

The Department of Human Resources, Classification & Salary Division, has the responsibility for the management and administration of the Countywide Classification Program that includes establishing goals and objectives; developing policies, procedures and administrative systems; and providing technical guidance and support to line departments on all classification-related matters.

Frequently Asked Questions

1. [What is classification?](#)
2. [What is a class specification?](#)
3. [Where are County of Los Angeles class specifications located?](#)
4. [What is a classification study?](#)
5. [Who can initiate a request for a classification study?](#)
6. [How can an employee initiate a classification study request?](#)
7. [What is a classification questionnaire?](#)
8. [How does an employee obtain a classification questionnaire?](#)
9. [Are there specific procedures for completing the classification questionnaire?](#)
10. [When is it appropriate to request a classification study?](#)
11. [Who conducts the classification study?](#)
12. [What is involved in conducting a classification study?](#)
13. [What factors are considered in determining the classification of a position?](#)
14. [Is an employee interview \(job audit\) always necessary?](#)
15. [How is an employee notified of the results of the classification study?](#)
16. [What is the appeal procedure if there is a disagreement? \(Civil Service Rule 5.04\)](#)

1. What is classification?

Classification is a system used to identify, describe, organize, and evaluate the different kinds of work performed in an organization. Similar positions group into classes based on the different kind and level of work performed.

[Back to Top](#)

2. What is a class specification?

A class specification is an official document in the Classification Plan that describes the kind, scope and level of duties, responsibilities, and other distinguishing work characteristics of a position assigned to a Class. The class specification is not intended to be an exhaustive and detailed analysis of all duties and responsibilities of all positions in the Class. Each class specification includes the following sections:

- (1) Class Title
- (2) Definition
- (3) Class Standards
- (4) Examples of Duties
- (5) Minimum Requirements
- (6) Physical Requirements

[Back to Top](#)

3. Where are County of Los Angeles class specifications located?

- Class specifications are located at the County of Los Angeles - Department of Human Resources home website, under “Class Specifications,” or in a County department’s human resources office.

[Back to Top](#)

4. What is a classification study?

- A classification study is a systematic process used to allocate or reallocate a position to a class.
- The classification study focuses on a review of the position’s current duties and responsibilities, knowledge and skills requirements, reporting relationships, organizational relationships and other work characteristics to determine the appropriate class.

[Back to Top](#)

5. Who can initiate a request for a classification study?

- Employees or groups of employees.
- Supervisors and managers.
- Line department human resources staff.
- Department of Human Resources.
- Chief Administrative Office.

[Back to Top](#)

6. How can an employee initiate a classification study request?

A classification study request must be submitted in accordance with the policies, procedures and guidelines established by the Department of Human Resources and the employee's departmental human resources office. The typical steps include the following:

- Employee reviews current duties and responsibilities with the supervisor.
- Employee completes a classification questionnaire form and submits to supervisor for review and signature.
- Employee and/or supervisor completes a Request for Classification Study form and details the reasons for the request and how the job has changed.
- Management submits the classification study documents with a current organization chart and other supporting documentation to the human resources office.

[Back to Top](#)

7. What is a classification questionnaire?

A classification questionnaire is a document designed to obtain information from employees and supervisors about the specific duties and responsibilities of the position, qualifications, work environment and other work requirements.

[Back to Top](#)

8. How does an employee obtain a classification questionnaire?

A classification questionnaire may be obtained from an employee's departmental human resources office.

[Back to Top](#)

9. Are there specific procedures for completing the classification questionnaire?

- Complete the form accurately and thoroughly by either typing or printing legibly in ink.
- Organize the responsibilities into major duty and task statements in order of importance. The duties listed should be clearly described in a manner that can be understood by an external reader. Each duty or task should address the following:
 - What is the action?
 - To whom or what is the action directed?
 - Why is the action being performed?
 - How is the action being performed?
- Provide an accurate and complete listing of the duties. Evaluate the work over a period of time that would best capture the typical scope of duties performed (e.g., first half of the month, second half of the month, an entire month).
- Assign a percentage of time for each duty. Each duty should be considered in comparison to the others and its impact on the job as a whole. The percentage of time must total 100.

DO NOT SIMPLY COPY THE DUTIES LISTED IN THE CLASS SPECIFICATION.

[Back to Top](#)

10. When is it appropriate to request a classification study?

A classification study is appropriate only when the permanent duties and responsibilities of the existing position have changed significantly and the job is no longer consistent with the existing class specification for the position.

The concepts of seniority, desire to pay more, employee performance, recruitment/retention problems and/or workload are ~ a basis to justify reclassification to a higher level.

[Back to Top](#)

11. Who conducts the classification study?

The line department human resources staff typically conduct classification studies on requests received from employees, supervisors and managers in their respective departments. The department's findings and recommendations are submitted to the Department of Human Resources for review and approval.

The Department of Human Resources classification staff may assist line departments in conducting classification studies or independently conduct classification studies for positions that are found in more than one County department.

[Back to Top](#)

12. What is involved in conducting a classification study?

The human resources classification analyst will conduct an analysis of the position to determine appropriate class utilizing one or more of the following job analysis methods:

- Review of the classification questionnaire.
- Interview with incumbent and supervisor, when information on the questionnaire requires further clarification.
- Direct observation at the work site.
- Review of organizational charts, program manuals, policies and procedures and other pertinent documents.
- Internal job descriptions.
- Comparison of the position to the class specification and other positions that perform similar work with the department and other County departments.

[Back to Top](#)

13. What factors are considered in determining the classification of a position?

An analysis is conducted utilizing the following classification factors to determine if the position has significant change from the existing classification:

- Knowledge, education and experience.
- Complexity and problem solving.

- Scope and impact of responsibility.
- Scope and impact of decisions and actions.
- Guidance and direction of others.
- Interpersonal contacts.
- Special licenses or certifications.
- Working conditions.

[Back to Top](#)

14. Is an employee interview (job audit) always necessary?

No. An interview with the employee is typically performed when there is insufficient information about the scope and level of job functions.

[Back to Top](#)

15. How is an employee notified of the results of the classification study?

- The Department of Human Resources notifies the line department of the classification study results in writing.
- The line department's human resources office will then notify the employee and/or supervisor.

[Back to Top](#)

16. What is the appeal procedure if there is a disagreement? (Civil Service Rule 5.04)

- Any employee adversely affected by a classification action, may submit a written appeal, which specifies the basis for the appeal, to the Department of Human Resources, Appeals Division. The appeal must be filed within 30 days of the date from which the employee was informed of the classification determination. The decision of the Director of Personnel is final.

[Back to Top](#)