

## Administrative Services Division Update for October 13, 2020

### Agricultural Labor Relations Board (ALRB) Public Board Meeting

- Recruitments for three General Counsel (GC) Budget Change Proposal (BCP) positions are currently in the interview and candidate selection stage. These are recruitments for two Training and Community Engagement Specialists (one each in Visalia and Salinas) at the Associate Governmental Program Analyst (AGPA) level, and one Staff Services Manager (SSM) I position. The SSM I will serve as the Outreach Program Manager and Communication Director.
- As of October 1, four of ALRB's 64 Authorized Positions are Vacant (7.7% Vacancy Rate)
  - Two vacancies in GC Visalia Office (one Field Examiner II and one Attorney)
  - Two vacancies in Board (one AGPA and one Legal Secretary).
- Administrative Services (Admin) completed the deployment of the new Voice Over internet Protocol (VOIP) telephone system to all six ALRB offices. AT&T provide online training for end users, about the features of the new phone system.
- Admin is currently working with AT&T to configure our existing 800 phone number into a call center functionality. The call center will allow up to twelve operators and four managers to utilize their laptops to manage anticipated additional calls from farm workers who are seeking information about COVID related topics. Call volume is expected to increase, due to current outreach efforts by the Labor and Workforce Development Agency (LWDA), and by the ALRB.