

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, SEPTEMBER 19, 2022
ADJOURNED REGULAR MEETING
6:00 P.M. IN COUNCIL CHAMBERS
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 Hamada, Herring, Manbahal, Sasaki, Zygielbaum, Chair Adelsman

2. FLAG SALUTE:

3. REPORT OF THE CITY CLERK 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, September 14, 2022.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS (Limited up to a 15 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 1 minute per speaker. Speakers please turn off or leave your cellular phone when you come to the podium to speak.

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 Chief.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Fire Chief examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a one (1) year eligible list.

7. ADMINISTRATIVE MATTERS

7A. Approve Revised Class Specification for Policy and Resources Specialist.

Recommendation of Human Resources Staff that your Honorable Body approve the revised class specification for Policy and Resources Specialist and forward to the City Council for approval.

7B. Consider the Protests of the Eligible List for Senior Administrative Assistant.

Recommendation of Human Resources Staff that your Honorable Body take the following actions regarding the protests of the eligible list for Senior Administrative Assistant.

- a) Deny the protests of the eligible list for Senior Administrative Assistant regarding the on-line written test technical issues; and
- b) Approve the protest of the eligible list for Senior Administrative Assistant regarding written test questions that pertain to marketing/sales concept questions and direct staff to remove written test questions that pertain to marketing/sales concept questions and conduct an oral interview for those that may pass the written test after the test questions are removed.

8. HEARINGS

8A. Appeal of Discipline of a Wastewater Technician.

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.

9. COMMISSION ORAL COMMUNICATIONS

10. ADJOURNMENT

10A. Adjournment of Civil Service Commission Meeting to Monday, September 26, 2022 at 6:00 p.m.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR FIRE CHIEF

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Fire Chief examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a one (1) year eligible list.

SALARY:

\$16,619 (Minimum) - \$20,614 (Reference) - \$23,706 (Maximum) per month.

BACKGROUND/ANALYSIS:

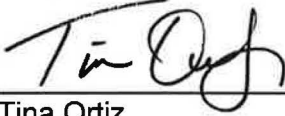
There is no current eligible list for the classification of Fire Chief. The Fire Chief retired in July 2022 creating a need to conduct an examination for Fire Chief.

The class specification has been reviewed by the City Manager and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached Class Specification.

Similar to other Department Head examinations, it was determined that the following weightings were appropriate for this exam: Application Review (Qualifying) and an Oral Interview (100%).

Torrance Municipal Code Section 14.1.29 provides that examinations to fill department head vacancies can be either open or promotional as determined by the City Council after a recommendation by the Civil Service Commission. When filling department head positions, the City Manager is entitled to the names of the five highest ranking eligibles. Staff estimates there are a sufficient number of City employees that meet the requirements for this position. Therefore, staff recommends this examination be conducted on a promotional basis. However, should less than eight qualified employees apply, then it is requested the examination be re-opened and be conducted on an open competitive basis.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager

Attachment: A) Fire Chief Class Specification



FIRE CHIEF

Class Code:
7119

Bargaining Unit: Executive &
Management Employees

CITY OF TORRANCE
Revision Date: Apr 1, 2008

SALARY RANGE

\$16,619.00 - \$20,614.00 Monthly
\$199,428.00 - \$247,368.00 Annually

DEFINITION:

Under general administrative direction, plans, organizes, and directs the activities of the Fire Department. Represents the Department to City management, the City Council and the community; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Fire Chief is directly responsible to the City Manager for the performance of duties. The Fire Chief is distinguished from the Fire Division Chief or the Fire Battalion Chief in that the Fire Chief is responsible for managing the entire department rather than a specific division or section. Work is accomplished within a broad framework, with sole authority and responsibility for a broad service area. Discretion is involved in applying goal and policy statements and in resolving complex organizational and technological problems.

Receives general administrative direction from the City Manager; exercises direct supervision over the Fire Division Chief, Fire Battalion Chief, professional positions and office support personnel.

EXAMPLES OF ESSENTIAL DUTIES:

The following duties represent the principal job duties, however, they are not all inclusive.

- Plans, organizes, coordinates, and directs through the Fire Division Chief and Fire Battalion Chiefs all City fire service functions, including fire prevention and inspection, fire suppression, disaster preparedness, paramedic services, maintenance of appropriate records, and related support services;
- Prepares and recommends long-range plans for fire and emergency medical service programs; develops proposals for action on current and future needs;
- Makes final interpretations of City regulations and various ordinances, related to fire safety and hazardous material codes and applicable laws to ensure compliance;
- Serves as the principal liaison between the Fire Department and other City departments;
- Coordinates the preparation of a wide variety of reports or presentations for City management or outside agencies;
- Monitors developments related to fire service matters, evaluates their impact on City operations, and implements policy and procedure improvements;
- Manages and directs the development, implementation, and evaluation of plans, policies, and procedures to achieve annual goals, objectives focused on achieving the City's mission and City Council's priorities;
- Plans, organizes, directs, and evaluates the performance of subordinate staff and their assigned staff as well as coaches for improvement and development;
- Establishes performance requirements and personal development goals; takes disciplinary action to address performance deficiencies;
- Directs the development of and monitors performance against the annual department budget;
- Represents the department in employee relations matters, including the meet and confer process and grievance proceedings;
- Monitors relevant industry developments, evaluates their impact on City operations, and implements policy and procedure improvements;
- Advises the City Council, City Manager, and others on departmental issues;
- Attends various City Council, Commission, City staff and community meetings as required.

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:

- Conducts and attends meetings as required;
- Participates on external committees, boards, and task forces as appropriate;
- Attends and participates in professional group meetings;
- Responds to citizen inquiries and resolves difficult and sensitive complaints;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

Ten years fire service experience and current rank of Fire Division Chief, Fire Battalion Chief or Fire Captain following the successful completion of the probationary period; and equivalent to high school graduation. The possession of an AA degree in Fire Science or a related field from a college of recognized standing may be substituted for one year of the required experience. The possession of a Bachelor's degree in Fire Science/Public Administration or a related field may be substituted for two years of the required experience. Master's degree in

Fire Science/ Public Administration or a related field may be substituted for three years of the required experience.

License and/or Certificates

Possession of an appropriate valid California driver's license.

Knowledge of

- Principles, practices and techniques of fire department administration, organization and operations, and their applicability to specific situations;
- Advanced methods and techniques of fire fighting, fire apparatus and equipment, training, emergency medical services and fire suppression and prevention, and handling hazardous materials and situations;
- Rules and regulations of the Torrance fire Department;
- Principles and practices of public administration and the preparation and administration of departmental budget;
- Local, State and national safety codes, ordinances and laws;
- Management and supervisory principles and practices to including personnel selection, training, evaluation, and discipline;
- Employee relations, including the meet and confer process, grievance procedures, and contract interpretation and administration;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Applicable Federal, State and local regulations;
- General City operations.

Ability to

- Plan and coordinate the operation of a large municipal fire department;
- Plan, organize, assign, coordinate and manage the activities of professional and support staff and outside contractors;
- Analyze and direct emergency operations and size up situations quickly and adopt effective courses of action;
- Analyze fire service problems and develop workable solutions, policies, and procedures;
- Analyze complex issues and identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals;
- Develop and administer a large departmental budget;
- Develop, understand, interpret laws and execute rules, regulations, policies and procedures;
- Interpret and apply Memorandums of Understanding, City ordinances, and administrative rules and regulations affecting departmental operations and personnel matters;
- Present proposals and recommendations clearly and logically in public meetings;
- Communicate effectively orally and in writing;
- Develop and evaluate management practices and procedures;
- Establish and maintain effective working relationships with the City Council, officials, other department heads, staff, private and community organizations, and others encountered in the course of work.

SPECIAL REQUIREMENTS:

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

Requires the ability to exert a small amount of physical effort in sedentary to light work

involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform repetitive movements, such as computers and calculators. Tasks require sounds and visual perception and discrimination, as well as oral communications ability.

ESTABLISHED/REVISED DATE:

Revised Date: April 2008

Dept. Review: September 2022

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

Honorable Members:

SUBJECT: Approve Revised Class Specification for Policy and Resources Specialist

RECOMMENDATION

Recommendation of Human Resources Staff that your Honorable Body approve the revised class specification for Policy and Resources Specialist and forward it to the City Council for approval.

BACKGROUND

The Civil Service Commission approved the new classification of Policy and Resources Specialist at the meeting dated July 26, 2021. This classification was originally created to provide specialized program oversight in the Public Works Department in the Water Division and Sanitation Division. However it has been determined that this classification could be utilized in other departments throughout the City, such as the Fire Department. The Fire Department has been undergoing personnel restructuring to provide administrative support for the emergency transport services program. The Fire Department received budgeted approval for this classification to address the expansion of this service and provide specialized analytical and financial oversight of the program.

The additions and revisions to this classification are to provide a job description that meets the needs for the position in the Fire Department.

The proposed revised class specification is submitted for your review and approval.

ANALYSIS

The class specification for Policy and Resources Specialist was established July 2021 and staff determined that additions and changes to the class specification are required to reflect the responsibilities and duties that are utilized in the Fire Department.

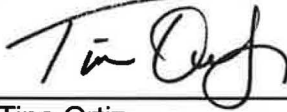
The **Definition, Distinguishing Characteristics, and Qualification Guidelines** sections were updated to encompass the program management and expertise needed in Fire Department's position.

Additional duty statements were incorporated into the **Examples of Duties** section to reflect the responsibility of the Fire Department's position, such as:

- Assists in the preparation of the annual department operating budget, program modifications, expenditures and revenues monitoring and analysis;
- Develops and manages the EMS division and Emergency Medical Transport (EMT) program budget preparation, expenditures and revenues monitoring;
- Provides EMS and EMT billing revenues forecasts and projections;
- Assists in the preparation of the department capital budget and capital projects; provides capital project updates.

The **Experience and Education** section was modified to include the experience that would be needed for the Fire Department's programs.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Manager

NOTED:



Brianne Cohen
Civil Service Manager

- Attachment A) Revised Class Specification Policy and Resources Specialist
 B) Existing Class Specification Policy and Resources Specialist

POLICY AND RESOURCES SPECIALIST

Definition

Under direction, performs a variety of difficult and complex professional and analytical assignments in support of Public Works Department enterprise-funded operations; water and sanitation programs or Fire Department budget, finances, and billing of emergency medical services (EMS) programs. Provides project management for various programs; develops, implements, and coordinates comprehensive plans, programs, and policies in accordance with Federal, State and local legislation and mandates; and performs related duties as required.

Distinguishing Characteristics

The Policy and Resources Specialist is distinguished from a Public Works Division Manager or Fire Department Administrative Services Manager in that the incumbent is not responsible for managing a Division. Distinguished from the Senior Administrative Analyst in that the incumbent has administrative responsibility over Public Works enterprise-funded water and sanitation programs or the Fire Department's EMS budget and transport billing services program. May have supervisory duties. At this level, incumbents work with only occasional instruction or assistance. Work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures and guidelines; analysis of various operating budgets and legislative information; and may involve the development of recommendations consistent with directives, policies and regulations.

Supervision Exercised/Received

Receives direction from a Department Manager. May exercise supervision over assigned professional staff and/or office support staff, but this task is ancillary to the primary focus of the classification.

Examples of Essential Duties

The following duties represent the principal job duties; however, they are not all inclusive.

- Develops, implements, and coordinates assigned Fire Department/EMS budgetary, financial, and billing program activities or Public Works Department enterprise-funded water and sanitation program activities to ensure achievement of City and division objectives within assigned areas of responsibility;
- Assists in the preparation of the annual budget of assigned Division; and monitors program and/or project budgets performance against the annual department budget;
- Analyzes, formulates and collaborates with stakeholders in the development and implementation of strategies, policies and procedures in support of the program goals and objectives;
- Conducts research and complex analyses, develops recommendations, and prepares reports for management;
- Oversees and conducts complex analysis of Public Works rates studies, develops recommended rates, prepares corresponding reports, and presents the recommendation at Proposition 218 hearings.

Class Designation: Civil Service

- Manages and coordinates the selection of outside consultants and the use of professional services agreements for technical studies;
- Negotiates purchase agreements and contracts; coordinates Requests for Proposals and manages contract administration; researches and prepares grant funding applications;
- Monitors State and Federal legislation and regulations affecting the Department's activities; manages local, State and Federal legislative consultants; provides information and advice on legislative and regulatory issues to City Council, Commissions, management, and staff including positions on legislation consistent with Department interests;
- Ensures the City's compliance with local, state and federal regulatory agencies related to assigned program areas;
- Serves as liaison to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations;
- Represents the City in professional organizations and various task forces to promote City programs and may make presentations to outside agencies, businesses, community associations, and neighborhood groups;
- Prepares written reports and makes formal oral presentations to managers, executives, City Council, City Commissions and community-based organizations as necessary;
- Responds to inquiries, provides information and assistance to the public and City staff on assigned program area.

Examples of Other Duties

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

- May supervise, train or evaluate assigned staff;
- Receives and responds to and resolves difficult and sensitive inquiries and complaints;
- Develops and reviews reports and other documents submitted by subordinates;
- Performs other related duties as required.

In addition to the duties listed above, incumbents assigned to the specific areas listed below perform the following:

Sanitation

- Develops programs and policy recommendations for the implementation of or changes to: integrated waste management, municipal solid waste; street sweeping, and organics waste diversion.
- Develops and implements waste water and storm water programs; including all required regulatory reporting.
- Coordinates City-wide household hazardous waste collection program in conjunction with other public and private agencies.
- Coordinates City's Construction and Demolition ordinance and works with contractors to ensure compliance.
- Serves as City liaison with CalRecycle and submits annual reports to CalRecycle and LARA.
- Participates in professional organizations such as LARA, SWANA, SBCOG and various task forces to promote City programs.
- Analyzes applicable legislation and keeps abreast of laws, rules, regulations, trends and

Class Designation: Civil Service

innovations applicable to assigned area of specialty with focus on SB1383, AB939, AB341 and AB1826.

- Conducts public outreach and public education activities, including public speaking and creating of multi-media educational materials.

Water

- Acts as liaison to the Water Commission and Metropolitan Water District Director, prepare and coordinate meetings, prepare and present reports to the Commission.
- Attends meetings with outside agencies, such as Metropolitan Water District (MWD), where workshops are held about major policy, programmatic, regulatory or legislative matters that could impact Torrance Municipal Water (TMW).
- Acts as program manager for water use efficiency and conservation for the City, and also attend meetings with MWD, the West Basin Municipal Water District (WBMWD), the Water Replenishment District (WRD) and other agencies for conservation efforts in the area.
- Attends meetings with WRD, WBMWD, WRD and other agencies to consider and discuss future projects and programs that impact the City and the region.
- Assists in preparing pricing and service agreements between the City and WRD, and also between the City and the Torrance Refining Company and other agencies as needed.
- Manages groundwater rights for the City, overseeing the conjunctive use carryover each year, and facilities acquiring additional groundwater rights by lease or purchase.
- Develops the Urban Water Management Plan for TMW and other water resource, strategic and business plans, initiatives and studies
- Serves on regional boards or committees as needed, and develops collaborative partnerships with other agencies.

Fire Department

- Assists in the preparation of the annual department operating budget, program modifications, expenditures and revenues monitoring and analysis;
- Develops and manages the EMS division and Emergency Medical Transport (EMT) program budget preparation, expenditures and revenues monitoring;
- Provides EMS and EMT billing revenues forecasts and projections;
- Assists in the preparation of the department capital budget and capital projects; provides capital project updates.
- Tracks, monitors and reports on existing Facilities, Equipment, and Automations Projects (FEAPs); Fire Replacement Funds, and grant projects;
- Maintains the Fire Apparatus Replacement Schedule;
- Serves as liaison with the Finance Department regarding the Department's budget;
- Manages and tracks received donations;
- Writes, reviews, and assists in writing agenda items;
- Prepares cost estimates and analyses related to Fire and EMS programs;
- Designs, implements, and responds to studies and surveys;
- Completes annual Salary Survey; submits travel expense claims, estimates reimbursement, review Cal OES invoices, and tracks reimbursement for strike team fire deployments under the California Fire Assistance Agreement; provides estimates to Finance to accrue anticipated reimbursement;
- Develops complex response times and performance analyses;

Class Designation: Civil Service

- Provides oversight of the EMS billing and reimbursement;
- Coordinates with third party billing contractors and Finance department;
- Creates EMT reconciliation and deposit reports used for routine tracking and reconciling of billed transports and received revenue;
- Ensures all Fire department transports are billed, reviews and releases patient care reports for billing, sends reports of billable transports and reconciles monthly with the billing contractor;
- Develops and coordinates EMS billing policies and procedures and conducts periodic audits;
- Submits required quarterly, semiannual or other reports to Department of Health Care Services (DHCS) and serves as liaison between the Fire Department and DHCS;
- Analyzes applicable legislation and monitors AB1705 supplemental payment and reimbursement programs administered through the Medi-cal Emergency Medical Transportation Services program.

Qualification Guidelines

Knowledge of:

- Applicable Federal, State, and local regulations pertaining to assigned areas of responsibility;
- Trends, practices and technology in environmental resource sustainability;
- Program development and implementation principles and practices;
- Budget preparation and administration principles and practices;
- Grant application and administration methods and techniques;
- Negotiation and contract administration methods and techniques;
- Project management methods and practices;
- Research and report writing methods and techniques;
- Principles and practices of supervision;
- City's financial and budget software, capital projects, and grants systems;
- Computer software applications related to data analysis and report preparation;
- Public relations and customer service techniques, including telephone etiquette;
- Comprehensive understanding of city functions, policies, practices and procedures;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations.

Ability to:

- Plan, organize, and manage environmental resource management programs;
- Analyze trends, metrics and complex problems to develop short and long-range plans;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and prepare effective written reports and oral presentations; present proposals, recommendations and technical information clearly, logically and persuasively;
- Communicate effectively both orally and in writing on routine or controversial subjects;
- Develop clear, concise, and comprehensive studies, reports, and agenda items;
- Utilize word processing; and spreadsheet and database applications;
- Establish and maintain effective relationships with the City Council, Commissioners, public officials, department heads, staff, community organizations, and others encountered in the course of work.

EXPERIENCE AND EDUCATION

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:

Bachelor's Degree from a college or university in Public Administration, Business Administration, Public Policy, Environmental Planning, Biology, or a related field.

Three (3) years of progressively responsible professional experience in environmental resources related to water, sanitation or Fire/EMS financial operations, which includes at least one (1) year of lead or supervisory experience of at least one major environmental resources program or Fire/EMS financial operations program.

LICENSE

A valid California driver's license.

SPECIAL REQUIREMENTS:

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

Job duties are generally performed in an office environment. Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another. While performing the job duties employee is regularly required to sit. Requires sufficient hand-eye coordination to perform semi-skilled repetitive movements, such as use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 25 pounds with or without assistance and with or without the use of devices or equipment used to aid the lifting process. While performing the duties of this job, the noise level in the work environment is usually quiet. Tasks are regularly performed without exposure to adverse environmental conditions.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Administrative Services Manager.



POLICY AND RESOURCES SPECIALIST

Class Code:
5750

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Established Date: Jul 1, 2021
Revision Date: Sep 16, 2021

SALARY RANGE

\$46.06 - \$61.71 Hourly
\$7,983.73 - \$10,696.40 Monthly
\$95,804.80 - \$128,356.80 Annually

DEFINITION:

Under direction, performs a variety of difficult and complex professional and analytical assignments in support of Public Works Department enterprise-funded operations; water and environmental resources programs; provides project management for various programs; develops, implements, and coordinates comprehensive plans, programs, and policies in accordance with Federal, State and local legislation and mandates; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Policy and Resources Specialist is distinguished from a Public Works Division Manager in that the incumbent is not responsible for managing a Division. Distinguished from the Senior Administrative Analyst in that the incumbent has administrative responsibility over Public Works enterprise-funded water and environmental resources programs and may have supervisory duties. At this level, incumbents work with only occasional instruction or assistance. Work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures and guidelines; analysis of various operating budgets and legislative information; and may involve the development of recommendations consistent with directives, policies and regulations.

Receives direction from a Department Manager. May exercise supervision over assigned professional staff and/or office support staff, but this task is ancillary to the primary focus of the classification.

EXAMPLES OF ESSENTIAL DUTIES:

The following duties represent the principal job duties; however, they are not all inclusive.

- Develops, implements, and coordinates assigned Department enterprise-funded water and environmental resources program activities to ensure achievement of City and division objectives within assigned areas of responsibility;
- Assists in the preparation of the annual budget of assigned Division; and monitors program and/or project budgets performance against the annual department budget;
- Analyzes, formulates and collaborates with stakeholders in the development and implementation of strategies, policies and procedures in support of the program goals and objectives;
- Conducts research and complex analyses, develops recommendations, and prepares reports for management;
- Oversees and conducts complex analysis of rates studies, develops recommended rates, prepares corresponding report, and presents the recommendation at Proposition 218 hearings;
- Manages and coordinates the selection of outside consultants and the use of professional services agreements for technical studies;
- Negotiates purchase agreements and contracts; coordinates Requests for Proposals and manages contract administration; researches and prepares grant funding applications;
- Monitors State and Federal legislation and regulations affecting the Department's activities; manages local, State and Federal legislative consultants; provides information and advice on legislative and regulatory issues to City Council, Commissions, management, and staff including positions on legislation consistent with Department interests;
- Ensures the City's compliance with local, state and federal regulatory agencies related to assigned program areas;
- Serves as liaison to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations;
- Represents the City in professional organizations and various task forces to promote City programs and may make presentations outside agencies, businesses, community associations, and neighborhood groups;
- Prepares written reports and makes formal oral presentations to managers, executives, City Council, City Commissions and community-based organizations as necessary;
- Responds to inquiries, provides information and assistance to the public and City staff on assigned program area.

Examples of Other Duties

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

- May supervise, train or evaluate assigned staff.
- Receives and responds to and resolves difficult and sensitive inquiries and complaints.
- Develops and reviews reports and other documents submitted by subordinates.
- Performs other related duties as required.

In addition to the duties listed above, incumbents assigned to the specific areas listed below perform the following:

Sanitation

- Develops programs and policy recommendations for the implementation of or changes to: integrated waste management, municipal solid waste; street sweeping, and organics waste diversion;
- Develops and implements waste water and storm water programs; including all required regulatory reporting;
- Coordinates City-wide household hazardous waste collection program in conjunction with other public and private agencies;
- Coordinates City's Construction and Demolition ordinance and works with contractors to ensure compliance;
- Serves as City liaison with CalRecycle and submits annual reports to CalRecycle and LARA;
- Participates in professional organizations such as LARA, SWANA, SBCOG and various task forces to promote City programs;
- Analyzes applicable legislation and keeps abreast of laws, rules, regulations, trends and innovations applicable to assigned area of specialty with focus on SB1383, AB939, AB341 and AB1826;
- Conducts public outreach and public education activities, including public speaking and creating of multi-media educational materials.

Water

- Acts as liaison to the Water Commission and Metropolitan Water District Director, prepare and coordinate meetings, prepare and present reports to the Commission.
- Attends meetings with outside agencies, such as Metropolitan Water District (MWD), where workshops are held about major policy, programmatic, regulatory or legislative matters that could impact Torrance Municipal Water (TMW).
- Acts as program manager for water use efficiency and conservation for the City, and also attend meetings with MWD, the West Basin Municipal Water District (WBMWD), the Water Replenishment District (WRD) and other agencies for conservation efforts in the area.
- Attends meetings with WRD, WBMWD, WRD and other agencies to consider and discuss future projects and programs that impact the City and the region.
- Assists in preparing pricing and service agreements between the City and WRD, and also between the City and the Torrance Refining Company and other agencies as needed.
- Manages groundwater rights for the City, overseeing the conjunctive use carryover each year, and facilitates acquiring additional groundwater rights by lease or purchase.
- Develops the Urban Water Management Plan for TMW and other water resource, strategic and business plans, initiatives and studies
- Serves on regional boards or committees as needed, and develops collaborative partnerships with other agencies.

QUALIFICATION GUIDELINES:

EXPERIENCE AND EDUCATION

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:

Bachelor's Degree from a college or university in Public Administration, Business Administration, Public Policy, Environmental Planning, Biology, or a related field and three (3) years of progressively responsible professional experience in environmental resources which includes at least one (1) year of lead or supervisory experience of at least one major environmental resources program.

LICENSE

A valid California driver's license.

Knowledge of:

- Applicable Federal, State, and local regulations pertaining to assigned areas of responsibility;
- Trends, practices and technology in environmental resources sustainability;
- Program development and implementation principles and practices;
- Budget preparation and administration principles and practices;
- Grant application and administration methods and techniques;
- Negotiation and contract administration methods and techniques;
- Project management methods and practices;
- Research and report writing methods and techniques.
- Principles and practices of supervision;
- Computer software applications related to data analysis and report preparation;
- Public relations and customer service techniques, including telephone etiquette;
- Comprehensive understanding of city functions, policies, practices and procedures;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations.

Ability to:

- Plan and organize environmental resources management programs;
- Analyze trends, metrics and complex problems to develop short and long-range plans;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and prepare effective written reports and oral presentations; present proposals, recommendations and technical information clearly, logically and persuasively;
- Communicate effectively both orally and in writing on routine or controversial subjects;
- Develop clear, concise, and comprehensive studies, reports, and agenda items;
- Utilize word processing and spreadsheet applications;
- Establish and maintain effective relationships with the City Council, Commissioners, public officials, department heads, staff, community organizations, and others encountered in the course of work.

SPECIAL REQUIREMENTS:

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

Job duties are generally performed in an office environment. Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another. While performing the job duties employee is regularly required to sit. Requires sufficient hand-eye coordination to perform semi-skilled repetitive movements, such as use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 25 pounds with or without assistance and with or without the use of devices or equipment used to aid the lifting process. While performing the duties of this job, the noise level in the work environment is usually quiet. Tasks are regularly performed without exposure to adverse environmental conditions.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Administrative Services Manager.

ESTABLISHED/REVISED DATE:

Established Date: July 2021

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

Subject: Consider the Protests of the Eligible List for Senior Administrative Assistant

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body take the following actions regarding the protests of the eligible list for Senior Administrative Assistant.

- a) Deny the protests of the eligible list for Senior Administrative Assistant regarding the on-line written test technical issues; and
- b) Approve the protest of the eligible list for Senior Administrative Assistant regarding written test questions that pertain to marketing/sales concept questions and direct staff to remove written test questions that pertain to marketing/sales concept questions and conduct an oral interview for those that may pass the written test after the test questions are removed.

BACKGROUND:

At your meeting of June 27, 2022, your Honorable Body approved the ordering of the Senior Administrative Assistant examination be conducted on a Promotional basis provided that a minimum of eight (8) applications were filed and accepted from City employees. If less than eight (8) applications were filed and accepted, the promotional examination would be canceled and the examination would be conducted on an open basis. Less than eight (8) applications were filed and accepted during the promotional exam and thus the promotional exam was cancelled, and the recruitment for Senior Administrative Assistant was conducted on an Open basis. This exam would produce an eligible list to fill the current vacancy in the Public Works and General Services Departments, as well as other vacancies that would occur within the six-month duration of the eligible list.

The exam components included the following: Application Review (Qualifying), Written Test (40%), and Oral Interview (60%). This weighting is also consistent with other exams utilized for similar classifications in the City. Ninety-three applications were received and sixty-two applicants were invited to take the written test which was administered on Wednesday, August 3, 2022. Twenty-one candidates were successful on the written test and were invited to participate in the interview process which was held on Tuesday, August 16, 2022.

The eligible list which contains sixteen names was promulgated on August 19, 2022. Two protests were submitted via email to the Civil Service Manager, on August 23, 2022 and August 27, 2022. The two candidates who submitted a protest were not successful on the written test component.

ANALYSIS

Due to Covid-19 protocols, an on-line test vendor, eSkill, was utilized for the Senior Administrative Assistant written test. The on-line tests were conducted remotely and the candidates took the test on their own devices. There were 40 test items and the time allowance to complete the test was 90 minutes.

On-line Written Test System Issues:

The candidate who submitted their protest to the eligible list on August 27, 2022 states that they encountered problems with certain written test questions that had a pop-up window which required the candidate to complete a task based on the question provided (Attachment A). As we had a previous protest in 2021 from a candidate who was having technical difficulties with the on-line test system, Human Resources now provides all avenues of assistance when a candidate is having technical difficulties. We provide more thorough instructions to the candidates, the test vendor's phone number to contact for technical difficulties, and also request that the candidate notify Human Resources when they are having issues with the system (Attachment B).

The candidate reached out to the vendor, but never notified Human Resources that they had technical difficulties with the system until this protest was received. If the candidate had reached out to Human Resources as instructed, Human Resources could have resolved this issue on the date of the written test. The candidate who submitted their protest to the eligible list on August 23, 2022 also noted some glitches/delays on the multitask portion of the test and pop-up window functionality when restarting the problem but did not note if they contacted the vendor regarding these issues. This candidate also did not notify Human Resources of the technical difficulties with the system until this protest was received.

Candidates are also provided candidates rights prior to the written test. The candidates rights states that there is a the three day protest period for a written test (Attachment C). The candidates could have contacted Human Resources during this period regarding the issues they were experiencing with the test prior to when they received their results.

Therefore, staff recommends that your Honorable Body deny the protests regarding the candidates written test technical issues.


On-line Written Test Question Content:

The candidate who submitted their protest to the eligible list on August 23, 2022 states that some of the test items were not pertinent to the job description or duties of the position (Attachment A). As the Senior Administrative Assistant provides support to a Department Head, the Executive Assistant on-line written test was selected as the written test administered through the on-line test vendor, eSkill. Per the description of the test by eSkill, this exam could evaluate the candidate's ability to provide administrative and executive level support (Attachment D).

After submission of the protest, Human Resources staff concurs with the submitted protest that certain items in the test address marketing and sales concepts (Attachment E). These types of concepts are not part of the knowledge, skills and abilities, as well as the essential duties, of the position of Senior Administrative Assistant.

Therefore, staff recommends that your Honorable Body approve the protest regarding the candidate's written test item concerns. It is recommended that the questions regarding Marketing and Sales concepts be removed from the test, the test be re-scored without these items, and any candidates that pass the written test after the re-score be invited to an oral interview.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

Noted:


Brianne Cohen
Civil Service Manager

- Attachments:
- A. Protests of the eligible list for Senior Administrative Assistant
 - B. Notice to candidates on day of written test and on-line instructions to written test
 - C. Candidates Rights in the Examination Process
 - D. eSkill Job-Related test description
 - E. eSkill Standard Executive Assistant

August 23, 2022

I, Loretta Perez, am protesting the eligibility list for the Senior Administrative Assistant position. On August 3, 2022 I took the written exam and felt I was being tested to become a Telemarketer. I do not feel that the test questions pertained to the job description/duties at all. I did not protest the test earlier because I wanted to see if I passed; I wasn't planning on protesting if I passed the test because I felt I would be able to adequately express my qualifications in the interview portion. I also experienced some glitches/delays on the multitask portion of the test, some of the pop-up windows didn't function the same when restarting the problem for the 2nd try.

Thank you,

A handwritten signature in black ink, appearing to read 'Loretta Perez', with a long horizontal flourish extending to the right.

Loretta Perez

August 27, 2022

Dear Members of the Civil Service Commission:

I am submitting this letter to protest the eligibility list for the Senior Administrative Assistant position. The test took place on Wednesday, August 3, 2022. The 40 question test was conducted remotely over the internet and administered by a third party testing vendor. It was a timed test, with applicants given one hour and thirty minutes to complete. The test instructions advised applicants that, with time permitting, applicants could go back and check their answers by clicking on a question number.

Some of the questions, approximately 4 to 6, contained multiple parts/questions within a single question. For example, when the first answer was provided a window would pop-up requiring a second answer, then another pop-up window requiring a third answer. Once all parts to that question were answered, you could move on to the next question.

This protest is not in regard to the content, or subject matter, of the questions. My protest is specific to these multiple answer/pop-up window questions. I provided an answer for every question, and with time remaining, I went back to review my answers. When I clicked on a multiple answer question, the answers I previously submitted had disappeared. The answers were blank. I thought maybe I did something incorrect, so I answered them and submitted them again. I went back to the same question and again my answers were not there. I answered submitted the questions again. I then looked at another multiple answer/pop-up window question and found the same. The answers, I previously submitted, were not there. The test timed out and I was unable to provide any answers.

The test instructions to applicants stated – *“At any time during the test, you can use the APPLICATION buttons to go back to a previous question and edit/change your answer, if there is any time left.”* The instructions were not correct. The test required you to **re-answer** the question, even though it had been previously answered. The test platform was flawed. A test taker should not be penalized for going back to check an answer, **that was previously submitted**, and then be required to re-answer

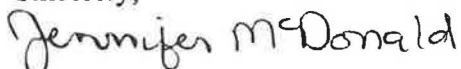
The test platform had additional technical issues. The test/computer screen would freeze. I called the third party vendor and a representative advised me to log out and back in. The test froze several times and each time I had to log out and back in. This made me anxious because I wasn't sure if my answers would still be there, and if I would lose time due to this.

Remedy requested:

- 1) Throw out all multiple answer/pop-up window questions and re-score the test.
- 2) Administer the test again and correct the flaw in the test platform, so that when you go back to check/edit an answer, the answer previously submitted is still there and does not require it to be re-answered again.

Thank you for your consideration.

Sincerely,


Jennifer McDonald

August 3, 2022

Candidate ID: [REDACTED]

Dear [REDACTED],

You are now required to remotely access the written test for the position of SENIOR ADMINISTRATIVE ASSISTANT. **You must complete the entire written test TODAY, AUGUST 3, 2022 by 8:30 pm PST.** If you do not complete the written test by 8:30 pm PST, you may be disqualified from the examination process.

This is a timed test and you will be allowed ONE (1) hour and THIRTY (30) minutes for this examination process. Note: Once you start the test, you will not be able to pause the test and must complete it within the allotted time.

When you begin the written test, you will need to complete it in its entirety. There are a total of 40 questions. Answer each question as quickly and efficiently as possible. Once you have made your final choice, move on to the next question. DO NOT use your browser's Back, Forward, or Refresh buttons to navigate within the test. At any time during the test, you can use the APPLICATION buttons to go back to a previous question and edit/change your answer, if there is any time left.

If you end the written 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 written test today, AUGUST 3, 2022 by 8:30 pm PST. You will need to allow yourself enough time to complete the written test by that time. You must complete the written test in order to be considered for the position of SENIOR ADMINISTRATIVE ASSISTANT.

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

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

[REDACTED]

If you experience technical difficulties while taking the test, please call eSkill at 866-537-5455 for assistance and let Human Resources know by calling 310-618-2915.

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

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

Human Resources Division of the City Manager's Office
City of Torrance | 3231 Torrance Blvd | Torrance CA 90503
310.618.2915 voice | 310.618.2995 fax | www.TorranceCA.Gov |
JobInfo@TorranceCA.Gov

If you do not want to receive emails please click on the following :
Unsubscribe from Emails



Instructions

Welcome to your eSkill test. The following test contains 40 question(s).

Please read the instructions carefully before starting your test.

Welcome to the City of Torrance written test for Senior Administrative Assistant. Please read the following instructions before you start the test. This is a timed test and you will be allowed one hour and 30 minutes for this examination process. Note: Once you start the test, you will not be able to pause the test and must complete it within the 90 minutes allowed. When you begin the written test, you will need to complete it in its entirety. There are a total of 40 multiple choice questions. Answer each question as quickly and efficiently as possible. Once you have made your final choice, move on to the next question. **DO NOT** use your browser's Back, Forward, or Refresh buttons to navigate within the test. At any time during the test, you can use the APPLICATION buttons to go back to a previous question and edit/change your answer, if there is any time left. If you end the written test before its completion, your progress up to that point will be recorded, but you will not be able to resume the test. The use of reference materials or other assistance is not allowed. **HOWEVER, YOU MAY USE A CALCULATOR IF NEEDED.** You are authorized to take this test only once. Failure to comply with these instructions will result in disqualification. If you experience technical difficulties during the test process, please contact the test vendor at the number provided on the email notice that was sent to you today. In addition, please contact Human Resources to notify us of any difficulties while taking the test at 310-618-2915 or jobinfo@torranceca.gov. Good Luck!

Do not use your browser's **Back, Forward, or Refresh** buttons to navigate within the test. At any time during the test, you can use the application buttons to go back to a previous question and edit/change your answer, if there is any time left.

You may end the session whenever you like by clicking the **End Test** button; your progress up to that point will be recorded, but you will not be able to resume the test.

Please answer each question to the best of your ability using no external references, unless otherwise instructed.

This test contains the following question types:

Select the Best Single Answer - Choose a single correct response from those provided.

Select All That Apply - Choose all correct responses from those provided.

True/False - Choose whether the statement is true or false.

Multitasking - You will be asked to complete more than one task at a time.

Please read the instructions carefully.

- Each question contains a series of tasks.
- Each task has an individual timer that is displayed on the left.
- The details for each task are shown at the bottom of the screen.

To complete a multitasking question, read each task and perform the actions described in the required area.

Each new task will be presented in turn until the allowed time expires OR you finish the tasks and click "Submit answers & exit".

Please view the demo image here before starting the test.

[View tutorial](#)

Simulation - You will be asked to complete a specific task in an environment that simulates the real application. You will be allowed 2 attempts to successfully complete it. If a question has a time limit, the timer will appear in the upper-right corner.

The test has to be answered in less than **90:00 minutes**, except for the questions which have a specific time limit already set; the timer for these questions will be counted separately. When the time expires, your last answer will be taken into account.

[I've read the instructions, let's start.](#)

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OSF DIGITAL



CITY OF TORRANCE

CANDIDATES RIGHTS IN THE EXAMINATION PROCESS (CIVIL SERVICE POSITIONS)

As part of the examination process, candidates have the right to inspect and review a copy of a multiple choice written test with the correct answers marked, providing the test is **not** standardized or validated. You may review the test during the **three** working (business) day period immediately following the group administration of the test for non-safety positions; and the **five** working (business) day period for safety positions. If the test is standardized or validated, review is prohibited.

You may file a protest to a multiple choice written test for the following reasons: Correctness of the keyed answer; job relatedness of the question; procedures followed in the administration of the test. **Multiple choice written test protests must be submitted by the end of the three working (business) day review period for General Employees (non-safety) positions and five working (business) day review period for Police and Fire (public safety) positions.**

You also have the right to protest other types of tests such as performance, essay, oral (interview), or other tests, which by their nature are not reviewable. You may protest such tests if you question the fairness or appropriateness of the test or the test procedures, and can offer specific and substantial reasons for your objections. **Protests for performance, essay or oral tests must be submitted by the end of the next business day following the administration of the test.**

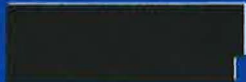
To submit a test protest, please select the appropriate protest form at <https://www.torranceca.gov/government/human-resources/your-rights-during-the-examination-process>.

A candidate may file a protest of an eligible list within ten calendar (10) days of the approval of the list. To submit an eligible list protest, please submit a written statement which states the specific and substantial reasons for the protesting the list.

All appeals/protests must be submitted to the Torrance Civil Service Commission, Attention: Brianne Cohen, Civil Service Manager, 3231 Torrance Boulevard, Torrance CA 90503, or via e-mail at CivilServiceCommission@TorranceCA.Gov, or by fax at (310) 618-2726.

For questions about the protest and appeal process and procedure, please call Civil Service Commission staff at (310) 618-2956 or (310) 618-2967 or go to <https://www.torranceca.gov/government/human-resources/your-rights-during-the-examination-process>.

80	Executive Assistant	This test measures the candidate's ability to provide administrative and executive level support; collect, compile, and analyze moderately complex data; and coordinate projects and deadlines, working alone or with others. The test covers several subject areas: Office Filing, MS Office, Business Communication, and Time Management. It can be used to evaluate the performance potential of candidates for the following positions: Executive Administrative Assistant, Business Assistant, and Business Office Assistant.	EN	40
81	Field Support Supervisor	This test measures the candidate's ability to handle correspondence and to organize contact between sales staff and customers, while maintaining customer records and keeping track of visits and sales, etc. The test covers several subject areas: Accounting and Bookkeeping Principles, Sales and Human Resources, and MS Office Simulation (Excel, Outlook, PowerPoint, Word). It can be used to evaluate the performance potential of candidates for the following positions: Field Support Manager, Field Staff Supervisor, and Field Support Representative.	EN	40
82	Financial Adviser	This test measures the candidate's ability to provide clients with advice on financial matters; analyze client investments and recommend customized financial solutions; develop and maintain relationships with clients; and promote and sell financial products. The test covers several subject areas: Financial Accounting (US), Financial Analysis (US), Sales Concepts, Customer Service, Business Communication, and MS Office (Excel, Outlook, and Word Simulation). It can be used to measure the performance potential of candidates for the following positions: Financial Consultant and Financial Planner.	EN	40
83	Financial Analyst	This test measures the candidate's ability to perform financial analysis, participate in budget and contract preparation, analyze and monitor department expenditures, review financial data and recommend and implement changes, establish organizational guidelines or policies. The test covers several subject areas: Financial Analysis(US), Financial Accounting(US), Accounting and Bookkeeping Principles, Legal Terminology (US), and MS Office Simulation (Excel, Outlook, and Word). It can be used to measure the performance potential of candidates for the following position: Accounting Analyst, Staff Analyst, Budget Analyst.	EN	40
84	Financial Assistant	This test measures the candidate's ability to prepare budgets and paperwork for grant applications; handle financial reviews and control activities for research and faculty fund accounts; review and approve purchase transactions, etc. The test covers several subject areas: Accounting and Bookkeeping Principles, MS Office, Time Management, and Basic Arithmetic. It can be used to evaluate the performance potential of candidates for the following positions: Financial Administrative Assistant and Payroll Finance Assistant.	EN	40
85	First-Line Supervisors of Production and Operating Workers	This test measures the candidate's knowledge of coordinating and monitoring production activities and employees; ensuring that production goals are met and in compliance with safety and quality standards; managing basic production processes and supply chain issues, and performing administrative duties such as managing employee attendance, scheduling, and training.	EN	40



Assessment Results by Subject

eSkill Standard Executive Assistant

Elapsed Time: 00:49:18
Session End: 08.03.2022



Results by Subject

Subject	All				
English Proofreading (US)	2				
Call Center	6				
Office Filing	2				
Sales Concepts	4				
Marketing Concepts	3				
Attention to Detail	2				
Business Communication	4				
Project Management	3				
Time Management	3				
Digital Literacy Simulation	2				
Multitasking Simulation	2				
MS Office 2016 - Excel® Simulation	3				
MS Office 2016 - Word® Simulation	3				
Basic Math	1				