



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: October 28, 2025

DATE: Thursday, October 23, 2025

TO: Board of County Commissioners

FROM: Patricia Hurley, Director of Human Resources
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THROUGH: Kate Thomas, Interim County Manager
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SUBJECT: Recommendation to approve the reclassification of three Public Administrator Estate Investigator positions, pay grade 14, to the new job classification title of Deputy Probate Estate Manager II, pay grade 14; the creation of a new job classification titled Deputy Probate Estate Manager I, pay grade 13, establishing a new flexibly staffed series, Deputy Probate Estate Manager I/II; (Public Administrator's Office); reclassification of a Communications Call Taker, pay grade 11, to Supervising Communications Specialist, pay grade 15 (Sheriff's Office) [\$37,973-offset with other position changes]; delimit a vacant Communications Call Taker position #70010855 (Sheriff's Office) [savings \$94,664]; reclassification of a Behavioral Health Program Coordinator, pay grade 19, to Human Services Program Specialist, pay grade 17 [savings \$64,763]; reclassification of a Management Analyst, pay grade 16, to Human Services Program Specialist, pay grade 17 [\$20,926] (Office of the County Manager); reclassification of a Division Director – Housing and Homeless Services, pay grade 21 to Division Director – Human Services, pay grade 21; reclassification of an Eligibility Supervisor, pay grade 13, to Senior Human Services Support Specialist, pay grade 13 (Human Services Agency) as reviewed and evaluated by the Job Evaluation Committee; a change in the job classification title from Lead Public Administrator Estate Investigator to Lead Deputy Probate Estate Manager; delimit the job classification title of Public Administrator Estate Investigator (Public Administrator's Office); a change in the job classification title from Assistant to County Manager to Executive Assistant to the County Manager (Office of the County Manager); delimit the job classification title of Division Director – Housing and Homeless Services (Human Services Agency); a change in the job classification title from Family Support Specialist to Child Support Collections Specialist; a change in the job classification title from Family Support Supervisor to Child Support Collections Supervisor (District Attorney's Office) and

AGENDA ITEM # _____

authorize Human Resources to make the necessary changes. Total fiscal impact is [net savings of \$100,528]. Human Resources. (All Commission Districts.) FOR POSSIBLE ACTION

SUMMARY

Periodically, staff requests approval for new classifications, new positions and reclassification requests reviewed by the Job Evaluation Committee (JEC) and/or Korn Ferry (the classification consultant firm utilized by Washoe County) to support the realignment of department resources and to encourage improvements to department efficiency and effectiveness.

Washoe County Strategic Objective supported by this item: Fiscal Sustainability (Long Term Sustainability).

PREVIOUS ACTION

On May 20, 2025, the Board of County Commissioners approved new position and reclassification requests submitted and evaluated by the JEC or Korn Ferry for the Fiscal Year 25/26 annual budget.

On November 19, 2024, the Board approved the reclassification of a Librarian II, pay grade 16, to Librarian I, pay grade 14; reclassification of an Office Supervisor, pay grade 13, to Administrative Assistant I, pay grade 13 (Library); reclassification of a Senior Licensed Engineer, pay grade 18, to the new classification of Utility Systems Manager, pay grade 18; reclassification of a Business Technologist Coordinator, pay grade 17, to the new classification of Business Intelligence Program Manager, pay grade 17 (Community Services Department) as reviewed and evaluated by the Job Evaluation Committee; a change in the job classification title from Homeless Services Coordinator to Human Services Coordinator; a change in the job classification title from Homeless Services Case Manager Supervisor to Human Services Supervisor; a change in the job classification title from Homeless Services Analyst to Management Analyst; a change in the job classification title from Homeless Services Program Assistant to Program Assistant (Human Services Agency); delimit the job classification titles of Homeless Services Coordinator, Homeless Services Case Manager Supervisor, Homeless Services Analyst, and Homeless Services Program Assistant (Human Services Agency); a change in the job classification title from NNCTC Intelligence Analyst to Intelligence Analyst (Sheriff's Office); a change in the job classification title from Parks Operations Superintendent to Operations Superintendent – CSD/Parks; a change in the job classification title from Grounds Equipment Mechanic to Parks Medium Equipment Mechanic (Community Services Department); a change in the job classification title from Librarian I to Librarian (Library); delimit the job classification title of Librarian II and authorized Human Resources to make the necessary changes.

Department	Current Job Class/Pay Grade	Recommended Job Class/Pay Grade	Position Number	Estimated Annual Impact	Effective Date
Public Administrator's Office	Public Administrator Estate Investigator, pay grade 14 (\$34.93-\$45.41)	Deputy Probate Estate Manager II, pay grade 14 (\$34.93-\$45.41)	70000398 70000396 70011212	\$0	10/28/2025
Sheriff's Office	Communications Call Taker, pay grade 11 (\$27.80-\$36.14)	Supervising Communication Specialist, pay grade 15 (\$37.95-\$49.35)	70010702	\$37,973	10/28/2025
Office of the County Manager	Behavioral Health Program Coordinator, pay grade 19 (\$60.26-\$84.37)	Human Services Program Specialist, pay grade 17 (\$47.56-\$61.84)	70009061	(\$64,763)	10/28/2025
	Management Analyst, pay grade 16 (\$41.96-\$54.56)	Human Services Program Specialist, pay grade 17 (\$47.56-\$61.84)	70012300	\$20,926	10/28/2025
Human Services Agency	Division Director – Housing and Homeless Services, pay grade 21 (\$82.94-\$116.12)	Division Director – Human Services, pay grade 21 (\$82.94-\$116.12)	70008126	\$0	10/28/2025
	Eligibility Supervisor, pay grade 13 (\$32.42-\$42.14)	Senior Human Services Support Specialist, pay grade 13 (\$32.42-\$42.14)	70000967	\$0	10/28/2025

BACKGROUND

The Washoe County Personnel Handbook 5.098(4) provides that all recommendations for the creation of a new classification, reclassification, abolishment of an existing classification, consolidation of classifications, alteration of existing classifications, or where there is a fiscal impact, must be forwarded to the Board of County Commissioners for final action.

Periodically, the Board approves new position and reclassification requests outside of the regular budget cycle to support department reorganizations and realignment of resources

to improve department efficiency and effectiveness. These changes were evaluated and approved by an Assistant County Manager for “off cycle” review.

Reclassification of Existing Positions

New Job Classification

Department	Recommended Job Class/Pay Grade	Estimated Annual Impact	Effective Date
Public Administrator’s Office	Deputy Probate Estate Manager I, pay grade 13 (\$32.42-\$42.14)	\$0	10/28/2025

Job Classification Title Changes

Department	Job Class Code	Position Number	Current Job Classification Title	New Job Classification Title	Effective Date
Public Administrator’s Office	60019000	70000397	Lead Public Administrator Estate Investigator	Lead Deputy Probate Estate Manager	10/28/2025
Office of the County Manager	60000170	70000093	Assistant to County Manager	Executive Assistant to County Manager	10/28/2025

District Attorney's Office	60001014	70001740	Family Support Specialist	Child Support Collections Specialist	10/28/2025
		70001753			
		70001755			
		70001807			
		70001809			
		70001810			
		70001811			
		70001812			
		70001827			
		70001829			
		70001830			
		70001831			
		70001832			
		70001835			
		70001836			
		70001838			
		70001839			
		70001842			
		70001844			
		70001845			
		70001846			
		70001849			
		70009175			
		70009176			
		70009177			
District Attorney's Office	60001012	70001742	Family Support Supervisor	Child Support Collections Supervisor	10/28/2025
		70001813			
		70001817			
		70001818			
		70001858			

General Fund – Positions to be Delimited

Department	Position Number	Program	Job Classification Title	Full/Part Time or Intermittent	FTE's	Estimated Annual Impact	Effective Date
Sheriff	70010855	Call Center	Communications Call Taker	FT	-1.00	(\$94,664)	10/28/2025

Reclassifications of Existing Positions**Public Administrator's Office**

The reclassification of the Public Administrator Estate Investigator to Deputy Probate Estate Manager II will allow for the creation of a new flexibly staffed series for the department while also ensuring the job title accurately reflects the work being performed. The department has found there is a significant learning curve within the first year on the job and newly hired incumbents are not working independently for the first year. The

creation of a new flexibly staffed series (Deputy Probate Estate Manager I/II) will allow the department to hire at the “I” level and provide a sufficient amount of training before incumbents progress to the “II” level. In addition, the change to the job classification title will help with recruitment efforts as the new title is more reflective of the job duties.

Sheriff's Office

The reclassification of the Communications Call Taker to Supervising Communications Specialist will provide for an increased level of supervision and more effective span of control within the Communications Center of the Sheriff's Office. Specifically, the department identified the need for more supervisory support to maintain quality control standards, provide guidance and intervention on increasingly complex and dangerous calls, and offer emotional support and crisis management to staff after traumatic calls.

Office of the County Manager

The reclassification of the Behavioral Health Program Coordinator and Management Analyst to Human Service Program Specialists will ensure the proper alignment of classifications based on the work being performed. In addition, these reclassifications will provide equity in job classification among the positions which perform a similar scope of work as it relates to behavioral health initiatives within the Office of the County Manager.

Human Services Agency

The Human Services Agency utilizes the Division Director – Human Services job classification for all Division Director positions within the department. The job classification title of Division Director – Housing and Homeless Services remained in place when the position moved from the Office of the County Manager to the Human Services Agency. The Division Director – Housing and Homeless Services position is currently vacant and this reclassification will allow the department to align the position with the other Division Director job classifications in the department and recruit for the position under the proper job classification.

The reclassification of an Eligibility Supervisor to Senior Human Services Support Specialist will provide for a dedicated position to focus on increased client service delivery within the Senior Center. In the past, the department utilized a part-time temporary position to provide additional activities and events for seniors. Noting the success of this effort, the department identified the need for a full-time, permanent position to not only focus on activities for seniors but also provide seniors with access to transportation and resources for increased engagement with the community.

Job Classification Title Changes

Public Administrator's Office

The job classification title change of Lead Public Administrator Estate Investigator to Lead Deputy Probate Estate Manager was made to align the title with the newly developed flexibly staffed series Deputy Probate Estate Manager I/II. The Lead Deputy Probate Estate Manager will not be a part of the flexibly staffed series; however, the titles should align for consistency between the levels. The job classification title of Public Administrator Estate Investigator will be delimited effective October 28, 2025.

Office of the County Manager

The job classification title change from Assistant to County Manager to Executive Assistant to the County Manager is being made to more accurately reflect the level of the classification. This title change will be effective October 28, 2025.

Human Services Agency

The job classification title of Division Director – Housing and Homeless Services is being delimited effective October 28, 2025, as part of the reclassification of the Division Director – Housing and Homeless Services to Division Director – Human Services. The Human Services Agency has moved to utilizing one job classification (Division Director – Human Services) for all Division Directors within the agency and this change will further ensure consistency across the department.

District Attorney's Office

The job classification titles of Family Support Specialist and Family Support Supervisor are being changed to Child Support Collections Specialist and Child Support Collections Supervisor, respectively, so the titles are more reflective of the work being performed. The department has indicated that job applicants have different expectations of these roles based on the current titles and changing the job titles will provide increased clarity as to the true nature of the job duties.

FISCAL IMPACT

Reclassifications resulting in cost increases are required to have permanent offsets.

The reclassification of the Public Administrator Estate Investigators to Deputy Probate Estate Manager IIs in the Public Administrator's Office will have no fiscal impact as there is no change to the pay grade. The creation of a new job classification titled Deputy Probate Estate Manager I will have no fiscal impact as only a new job classification is being created, not a new position.

The reclassification of a Communications Call Taker to Supervising Communications Specialist in the Sheriff's Office and delimiting a vacant Communication Call Taker will have a fiscal impact of (net savings \$56,691).

The reclassification of a Behavioral Health Program Coordinator to Human Services Program Specialist and the reclassification of a Management Analyst to Human Services Program Specialist in the Office of the County Manager will have a net fiscal savings of \$43,837. Both of these positions are fully grant funded.

The reclassification of a Division Director – Housing and Homeless Services to Division Director – Human Services and the reclassification of an Eligibility Supervisor to Senior Human Services Support Specialist will have no fiscal impact as there are no pay grade changes associated with these reclassifications.

The listed job classification title changes have no fiscal impact as they are title changes only, with no change to the pay grade.

RECOMMENDATION

Recommendation to approve the reclassification of three Public Administrator Estate Investigator positions, pay grade 14, to the new job classification title of Deputy Probate Estate Manager II, pay grade 14; the creation of a new job classification titled Deputy Probate Estate Manager I, pay grade 13, establishing a new flexibly staffed series, Deputy Probate Estate Manager I/II; (Public Administrator's Office); reclassification of a Communications Call Taker, pay grade 11, to Supervising Communications Specialist, pay grade 15 (Sheriff's Office) [\$37,973-offset with other position changes]; delimit a vacant Communications Call Taker position #70010855 (Sheriff's Office) [savings \$94,664]; reclassification of a Behavioral Health Program Coordinator, pay grade 19, to Human Services Program Specialist, pay grade 17 [savings \$64,763]; reclassification of a Management Analyst, pay grade 16, to Human Services Program Specialist, pay grade 17 [\$20,926] (Office of the County Manager); reclassification of a Division Director – Housing and Homeless Services, pay grade 21 to Division Director – Human Services, pay grade 21; reclassification of an Eligibility Supervisor, pay grade 13, to Senior Human Services Support Specialist, pay grade 13 (Human Services Agency) as reviewed and evaluated by the Job Evaluation Committee; a change in the job classification title from Lead Public Administrator Estate Investigator to Lead Deputy Probate Estate Manager; delimit the job classification title of Public Administrator Estate Investigator (Public Administrator's Office); a change in the job classification title from Assistant to County Manager to Executive Assistant to the County Manager (Office of the County Manager); delimit the job classification title of Division Director – Housing and Homeless Services (Human Services Agency); a change in the job classification title from Family Support Specialist to Child Support Collections Specialist; a change in the job classification title from Family Support Supervisor to Child Support Collections Supervisor (District Attorney's Office) and authorize Human Resources to make the necessary changes. Total fiscal impact is [net savings of \$100,528]. Human Resources. (All Commission Districts.)

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be:

“Move to approve the reclassification of three Public Administrator Estate Investigator positions, pay grade 14, to the new job classification title of Deputy Probate Estate Manager II, pay grade 14; the creation of a new job classification titled Deputy Probate Estate Manager I, pay grade 13, establishing a new flexibly staffed series, Deputy Probate Estate Manager I/II; (Public Administrator's Office); reclassification of a Communications Call Taker, pay grade 11, to Supervising Communications Specialist, pay grade 15 (Sheriff's Office) [\$37,973-offset with other position changes]; delimit a vacant Communications Call Taker position #70010855 (Sheriff's Office) [savings \$94,664]; reclassification of a Behavioral Health Program Coordinator, pay grade 19, to Human Services Program Specialist, pay grade 17 [savings \$64,763]; reclassification of a Management Analyst, pay grade 16, to Human Services Program Specialist, pay grade 17 [\$20,926] (Office of the County Manager); reclassification of a Division Director – Housing and Homeless Services, pay grade 21 to Division Director – Human Services, pay grade 21; reclassification of an Eligibility Supervisor, pay grade 13, to Senior Human Services Support Specialist, pay grade 13 (Human Services Agency) as reviewed and evaluated by the Job Evaluation Committee; a change in the job classification title from Lead Public Administrator Estate Investigator to Lead Deputy Probate Estate

Manager; delimit the job classification title of Public Administrator Estate Investigator (Public Administrator's Office); a change in the job classification title from Assistant to County Manager to Executive Assistant to the County Manager (Office of the County Manager); delimit the job classification title of Division Director – Housing and Homeless Services (Human Services Agency); a change in the job classification title from Family Support Specialist to Child Support Collections Specialist; a change in the job classification title from Family Support Supervisor to Child Support Collections Supervisor (District Attorney's Office) and authorize Human Resources to make the necessary changes. Total fiscal impact is [net savings of \$100,528. Human Resources. (All Commission Districts.)