a fully integrated and technologically advanced parking management system capable of supporting the parking pass and citation needs of the campus. The college entered into a cooperative agreement-RFP process via Sourcewell. At the conclusion of the RFP, T2 was selected as the most qualified vendor. The new technology will make it easier for students to obtain parking passes (online) and provide for the enforcement of campus parking regulations via LPR. Ultimately, the new system will better serve the needs of our student and staff communities and reduce the revenues that are expended for related administrative and parking enforcement staff. The requested funding includes training cost associated with the new system. Funding Summary: $454,000-Equipment/Training (One-time); $200,000-System Infrastructure (One-time); and $15,000 (Maintenance/fees Ongoing Cost). This request aligns with Cabinet Budget Priority # 2-Reduce Future Operating Expenses with Integrated Sustainable and Technology Based Solutions		654,000	15,000	669,000	5,6
	Purchasing/Fiscal Resources/IT	Angelic Davis	Professional Services for Inventory of Campus Assets and New Asset Software	Completing physical inventory every 2-years is a requirement of the College's to comply with best practices of Accounting and to maintain fiscal independence. Due to the pandemic, the physical inventory was not conducted as scheduled. Upon returning to campus, it was found that there is not a clearly established process that exists for managing inventory, surplus, and disposal of assets. It is recommended that a professional consulting firm is utilized to complete a physical inventory due to the large size of our campus, and to ensure accuracy in conducting the inventory, and assist us in recommending an asset management software, or advise how to best utilize exiting software to maintain an accurate tracking of assets, to include surplus and disposals processes. Lead: Angelic Davis; Marisa Ziegenhohn, Anthony Moore Aligns with Cabinet Priority #2 Reduce Future Operating Expenses with Integrated Sustainable and Technology Based Solutions		300,000		300,000	4,6
	IT - Security & Infrastructure	Chris Schroeder	Assistant Director, Information Security at classified management range 17 **Approved for Technology Categorical Funds**	Cybersecurity attacks are on the rise in higher education. According to a recent Forbes article, cyber-attacks cost higher education institutions an average of $112,000 in ransom payments while the total cost of resolving the attack is much higher! Year-to-date California schools and colleges have experienced the largest number of attacks (22 attacks affecting 303 schools) with the total cost of downtime being $1,640,859,984. Mt. SAC IT Department systems have caught thousands of attempted attacks in just the last three months. While strategically placed systems and new cyber security training are helping project our network, the Assistant Director will provide critical skills and resources that we currently lack in our efforts to provide a robust information security infrastructure. The Assistant Director will lead the implementation of an information security team to measure, report, and effectively remediate discovered information security vulnerabilities; publish standard operating procedures, policies, and workflows for handling information security incidents; provide monthly reports showing trends of its operations and efficacy. Aligns with Cabinet Priority #1 Stabilize General Fund with both Revenue and Expense Solutions, and Cabinet Priority #5 Restructure to Meet Program Staffing Needs.			221,457	221,457	1, 2, 4, 5, 6
	FM&O	Central Plant/Bohan	CHW Loop On-Line Disinfectant Feed System	The 2M gallon Thermal Storage Tank has an open vent to aid in expansion and contraction of the chilled water loop system. This open vent is located above the tank in parking lot H. Unfortunately this allows debris and airborne contaminants to enter the chilled water storage tank and system. It is highley recommended we install an automated biocide chemical feed system into the chilled water tank and/or loop at the Central Plant. Nalco has provided a preliminary quote and future analysis of their proposed solution is necessary. Scheduled Maintenance funds will be required for the initial equipment and any fencing. Cabinet Priority #2			15,000	15,000	4
	FM&O	Custodial/McAlpin	Custodial I -Student Center (1) FTEs, Range 39, PH1	Additional staff required per APPA analysis to maintain adequate APPA level 3 cleaning standard in new Student Center. Additional SF of 112,343 to maintain with added building features. This Phase 1 for the Student Center consists of 2 custodians. Cabinet Priorities # 1, 5			85,263	85,263	2, 4
	FM&O	Custodial/McAlpin	Custodial II -Student Center (1) FTEs, Range 44, PH1	Additional staff required per APPA analysis to maintain adequate APPA level 3 cleaning standard in new facilities. Additional SF of 112,343 to maintain with added building features. This Phase 1 for the Student Center consists of 2 custodians. Cabinet Priorities # 1, 5			88,577	88,577	2, 4
	Technical Services - Event Services	Kevin Owen Brandin Bowman	Provide funding for in-progress classification updates to Event Technician 1 (Currently A68) and Event Coordinator (Currently A89) job descriptions **Pre-approval pending reclassification process**	The job descriptions for the Event Tech I and Event Coordinator are being updated to include relevant scope and duties, especially to support operations in the Student Center. The salaries for the job descriptions are being evaluated against comparison schools for parity and are on track to be updated. This request provides funding for the upcoming changes. This aligns with Cabinet Priority #5 - Restructuring to Meet Program Staffing Needs. **One-time funds covers changes to the 22-23 Fiscal Year. Ongoing funding to begin in the 23-24 year going forward. Budget projection by Fiscal Services in July 2022 (Tentative changes A68-A75 and A88-A95).		20,449	21,392	41,841	G2, G4
	Technical Services	Kevin Owen	Provide funding for in-progress updates to the Manager, Technical Services Engineering job description (Currently M14). Updates include additional job scope and to provide parity with other technical support management positions. Title will be changed to Manager, Audio Visual Services **Pre-approval pending reclassification process**	There has been a significant increase in job scope since the creation of this position in 2015 and this position impacts nearly every department and area on campus. When this position was created, there were approximately 250 classroom AV systems on campus, 4 digital signage systems, no integrated audio/paging, no Alertus installations and network cameras were not under this position. There are now over 525 AV systems, 40 digital signage systems, Alertus in 10 buildings and in all new construction projects, integrated audio distribution and paging across campus, and a central camera system, with over 250 cameras. This position oversees AV system design in all new construction projects and numerous upgrades and new installations across campus, along with technical support for the 525+ AV systems on campus. The number of direct reports this position oversees has grown and now includes a Special Project Manager. Additionally, this position needs to be elevated to be equitably aligned with the Manager, Technical Support Position. This aligns with Cabinet Priority #5 - Restructuring to Meet Program Staffing Needs. Budget projection by Fiscal Services in June 2022, M14-M16.			12,415	12,415	G2, G4

	Department	Person	Request	Justification	Col1	Col2	Total	Codes
	Technical Services - Event Services	Kevin Owen Brandin Bowman	Provide funding for recent increased event costs and overages	A) The rebuilt stadium requires additional staffing at District events to support sound, AV, Custodial and Grounds services. These increases in staffing levels are due to the significantly more complex and comprehensive technical systems in the facility vs. the previous facility, plus the additional square footage that requires prep prior to events and cleaning during and after events. In the 21-22 year, the overtime budget for District events was overspent by more than $22,000. B) Additional contracted service staff (security) is needed for football games due to the additional access and circulation points in the new stadium. Additionally, contracted security rates have increased over the last five years. C) The amount of event equipment campus wide has increased in the last five years, and the opening of the stadium has created a need for an entirely different level of event support (power, fiber, barricades, lighting, portable sound, etc). With increased use comes the need for more frequent maintenance and replacement of equipment. The Event Services operating budget has not received an increase in over 15 years, and it is no longer able to sustain operations with added needs and increased expenses. Breakdown: Overtime - $22,000, Supplies/Equipment/Repairs etc - $18,000, Contracted Services - $5500 This aligns with Cabinet Priority #1 - Stabilize General Fund Expenses		47,500	47,500	G2, G4, G6
	Technical Services - Event Services	Kevin Owen Brandin Bowman	Add Event Coordinator - This position is critical to existing operations. This is currently a single person classification. (Student Center Opening Phase 2+)	Proper execution of events requires detailed coordination. Currently, all event coordination falls to a single classified employee. With multiple complex events happening concurrently, this is unmanageable for a single person and some events and customers (internal and external) do not receive the necessary support. Additional staff is critically needed to support existing operations. Adding the Student Center in a few months will further compound this issue. The Student Center adds 16,000 sqft of configurable & divisible event space on the third floor. An additional position will be requested to address the impact of added events as a result of the Student Center. Expense projected with 22-23 Fiscal Calculator at A95. This aligns with Cabinet Priority #1 - Stabilize General Fund Expenses and Cabinet Priority #5 - Restructure to Meet Program Staffing Needs.		113,930	113,930	G2, G4, G6
	Technical Services - Event Services	Kevin Owen Brandin Bowman	Add Event Technician II to support increased events and provide higher level support than current staff. (No other Event Tech II positions exist on campus. New Job Description is Complete) (Student Center Opening Phase 2+)	The addition of the Stadium, Heritage Hall, and Student Center have increased complexity due to the advanced technical systems. A new position is needed to provide mid-level support to these facilities, and to increase the available pool of technicians on campus to provide event support. There are currently only Event Technician I positions to provide support to ALL events on campus. This position would create the 2nd level in a job family of Event Technicians. This position is critical to existing operations, especially at the stadium. This position could reduce existing overtime costs experienced for current events. The Student Center adds 16,000 sqft of configurable & divisible event space on the third floor. An additional position will be requested to address the impact of added events as a result of the Student Center. Expense projected with 22-23 Fiscal Calculator at A95. This aligns with Cabinet Priority #1 - Stabilize General Fund Expenses and Cabinet Priority #5 - Restructure to Meet Program Staffing Needs.		113,930	113,930	G2, G4, G6
	Printing Services Equipment Replacement	Angelic Davis	Printing Services Equipment Replacement/Upgrade	The lease for the print shop production machines will end in 11/2022. It is anticipated to replace the equipment with equipment that meet or exceeds our current equipment standards there will be an increase in cost. it is requested to replace the color copier machine, as the current machine is now 5 years old and the parts and supplies are no longer being supported. A new machine will provide additional capabilities and produce higher quality output for the campus. Aligns with Cabinet Priority #2 Reduce Future Operating Expenses with Integrated Sustainable and Technology Based Solutions	15,000	18,000	33,000	4,5
	FM&O	Custodial/McAlpin	Custodial Staff Overtime/Temporary Staff Workers Increase	Additional overtime funding is needed to support essential worker cleaning and sanitizing duties on a daily basis due to poor attendance levels within the custodial department. $31,650 was spend on Custodial overtime in 21-22. Base budget is only $3,200 for overtime. There was a shortfall of $28450. Additional funding of $30,000 is requested for Overtime and $30,000 for Temporary Staff Workers. AN increase in funding is needed for temporary worker support for custodial operations. Availability of temporary workers is vital to the continuity of work when permanent workers are unavailable due to various reasons in the pandenmic. Sanitizing bathrooms must happen on a daily basis and is essential for a healthly campus Cabinet Priorities # 1, 5		60,000	60,000	2, 4
	IT - Enterprise Application Systems	Antonio Bangloy	Intelligent Learning Platform (ILP)	Ellucian's Intelligent Learning Platform is an enterprise-level solution that provides two-way integration between Banner and Canvas, allowing courses, enrollments, and user data to flow seamlessly and automatically between Banner and Canvas. Mt. SAC currently has a home-grown adapter, created by a single programmer, that handles these tasks. While this workaround solution is currently working, it is risky to rely on it, especially with a significant percentage of all classes are being taught online. If something goes wrong with the adapter and/or if changes are needed, Mt. SAC's ability to offer classes online could be in jeopardy. In other words, this approach is not sustainable and should not be relied upon long-term. A side benefit is the synchronization of the grade book in Canvas with the grade book in Banner. This capability of ILP allows instructors to post grades	35,000	25,000	60,000	3, 4, 6
	FM&O	Custodial/McAlpin	Custodial -Software for Supplies Inventory Management	Advanced methods are needed to better track distribution and consumption of supplies for the custodial departments 87 supply closets, warehouse, and satellite storage areas across campus. Inventory control is essential in maintaining proper supply levels with different buildings having different bathrooms paper towel dispensers and toilet paper holders. A wide variety of paper sizes is necessary for all the campus buildings. Brightly -School Dude Inventory Module Quote: $11,334 on-going, $2,500 on-time setup costs = $13,834. Fresh Service Software needs to be programmed $700/license x 12 = $8400 + startup costs Cabinet Priority #2 Implementation and Training Plan We have recently completed an inventory list of all the major custodial supplies being ordered and delivered to the B48 Warehouse. We have the Item Name, Description Number, Current Inventory of the last inspection, and minimum levels. In addition we have 86 custodial storage closets in the campus buildings as well as a golden sample storage room for training in B48 next to the Custodial breakroom. Ken McAlpin will be working with Lianne Greenlee to lead the Custodial Leadership team meeting comprised of the Custodial Leads and Supervisors soliciting their input for the Materials Supply Inventory Plan Process. Lianne did an excellent job working with the Facilities Group on a team meeting for accreditation documentation. A similar approach will work well since several Custodial personnel were involved with the accreditation meeting. This meeting has been delayed due to personnel being out of the office. Expectation is these input meetings should occur in the next month. A process will be created for the staff to perform periodic material supply inspections starting with a manual system then progressing to the IPADs for accuracy and timing improvements. Two of the Supervisors are well versed in Excel and can train the team on how to implement the plan after decisions are made on product minimum levels, how often the material inventory inspections occur, and the communication path for the manual documentation of the material to flow. Lorenzo Meza is currently our OS1 Trainer who recently received Manage Men's (OS1 main company) training expert at the last training seminar at Michigan State. Our challenge occurs due to the distance between the warehouse and the main campus, the lack of attendance of the custodial staff affects the continuity of current material volume levels. Communication has been lacking between building zone custodians, Leads, and the Shift Supervisors. The importance of working together will be stressed so material will be on hand, able to be readily located, and usable to improve the cleanliness and sanitation that is so critical in this COVID period. The manual plan will be documented and communicated thru various shift meeting and Lead Zone meetings of the expectations of all the team members. The manual plan will be documented and then communicated with IT and Fresh Service for the development of the database for the Custodial Material Inventory Module. We have had two meeting with IT and Fresh Service on the last call stating this database will need to be programmed for our purpose. Cost is approximately $700/person with 12 people needing access to the database. These include the Custodial Leads, Shift Supervisors, Ken McAlpin, Ken Bohan, and the Warehouse. We also need to celebrate when the golden sample storage closet is setup and agreed upon as well as milestones within the implementation of the new process.	5,000	8,500	13,500	2, 4
	FM&O	Maintenance/Asher	Copier/Printer/Scanner/Fax for B47 - Facilities (1) & B48 -Warehouse **Capital Outlay**	Department copier needs to be replaced. It is constantly being serviced and is down often. The existing copier was purchased on January 2014. The original purchase price was $15,957.79. The current list price is $26,999 plus tax = $29565. Purchasing will be quoting the lease and service costs for a new system.	15,000		15,000	4

EVENT SERVICES TECHNICIAN II

DEFINITION

Under general supervision, operates and oversees the use of equipment, materials, and facilities used for events; trains, schedules, coordinates and recruits, and oversees, crews assigned to events; coordinates preventative maintenance and repair of equipment and facilities; coordinates assigned activities with other departments, divisions, clients, and community groups; acts as liaison with other campus departments to ensure security and operations are in place for events.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. Provides technical and function direction and training to technical staff, temporary employees, and volunteers.

DISTINGUISHING CHARACTERISTICS

This is the journey-level in the Event Services Technician class series that has responsibility for the facilitation of events. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with independent judgment, tact, and initiative. Successful performance of the work requires thorough knowledge of the policies, procedures, and processes of the assigned event and/or project. This class is distinguished from the Coordinator, Events by the latter's responsibility for scheduling facilities usage and negotiating contracts within Board approved guidelines, and approving setups and arrangements for event execution.

EXAMPLES OF DUTIES

1. Leads, coordinates, and participates in the day-to-day operations of college facilities and event venues; trains, schedules, and oversees work of assigned event staff providing support functions for events.
2. Participates in planning meetings, creating and preparing site maps, detailed outlines, drawings, designs, and instructions for events; participates in the entire event and production life cycle.
3. Sets up and operates sound and lighting equipment, public address systems, projection equipment, and other associated equipment requested for events and performances.
4. Ensures College facilities, event venues, and surrounding areas are free of health and safety hazards.
5. May serve as point of contact for customers and vendors on day of event.
6. Receives, stores, issues, and maintains various tools, lighting, sound and event equipment, materials and supplies; maintains inventory and control records.
7. Develops and documents standard procedures for events; prepares and maintains records, logs, and files related to assigned activities.
8. Recommends and implements modifications and improvements to event processes and methods.
9. Organizes and monitors event equipment, supplies and storage facilities; determines needs, requests and/or purchases supplies and equipment.
10. Coordinates and may perform minor maintenance and repairs of event related venues and equipment.
11. Participates on committees, task forces, and special assignments, including, but not limited to screening and selection committees and related trainings.
12. Prepares and delivers presentations related to assigned areas if needed.
13. Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College policies. Attends College mandated DHR training and participates in DHR investigations as directed. Assists in providing information and resources to individuals who bring forward DHR complaints and reporting possible DHR complaints to Human Resources and other appropriate authority as necessary.

14. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, and anti-racist academic and work environment.
2. Applicable safety precautions, work practices, and procedures related to the assigned facilities and equipment.
3. Laws and regulations related to public assembly, including security issues, health and fire codes, and transportation coordination.
4. Event support operations and equipment for indoor and outdoor events, conferences and performances.
5. Principles of risk management related to the functions of the assigned area.
6. Modern office practices, methods, and computer equipment and applications related to the work.
7. Setup/tear down, operations, and troubleshooting of equipment and materials.
8. Sound reinforcement principles and techniques for indoor and outdoor events.
9. Electrical power distribution principles and techniques for indoor and outdoor events.
10. Audio/visual setup and troubleshooting.
11. Basic understanding of signal flow for event equipment.
12. Basic network setup, configuration and troubleshooting related to event operations.
13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, various socio-economic, and ethnic groups.

Skills & Abilities to:

1. Participate in addressing gaps in diversity, equity, inclusion and anti-racism in recruitment and retention of staff.
2. Communicate the College's vision and commitment to creating equity, diversity, inclusion and anti-racism academic and work environment.
3. Participate in providing resources and programming towards the goal of being diverse, equitable, inclusive, and anti-racist academic and work environment.
4. Learn, understand, and apply facility use policies and procedures.
5. Inspect the work of others and maintain established quality control standards.
6. Plan, schedule, assign, and oversee activities of assigned personnel.
7. Establish and maintain a variety of filing, record keeping, and tracking systems.
8. Understand and carry out complex oral and written directions
9. Work independently to set up and troubleshoot event equipment and systems.
10. Provide training to other staff on operation of assigned equipment and systems.
11. Communicate effectively through various modalities.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
13. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Equivalent to an Associate's degree from a regionally accredited college and three (3) full-time equivalent years related experience in the events industry.

Additional full-time equivalent years of experience can be substituted for the required education on a year for year basis up to two (2) years.

Preferred Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, and anti-racism, preferably in a minority serving institution such as Hispanic Serving Institution and Asian American Native American Pacific Islander Serving Institution; OR
2. Experience with participation in programs relating to diversity, equity, inclusion, and anti-racism, preferably in a minority serving institution such as Hispanic Serving Institution and Asian American Native American Pacific Islander Serving Institution.

Licenses and Certifications:

1. Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment
2. Possession of, or ability to obtain and maintain:
   - OSHA Forklift Operator certification
   - OSHA Scissor Lift Operator certification
   - OSHA Aerial Lift Operator certification

PHYSICAL DEMANDS

Must possess mobility to work in an office setting, as well as, outdoors and use standard office and event-related equipment, including a computer; to operate a motor vehicle to visit various College sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. Standing in and walking between work areas is frequently required. Incumbents in this classification frequently bend, stoop, kneel, climb, reach, push, and pull carts to haul equipment. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment and in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes. Incumbents may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.