

Date: December 14, 2021

To: Department Directors

From: Arleene Cuellar, Director
Human Resources

Subject: Job Classification Minimum Qualification Changes

In order to address the ever-changing challenges in the area of recruitment and retention in the current labor market, the Human Resources Department (HR) has initiated several job classification studies to review the minimum requirements candidates must possess in order to qualify for a job. In doing so, HR has identified two areas where immediate changes will be implemented which will yield a larger, more diverse, and inclusive applicant pool:

1. Bachelor's degree substitution for required work experience
2. Typing test requirement eliminated

Bachelor's degree substitution for required work experience

One topic that has been under discussion in the field of human resources is the issue of expanding opportunities for recent college graduates who possess formal education but lack extensive work experience. This issue has made it more difficult for many young adults to gain a foothold in the labor market. At the same time, employers may have inadvertently been setting the bar for work experience too high thus missing out on hiring many talented and otherwise qualified, highly educated individuals.

HR has identified approximately 100 entry level classifications, which currently require specific years of work experience, for which we believe that a formal college degree may substitute for the required work experience. These classifications currently possess work skill set requirements for which a college graduate may obtain through on-the-job training and mentoring. Attached is the list of classifications for which a college degree may substitute for the required work experience.

The classifications that have been identified will maintain their current minimum qualification requirement which calls for work experience as a necessity. However, these classifications will also now have a college degree substitution clause in lieu of the required work experience. By introducing this new college substitution clause, departments will now have the option of continuing to hire individuals with work experience or hiring an applicant with no experience but with a formal, college degree. By introducing this concept, departments will now have a larger and more diverse applicant pool from which to hire highly qualified employees and by doing so, expand employment opportunities to more individuals.

Additionally, and conversely, we are also currently reviewing minimum qualifications requiring college degrees in order to determine if relevant experience may substitute for the required degree. This review is currently underway and once completed, we will share with you as appropriate.

Typing test requirement eliminated

In keeping with updates in technology and its impact to certain classifications, HR conducted a clerical study to examine the ways employees utilize computers and software and examine how the workforce has changed with regard to computers and technology. In this review, two separate research studies were conducted: (1) Benchmarking Study to explore whether other agencies/municipalities utilize keyboarding tests for employment and (2) Incumbent Study to survey county employees in job classifications which required a minimum passing keyboarding score at the time of hire.

The benchmarking study included responses from forty-five (45) governmental agencies or municipalities located throughout the State of Florida regarding the use of keyboarding or typing tests for employment in clerical positions. The general findings from this study suggest the following:

- There is a relatively even split between agencies and municipalities still utilizing pre-employment keyboarding/typing tests and those who do not (51.11% and 48.89%, respectively)
- For agencies/municipalities that reported the discontinued use of keyboarding/typing tests, approximately 72.22% did so because, “typing speed was no longer predictive of success for their clerical and secretarial positions.”
- As technology advances and word processing tools become more sophisticated (e.g., spellcheck, grammar tools), agencies/municipalities report other computer literacy skills are becoming more important and relevant.
- In lieu of a standard keyboarding/typing test, agencies/municipalities are using 1) word processing work samples, 2) Microsoft Office skills assessments, 3) proofreading exercises, and 4) gross keystrokes per hour measurements (e.g., data entry).

The incumbent study included responses from two hundred thirty-one (231) County employees, across nineteen (19) County job classifications requiring a keyboarding or typing test. These participants were given a list of job tasks which require technology, computers, and various software and asked to rate how frequently they perform each task and the importance of the task to the overall completion of their job duties.

Based on the analysis of responses from both studies, the use of keyboarding/typing tests for certain classifications are no longer relevant to the effectiveness and success in performing the job, while they remain a key component for other classifications. The study revealed the use of computer software was essential to incumbents successfully performing their job duties and the need to be trained on the software.

Although the keyboarding/typing test will no longer be a requirement for certain classifications, HR is recommending Microsoft skills training to ensure incumbents have the tools necessary to successfully perform their job functions. HR Career Development will be contacting your Departmental Personnel Representatives to schedule the incumbents for training on Microsoft Office Suite including Word, Excel and PowerPoint. This is a development opportunity that will benefit the incumbents and the County.

Both of these changes to the minimum qualifications for the positions identified in the attached document, will be effective for new job postings effective December 27, 2021.

If you have any questions regarding the minimum qualification changes, please Eneldo Hernandez, Chief Compensation and Job Analysis, Human Resources Department at 305-375-2765 or Eneldo.hernandez@miamidade.gov. If you have questions regarding the clerical study, please contact Virginia Washington 305-375-1793 or Virginia.washington@miamidade.gov.

Attachment

- c: Honorable Harvey Ruvlin, Clerk of Courts
Honorable Pedro J. Garcia, Property Appraiser
Jose J. Arrojo, Executive Director, Commission on Ethics & Public Trust
Javier A. Betancourt, Executive Director, Citizens' Independent Transportation Trust
Aileen Bouclé, Executive Director, Transportation Planning Organization
William Diggs, Executive Director, Miami-Dade Economic Advocacy Trust
Felix Jimenez, Inspector General
Office of the Mayor Senior Staff
Departmental Personnel Representatives
HR Senior Staff
Office of Compensation and Job Analysis

Miami-Dade County
Minimum Qualification Changes
Effective: December 27, 2021

<u>TITLE</u>	<u>OCC CODE</u>	<u>UNION</u>
<u>Bachelor's degree substitution for required work experience</u>		
311 CALL CENTER SPEC	001188	AFSCME LOCAL 199 -GENERAL
311 SR CALL CENTER SPEC	001190	AFSCME LOCAL 199 -GENERAL
ACCOUNT CLERK	000310	AFSCME LOCAL 199 -GENERAL
AIRPORT ACCOUNT CLERK	005338	AFSCME LOCAL 1542 - AVIATION
AIRPORT COLLECTION SPECIALIST	005335	AFSCME LOCAL 1542 - AVIATION
AIRPORT COMPLIANCE SENIOR SPEC	005331	AFSCME LOCAL 1542 - AVIATION
AIRPORT COMPLIANCE SPECIALIST	005330	AFSCME LOCAL 1542 - AVIATION
AIRPORT INV CONTROL SPEC	005320	AFSCME LOCAL 1542 - AVIATION
AIRPORT PURCHASING SPECIALIST	005295	AFSCME LOCAL 1542 - AVIATION
AP RISK MGMT INSURANCE REP	005321	AFSCME LOCAL 1542 - AVIATION
ASD ADOPTION CLERK	001134	AFSCME LOCAL 199 -GENERAL
ASD CARE SPECIALIST	001146	AFSCME LOCAL 199 -GENERAL
ASD COLLECTION SPECIALIST 1	001140	AFSCME LOCAL 199 -GENERAL
ASD CUSTOMER CLERK	001133	AFSCME LOCAL 199 -GENERAL
ASD FIELD SUPPORT AIDE	001128	NON BARGAINING
ASD LICENSING CLERK	001130	AFSCME LOCAL 199 -GENERAL
ASD SHELTER CLERK	001129	AFSCME LOCAL 199 -GENERAL
BENEFITS RERESENTATIVE	001934	AFSCME LOCAL 199 -GENERAL
C&R COMMISSARY SPECIALIST	004526	AFSCME LOCAL 199 -GENERAL
C&R PRE-TRIAL SVC TECH	004540	AFSCME LOCAL 199 -GENERAL
C&R SUPPLY SPEC	004552	AFSCME LOCAL 199 -GENERAL
CAUSEWAY SVC SPEC	001284	AFSCME LOCAL 199 -GENERAL
CLAIMS REPRESENTATIVE 1	001903	AFSCME LOCAL 199 -GENERAL
CLERK 3	000012	GSAF/ OPEIU LOCAL 100-SUPERV
CLERK 4	000013	GSAF/ OPEIU LOCAL 100-SUPERV
COMMUNICATION SVC REP 1	001724	AFSCME LOCAL 199 -GENERAL
COMMUNICATION SVC REP 2	001725	AFSCME LOCAL 199 -GENERAL
CORRECTIONAL PROP CUSTODIAN	004515	AFSCME LOCAL 199 -GENERAL
CORRECTIONS TECHNICIAN	004520	AFSCME LOCAL 199 -GENERAL
CREDIT & COLLECTIONS REP	000311	AFSCME LOCAL 199 -GENERAL
DSWM ENF & COLLECTIONS CLERK	006327	AFSCME LOCAL 199 -GENERAL
DTPW SERVICE CLERK	008292	TWU LOCAL 291
DTPW SERVICE SPECIALIST 1	008278	AFSCME LOCAL 199 -GENERAL
ELECTIONS LOGISTICS TECHNICIAN	002414	AFSCME LOCAL 199 -GENERAL
ELECTIONS POLLING PLACES SPEC	002402	AFSCME LOCAL 199 -GENERAL
ELECTIONS PROCEDURES SPEC	002403	GSAF/ OPEIU LOCAL 100-PROFFE
ELECTIONS SUPPORT SPECIALIST	002404	AFSCME LOCAL 199 -GENERAL
ELECTRONIC PARTS SPECIALIST	000206	AFSCME LOCAL 199 -GENERAL
ELIGIBILITY INTERVIEWER	003001	AFSCME LOCAL 199 -GENERAL
EMS SUPPORT CLERK	004128	AFSCME LOCAL 199 -GENERAL
FINANCE COLLECTION SPECIALIST	000308	AFSCME LOCAL 199 -GENERAL
FIRE RESCUE PROCESSING SPEC 1	004132	AFSCME LOCAL 199 -GENERAL
FORENSIC RECORDS TECHNICIAN	002905	AFSCME LOCAL 199 -GENERAL
HR RECORDS TECHNICIAN	000458	AFSCME LOCAL 199 -GENERAL
HR SUPPORT SERVICES SPECIALIST	000452	GSAF/ OPEIU LOCAL 100-SUPERV
IMAGING RECORDS TECHNICIAN	004137	AFSCME LOCAL 199 -GENERAL
INVENTORY CLERK	000202	AFSCME LOCAL 199 -GENERAL
ISD SERVICES CLERK	000252	NON BARGAINING
MDFR STAFF SCHEDULER	004139	AFSCME LOCAL 199 -GENERAL
MDPD COURT SUPPORT SPEC 1	004308	PBA - RANK AND FILE UNIT
MDPD WARRANTS TECH	004319	AFSCME LOCAL 199 -GENERAL
OCEAN RESCUE COMM SUPP SPEC	007263	AFSCME LOCAL 199 -GENERAL
PHCD OFFER COORDINATOR	003549	AFSCME LOCAL 199 -GENERAL
POLICE PROP EVIDENCE SPEC 1	004306	PBA - RANK AND FILE UNIT
POLICE PROP EVIDENCE SPEC 2	004307	PBA - RANK AND FILE UNIT
POLICE RECORDS SPECIALIST 1	004312	AFSCME LOCAL 199 -GENERAL
POLICE RECORDS TECH 1	004321	AFSCME LOCAL 199 -GENERAL

Miami-Dade County
Minimum Qualification Changes
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TITLE	OCC CODE	UNION
POLICE RECORDS TECH 2	004322	GSAF/ OPEIU LOCAL 100-SUPERV
PROCUREMENT CONTRACTING OFC 1	000188	GSAF/ OPEIU LOCAL 100-SUPERV
PURCHASING SPECIALIST	007272	AFSCME LOCAL 199 -GENERAL
RER AGENDA CLERK	002077	AFSCME LOCAL 199 -GENERAL
RER CONTRACTOR LICENSE REP	002601	AFSCME LOCAL 199 -GENERAL
RER ENFORCEMENT INFO SPEC	002225	AFSCME LOCAL 199 -GENERAL
RER LICENSING CLERK	002514	AFSCME LOCAL 199 -GENERAL
RER LIEN COLLECTION REP	002220	AFSCME LOCAL 199 -GENERAL
RER MICROGRAPHICS RECORDS CLK	002234	AFSCME LOCAL 199 -GENERAL
RER PERMIT & PLANS REP	001550	AFSCME LOCAL 199 -GENERAL
RER PERMIT AND OCCUPANCY REP	002235	AFSCME LOCAL 199 -GENERAL
RER PERMIT&PLANS PROCESS SPEC	002226	AFSCME LOCAL 199 -GENERAL
RER SERVICE REPRESENTATIVE	002206	AFSCME LOCAL 199 -GENERAL
RER SUPPORT COMPLIANCE REP	002221	AFSCME LOCAL 199 -GENERAL
RER SUPPORT SPECIALIST	002236	AFSCME LOCAL 199 -GENERAL
RISK MANAGEMENT INSURANCE REP	001970	AFSCME LOCAL 199 -GENERAL
SEAPORT COLLECTIONS SPECIALIST	001401	AFSCME LOCAL 199 -GENERAL
SEAPORT REVENUE CONTROL SPECIA	001402	AFSCME LOCAL 199 -GENERAL
SEAPORT TERMINAL OPS SPEC	001317	AFSCME LOCAL 199 -GENERAL
SOCIAL WORKER AIDE	003002	AFSCME LOCAL 199 -GENERAL
SP GROUND TRANSPORTATION COOR	001321	GSAF/ OPEIU LOCAL 100-SUPERV
STORES CLERK	000201	AFSCME LOCAL 199 -GENERAL
UTILITY INVENTORY SPECIALIST	005901	AFSCME LOCAL 121 - WASD
W&S ACCOUNT CLERK	005728	AFSCME LOCAL 121 - WASD
W&S BILLING CLERK	005732	AFSCME LOCAL 121 - WASD
W&S CUSTOMER SERVICE REP 1	005748	AFSCME LOCAL 121 - WASD
W&S DOCUMENT CTRL SPECIALIST	005720	AFSCME LOCAL 121 - WASD
W&S PERSONNEL TECHNICIAN	005752	AFSCME LOCAL 121 - WASD
W&S PURCHASING SPECIALIST	005760	AFSCME LOCAL 121 - WASD
WASTE OPERATIONS CLERK	006311	AFSCME LOCAL 3292 -SOLID WAS
ZONING CLERK	002020	AFSCME LOCAL 199 -GENERAL
ZONING INFO SERVICE SPECIALIST	002055	AFSCME LOCAL 199 -GENERAL
ZOO TRANSPORTATION GUIDE	007440	AFSCME LOCAL 199 -GENERAL
<u>Typing test requirement eliminated</u>		
Administrative Secretary	000094	GSAF/ OPEIU LOCAL 100-SUPERV
Airport Administrative Secretary	005311	AFSCME LOCAL 1542 - AVIATION
Airport Executive Secretary	005312	AFSCME LOCAL 1542 - AVIATION
Airport Office Support Specialist 2	005306	AFSCME LOCAL 1542 - AVIATION
Airport Secretary	005310	AFSCME LOCAL 1542 - AVIATION
Executive Secretary	000095	NON BARGAINING
Office Support Specialist 2	000021	AFSCME LOCAL 199 -GENERAL
Legal Secretary 1	008515	NON BARGAINING
Legal Secretary 2	008516	NON BARGAINING
Rail Stock Clerk	008074	TWU LOCAL 291
Secretary	000031	AFSCME LOCAL 199 -GENERAL
Senior Executive Secretary	000096	NON BARGAINING
Senior Executive Secretary, Office of the Mayor	000098	NON BARGAINING
W&S Office Support Specialist 2	005712	AFSCME LOCAL 121 - WASD
W&S Secretary	005719	AFSCME LOCAL 121 - WASD