

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 23, 2024
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, Kohus, Lohnes, Sasaki, Zygielbaum, Chair Herring

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, September 18, 2024.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS

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 Civil Service Commission Minutes.

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of August 5, 2024, August 12, 2024, and August 26, 2024. *(Minutes provided to Commission members only, copies available in the Personnel Building).*

6B. Approve the Examination for Administrative Assistant.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Administrative Assistant examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (40%), and an Oral Interview (60%). Staff is requesting approval for a six-month eligible list.

6C. Approve the Examination for Engineering Technician I.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Engineering Technician I examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for three-month eligible list.

6D. Approve the Examination for Fire Captain (Logistics) (40-Hour Staff Assignment).

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

6E. Approve the Examination for Fire Engineer.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Fire Engineer examination on a promotional basis consisting of the following components and weights: Application Review (Qualifying), Written Test (Qualifying), and Performance Test (100%) which will consist of a Driving Practical (25%), Pumping Practical (50%), and Truck/Aerial Operations Practical (25%). Staff is requesting approval for a two (2) year eligible list.

6F. Approve the Examination for Lead Maintenance Worker (Trees Unit).

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Lead Maintenance Worker examination on a promotional continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (30%), and an Oral Interview (70%). Staff is requesting approval for a six-month eligible list.

6G. Approve the Examination for Supervising Administrative Assistant.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Supervising Administrative Assistant examination on a promotional continuous basis if eight (8) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open continuous basis if less than eight (8) applications are filed and accepted. Staff is required requesting approval for a three-month eligible list.

7. ADMINISTRATIVE MATTERS

7A. Approve Proposed Class Specification for Information and Technology Manager – Public Safety.

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Information Technology (IT) Manager – Public Safety and forward it to City Council for approval.

8. HEARINGS

8A. Appeal of Discipline of a Torrance Police Officer (5).

(Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4th 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.

8B. Appeal of Discipline of a Torrance Police Officer (13).

(Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4th 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.

9. CLOSED SESSION

No Business to Consider

10. COMMISSION ORAL COMMUNICATIONS

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, September 30, 2024 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 ADMINISTRATIVE ASSISTANT

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Administrative Assistant examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (40%), and an Oral Interview (60%). Staff is requesting approval for a six-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Administrative Assistant. There are current vacancies in the Community Services Department, Human Resources Department, Public Works Department, and Police Department due to retirements, resignations, and promotions.


This position is utilized throughout City Departments; therefore the class specification has been reviewed by the Human Resources Department and appropriately reflects the position for the examination process.

The previous examination in 2024 was weighted as follows: Application Review (Qualifying), Written Test (40%), and Oral Interview (60%). There will be no change in the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 

Leallani Stewart
Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachment: A) Administrative Assistant Class Specification

6B

Signing for.



City of Torrance
ADMINISTRATIVE ASSISTANT

CLASS CODE	1133	SALARY	\$22.88 - \$28.56 Hourly \$3,965.87 - \$4,950.40 Monthly \$47,590.40 - \$59,404.80 Annually
BARGAINING UNIT	Torrance City Employees Association	REVISION DATE	April 11, 2023

DEFINITION

Under general supervision, performs a variety of advanced clerical and routine administrative work of a general or specialized nature in support of the operations of an assigned division or departmental function; relieves division management and professional staff of clearly defined and delegated administrative or technical detail; provides information and assistance to other City staff and the general public regarding assigned programs, policies, and procedures serves as point of contact for the division coordinating communication, information, schedules and activities, may provide training and direction to less experienced office support staff; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

The Administrative Assistant is the journey level within the office and administrative support series. Incumbents perform difficult, responsible, and specialized office and administrative support duties requiring a thorough knowledge of departmental regulations, policies, and procedures within a framework of established policies and procedures. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, interacting with and handling complaints from customers, parties of interest, and the public, and in solving non-routine problems based on knowledge gained through experience.

Distinguished from the entry-level classification of Office Assistant in that incumbents perform a variety of advanced clerical and administrative duties in support of the management and operations of an assigned division or departmental function; use a higher level of administrative and/or operations knowledge and experience to perform assigned duties; and exercise a higher level of independent judgment and initiative in the performance of duties and responsibilities.

Receives general supervision from a Senior Administrative Assistant, Supervising Administrative Assistant or a designated manager; incumbents may provide training and/or direction to less experienced office support staff.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties; however they may vary depending upon actual assignment and are not all-inclusive.

- Types, formats, edits, revises, proofreads and processes a variety of routine to moderately complex materials including correspondence, forms, memorandum, agenda items, reports, agreements, technical and statistical

- charts and tables and other specialized and/or technical materials from verbal instruction, rough draft or other source documents; may compose correspondence and other documents for signature from brief instruction;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to the operations of assigned work unit;
 - Verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information;
 - Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to division, departmental and/or City programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
 - Compiles and verifies data from a variety of sources for accuracy and completeness; enters data into departmental and/or City-wide databases; inputs corrections and updates to maintain computer-based tracking information; and generates reports as scheduled and/or requested;
 - Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases;
 - Performs a variety of general bookkeeping and clerical accounting duties for assigned work division such as balancing and posting payments received, verifying and entering time and leave data, preparing and entering purchase requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit; may serve as custodian for petty cash fund, account expenditures and develop and maintain account activity reports;
 - Opens, sorts, and distributes incoming and outgoing mail;
 - Ensures that all required supplies are available and that the facility and equipment are in proper working order. Monitors, requisitions and maintains inventory of forms and office supplies for assigned division or function; monitors supplies budget to ensure adequate funds balance; and submits requests for service to maintain facilities and/or office equipment;
 - Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assign;
 - Coordinates, makes, processes and confirms transportation and accommodation arrangements for division staff arrangements; checks and processes expense claims;
 - Assists with the planning, coordination and implementation of special projects and events as assigned; may serve as primary point of contact to ensure successful coordination and implementation of project and/or event activities;
 - Effectively operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, copier, facsimile machine, and adding machine;
 - Serves as back up to other support positions and assists others with a variety of support assignments or special projects on an as needed basis.

Examples of Other Duties

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

- Upon request, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- Attends division and department meetings as required.
- Serves on various committees as appropriate;

- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- May coordinate the work of and provide training and technical direction to less experienced support staff;
- May assist in the preparation of the division budget and monitor budget expenditures in assigned accounts to ensure maintenance of an appropriate funds balances;
- May provide support to one or more commissions with responsibility to arrange and coordinate meetings, create meeting schedules for review and approval; post agendas, and schedules; attend, take, transcribe and properly distribute minutes and verbatim transcripts as requested;
- May provide front counter assistance; screen office visitors, respond to requests for information, distribute appropriate forms and instructions and/or assist visitors in locating appropriate information and materials;
- May update and maintain the division or department's web page on the City's public and intra-city websites.

QUALIFICATION GUIDELINES

Education and Experience

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

Graduation from high school or equivalent and three (3) years of increasingly responsible clerical and customer service experience. Specialized training in office skills and effective use of standard office software is highly desirable.

License and/or Certificates

Possession of a valid California Class C Driver License and safe driving record may be required for assignment to some positions in the classification.

Knowledge of

- Standard office procedures and practices;
- Departmental policies, procedures, systems, programs and functions;
- Telephone etiquette and principles of effective public relations;
- English usage, spelling, grammar, syntax and punctuation and business math;
- Principles and practices of business correspondence and report preparation;
- Basic methods of budget preparation and financial record keeping;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
- Working knowledge of a personal computer, other standard office equipment and software applications used by assigned department;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City operations.

Ability to

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures and applicable federal, state, and local laws, codes and regulations;
- Maintain attention to detail in a work environment of frequent interruptions;

- Effectively operate a computer and other standard office equipment and use word processing, spreadsheet and database software applications;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated and independently prepare correspondence and memorandum from brief instructions;
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;
- Establish and maintain a variety of specialized files and records;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Work independently and follow through on assignments to ensure accuracy;
- Work under pressure to meet multiple and simultaneous deadlines.

SPECIAL REQUIREMENTS

Physical Requirements

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 phone 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. Frequently, the essential duties of this classification 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.

Work Environment

Essential duties of this classification are primarily performed in a dynamic controlled temperature office environment that may include frequent interruptions and/or a high level of public contact.

CAREER LADDER INFORMATION

Experience gained in the classification of Administrative Assistant may serve to meet minimum qualifications for promotion to Senior Administrative Assistant or Human Resources Technician.

ESTABLISHED/REVISED DATE

Revised Date: October 2014

Revised Date: April 2023

Dept. Review: January 2024

Dept. Review: September 2024

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR ENGINEERING TECHNICIAN I

RECOMMENDATION:

Recommendation of Human Resources Director that your Honorable Body approve conducting the Engineering Technician I examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for a three-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Engineering Technician I. Vacancies are due to resignations.

The class specification has been reviewed by the Community Development Department and appropriately reflects the position for the examination process.

The previous examination in 2022 was weighted as follows: Application Review (Qualifying) and Oral Interview (100%). There will be no change in exam types and weights.

There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

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



City of Torrance
ENGINEERING TECHNICIAN I

CLASS CODE	3102	SALARY	\$24.28 - \$29.50 Hourly \$4,208.53 - \$5,113.33 Monthly \$50,502.40 - \$61,360.00 Annually
BARGAINING UNIT	Engineers Association & Torrance Fiscal Employees Association	REVISION DATE	September 01, 1998

DEFINITION

Under immediate supervision, performs field and office technical civil engineering work; performs routine drafting; makes engineering computations; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

The Engineering Technician I is the entry level class in the technical engineering series. Incumbents are distinguished from the Engineering Technician II in the scope and complexity of work assigned. Incumbents initially work under immediate supervision, progressing to general supervision, as they become able to independently perform the full range of duties associated with this level. Work requires incumbents to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is sometimes necessary.

Receives immediate supervision from assigned Associate Engineer; may receive functional supervision from an Assistant Engineer or Engineering Technician III.

EXAMPLES OF ESSENTIAL DUTIES

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

- Performs field data collection;
- Conducts field and office plan checks;
- Reviews plans to ensure compliance with all applicable regulations and to ensure specific property conditions have been considered;
- Issues permits and provides records and information at the public counter;
- Retrieves information and records for staff members;
- Updates and reproduces maps, blueprints and other drawings;
- Keeps abreast of current engineering principles and practices, technology and regulations that apply to City engineering projects;
- Participates as a member on interdepartmental and intradepartmental teams and committees 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:

- Attends division and department meetings as required;

- Provide staff technical assistance in the use and maintenance of computers and computer software;
- Perform related duties as required.

QUALIFICATION GUIDELINES

Education and Experience

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

Equivalent to graduation from high school, including or supplemented by courses in algebra, geometry and trigonometry and one to two years of experience in civil engineering or related drafting work, surveying work or customer service/permitting work.

(Vocational training in drafting or computer-aided design and drafting is desired).

License and/or Certificates

Must possess and maintain an appropriate, valid driver's license.

Knowledge of

- Basic computer use and engineering computer applications;
- Nomenclature, symbols, methods, practices and instruments used in engineering drafting, mapping and surveying;
- City codes and ordinances, and various rules and regulations affecting departmental operations;
- Mathematics as applied to technical engineering work, including algebra, geometry and trigonometry.

Ability to

- Use engineering instruments and engineering computer applications currently in use by the City;
- Interpret field notes and apply them in the performance of routine drafting work;
- Make mathematical and technical computations.
- Read, interpret and/or prepare technical reports, diagrams, maps, drawings, and specifications.
- Exercise tact and diplomacy relative to public inquiries and requests;
- Maintain department records;
- Operate office and other equipment including a computer, calculator, fax machine, blueprint machine, copier, drafting instruments, etc.;
- Understand and carry out oral and written directions;
- Communicate effectively orally and in writing;
- Establish and maintain effective relationships with co-workers, other City departments, individuals from other agencies and the public;
- Learn and utilize new skills and information to improve job performance and efficiency.

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 semi-skilled repetitive movements, such as drafting, drawings and the use of other office equipment and supplies. Tasks require color

and visual perception and discrimination, as well as oral communications ability and the ability to operate a motor vehicle. 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 Engineering Technician II.

ESTABLISHED/REVISED DATE

Revised Date: September 1998

Department Review Date: September 2024

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR FIRE CAPTAIN (LOGISTICS) (40-HOUR STAFF ASSIGNMENT)

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Fire Captain (Logistics) 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. This selection process is to establish an eligible list.

Section 3.2C of the Torrance Fire Fighters Association (TFFA) Memorandum of Understanding requires a selection process be conducted in order for the Department Head to assign an employee to this premium pay assignment.

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

Signing for

Attachment: A) Torrance Fire Fighters Association Resolution 2023-02 Section 3.2C
B) Torrance Fire Fighters Association Resolution 2023-02 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 8th year of service, 5% above base pay.
 2. Commencing with the first day of the 16th year of service, a total of 10% above base pay.
 3. Commencing with the first day of the 20th year of service, a total of 12.5% above base pay.
 4. Commencing with the first day of the 25th 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 8th year of service, 5% above base pay.
2. Commencing with the first day of the 16th 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 THE EXAMINATION FOR FIRE ENGINEER

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Fire Engineer examination on a promotional basis consisting of the following components and weights: Application Review (Qualifying), Written Test (Qualifying) and Performance Test (100%) which will consist of a Driving Practical (25%), Pumping Practical (50%), and Truck/Aerial Operations Practical (25%). Staff is requesting approval for a two (2) year eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Fire Engineer, as all candidates on the previous eligible list were hired.

The class specification has been reviewed by the Fire Department and appropriately reflects the position for the examination process.

The previous examination in 2022 was weighted as follows: Application Review (Qualifying), Written Test (Qualifying) and Performance Test (100%). There will be no change in the exam types and weights.

There is a sufficient pool of internal candidates to qualify, therefore, a promotional recruitment is recommended.

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

signing for

Attachment: A) Fire Engineer Class Specification



City of Torrance
FIRE ENGINEER

CLASS CODE	7113	SALARY	\$41.29 - \$47.79 Hourly \$7,156.93 - \$8,283.60 Monthly \$85,883.20 - \$99,403.20 Annually
BARGAINING UNIT	Torrance Fire Fighters Association	REVISION DATE	September 01, 1982

DEFINITION

Under general supervision, to operate and maintain fire pumping engines and other fire apparatus and firefighting equipment; to fight fires; and to do related work as required.

EXAMPLES OF ESSENTIAL DUTIES

- Responds to alarms, driving fire truck to the fire;
- Locates truck at proper place;
- Operates engine pumping equipment to maintain pressures as required by the officer in charge;
- Lays hose lines;
- As required, assists in holding nozzles to direct stream of water on fire;
- May assist in overhauling, rescue and salvage operations;
- Administers first aid;
- Checks gasoline and oil supply, battery, lubrication, tires, motors and ignition system of assigned equipment;
- Performs minor maintenance and assists with general vehicle maintenance;
- Inspects equipment and makes adjustments and repairs;
- Makes reports of damage or malfunction; tests fire hoses and hydrants;
- Cleans quarters and equipment; cleans, washes and services fire engine;
- Participates in fire drills and exercises;
- Answers general questions of the public and provides information; performs fire prevention work as assigned.

QUALIFICATION GUIDELINES

Education and Experience

Equivalent to graduation from high school. The possession of an AA degree in Fire Science, or an AA degree in another field plus 20 units of Fire Science, may be substituted for one year of the required experience. The possession of a Bachelors degree in Fire Science, or Bachelors degree in another field plus 40 units of Fire Science, may be substituted for two years of required experience.

Four years as a Fireman with the Torrance Fire Department.

License and/or Certificates

A valid California Motor Vehicle Operator's License of the appropriate class or grade.

Knowledge of

- Fire fighting methods and the operation and maintenance of fire-fighting equipment;
- Practical hydraulics, pumps and fire apparatus;
- Local water mains, fire hydrants and geography;
- Rules and regulations of the Torrance Fire Department.

Ability to

- Read and understand information relating to fire-fighting methods and equipment and to apply such information to specific situations and to local requirements;
- Understand and act in accordance with departmental policies, rules, and written and oral instructions;
- Compute engine and nozzle pressures;
- Drive a fire truck safely and skillfully in accordance with traffic laws and ordinances;
- Administer first aid and resuscitation.

ESTABLISHED/REVISED DATE

Revised Date: September 1982

Dept. Review Date: September 2024

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR LEAD MAINTENANCE WORKER (TREES UNIT)

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Lead Maintenance Worker examination on a promotional continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (30%), and an Oral Interview (70%). Staff is requesting approval for a six-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Lead Maintenance Worker. There is one (1) current vacancy within the Public Works Department, Trees Unit.

The class specification has been reviewed by the Public Works Department and appropriately reflects the position for the examination process.

The previous examination in 2023 was weighted as follows: Application Review (Qualifying), Performance Test (30%), and an Oral Interview (70%). There will be no change to the exam types and weights.

There is a sufficient pool of internal candidates to qualify, therefore a promotional recruitment is recommended.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Anaid Navarro
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Signing for

Attachment: A) Lead Maintenance Worker Class Specification



City of Torrance
MAINTENANCE WORKER, LEAD

CLASS CODE	5610	SALARY	\$28.77 - \$36.71 Hourly \$4,986.80 - \$6,363.07 Monthly \$59,841.60 - \$76,356.80 Annually
BARGAINING UNIT	Torrance Municipal Employees (AFSCME Local 117)	REVISION DATE	March 01, 2009

DEFINITION

Under general supervision, assists, leads, instructs, directs and monitors the work of a small crew engaged in the maintenance and repair of parks, parkways, medians, trees, recreational and park facilities and City properties; and in the construction, repair and maintenance of City streets; develops and maintains a variety of time and materials records and reports; and performs related work as required in one of the following areas:

- **Park Services:** Leads, instructs, assists, and ensures the safety of a small crew engaged in the care and maintenance of landscape activities or the installation, maintenance and repair of City park facilities and equipment within assigned City parks, and oversees and assists with the inspection, maintenance and basic repair of irrigation systems and park and recreational facilities and equipment.
- **Streetscape:** Leads, instructs, assists, and ensures the safety of a small crew engaged in the care and maintenance of landscape and trees on assigned City medians and parkways; oversees and assists with the calibration, maintenance and basic repair of irrigation systems at those sites; and plans and establishes traffic safety patterns to ensure the safety of the crew and the public.
- **Street Operations:** Leads, instructs, assists and ensures the safety of crews engaged in the construction, repair and maintenance of City streets, sumps and ditches; and performs a variety of skilled construction, maintenance and/or trades work; transports and safely operates a variety of vehicles, tools and complex equipment.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

This is the lead classification within the Maintenance Worker series. Incumbents in this classification are distinguished from the Maintenance Worker by the responsibility for crew leadership and the safety of assigned work sites; the ability to perform the full range of duties and tasks related to area of assignment; greater complexity of work assignments; a higher level of independent judgment and initiative exercised in the performance of assignments; and the potential impact of erroneous decisions on worker and public safety and operating schedules.

This classification is distinguished from the classifications of Parks Services Supervisor and Public Works Supervisor as these classifications have full supervisory responsibility for the performance of multiple crews engaged in the work of their work division; while the Lead Maintenance Worker has responsibility for the leadership of an assigned crew and job site safety; full supervisory responsibility for crew performance remains with the division supervisor.

Receives general supervision from the Public Works Supervisor or a Park Services Supervisor; may provide technical supervision to Maintenance Worker.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties; however they may vary depending upon actual assignment and are not all-inclusive.

- Leads, instructs and assists an assigned crew engaged in the maintenance and repair of parks, parkways, medians, trees, recreational and park facilities and City properties or in the construction, repair and maintenance of City streets, sumps and ditches;
- Confers with supervisor relative to crew member performance and on deviations from work schedules or assignments;
- Safely transports and operates a variety of vehicles, equipment, and hand and/or power tools related to area of assignment;
- Cleans, greases and visually inspects assigned equipment daily to ensure safe operation;
- Conducts pre and post trip inspection on assigned equipment and tools; reports the need for mechanical maintenance and repair to the supervisor;
- Oversees field maintenance of tools and equipment;
- Develops and maintains time and materials records and prepares periodic and special reports;
- Organizes worksite to ensure availability of needed tools, equipment and materials and to ensure job site safety;
- Responds to requests and inquiries received from the general public and refers for more in-depth responses, as appropriate.

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

Park Services

- Leads, instructs and assists an assigned crew engaged in the planting, cultivation, and maintenance of trees, shrubs, ground cover and grass in assigned City parks and in the inspection, maintenance and basic repair of park and recreational facilities and equipment;
- Oversees and assists a variety of grounds maintenance activities including, mowing, edging, cultivating, planting, and fertilizing lawns and landscaped areas; and the staking of trees as necessary;
- Identifies need for pest, disease and weed control; may assist with the application of pesticides by assisting a certified applicator or makes referral for appropriate treatment;
- Directs and/or installs, maintains and repairs water lines, irrigation and sprinkler systems; changes and adjusts heads and calibrates automatic control systems.

Streetscape

- Leads, instructs and assists an assigned crew engaged in the planting, cultivation, and maintenance of trees, shrubs, ground cover and grass on assigned City medians and parkways;
- Identifies need for pest, disease and weed control; may assist with the application of pesticides by assisting a certified applicator or makes referral for appropriate treatment;
- Prepares trees for removal, removes roots and stumps using a stump grinding machine;
- Operates all power equipment necessary to perform tree trimming/landscape operations including: aerial truck, chipper, root grinder, stump grinder, backhoe, skip loader, water truck, and chain saws;
- Uses axes, power or hand saws and other basic trimming tools to prune trees, remove limbs and branches;
- Responds to emergency calls for tree removal and trimming, and takes appropriate action;
- Calibrates, maintains and performs basic repair of irrigation systems at assigned job sites; refers as appropriate for specialized repair;
- Plans and establishes traffic safety patterns, setting up and removing signage, cones and barricades as appropriate to ensure job site and public safety.

Street Operations:

- Leads, instructs and assists an assigned crew engaged in the construction, repair and maintenance of City streets; cutting out, backfilling and compacting patching material; and rolling areas with oil, rock, asphalt and

other permanent paving materials after excavations have settled to fill and holes, ditches and cracks in City streets;

- Plans and establishes traffic safety patterns, setting up and removing signage, cones and barricades as appropriate to ensure job site and public safety;
- Develops and maintains time and materials records and prepares periodic and special reports.

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 equipment safety training;
- Responds to emergency calls during work and may be subject to call out during non work hours;
- Performs other job-related duties as required.

QUALIFICATION GUIDELINES

Education and Experience

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

Formal or informal education which ensures the ability to read and write at a level necessary for successful job performance; and a minimum of three (3) years of responsible experience performing landscaping, construction and/or maintenance duties comparable to that of a Maintenance Worker that includes completion of required training and attainment of required proficiency and certifications.

License and/or Certificates

Possess and maintain a valid California Driver license of appropriate class or grade with appropriate endorsements as required by work assignment.

Park Services: California driver license class A is required for Park assignments.

Streetscape: California driver license class B is required for some of the equipment operated or hauled in this division.

Street Operations: California driver license class A is required.

Knowledge of

- Basic methods and proper and effective use of hand and power tools, materials and equipment used in maintenance, construction trades and/or gardening;
- Work safety and basic first aid practices;
- Principles of supervision;
- Basic mathematics;
- Standard departmental work procedures;
- Effective public service techniques;
- Defensive driving practices;
- City and Department Mission including strategic goals and objectives; and
- General City operations.

In addition to the above, incumbents assigned to the specific areas listed below are also expected to have knowledge of the following:

Park Services:

- Proper care and maintenance of plants, trees, grasses, flowers and shrubs;
- Park maintenance procedures;
- Modern methods, techniques, and materials used for landscaping, grounds;
- Plant pests and diseases, and methods of control and eradication;
- Water line and irrigation system installation, maintenance and repair.

Streetscape:

- Proper care and maintenance of plants, trees, grasses, flowers and shrubs including planting, pruning, shaping, trimming and maintenance methods and procedures for different tree species;
- Modern methods, techniques, materials used for landscaping, and grounds;
- Water line and irrigation system installation, maintenance and repair;
- Traffic control rules and regulations;
- Tree pruning and removal techniques;
- Common and botanical names of trees;
- Various kinds of soil preparation in planting work and the use of different kinds of fertilizers;
- Insects, parasites and fungi, and the pesticide sprays or other means for their extermination;
- Customer service principles;
- Tree trimming guidelines according to ANSI (American National Standards Institute) and ISA (International Society of Arboriculture);
- Safety guidelines according to OSHA (Occupational Safety and Health Administration);
- Safety practices related to the use of chain saws and other power tools, vehicle and equipment operation, heavy lifting, and general field operations;
- Proper use and maintenance of hand tools, power tools and equipment used in tree maintenance.

Street Operations

- Methods, terminology, tools and equipment used in street construction and repair;
- Characteristics and uses of concrete, asphalt and a variety of paving materials;
- Standard safety practices and devices used in street construction and repair projects;
- Traffic control rules and regulations.

Ability to

- Plan, schedule, inspect, monitor and assist the work of an assigned crew;
- Read and interpret plans and specifications;
- Physically perform sustained manual labor;
- Safely and skillfully operate hand tools, mechanical equipment, power tools and equipment required to complete work assignments;
- Operate vehicles with automatic transmissions observing legal and defensive driving practices;
- Effectively follow oral and written instructions;
- Identify and effectively resolve technical problems related to work assignments;
- Understand, follow and instruct others on work safety procedures and practices;
- Develop and maintain time and material records and produce a variety of reports;
- Establish and maintain effective work relationships with the general public, co-workers, and those contacted during the course of work;
- Safely and skillfully operate hand tools, mechanical equipment, power tools and equipment required to complete work assignments.

SPECIAL REQUIREMENTS

Physical Requirements

On a daily basis, the essential duties of this classification require the ability to climb ladders; to stoop, kneel, crawl and crouch, to reach, to stand for long periods of time and to sit for extended periods while operating vehicles and equipment; to walk; to lift, push, pull and carry objects weighing up to 50 pounds and up to 100 pounds with assistance; to use finger dexterity and hand strength to operate and grasp tools and equipment; the repetitive use of feet and hands to operate vehicles and/or equipment; to feel attributes of objects by touch; to verbally exchange ideas and information; to hear to receive verbal detailed information and instruction; to see at arms length to twenty feet with a good field of vision and the ability to distinguish basic colors and shades of color; and to maintain body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces.

Work Environment

Dependent upon assignment, essential duties of this classification are performed primarily in a field environment in various weather conditions. Work is performed on a daily basis in an atmosphere of constant noise; around moving objects and vehicles; around machinery with moving parts; on ladders and scaffolding; and occasionally below ground. Incumbents are frequently subject to vibration, exposed to smoke, fumes, gas, dust, grease, oil, pesticides chemicals, treated water, and untreated sewage and may occasionally work in confined spaces, perform duties with hands in water and may be exposed to electrical energy.

CAREER LADDER INFORMATION

Experience gained in the classification of Lead Maintenance Worker may serve to meet minimum qualifications for promotion to Public Works Supervisor or Parks Services Supervisor.

ESTABLISHED/REVISED DATE

Revised : March 2009

Department Review: September 2024

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SUPERVISING ADMINISTRATIVE ASSISTANT

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Supervising Administrative Assistant examination on a promotional continuous basis if eight (8) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open continuous basis if less than eight (8) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Supervising Administrative Assistant. There is one (1) current vacancy within the Public Works Department due to a promotion.

The class specification has been reviewed by the Public Works Department and appropriately reflects the position for the examination process.

The previous examination in 2022 was weighted as follows: Application Review (Qualifying), Written Test (40%), and an Oral Interview (60%). Upon review of the examination process for this position, it has been determined by both Human Resources and the Public Works Department that a technical interview would provide a more thorough assessment of the candidate's supervisory skills

There is a sufficient pool of internal candidates to qualify, therefore a promotional recruitment is recommended.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Anaïd Navarro
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachment: A) Supervising Administrative Assistant Specification

6G

Signing for:



City of Torrance
ADMINISTRATIVE ASSISTANT, SUPERVISING

CLASS CODE	1135	SALARY	\$29.98 - \$36.47 Hourly \$5,196.53 - \$6,321.47 Monthly \$62,358.40 - \$75,857.60 Annually
BARGAINING UNIT	Torrance Professional & Supervisory Association	ESTABLISHED DATE	October 01, 2009

DEFINITION

Under direction, plans, directs and supervises office operations, office support staff and the department's administrative support functions including the processing of payroll, records management and the purchasing and maintenance of office supplies inventory and related records; establishes operating policies and procedures for office operations and areas of functional responsibility; provides administrative and highly complex secretarial support to the department head, managers and staff; serves as point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate and timely response; serves as resource to management and staff on departmental policies, procedures and systems; and performs special projects as assigned and other related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

The Supervising Administrative Assistant is distinguished from the Senior Administrative Assistant by the level of supervisory responsibility, size of staff, complexity and specialization of work assignments, scope of responsibility and authority exercised and a potential for greater impact of erroneous decisions on departmental operating costs and schedules.

Receives direction from a department head within a framework of broad policies and general objectives; exercises direct supervision over a centralized unit of office support staff.

EXAMPLES OF ESSENTIAL DUTIES

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

- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed;
- Directs, coordinates and reviews the work plan for the department; meets with staff to identify and resolve problems; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods and procedures;
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the department head, implements improvements;
- Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations;
- Establishes and maintains a variety of confidential files, materials and information;

- Schedules and coordinates appointments, conferences, meetings and maintains appointment calendar for department head; tracks a variety of matters and actions requested by the City Council to ensure that deadlines are met;
- Receives, screens, and responds to requests, queries and complaints, received by phone, mail, email or in person from visitors, other City departments and the public relative to departmental and City policies, procedures, programs and regulations;
- Purchases and maintains office supply inventory; receives cash receipts and administers related budgets and reports;
- Ensures the effective maintenance of various personnel records and databases, including employee time and leave balances and required DOT, Workers Compensation and OSHA files; oversees and/or maintains training databases and training history files and tracks license, insurance and certification requirements and notifies employees when re-certification is due;
- Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures;
- Researches and completes a variety of documents regarding personnel matters and departmental operations, coordinating activities with other departments as appropriate, and ensuring timely submittal to appropriate department for processing;
- Composes correspondence and prepares special studies, statistical analyses and various reports;
- Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar;
- Oversees and/or types correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough draft and other sources.

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:

- Attends division and department meetings as required;
- Serves on various committees as appropriate;
- Performs special projects as assigned and related work as required.

QUALIFICATION GUIDELINES

Education and Experience

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

Graduation from high school or equivalent and four years of highly responsible executive secretarial and/or administrative work and complex office administration duties within a public agency, which includes at least one year of experience in a lead or supervisory position; courses in office administration and secretarial practices are desirable.

License and/or Certificates

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

Knowledge of

- Principles, practices, and procedures of effective office operations;
- Principles and practices of effective supervision, employee development and performance management;
- Departmental policies, procedures, systems, programs and functions;

- English usage, spelling, grammar, syntax and punctuation and business math;
- Purchasing and inventory maintenance methods;
- Modern office equipment and software applications used by the department;
- Advanced principles and methods of business correspondence and report preparation;
- Advanced record keeping methods recordkeeping methods applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
- Telephone etiquette and principles of effective public relations;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- General City operations.

Ability to

- Work independently, exercise good judgment in making decisions and in performing assigned duties;
- Plan, organize, and manage departmental office operations and assigned functions;
- Recommend and implement goals, objectives and practices for effective and efficient operations;
- Effectively delegate authority and responsibility;
- Select, supervise, train, motivate assign and evaluate the work performance of subordinate personnel;
- Provide administrative and professional leadership and direction for functional areas of responsibility;
- Analyze problems, identify alternative solutions and potential consequences and implement recommendations to support goals and objectives;
- Establish and accurately maintain a variety of filing systems, including maintenance of specialized payroll and fiscal records;
- Interpret, explain and enforce departmental and City policies and procedures;
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions;
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;
- Communicate clearly and concisely, both orally and in writing;
- Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources;
- Effectively operate a computer and peripheral office equipment;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Learn and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS

Physical Requirements

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and often under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 50 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to twenty feet with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, and to kneel and/or crouch to retrieve files and other items.

Work Environment

Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.

CAREER LADDER INFORMATION

Experience gained in the classification in addition to related work experience, training and course work may serve to meet minimum qualifications for promotion to an administrative manager or supervisor classification.

ESTABLISHED/REVISED DATE

Established Date: October 2009

Department Review Date: September 2024

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

Honorable Members:

SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR INFORMATION TECHNOLOGY MANAGER – PUBLIC SAFETY

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Information Technology (IT) Manager – Public Safety and forward it to the City Council for approval.

BACKGROUND

The Communications and Information Technology Director and Police Chief requested a review of the Torrance Police Department's (TPD) needs regarding their Information Technology Systems (ITS) Division to better serve the Torrance Police Department with their communication and technology needs, as well as address cybersecurity. A systems analysis was conducted to assess TPD's current systems and operations and came to the conclusion that an IT Manager was necessary to oversee the day to day operations of the Police Department's ITS Division.

ANALYSIS

After review of the Police Department's IT structure, the IT Manager - Public Safety classification is established to provide a more comprehensive support system in the areas of installation, configuration, and maintenance of hardware and software for TPD. The Information Technology Manager – Public Safety will oversee the implementation and management of security measures to protect law enforcement data and the prevention of cyber threats while ensuring compliance with regulations and policies regarding law enforcement data. This position will also provide recommendation and oversight regarding TPD's IT upgrades and system enhancements.

The **Examples of Duties** section reflects principal job duties such as:

- Responsible for the design, development, installation, monitoring, and maintenance of the TPD's computing infrastructure, including cloud computing systems and enterprise-wide cloud strategies, network architecture, data, wireless and WAN/LAN networks, data storage technologies, account and access management and associated systems, cloud-based system solutions, protocols and processes that support the City's technology environment; manages operations of the data center.
- Supports all TPD enterprise systems, such as CAD, RMS, communication, collaboration, and more.
- Responsible for implementing security controls and developing TPD's Cybersecurity Plan with CISO and IT Director.
- Plans, assigns, coordinates and manages the daily operations of the ITS Division. Monitors, evaluates, prioritizes, and recommends the use of Information Technology resources to maximize benefits in meeting the Information Technology goals of the City.

- Manages the architectural planning, design, development, implementation and maintenance of a wide variety of technology solutions and services applicable to assigned areas of responsibility; manages and participates in the development of customer requirements and the evaluation of products and services to meet customer needs; reviews and approves general systems approaches to the solution of business and operating problems; works with TPD management to prioritize development and enhancement requests.

The **Qualification Guidelines** section reflects the Knowledge and Core Competencies required for performing the duties of the position such as:

Knowledge of

- Knowledge of CJIS, CLETS, and other regulatory standards applicable to law enforcement.
- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- Principles and methods of systems analysis, design, and best practice development methodologies and tools.
- System automation techniques, including scripting or programming languages.

Core Competencies

- Analyzing & Interpreting Data – Drawing meaning and conclusions from quantitative or qualitative data.
- Decision Making - Choosing optimal courses of action in a timely manner.
- Critical Thinking – Analytically and logically evaluating information, propositions and claims.
- Professional & Technical Expertise – Applying technical subject matter to the job.
- Action & Results Focus – Initiating tasks and focusing on accomplishment.
- Innovation – Imagining and devising new and better ways of doing things.
- Informing – Proactively obtaining and sharing information.

The **License or Certificate** section reflects the following requirements:

Must possess and maintain an appropriate valid California driver's license.

Certifications in enterprise system management, network architecture, and cybersecurity are highly desired.

The **Experience and Education Section** describes the required experience and certification for the position as follows:

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

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or information security and over seven years of

enterprise network management in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

The **Special Requirements** section reflects the essential duties of this position including the physical demands and/or working conditions.

The **Career Ladder** section provides information about career movement for the classification.

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

*Signings
for:*

- Attachment A) Proposed Class Specification Information Technology Manager – Public Safety
 B) Police Department Organizational Charts (Current and Proposed)

INFORMATION TECHNOLOGY MANAGER – PUBLIC SAFETY

Definition

Under direction, plans, organizes and manages the activities of the Information Technology Services (ITS) Division in the Torrance Police Department (TPD). Responsible for planning, development, implementation, and support for the TPD technology systems, data center, cybersecurity, and network operations; performs related duties as required. Provides expert professional advice and internal consulting to the department on technology solutions to meet their business and operating needs.

Distinguishing Characteristics

The incumbent is responsible for managing the entire Division. Distinguished from the Systems Analyst and Information Technology Analyst in that the incumbent does not routinely perform detailed development, programming, implementation, and direct support tasks. Work is performed within a broad framework of general policy and requires creativity and resourcefulness from past knowledge and experience to accomplish goals and objectives and apply IT concepts in developing plans and strategies.

Supervision Exercised/Received

Receives general direction from the Torrance Police Department Management and supervises subordinate staff through Supervisors and Systems Analysts.

Examples of Essential Duties

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

- Responsible for the design, development, installation, monitoring, and maintenance of the TPD's computing infrastructure, including cloud computing systems and enterprise-wide cloud strategies, network architecture, data, wireless and WAN/LAN networks, data storage technologies, account and access management and associated systems, cloud-based system solutions, protocols and processes that support the City's technology environment; manages operations of the data center.
- Supports all TPD enterprise systems, such as CAD, RMS, communication, collaboration, and more.
- Responsible for implementing security controls and developing TPD's Cybersecurity Plan with CISO and IT Director.
- Plans, assigns, coordinates and manages the daily operations of the ITS Division.
- Manages the work of TPD ITS Division personnel, including assigning, planning, and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Monitors staff's performance and coaches for improvement and development.
- Develops and implements division policies and procedures.
- Prepares reports and makes recommendations on current and proposed projects. Provides day-to-day leadership and works with staff and contractors to ensure a high-performance, customer service-oriented work environment that supports achieving TPD's

mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.

- Monitors, evaluates, prioritizes, and recommends the use of Information Technology resources to maximize benefits in meeting the Information Technology goals of the City.
- Manages the architectural planning, design, development, implementation and maintenance of a wide variety of technology solutions and services applicable to assigned areas of responsibility; manages and participates in the development of customer requirements and the evaluation of products and services to meet customer needs; reviews and approves general systems approaches to the solution of business and operating problems; works with TPD management to prioritize development and enhancement requests.
- Regularly monitors project status and systems performance metrics to ensure results consistent with customer expectations. Coordinates projects with other City departments and agencies as required.
- Responsible for the TPD ITS division's service requests, project tracking, and staff workload in the ITSM system.
- Participates in interdepartmental and intradepartmental teams, committees, and boards as required. Prepares and presents reports and presentations.
- Keeps abreast of current information technology principles and practices, regulations, and literature that apply to TPD's operations.
- Develops and administers TPD's ITS division budget; reviews and coordinates financial sources for funding projects.
- Meets with internal and external customers to review current and future development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information systems activities with other departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to TPD as needed.

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:

- Assists in establishing a departmental disaster plan as part of a City-wide disaster plan.
- May perform duties of subordinates as needed.
- May participate in emergency callouts and after-hour support coordination.
- Participates in EOC operations as required.
- Participates on City teams that may not be technology related.

Qualification Guidelines

Knowledge of

- Knowledge of CJIS, CLETS, and other regulatory standards applicable to law enforcement.
- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- Principles and methods of systems analysis, design, and best practice development methodologies and tools.
- System automation techniques, including scripting or programming languages.

- Cloud-based systems and services, including network architectures and design principles and methods.
- Database and collaboration systems management systems and software.
- Enterprise network security management design principles and practices and related methodologies, tools, and software.
- Disaster planning and business recovery concepts and techniques.
- Systems integration and optimization design concepts and techniques.
- Principles and practices of public administration include budgeting, purchasing, and maintaining public records.
- Research and analysis methods and techniques.
- Principles and practices of effective management and supervision.

Core Competencies

- Analyzing & Interpreting Data – Drawing meaning and conclusions from quantitative or qualitative data.
- Decision Making - Choosing optimal courses of action in a timely manner.
- Critical Thinking – Analytically and logically evaluating information, propositions and claims.
- Professional & Technical Expertise – Applying technical subject matter to the job.
- Action & Results Focus – Initiating tasks and focusing on accomplishment.
- Innovation – Imagining and devising new and better ways of doing things.
- Informing – Proactively obtaining and sharing information.
- Oral Communication – Engaging effectively in dialogue.
- Writing – Communicating effectively in writing.
- Relationship Building – Establishing rapport and maintaining mutually productive relationships.
- Managing Performance – Ensuring superior individual and group performance.
- Leadership – Guiding and encouraging others to accomplish a common goal.
- Strategic Perspective – Evaluating immediate actions in context of achieving long range objectives.
- Leveraging Technology – Applying technology for improvements in organizational efficiency and effectiveness.
- Project Management – Ensuring that projects are on-time, on-budget, and achieve their objectives.

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 a college or university with a Bachelor's degree in computer science or a related field such as information technology or information security and over seven years of enterprise network management in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

License or Certificates

Must possess and maintain an appropriate valid California driver's license.

Certifications in enterprise system management, network architecture, and cybersecurity are highly desired.

Special Requirements

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

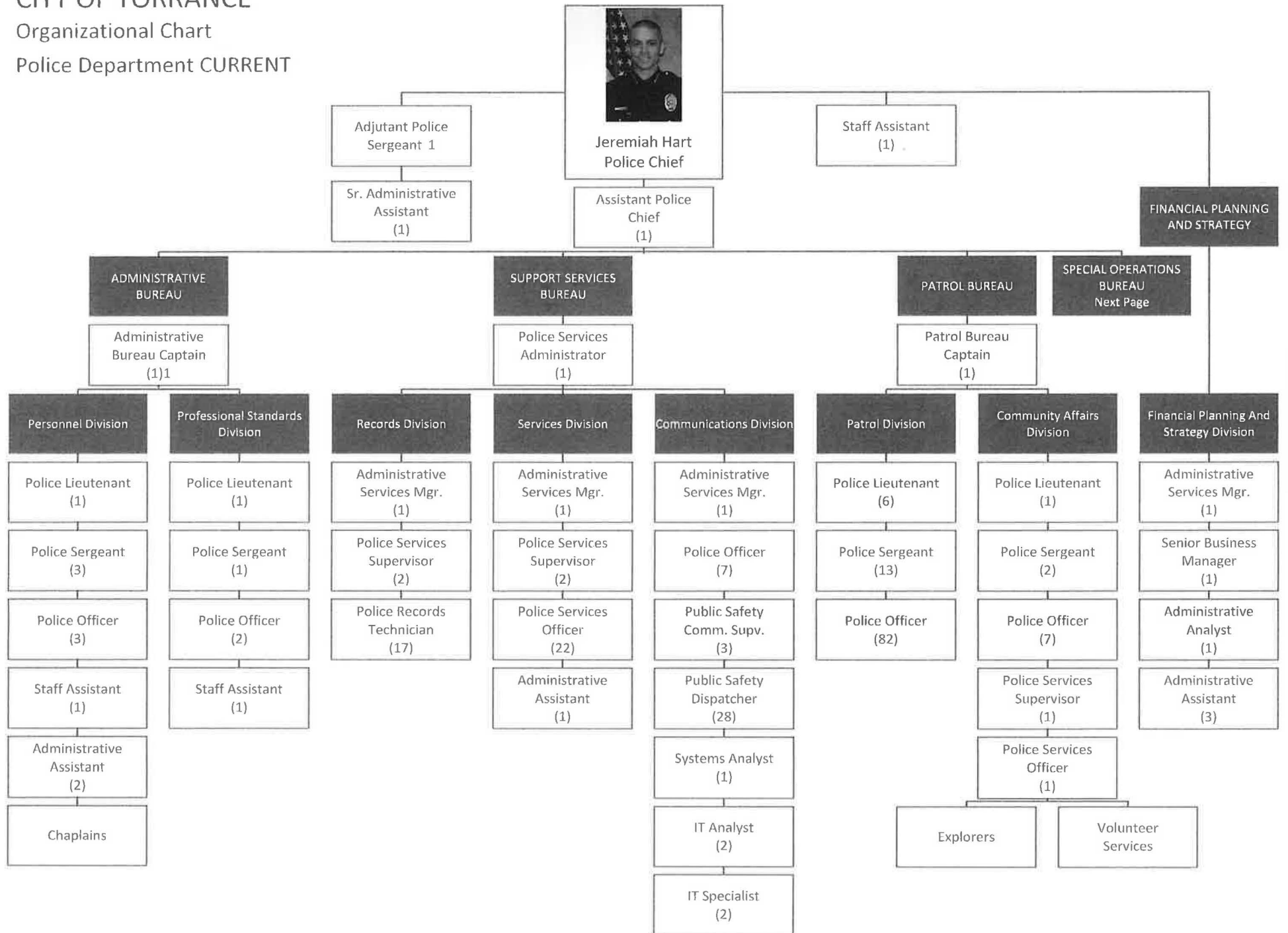
Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as using a computer keyboard. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Work is primarily performed indoors in an office setting. Work involves frequently changing work priorities and the ability to meet deadlines. There will be off-site assignments and attendance at off-site meetings and conferences. Work may be required on evenings and weekends as needed.

Career Ladder Information

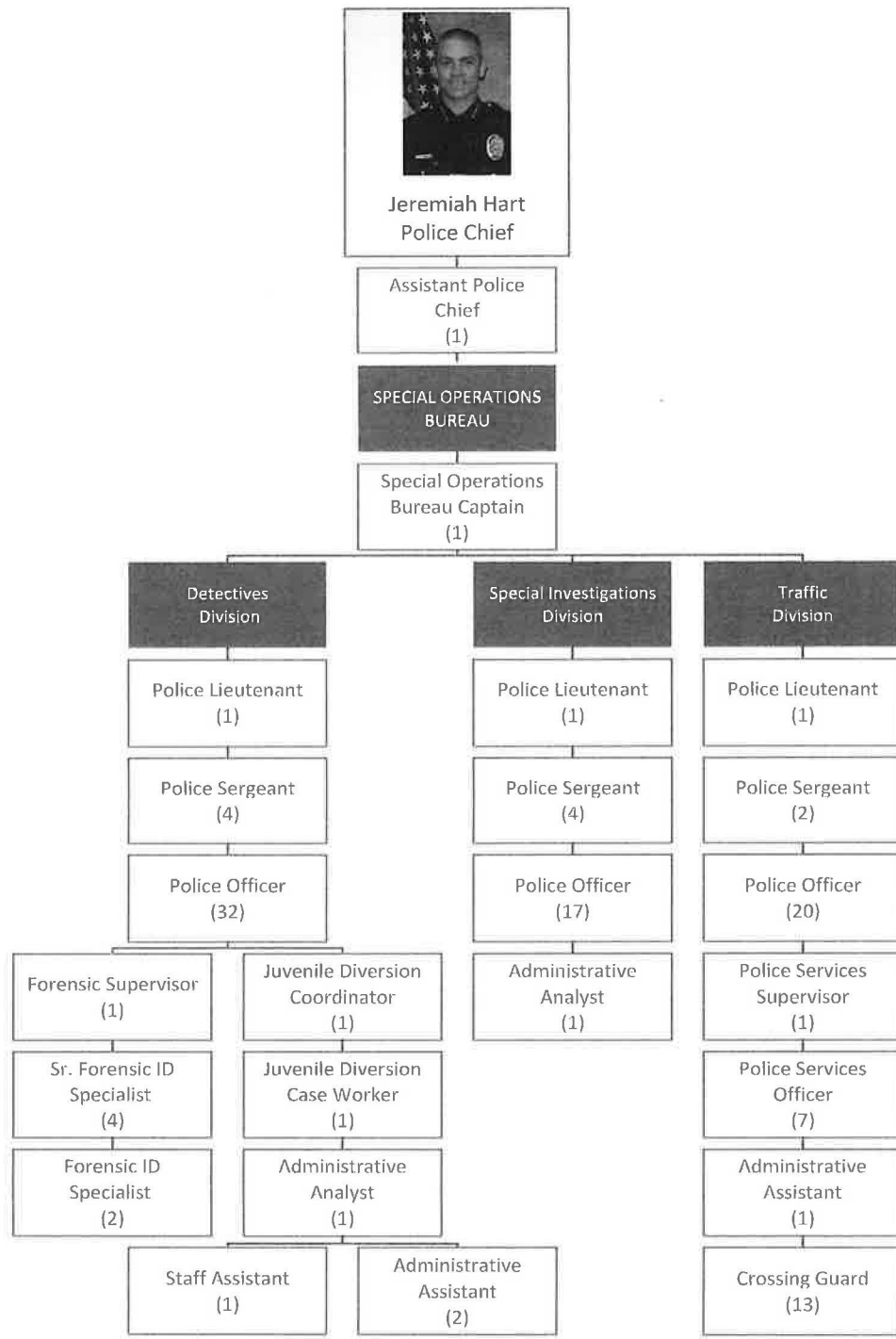
Experience gained in this classification may serve to meet the qualification guidelines for the Information Technology Director.

CITY OF TORRANCE
 Organizational Chart
 Police Department CURRENT

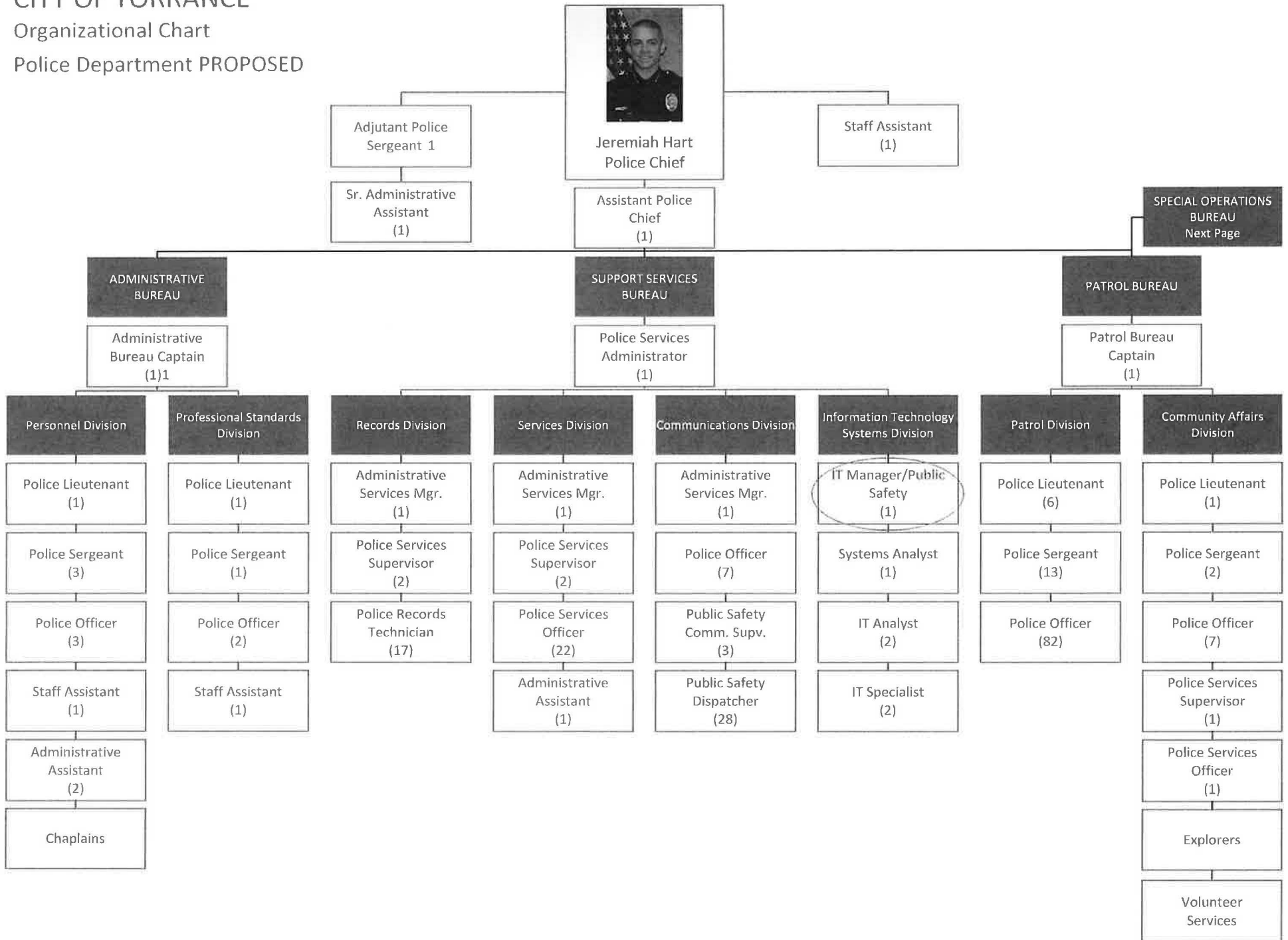


ATTACHMENT B

CITY OF TORRANCE
 Organizational Chart
 Police Department CURRENT



CITY OF TORRANCE
 Organizational Chart
 Police Department PROPOSED



CITY OF TORRANCE
 Organizational Chart
 Police Department PROPOSED

