

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session.

**TORRANCE CIVIL SERVICE COMMISSION AGENDA  
MONDAY, MARCH 9, 2026  
REGULAR MEETING  
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER  
AT 3031 TORRANCE BL.**

**CIVIL SERVICE COMMISSION MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members Adelsman, Hamada, Herring, Kartsonis, Kohus, Sasaki,  
Chair Lohnes

**2. FLAG SALUTE:**

**3. REPORT OF STAFF ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, March 4, 2026.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS (Limited up to a 30-minute period)**

*This portion of the meeting is reserved for comment on items under the Consent Calendar or items that are not on the agenda. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 2 minutes per speaker.*

**6. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.*

**6A. Approve the Examination for Fire Captain (Emergency Medical Services (EMS) Captain)(40-Hour Staff Assignment)**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Fire Captain (EMS Captain) 40-Hour Staff Assignment Premium Pay examination consisting of an Oral Interview (100%). Staff is requesting approval for a two (2) year eligible list.

**7. ADMINISTRATIVE MATTERS**

**7A. Approve Revised Class Specification for Police Records Technician.**

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Police Records Technician and forward it to the City Council for approval.

**7B. Deny Protest of the Eligible List for Librarian.**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Librarian.

*Consideration of public employee employment will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.*

**8. HEARINGS**

**8A. Conduct Hearing on the Appeal of Discipline of a Torrance Police Officer (14).**

***Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4<sup>th</sup> 1272 (2006). Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session. The deliberation of this matter by the Civil Service Commission will occur in closed session.***

Recommendation of the Civil Service Manager that the Civil Service Commission conduct a hearing to consider the appeal of discipline of a Police Officer (14), in public session as requested by the employee and that the Civil Service Commission's deliberation of this matter shall occur in closed session.

**9. CLOSED SESSION**

**9A. CONFERENCE WITH LEGAL COUNSEL – EXISTING DISCIPLINE (California Government Code §54957(b) (1)):**

- 1) Appeal of Discipline of a Torrance Police Officer (14).

**10. COMMISSION ORAL COMMUNICATION**

**11. ADJOURNMENT**

- 11A.** Adjournment of Civil Service Commission Meeting to Monday, March 23, 2026 at 6:00 p.m. in the Council Chamber.



Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR FIRE CAPTAIN (EMERGENCY MEDICAL SERVICES (EMS) CAPTAIN) (40-HOUR STAFF ASSIGNMENT)**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Fire Captain (EMS Captain) 40-Hour Staff Assignment Premium Pay examination consisting of an Oral Interview (100%). Staff is requesting approval for a two (2) year eligible list.

**BACKGROUND/ANALYSIS**

There is no current eligible list for this premium pay assignment.

Section 3.2.C.8 of the Torrance Fire Fighters Association (TFFA) Memorandum of Understanding (M.O.U.) requires a selection process be conducted to allow the Fire Chief to assign a Fire Captain to this premium pay assignment. In addition, per section Appendix A of the TFFA M.O.U., premium pay assignments shall be made from a list established by competitive selection through Civil Service.

The previous examination in 2023 consisted of the same exam type and weight.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR,

By   
Tina Ortiz  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Torrance Fire Fighters Association Resolution 2024-02 Section 3.2.C and Appendix A

## **ARTICLE 3 - SPECIAL COMPENSATION PROVISIONS**

### **SECTION 3.1 LONGEVITY PAY**

A. Employees in the Torrance Fire Fighters Association prior to September 11, 2022 covered by this agreement shall receive longevity pay in the following manner:

1. Commencing with the first day of the 8<sup>th</sup> year of service, 5% above base pay.
2. Commencing with the first day of the 16<sup>th</sup> year of service, a total of 10% above base pay.
3. Commencing with the first day of the 20<sup>th</sup> year of service, a total of 12.5% above base pay.
4. Commencing with the first day of the 25<sup>th</sup> year of service, a total of 20% above base pay.

Employees hired into the Torrance Fire Fighters Association on or after September 11, 2022 covered by this agreement shall receive longevity pay in the following manner:

1. Commencing with the first day of the 8<sup>th</sup> year of service, 5% above base pay.
2. Commencing with the first day of the 16<sup>th</sup> year of service, a total of 10% above base pay.

B. All longevity pay advancements shall be effective on the anniversary date of the required years of continuous service (unpaid leaves or inactive status in excess of ten (10) working shifts, except for extended military leave, shall be deducted in computing total service) as a regular employee of the City of Torrance or total years of service as a full-time regular employee with the City of Torrance Fire Department, whichever provides the longer term of service.

### **SECTION 3.2 PREMIUM PAY**

Employees assigned to work requiring specified duties which require skills and abilities not contemplated in the employee's normal assignments in the areas described in this section shall receive premium pay only while so assigned.

Premiums requiring licenses/certificates will be implemented upon the start of the assignment to specified duties that require licenses/certifications. Assignments and reassignments shall be made by the Fire Chief subject to the approval of the City Manager according to workload and skills required, and subject to any special provisions specified in this section for any particular assignment. All premium pay, and whether it is reported to CalPERS and included in an employee's PERSable compensation, shall be determined by CalPERS as prescribed under Title 2 CCR Section 571. Any changes made by CalPERS regarding requirements for premium reporting shall initiate meet and confer.

Removal of employees for disciplinary reasons, or reasons of incompetence, or abolishing positions because of budgetary requirements shall be preceded by notice to employee organization representatives with the intent of precluding unfair actions.

- D. Fire Engineers and Fire Captains permanently assigned to the Hazardous Materials Response Team are not eligible to receive the paramedic In rank premium of 10%.

B. Staffer Assignment

Employees who are permanently assigned to the duties of Staffer by the Fire Chief shall receive a premium pay of 5% commencing the first day of the first year, above base hourly pay. Staffers are required to manage the roster and enter TeleStaff to receive the 5% premium. Assignment to this position shall be at the Fire Chief's discretion.

All interested employees will be interviewed and considered by the Fire Chief or designee for Staffer assignment.

The Chief or his designee will identify the assigned Staffer(s) each day prior to 0800 to account for 24-hour coverage of the Staffer position. Any employee covered by this agreement will receive 5% Staffer premium for the full 24-hour shift if they are required to act as Staffer for any portion of a 24 hour shift. Any employee covered by this agreement who is not a permanent Staffer will receive \$50.00 per shift for the full 24 hour shift if they are required to act as Staffer for any portion of a 24-hour shift.

C. 40-Hour Staff Assignment

A 40-hour salary range as shown in Section 2.1 is for safety employees in the following positions who regularly work in 40-hour staff assignments: Fire Captain, Fire Engineer, Fire Fighter.

1. Employees shall be assigned to the 40-hour salary range when the assignment is expected to be more than 6 consecutive months in duration.
  - a. This shall not include personnel assigned to a 40-hour schedule when attending paramedic training.
2. The employee shall be placed at the same step they were assigned to on the 56-hour salary schedule.
3. Examples of positions include but are not limited to Chief's Adjutant, and the Paramedic assigned to the Mobile Stroke Unit (MSU). Employees assigned to the 40-Hour Staff Assignment shall maintain the same longevity, education, and paramedic premium percentages as when assigned to the 56-Hour schedule.
4. Employees assigned to a 40-Hour Staff Assignment will receive a new Appointment Date corresponding to the effective start date of their 40-Hour Assignment.
5. Employees assigned to a 40-Hour Staff Assignment that are re-assigned to a 56-Hour assignment will receive a new Appointment Date corresponding to the effective start date of the 56-Hour Assignment that directly followed the 40-Hour Staff Assignment.
6. Employees newly assigned to a 40-Hour Staff Assignment with less than 6 months until the anniversary of their most recent 56-hour assignment shall receive an early step increase, such that there won't be more than 12 months between step advancements, if a step increase is available.

7. Current Employees that are assigned to the Mobile Stroke Unit, who were assigned prior to January 2023, will be grandfathered in with their original Appointment Date and will keep their original Appointment Date upon re-assignment from the 40-Hour Mobile Stroke Unit Assignment.
8. Employees shall be assigned by the Department Head, with the concurrence of the City Manager, from an eligible list developed through a selection process as shown in Appendix A.
9. The Staff Assignment(s) shall be at the discretion of the Fire Chief.
10. The Fire Chief or designee's decision shall be final and not grievable. The Fire Chief or designee may at his/her discretion place or remove an employee on the 40-hour pay grid.
11. Removal from the 40-hour assignment may not occur until after 12 months in assignment.
12. Employees in the 40-hour Captain position shall carry Department-issued mobile phones at all times (both on and off duty) for purposes of communication and recall in case of emergencies, vacations optional.

D. Temporary 40-Hour Staff Assignments

Temporary 40- Hour Staff Assignments are those expected to be less than 6 months in duration and shall exclude any temporary light/modified duty assignment. If the duration exceeds six months, employees shall be placed on the 40-hour salary schedule prospectively. Assignments shall be subject to the decision of the Fire Chief. The Fire Chief or designee's decision shall be final and not grievable.

1. Employees who are temporarily assigned to duties of an administrative and predominantly staff nature requiring them to work a 40-hour work week shall continue to be paid based on the 56-hour pay grid (Section 2.1).
2. Employees shall receive a premium between 5% and 15% (amount to be subject to the direction of the Fire Chief or designee) above base hourly pay.
  - a. The assigned premium shall be included in the calculation of overtime pay.
  - b. The assigned premium is not included in the cash out and/or deferral of accrued leaves.

Temporary 40-hour Staff Assignments do not include jury duty, coursework, training, modified duty assignments, or work-related travel."

**APPENDIX A**  
**EXAMINATIONS FOR PREMIUM POSITIONS**

**A. GENERAL**

1. Assignment to premium pay positions shall be made from appropriate assignment lists established by competitive selection.
2. Assignment lists will expire at the end of two years from date of establishment.
3. Unless otherwise indicated, the selection process shall consist of a written portion and an oral evaluation portion.
4. The written portion shall be weighted at 40% and the oral portion at 60%.
5. A passing grade must be achieved in each portion of the selection process.
6. The entire selection process shall be conducted by the Civil Service Commission, with monitoring by the Fire Department and the employee representation unit.
7. The scope of the examinations may include existing codes and ordinances, recommended good practices, technical knowledge of the job subject, departmental rules and practices, related skills, self-expression, personal records, educational achievements, personal appearance, and the ability to exercise good judgment under adverse conditions.
8. Wherever practical, the written portion of the examination shall be multiple choice type questions.
9. Oral raters from outside agencies may be utilized in order to gain expertise for certain positions where deemed necessary by the Fire Chief.
10. Members of the oral boards shall be appointed by the Fire Chief.
11. In the event that less than three (3) applications are received for any one of those premium positions normally filled from an eligibility list developed through a written and oral selection process as described in the Appendix, assignments shall be made by the Department Head based upon a review of employee applications and/or employment records. The decision of the Department Head is final and is not grievable.

**B. PARAMEDICS**

1. Assignments to premium pay positions for paramedics is dependent upon their certification upon completion of a training period conducted by an outside authorized agency.
2. The selection of paramedic trainees will be conducted in the manner outlined in the general provisions.

**C. HAZARDOUS MATERIALS RESPONSE TEAM**

1. The selection process for hazardous materials response team assignment may include a practical examination.

**D. TEMPORARY STAFF ASSIGNMENTS**

1. Employees assigned to temporary staff assignments shall be assigned by the Fire Chief.
2. The justification of assignments shall be based solely upon the judgment of the Fire Chief.

**E. MAINTENANCE OF ELIGIBILITY LISTS**

Development of a required eligibility list for a premium pay position will be initiated 90 days prior to an anticipated vacancy in such a position.

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR POLICE RECORDS TECHNICIAN**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Police Records Technician and forward it to the City Council for approval.

**BACKGROUND/ANALYSIS:**


The class specification for Police Records Technician was last revised in 2007. Staff reviewed the Police Records Technician class specification and determined that changes were necessary to reflect the current functions of the position.

- The **Definition, Distinguishing Characteristics, Supervision Exercised/Received, Examples of Essential Duties, Examples of Other Duties, Qualifications Guidelines, Special Requirements, and Career Ladder Information Sections** were revised to reflect the current needs of the position.
- The **Qualification Guidelines Section** was also revised to reflect the necessary competencies of the position. Core competencies are utilized to provide the capabilities, knowledge, skills, and resources that constitute what is needed to be successful in the classification.

Staff has met and conferred with representatives from Torrance City Employees Association (TCEA) who concur with the recommendation before your Honorable Body.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Kelsie B. Alonzo  
Senior Human Resources Analyst

**CONCUR:**

  
Hedieh Khajavi  
Human Resources Director

**NOTED:**

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Revised Class Specification for Police Records Technician  
B) Existing Class Specification Police Records Technician  
C) Organizational Chart of the Police Department

## POLICE RECORDS TECHNICIAN

### Definition

Under general supervision, performs specialized police records, regulatory compliance, and public-facing clerical duties in the preparation and maintenance of police records; provides support to sworn and professional staff with time-sensitive and confidential information ~~Police Officers and Services Officers~~; interacts extensively with the public, attorneys, courts, and other criminal justice agencies; responds to public information inquiries; and performs related work as required.

### Distinguishing Characteristics Features

Incumbents are distinguished from the other clerical and administrative positions in performing duties specifically related to the preparation and maintenance of the integrity, accuracy, and lawful dissemination of police records. Work requires incumbents to exercise independent judgment in selecting appropriate guidelines to follow in the interpretation, application, and release of sensitive law-enforcement information; significant deviations require prior approval. Interpretation of administrative or operational policies is necessary.

### Supervision Exercised/Received

Receives general supervision from the Police Services Supervisor; may receive technical or functional supervision from higher-level sworn and professional staff. ~~is provided by professional and technical supervisory positions (sworn and non-sworn), including, but not limited to the Police Records Supervisor.~~

### Examples of Essential Duties

*The following duties represent the principal job duties; however, they may vary depending on assignment and they are not all-inclusive*

- Interprets, applies, and ensures compliance with Federal, State, and Local laws governing the creation, retention, release, sealing, and expungement of police records.
- Supports Department of Justice (DOJ) mandated reporting, validation, and audit processes; maintain supporting documentation and respond to compliance inquiries. ~~Makes automated notifications to Department of Justice (DOJ) state mandated programs and manages local supporting files.~~
- Maintains, audits, updates and retrieves records within local, state, and national criminal justice information systems, including California Law Enforcement Telecommunications System (CLETS) and National Crime Information Center (NCIC), ensuring accuracy, timeliness, and system compliance. ~~Assists CLETS Agency Terminal Coordinator in enforcing system compliance laws and carrying out validation and audit responsibilities.~~
- Interprets documentation from Department of Motor Vehicles (DMV) and DOJ in order to verify pre-existing records for accuracy and validations; modifies as needed and makes entries of property, vehicles, firearms, protective orders, and missing persons.
- Interacts extensively with the public and City and department personnel as well as attorneys, courts, insurance representatives, and other law enforcement agencies to handle a high-volume of sensitive public inquiries and requests in person and by telephone while maintaining professionalism and confidentiality; receives, verifies, and accounts for a variety of fees. ~~on the telephone and in person in a courteous and tactful manner.~~
- Researches and retrieves complex public records requests under strict deadlines; analyzes records for responsiveness and applicable statutory exemptions, conferring with supervision as appropriate; assembles and disseminates records accurately in compliance with Departmental

- policy and applicable legal requirements. Responds to requests for information in compliance with Departmental policy, legal and governmental guidelines.
- ~~Maintains electronic and paper crime, arrest, and incident report files; ensuring such records are properly retained in accordance to Department policy and procedures.~~
  - ~~Checks both electronic and paper documentation for completeness, accuracy and compliance with legal and other requirements.~~
  - ~~Accesses various local, state and national law enforcement systems to enter and retrieve information.~~
  - ~~Generates automated notifications to Department of Justice on state mandated programs and manages local supporting files.~~
  - Codes and enters data into automated records management database.
  - Retrieves, assembles, and disseminates reports and information from files in an accurate and timely basis for Departmental staff.
  - Reviews police reports, arrest documentation, warrants, subpoenas, and court orders for completeness, accuracy, and legal sufficiency. Types arrest reports, search warrants and related materials using word processing system to meet specific deadlines.
  - ~~Researches and provides information by phone, in person and by mail relating to crime, arrest and traffic reports; receives, verifies, and accounts for a variety of fees.~~
  - Classifies incoming crime and arrest data reports in accordance with the FBI National Incident-Based Reporting System standards and applicable state requirements. Uniform Crime Reporting Criteria; minimizes classification errors
  - ~~Ensures that records release and dissemination is handled in accordance with all applicable laws and regulations~~
  - ~~Prepares criminal statistical reports required by the Police Department consistent with established deadlines.~~
  - Maintains records retention schedules; performs lawful sealing, expunging, purging, and archiving of records. and purges reports in accordance with city and state guidelines.
  - Accepts, processes, and tracks subpoenas, discovery requests, and court-ordered releases. for service
  - ~~Gang Detail - May be required to obtain certification for access and inquiry to Cal Gang database to provide assistance and support to Gang Enforcement Team.~~

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### Examples of Other Duties

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Processes and complies with subpoenas Duces Tecum and Discovery Orders.
- Assists with special projects, audits, training support, and process improvements related to records operations and compliance.
- ~~Record sealing — Seals and expunges criminal reports in accordance with City and State guidelines.~~
- ~~Files and maintains a variety of records, forms and correspondence.~~
- Performs routine clerical duties, including processing mail, ordering office supplies, collating, copying, filing and faxing information, as well as maintaining a variety of records, forms and correspondence.
- Receives, verifies, and accounts for a variety of fees.
- Attends division and department meetings as required.
- Performs related duties as required.

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### Qualification Guidelines

#### Knowledge of

- ~~Criminal justice records management principles and police records operations. Law enforcement practices and basic operations of a Police Records function.~~
- Police procedures, rules, regulations, teletype procedures, terminology and law enforcement codes as related to assigned functions, as well as the operational role of sworn personnel.
- Rules and regulations of the NCIC, CLETS, and California Public Records Act (CPRA) ~~National Crime Information Center (NCIC), the California Law Enforcement Telecommunications System (CLETS),~~ as well as the DOJ reporting requirements, and related compliance obligations ~~as related to assigned functions.~~
- Laws and regulations governing confidential information, public records, discovery, sealing, and expungement.
- ~~Basic~~ English usage, grammar, spelling, punctuation, vocabulary and arithmetic.
- Filing procedures (alpha and numeric).
- Customer service practices, telephone etiquette, and principles of effective public relations. ~~Telephone etiquette and procedures.~~
- Modern office methods, practices, and operation of a personal computer and other standard office equipment and applicable software applications. ~~and equipment currently in use by Department.~~
- ~~Teletype procedures, police terminology, law enforcement codes and laws applying to the release of information.~~
- City policies and procedures affecting departmental operations.
- General City operations

### Core Competencies

- **Action & Results Focus** – Initiating tasks and focusing on accomplishments.
- **Adaptability** – Responding positively to change and modifying behavior as the situation requires.
- **Attention to Detail** – Focusing on the details of work content, work steps, and final work products.
- **Cultural Proficiency** – Modeling communications and interactions that respect and include all individuals and their language, abilities, religions, and cultures.
- **Customer Focus** – Attending to the needs and expectations of customers.
- **Fact Finding** – Obtaining facts and data pertaining to an issue or question.
- **Informing** – Proactively obtaining and sharing information.
- **Interpersonal skills** – Interacts effectively and courteously with others.
- **Oral and Written Communication** – Engaging and communicating effectively in dialogue and in writing.
- **Professional Impact** – Presenting self as a positive representative of the organization.
- **Professional & Technical Expertise** – Applying technical subject matter to the job.
- **Self-Management** – Showing personal organization, self-discipline, and dependability.
- **Using Technology** – Working with electronic hardware and software applications.

### Ability To:

- ~~Understand and interpret rules, regulations and laws related to the Police Records function.~~
- ~~Interprets administrative or operational policies without immediate supervision within appropriate guidelines.~~
- ~~Exercise independent judgment in the release of confidential records within department and legal guidelines.~~
- ~~Interact with the public and other City employees both in person and over the telephone in a courteous and tactful manner; maintain diplomacy under stressful situations.~~

- ~~• Follow oral and written instructions.~~
- ~~• Establish and maintain cooperative working relationship with those contacted in course of work.~~
- ~~• Communicate clearly and distinctly, verbally and in writing.~~
- ~~• Deal discreetly with and maintain the confidentiality of sensitive records and information~~
- ~~• Learn, retain and apply routine to complex information, Teletype procedures, police terminology, law enforcement codes and laws applying to the release of information.~~
- ~~• Perform several tasks simultaneously, prioritize and meet deadlines.~~
- ~~• Operate standard office machines and equipment, including word processing and other office computer equipment and applications currently in use by the Department.~~

### License and/or Certificates

None required.

### Education and Experience

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from high school or GED equivalent. ~~possession of a GED Certificate.~~ One year of experience performing clerical duties. Public contact work is highly desirable. ~~One year of experience in public contact work. Experience performing the accurate input of data or performing clerical or administrative support is highly desirable.~~

### Special Requirements

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Work is performed in an occasionally fast-paced office environment. On a daily basis, the essential duties of this classification require the ability to sit for extended periods of time in front of a computer screen; to walk to provide customer service and perform other office duties; to reach for files and other lightweight objects; to hear and verbally exchange information with the public, staff, and others on the telephone and in the office; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to see sufficiently to perform assignments; and to effectively use a telephone, computer keyboard and other office equipment. The essential duties of this classification may require the ability to stoop and kneel; and occasionally, to climb stairs and to lift, carry, push, and pull objects weighing up to 15 pounds. ~~Requires the ability to exert a small amount of physical effort in sedentary to light work involving lifting and moving files and moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.~~

Must be able and willing to work rotating shifts, weekends, and holidays.

~~Must be able to successfully pass a background investigation.~~

### Career Ladder Information

Experience gained in this classification in addition to training and acquisition of additional skills may serve to meet the qualification guidelines ~~minimum requirements~~ for promotion to Police Services Records Supervisor.



City of Torrance  
**POLICE RECORDS TECHNICIAN**

<b>CLASS CODE</b>	1115	<b>SALARY</b>	\$21.24 - \$27.09 Hourly \$3,681.60 - \$4,695.60 Monthly \$44,179.20 - \$56,347.20 Annually
<b>BARGAINING UNIT</b>	Torrance City Employees Association	<b>ESTABLISHED DATE</b>	October 01, 2007

**DEFINITION**

Under general supervision, performs specialized clerical duties in the preparation and maintenance of police records; provides support to Police Officers and Services Officers; responds to public information inquiries; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED**

Incumbents are distinguished from the other clerical and administrative position in performing duties specifically related to the preparation and maintenance of police records. Work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval. Interpretation of administrative or operational policies is necessary.

General supervision is provided by professional and technical supervisory positions (sworn and non-sworn), including, but not limited to the Police Records Supervisor.

**EXAMPLES OF ESSENTIAL DUTIES**

The following duties represent the principal job duties; however, they may vary depending on assignment and they are not all-inclusive:

- Makes automated notifications to Department of Justice (DOJ) state mandated programs, and manages local supporting files;
- Assists CLETS Agency Terminal Coordinator in enforcing system compliance laws and carrying out validation and audit responsibilities;
- Interprets documentation from Department of Motor Vehicles (DMV) and DOJ in order to verify pre-existing records for accuracy and validations; modifies as needed and makes entries of property, vehicles, firearms, protective orders, and missing persons;
- Interacts extensively with the public, City and department personnel and other law enforcement agencies on the telephone and in person in a courteous and tactful manner;
- Responds to requests for information in compliance with Departmental policy, legal and governmental guidelines;

- Maintains electronic and paper crime, arrest, and incident report files; ensuring such records are properly retained in accordance to Department policy and procedures;
- Checks both electronic and paper documentation for completeness, accuracy and compliance with legal and other requirements;
- Accesses various local, state and national law enforcement systems to enter and retrieve information;
- Generates automated notifications to Department of Justice on state mandated programs and manages local supporting files;
- Codes and enters data into an automated records management database;
- Retrieves, assembles, and disseminates reports and information from files in an accurate and timely basis for Departmental staff;
- Types arrest reports, search warrants and related materials using word processing system to meet specific deadlines;
- Researches and provides information by phone, in person and by mail relating to crime, arrest and traffic reports; receives, verifies and accounts for a variety of fees;
- Classifies incoming crime reports in accordance with the FBI Uniform Crime Reporting Criteria; minimizes classification errors;
- Ensures that records release and dissemination is handled in accordance with all applicable laws and regulations;
- Prepares criminal statistical reports required by the Police Department consistent with established deadlines;
- Maintains and purges reports in accordance with city and state guidelines;
- Accepts subpoenas for service;
- Gang Detail - May be required to obtain certification for access and inquiry to Cal Gang database to provide assistance and support to Gang Enforcement Team.

### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Process and complies with subpoenas Duces Tecum and Discovery Orders;
- Record sealing - Seal and expunge criminal reports in accordance with city and state guidelines;
- Files and maintains a variety of records, forms and correspondence;
- Perform routine clerical duties, including processing mail, ordering office supplies, collating, copying, filing and faxing information;
- Attends division and department meetings as required;
- Performs related duties as required.

## **QUALIFICATION GUIDELINES**

### **Education and Experience**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from high school or possession of a GED Certificate. One year of experience in public contact work. Experience performing the accurate input of data or performing clerical or administrative support is highly desirable.

## License and/or Certificates

None required.

## Knowledge of

- Law enforcement practices and basic operations of a Police Records function;
- Police procedures, rules, regulations and terminology and law enforcement codes as related to assigned functions;
- Rules and regulations of the National Crime Information Center (NCIC) and the California Law Enforcement Telecommunications System (CLETS) as related to assigned functions;
- Basic English, grammar, spelling, punctuation, vocabulary and arithmetic.
- Filing procedures (alpha and numeric);
- Telephone etiquette and procedures;
- Modern office methods, practices and equipment currently in use by Department;
- Teletype procedures, police terminology, law enforcement codes and laws applying to the release of information.

## Ability To

- Understand and interpret rules, regulations and laws related to the Police Records function;
- Interprets administrative or operational policies without immediate supervision within appropriate guidelines;
- Exercise independent judgment in the release of confidential records within department and legal guidelines;
- Interact with the public and other City employees both in person and over the telephone in a courteous and tactful manner; maintain diplomacy under stressful situations;
- Follow oral and written instructions;
- Establish and maintain cooperative working relationship with those contacted in course of work;
- Communicate clearly and distinctly, verbally and in writing;
- Deal discreetly with and maintain the confidentiality of sensitive records and information;
- Learn, retain and apply routine to complex information, Teletype procedures, police terminology, law enforcement codes and laws applying to the release of information;
- Perform several tasks simultaneously, prioritize and meet deadlines;
- Operate standard office machines and equipment, including word processing and other office computer equipment and applications currently in use by the Department.

## SPECIAL REQUIREMENTS

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Must be able and willing to work rotating shifts and holidays

Must be able to successfully pass a background investigation

Requires the ability to exert a small amount of physical effort in sedentary to light work involving lifting and moving files, and moving from one area of the office to another; requires sufficient hand/eye coordination to

perform semi-skilled repetitive movements, such as data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

#### **CAREER LADDER INFORMATION**

Experience gained in this classification in addition to training and acquisition of additional skills may serve to meet the minimum requirements for promotion to Police Records Supervisor.

#### **ESTABLISHED/REVISED DATE**

Established Date: October 2007

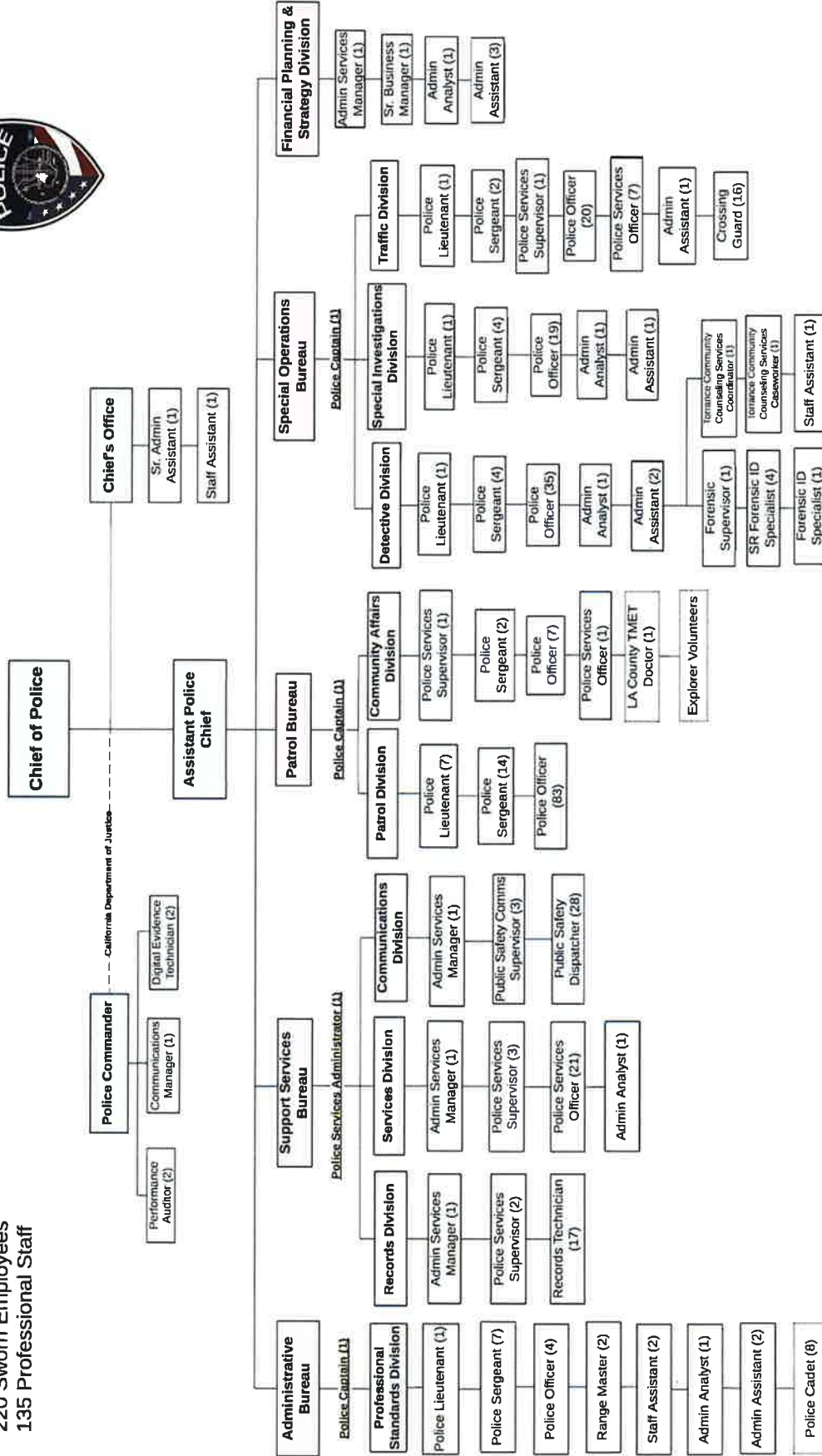
Department Review Date: October 2019

Department Review Date: November 2020

Department Review Date: March 2022

Effective January 1, 2026  
 220 Sworn Employees  
 135 Professional Staff

# Torrance Police Department Organizational Chart



Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: DENY PROTEST OF THE ELIGIBLE LIST FOR LIBRARIAN**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Librarian.

**BACKGROUND:**

The Librarian examination was administered on an open competitive basis after the promotional recruitment yielded fewer than eight qualified applications. The recruitment consisted of three components with the following weights: Application Review (Qualifying), Performance Test (30%), and Oral Interview (70%). A total of 163 applications were submitted, and 65 candidates were invited to participate in both the performance test and oral interview.

Both the performance test and oral interviews were conducted on February 4 and 5, 2026. In accordance with Civil Service rules, the protest period for these examination components concluded at the close of business on February 9, 2026. The candidate did not submit a protest during the designated protest period for either the performance test or the oral interview.

On February 17, 2026, the City released examination scores to all candidates via email and promulgated the eligibility list. On February 18, 2026, the candidate submitted a protest to the Civil Service Manager, stating that they experienced technical issues during the performance test that prevented them from typing their response. On February 20, 2026, the candidate submitted a follow up to their protest (Attachment A).

**ANALYSIS**

On February 4, 2026, instructions for remotely accessing and completing the performance test, which was administered through the eSkill platform, were provided to all candidates (Attachment B). The notice included guidance on how to access the test, the submission deadline, prohibited actions, and directions for completing the assessment. It also outlined how candidates could verify their system settings and offered multiple access methods, including a direct link and an access ID code. Additionally, candidates were informed of who to contact in the event of technical difficulties and were instructed to notify Human Resources immediately if they were unable to complete the test.

On the same day, the candidate contacted Human Resources to report that they were unable to type their response directly into the eSkill platform. Human Resources staff advised the candidate that they could submit their performance test response by email as an alternative method. No additional communication was received from the candidate at that time, and no other candidates reported similar technical issues or any concerns regarding the eSkill platform.

Later that same day, at 7:59 p.m., the candidate emailed Human Resources with their performance test submission and reiterated that their Apple laptop "would not type." The candidate also reported receiving an error message when attempting to input "test 772634" (Attachment C). However, the performance test instructions clearly stated the correct test ID, which differed from the ID the candidate attempted to enter (Attachment B).

The candidate's emailed performance test submission was accepted and evaluated in accordance with the established scoring criteria, which assessed each candidate's ability to develop and support ideas in a logical, comprehensive, and concise manner. The candidate's response was reviewed alongside all other submissions and was scored using the same standards applied to every participant. Based on this evaluation, the candidate did not achieve a passing score.

The facts indicate that the candidate received clear instructions, was provided with an alternative submission method, and had the opportunity to participate in the exam process. The final scoring outcome was based solely on the content and quality of the candidate's submitted work.

Based on the analysis of the information provided, the Human Resources Director recommends that your Honorable Body deny the protest of the eligible list for Librarian.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By  \_\_\_\_\_  
Eden Rocha  
Human Resources Technician


CONCUR:

  
\_\_\_\_\_  
Hedieh Khajavi  
Human Resources Director

NOTED: \_

  
\_\_\_\_\_  
Brianne Cohen  
Civil Service Manager

Attachment: A) Protest from Candidate (Dated February 18, 2026) and Candidate's Follow Up to Appeal (Dated February 20, 2026)  
B) eSkill Test Instructions – Remote Administration Notice  
C) Candidate's Email Containing Their Response to the Performance Test (Dated February 4, 2026)



**Sent:** Wednesday, February 18, 2026 2:52 PM  
**To:** Cohen, Brianne <BCohen@TorranceCA.Gov>  
**Subject:** Protest librarian test

Hi Brianne,

My name is [REDACTED]. I took the two part Librarian test and passed the interview part and didn't pass the performance part. The performance test is a 1 hour timed essay about creating a new library program.

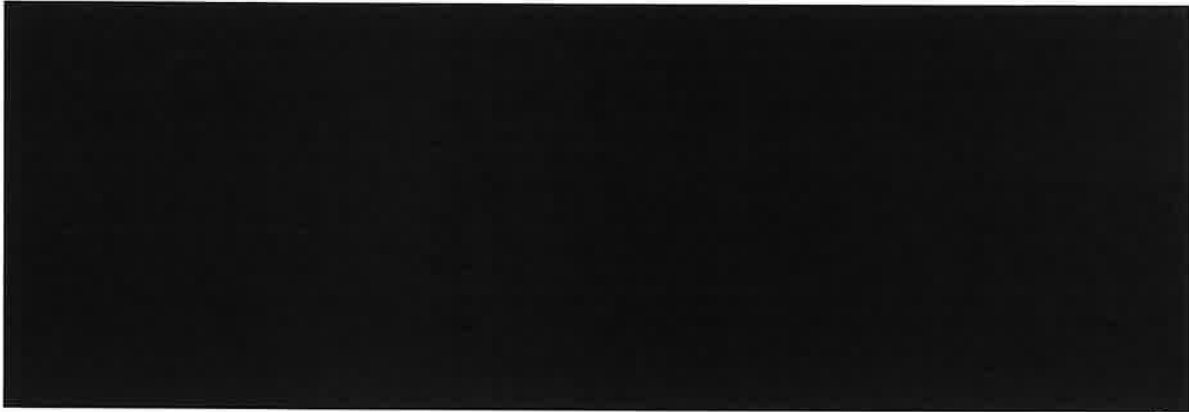
The part I am protesting about is that when I went to take the test that I couldn't type. I used an apple laptop during the evening after the test. The time of the test was allowed in the instructions. My inability to type was not. I checked the test website and was not able to correct the problem . So I typed the prompt on a word document and then finished in. The time allowed. I wish I could have been more cool and organized when

ATTACHMENT A


that difficulty happened, but I was not. I emailed it to someone in Human Resources and they forwarded it on for me. I also think I called Human Resources and sent my document along also.

I have passed the librarian test in the past several times.

I am willing to do whatever you think best to show that I am a good librarian candidate.



**This email, and any attachments to it, may contain confidential information and is intended for the sole use of the intended recipient(s). If you are not the intended recipient, or believe that you may have received this email in error, please notify the sender and delete this email and any attachments. Any review, reliance, disclosure, copying, storing, distribution, forwarding without express permission, or use of the contents of the information received in error is strictly prohibited.**


**From:**   
**To:** [Cohen, Brianne](#)  
**Subject:** Re: Protest librarian test  
**Date:** Friday, February 20, 2026 5:36:20 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image008.png](#)  
[image009.png](#)  
[image010.png](#)  
[C2 signature website 5b2f3ab7-82dc-4709-bbf5-7d285e095f0b.png](#)  
[C2 signature facebook 379883d0-ff3f-4e84-abf5-34b3718bb55a.png](#)  
[C2 signature x 60d47726-b068-4ec5-8b4b-40cf841323ca.png](#)  
[C2 signature instagram e73afeac-0b38-46dc-a7e3-6c045b7269f3.png](#)

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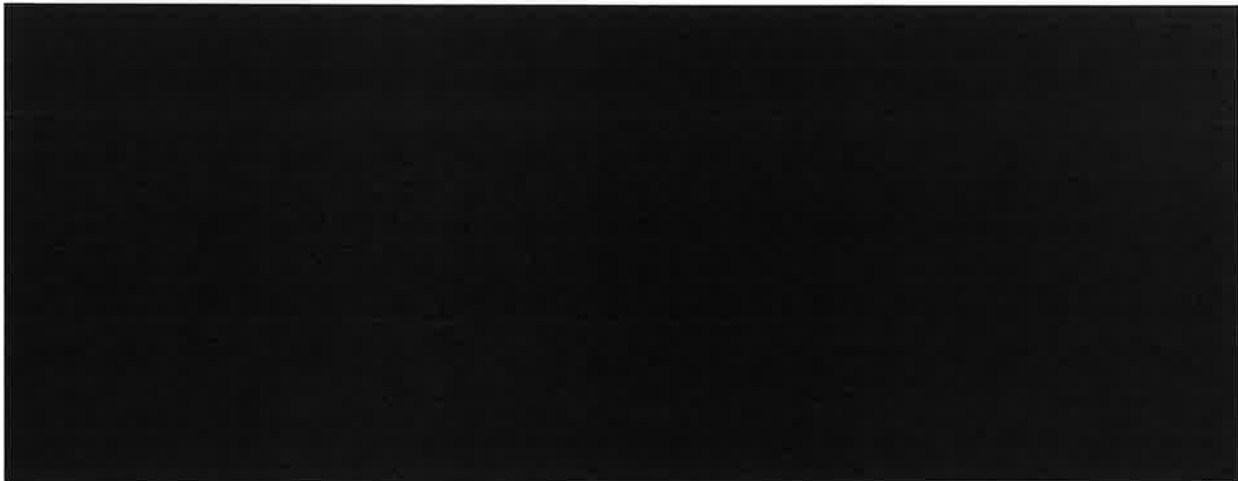
Hi Brianne,

There was something that happened that I did not mention and I'm wondering if I should include it.

When I called human resources and explained the problem II had with the software, they told me that they had experienced other problems with the software.

  
This email, and any attachments to it, may contain confidential information and is intended for the sole use of the intended recipient(s). If you are not the intended recipient, or believe that you may have received this email in error, please notify the sender and delete this email and any attachments. Any review, reliance, disclosure, copying, storing, distribution, forwarding without express permission, or use of the contents of the information received in error is strictly prohibited.

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February 4, 2026

Candidate ID: [REDACTED]



Dear [REDACTED]

You are now required to remotely access the performance test for the position of LIBRARIAN. **You must complete the performance test by THURSDAY, FEBRUARY 5, 2026, at 11:59 PST.** If you do not complete the performance test by 11:59 pm PST, you may be disqualified from the examination process.

**You will have 45 minutes to complete the written exercise.**

When you begin the performance test, you will need to complete it in its entirety. Read the candidate instructions thoroughly. You will type your response to the prompt as quickly and efficiently as possible. Once you have completed the task, you can submit your response. **DO NOT use your browser's Back, Forward, or Refresh buttons to navigate within the test.**

If you end the performance test before its completion, your progress up to that point will be recorded, but you will not be able to resume the test.

As stated above, you must complete the performance test **by THURSDAY, FEBRUARY 5, 2026, at 11:59 PST.** You will need to allow yourself enough time to complete the performance test by that time. You must complete the performance test in order to be considered for the position of LIBRARIAN.

**The use of reference materials or other assistance is not allowed. You are authorized to take this performance test only once. Failure to comply with these instructions will result in disqualification.**

The assessment will begin only after you've logged in and read the instructions.

Before you begin the assessment please verify your settings by clicking on the "Check Your

ATTACHMENT B

System Settings" button on the assessment Login page.

Alternatively, you can go to <http://www.eSkill.com> , click 'Take Your Test', enter the following ID ff6191951150ae0c and select 'Begin Your Test'.

**When you are ready, click the link below to begin:**

<https://es.eskill.com/es/quiz?testId=ff6191951150ae0c>

If you experience technical difficulties while taking the test, please call eSkill at 866-537-5455 for assistance.

If you are unable to complete the performance test, please contact Human Resources.

The City of Torrance is an Equal Opportunity / ADA Employer.

Human Resources Department

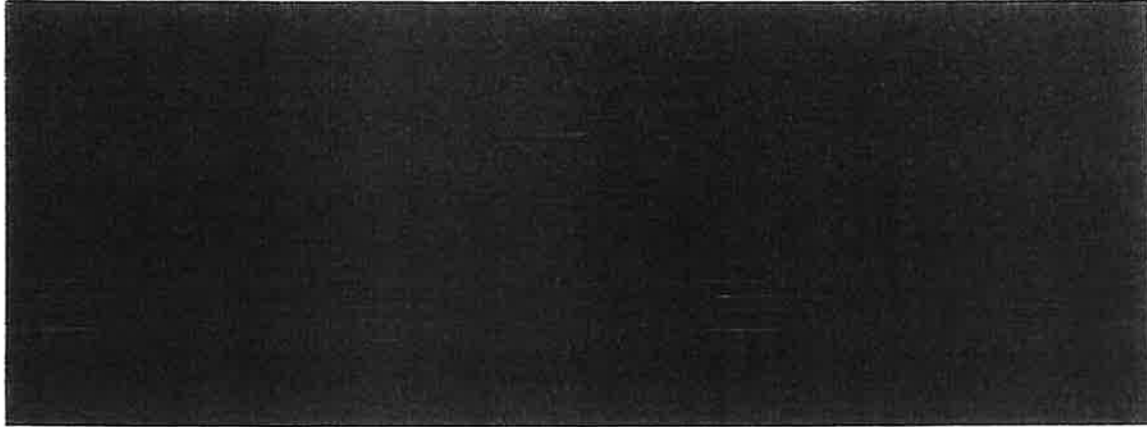
City of Torrance | 3231 Torrance Blvd | Torrance CA 90503

310.618.2915 voice | 310.618.2995 fax | [www.TorranceCA.Gov](http://www.TorranceCA.Gov) | [JobInfo@TorranceCA.Gov](mailto:JobInfo@TorranceCA.Gov)

If you do not want to receive emails please click on the following : [Unsubscribe from Emails](#)

Outlook

Fw: Librarian written test problem



**From:** [REDACTED]  
**Sent:** Wednesday, February 4, 2026 7:59 PM  
**To:** Alonzo, Kelsie <KAlonzo@TorranceCA.Gov>  
**Subject:** Librarian written test problem

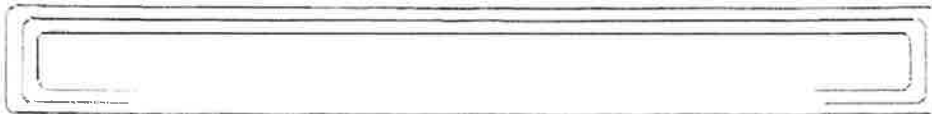
Hi,

I was not sure who was running the librarian recruitment. Please forward this to the person who is doing my recruitment. At the end, I have submitted my work, it is less developed than I wanted it to be but I was struggling to try to fix my typing problem and complete the test in the 45 minutes I had. I did the typing in my gmail and then emailed with the time I had.

Unfortunately, when I was taking my written test. My apple laptop would not type.

When I tried to ask for help, this is what I got. I did input the test 772634.

Input your Test ID and click the button below.



Access code not found!

Prompt.



ATTACHMENT C

Honorable Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: CONDUCT HEARING ON THE APPEAL OF DISCIPLINE OF A TORRANCE POLICE OFFICER (14). Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4<sup>th</sup> 1272 (2006). Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session. The deliberation of this matter by the Civil Service Commission will occur in closed session.**

**RECOMMENDATION**

Recommendation of the Civil Service Manager that the Civil Service Commission conduct a hearing to consider the appeal of discipline of a Police Officer (14), in public session as requested by the employee and that the Civil Service Commission's deliberation of this matter shall occur in closed session.

**BACKGROUND/ANALYSIS:**

On April 09, 2025, Civil Service staff received an appeal of discipline for Police Officer (14). Under the provisions of Torrance Municipal Code Section 14.47.9, upon written request filed by an employee who has been disciplined under this Article, the Civil Service Commission shall set a date for and hold a hearing.

Counsel for the employee confirmed the request for an open hearing at the pre-hearing conference on July 31, 2025.

The Civil Service Commission commenced the hearing on April 14, 2025, and continued the hearing to August 25, 2025, then November 3, 2025, though the matter was heard earlier on October 27, 2025, then continued to December 15, 2025. The hearing is scheduled to continue on January 12, February 9, February 23, March 2, and March 9. Additional hearing nights will be agreed to, then added.

Respectfully submitted,



Brianne Cohen  
Civil Service Manager

Attachment A: Hearing Exhibits (Available via Electronic Link)

Hearing exhibits for the appeal of discipline of a Torrance Police Officer (14) are accessible via the following link: <https://bit.ly/PO14Exhibits>

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: CIVIL SERVICE COMMISSION CLOSED SESSION**

The Civil Service Commission will meet in Closed Session for the following purpose:

a. CONFERENCE WITH LEGAL COUNSEL – EXISTING DISCIPLINE (California Government Code §54957(b) (1)):

- 1) Appeal of Discipline of a Police Officer (14).

Respectfully submitted,



Brianne Cohen  
Civil Service Manager