

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, APRIL 28, 2025  
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, Kartsonis, Kohus, Lohnes, Sasaki, 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 Thursday, April 24, 2025.

**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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**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 the Examination for Administrative Assistant I/II.**

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

**7. ADMINISTRATIVE MATTERS**

**7A. Appoint Civil Service Commission Vice-Chair and Member of Employee Relations Committee for Remainder of Fiscal Year 2024-2025.**

Recommendation of Civil Service Staff that the Chair of the Civil Service Commission:

1. Appoint a Vice-Chair for the remainder of Fiscal Year 2024 – 2025.
2. Appoint a member of the Employee Relations Committee for the remainder of Fiscal Year 2024 – 2025.

**7B. Approve Proposed Class Specification for Accounting Supervisor.**

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Accounting Supervisor and forward the City Council for approval.

**7C. Deny Protest of the Eligible List for Deputy City Clerk I.**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Deputy City Clerk I.

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

**8. HEARINGS**

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

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

**9. CLOSED SESSION**

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

- 1) Appeal of Discipline of a Torrance Police Officer (5).

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

- 1) Appeal of Discipline of a Torrance Police Officer (13).

**9C. CONFERENCE WITH LEGAL COUNSEL- EMPLOYMENT (California Government Code §54957(b) (1)):**

- 1) Deny Protest of Eligible List for Deputy City Clerk I.

**10. COMMISSION ORAL COMMUNICATION**

**11. ADJOURNMENT**

**11A.** Adjournment of Civil Service Commission Meeting to Monday, May 12, 2025 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 I/II**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Administrative Assistant I/II examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (40%), and 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 I/II. There are current vacancies in the Public Works Department, Transit Department, General Services Department, and City Manager's Office 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 2025 was weighted as follows: Application Review (Qualifying) and an Oral Interview (100%). Staff conducted an analysis of previous exam components, and it was determined that the knowledge and abilities required for this position can be assessed using the following weights: Application Review (Qualifying), Written Exam (40%), and an Oral Interview (60%).

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   
Anaid Navarro  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Administrative Assistant I/II Class Specification



**City of Torrance**  
**ADMINISTRATIVE ASSISTANT I/II**

<b>Class Spec Code</b>	1133	<b>Established Date</b>	
<b>Last Revised Date</b>	02/13/2025	<b>Salary Range</b>	\$22.26 - \$31.32 Hourly \$3,858.40 - \$5,428.80 Monthly \$46,300.80 - \$65,145.60 Annually
<b>Bargaining Unit</b>	TCEA	<b>EEO</b>	EEO4- Administrative Support
<b>Occupational Group</b>	N/A	<b>FLSA</b>	Non-Exempt
<b>Benefit Code</b>	TCEA	<b>Physical Class</b>	N/A

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**DEFINITION**

Under immediate supervision, performs general clerical, customer service, office support required to support the ongoing operations of an assigned division or department, function, program and/or work unit; and performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED**

The **Administrative Assistant I** is the entry level within the office and administrative support series. Incumbents perform a full range of minimal to moderately complex customer service, general clerical and/or office support duties that may require some knowledge of technical concepts and department-specific terminology within a framework of established policies and procedures. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

**ATTACHMENT A**

This classification is distinguished from the classification of Administrative Assistant II in that incumbents in the latter classification perform more difficult and complex clerical and administrative support duties for the management, staff and operations of an assigned division; work assignments require a higher level of administrative and/or operational knowledge and experience and incumbents exercise a higher level of independent judgment and initiative.

The **Administrative Assistant II** 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 Administrative Assistant I 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.

Distinguished from the Senior Administrative Assistant in that incumbents in the senior-level classification provide routine, but complex administrative and clerical support to a department head or executive manager; and may supervise or provide lead direction to departmental clerical and/or administrative support staff.

**SUPERVISION EXERCISED/ RECEIVED:**

Receives general supervision from a Supervising Administrative Assistant, Senior Administrative Assistant or a designated manager.

**Administrative Assistant I** has no responsibility for the supervision of others.

**Administrative Assistant II** may provide training and/or direction to less experienced office support staff.

**EXAMPLES OF ESSENTIAL DUTIES**

**ADMINISTRATIVE ASSISTANT I 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.*

- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to City and/or departmental programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Provides front counter assistance; screens office visitors, responds to requests for information, distributes appropriate forms and instructions and/or assists visitors in locating appropriate information and materials;
- Proofreads a variety of routine to moderately complex materials including correspondence, forms, memos and reports using a standard format, from verbal instruction, rough draft, dictation or other source documents using a personal computer;
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using automated filing systems and databases;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to work assignment;
- Enters data from a variety of sources into departmental and/or City-wide databases; compiles and verifies data for accuracy and completeness; inputs corrections and updates; and generates reports as scheduled and/or requested;
- Opens, sorts, and distributes incoming and outgoing mail;
- Monitors requisitions and maintains inventory of forms and office supplies for assigned area; may monitor supplies budget to ensure adequate funds balance; and may submit requests for service to maintain office equipment;
- Performs other routine clerical tasks, including copying/scanning, collating, and appropriately distributing a variety of documents and scheduling and setting up meeting rooms and equipment;
- Operates a variety of office equipment, including a personal computer, calculator, telephone, copier, and City systems;
- Serves as backup to other clerical 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:*

- 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;
- On an urgent basis, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- May perform routine clerical accounting duties such as balancing and posting payments received, verifying and entering time and leave data, entering 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 assist in updating and maintaining the web page on the City's public and intra-city websites for assigned programs or work units.

### **ADMINISTRATIVE ASSISTANT II 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.*

- 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 City and/or departmental programs, facilities, services, ordinances, enrollment requirements and business processes and procedures, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Provides front counter assistance; screens office visitors, responds to requests for information, distributes appropriate forms and instructions

and/or assists visitors in locating appropriate information and materials; responds to escalated customer questions and complaints over the phone or at a public counter;

- 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 automated filing systems and databases; creates spreadsheets and tracks databases for purchase orders; ensures invoices are compliant with contracts; validates information with vendors; updates budget spreadsheets;
- 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 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 and schedules 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 assigned; contacts vendors and places orders for food, supplies, and audio-visual equipment; oversees other meeting logistics;
- 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;

- Operates a variety of office equipment including a personal computer calculator, telephone, copier, and City systems;
- 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:*

#### **Administrative Assistant I:**

Graduation from high school or G.E.D. equivalent and one (1) year of experience performing general clerical and customer service work requiring the use of a

personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

**Administrative Assistant II:**

Graduation from high school or G.E.D. equivalent and three (3) years of experience performing general clerical and customer service work requiring the use of a personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

**KNOWLEDGE OF (Professional/Technical Expertise Competency)**

- Standard office procedures and practices;
- Customer service practices, telephone etiquette, and principles of effective public relations;
- English usage, spelling, grammar, syntax and punctuation;
- Basic principles of business correspondence and report preparation;
- Standard filing and record-keeping methods;
- Operation of a personal computer and other standard office equipment and business software and specialized database and spreadsheet applications;
- Basic bookkeeping and accounting practices and procedures;
- City rules, policies, and procedures applicable to budgeting, purchasing and travel/training and expense reporting;
- City personnel policies and labor contract provisions; operations and requirement of the city payroll system;
- City ordinances, codes, procedures, and practices regarding processing contracts and payments and other areas of assignment.

**CORE COMPETENCIES**

***Administrative Assistant I:***

**Adaptability** – Responding positively to change and modifying behavior as the situation requires

**Attention to Detail** – Focusing on the details of work content, work steps, and final work products

**Cultural Proficiency**– Modeling communications and interactions that respect and include all individuals and their language, abilities, religions, and cultures

**Customer Focus** – Attending to the needs and expectations of customers

**Informing** – Proactively obtaining and sharing information

**Oral Communication**– Engaging effectively in dialogue

**Professional Impact** – Presenting self as a positive representative of the organization

**Professional & Technical Expertise** – Applying technical subject matter to the job

**Using Technology** – Working with electronic hardware and software applications

**Writing** – Communicating effectively in writing

***Administrative Assistant II:***

**Action and Results Focus** – Initiating tasks and focusing on accomplishments

**Adaptability** – Responding positively to change and modifying behavior as the situation requires

**Attention to Detail** – Focusing on the details of work content, work steps, and final work products

**Cultural Proficiency** – Modeling communications and interactions that respect and include all individuals and their language, abilities, religions, and cultures

**Customer Focus** – Attending to the needs and expectations of customers

**Fact Finding** – Obtaining facts and data pertaining to an issue or question

**Informing** – Proactively obtaining and sharing information

**Oral Communication** – Engaging effectively in dialogue

**Professional Impact** – Presenting self as a positive representative of the organization

**Professional & Technical Expertise** – Applying technical subject matter to the job

**Self-Management** – Showing personal organization, self-discipline, and dependability

**Using Technology** – Working with electronic hardware and software applications

**Writing** – Communicating effectively in writing

## **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**

Based on operational need, exceptional performance evaluation rating, and experience gained in the classification of Administrative Assistant I may serve to meet minimum qualifications for promotion to the Administrative Assistant II.

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

**ESTABLISHED/REVISED DATE**

Revised Date: February 2025

Department Review Date: April 2025

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

**Honorable Members:**

**SUBJECT: APPOINT CIVIL SERVICE COMMISSION VICE-CHAIR AND MEMBER OF  
EMPLOYEE RELATIONS COMMITTEE FOR REMAINDER OF FISCAL YEAR  
2024 – 2025.**

**RECOMMENDATION:**

Recommendation of Civil Service Staff that the Chair of the Civil Service Commission:

1. Appoint a Vice-Chair for the remainder of Fiscal Year 2024 – 2025.
2. Appoint a member of the Employee Relations Committee for the remainder of Fiscal Year 2024 – 2025.

**BACKGROUND AND ANALYSIS:**

The practice of your Honorable Body has been that the Chair appoints a Vice-Chair. Additionally, Section 14.8.6 of the Torrance Municipal Code (TMC) requires the Chair of the Civil Service Commission to appoint members of the Employee Relations Committee.

On July 22, 2024, Commissioner Zygielbaum was appointed as Civil Service Commission Vice-Chair, and Commissioner Kohus, Commissioner Sasaki, and Commissioner Zygielbaum were appointed as members of the Employee Relations Committee. Commissioner Zygielbaum was then elected as the Employee Relations Committee Chair at the Employee Relations Committee meeting on July 22, 2024. On November 25, 2024, Commissioner Zygielbaum resigned from the Civil Service Commission and Employee Relations Committee.

Staff has prepared a history of the previous Commission Chairs, Vice-Chairs/Employee Relations Committee Chairs, and Commissioners appointment dates (Attachment B) to assist the Chair of the Civil Service Commission in making the appointments.

Respectfully Submitted,

By   
Jennica Chaparro  
Senior Human Resources Analyst

CONCUR:

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

Attachment A: Torrance Municipal Code Section 14.8.6  
Attachment B: Civil Service Commission and Employee Relations Committee Chair History

## **Torrance Municipal Code Section 14.8.6**

### **14.8.6 EMPLOYEE RELATIONS COMMITTEE.**

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There is hereby established a three (3) member standing committee of the Civil Service Commission to be known as the Employee Relations Committee.

- a) The Committee shall be appointed by the Chairman of the Civil Service Commission but shall not include the Chairman.
- b) The Committee shall elect a Chairman and shall meet, after proper public notice, as required by the provisions of this Article or at the call of the Committee Chairman.
- c) Each of the parties involved in any dispute before the Committee shall have the right to preemptorily challenge one (1) Committee member, who shall then be removed from the Committee while the Committee is considering the pending matter.
- d) The Chairman of the Civil Service Commission shall appoint a temporary replacement for the challenge committee member to serve while the committee is considering the pending matter.

## Civil Service Commission and Employee Relations Committee Chair History

<u>Fiscal Year</u>	<u>Commission Chair</u>	<u>Vice Chair/ERC Chair</u>
2022-2023	Adelsman	Hamada
2023-2024	Hamada	Herring
2024-2025 (through 11/25/24)	Herring	Zygielbaum

<u>Office</u>	<u>Commissioner</u>	<u>First Appointment</u>	<u>Current Term Begins</u>	<u>Current Term Expires</u>
Member	Adelsman	07/01/19	07/01/23	06/30/27
Member	Herring	12/01/20	07/01/24	06/30/28
Member	Hamada	07/01/21	07/01/21	06/30/25
Member	Sasaki	07/01/21	07/01/21	06/30/25
Member	Kohus	10/11/22	07/01/23	06/30/27
Member	Lohnes	10/11/22	07/01/24	06/30/28
Member	Kartsonis	03/25/25	03/25/25	06/30/26

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

Honorable Members:

**SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR ACCOUNTING SUPERVISOR**

**RECOMMENDATION**

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Accounting Supervisor and forward it to the City Council for approval.

**BACKGROUND AND ANALYSIS**

Under general direction, plans, organizes, and oversees activities related to the City's accounting, auditing and financial reporting functions, including the preparation of the Annual Comprehensive Financial Report. This position directs the work of subordinates, providing guidance on complex, technical financial matters and performs related work as required. The proposed class specification for Accounting Supervisor is submitted for your review and approval.

**ANALYSIS**

The Accounting Supervisor receives general direction from the Accounting Manager. This position will provide day-to-day supervision of a group of technical staff and hands-on support in all areas of accounting and accounts payable. This position requires a technical knowledge of accounting principles and practices and to be proficient in Excel and financial software systems, with excellent attention to detail.

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

- Supervise, train, and evaluate a group of technical accounting and accounts payable staff.
- Research, analyze and assist in implementing accounting policies, procedures and internal controls related to financial management and accounting.
- Compile and review accounting records for independent audits. Provide coordination of various external audits.
- Lead the preparation of the Annual Comprehensive Financial Report and all other additional audit reports.
- Lead the coordination of month-end and year-end financial close process. Review and analyze monthly financial reports.

- Oversee weekly check run process with accounts payable staff ensuring timely payment of vendors.
- Provide oversight of all project accounting functions while monitoring grant activities and coordinating with departments for timely reimbursements.

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

#### **Knowledge of**

- Governmental auditing, reporting and accounting principles and procedures.
- Federal and State laws and requirements placed on municipal accounting organizations.
- Automated accounting systems.
- Computer software applications related to data analysis and report preparation.
- Supervisory principles and practices.
- Internal control procedures.
- Projects and program management.
- Research and report writing methods and techniques.
- Customer service techniques.

#### **Competencies**

- Project Management – Ensuring projects are on-time, on-budget, and on-specifications.
- Strategic View – Maintaining the big picture and long-range objectives as a guide for decisions.
- Decision Making – Exercising discretion and judgment in choosing courses of action.
- Analyzing and Interpreting Data – Drawing meaning and conclusions from quantitative or qualitative data.
- Legal and Regulatory Navigation – Understanding, interpreting, and ensuring compliance with laws and regulations.

#### **License or Certificates**

None

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 knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from an accredited college or university with a degree in Accounting or a related Field (such as Business Administration or Public Administration) which includes a minimum of 24 semester units in accounting courses required by accounting

majors; **OR**

Possession of a Certified Public Accountant certificate for the State of California; **OR**  
Have passed the CPA qualifying test that is recognized by the American Institute of Certified Public Accountants, and;

At least three years of progressively responsible accounting or auditing experience, preferably for a government agency or in the performance of financial audits of local government entities. One year of supervisory experience preferred.

The **Special Requirements** section reflects the essential duties of this position including the physical demands and/or working 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. On occasion, work will be required on evenings and weekends.

The **Career Ladder** section provides information about career movement for the classification. Experience gained in this classification in addition to training and acquisition of additional skills may serve to meet the minimum requirements for promotion to Accounting Manager.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By

  
Alfredo Melgoza  
Principal Human Resources Analyst

CONCUR:



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Hedieh Khajavi  
Human Resources Director

NOTED:



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Brianne Cohen  
Civil Service Manager

Attachment    A) Proposed Class Specification Accounting Supervisor  
                      B) Organizational Chart of the Department – current and proposed

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## **Accounting Supervisor**

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### **Definition**

Under general direction, plans, organizes, and oversees activities related to the City's accounting, auditing and financial reporting functions, including the preparation of Annual Comprehensive Financial Report. This position directs the work of subordinates, providing guidance on complex, technical financial matters and performs related work as required.

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### **Distinguishing Characteristics**

The Accounting Supervisor receives general direction from the Accounting Manager. This is a single position within the Finance Department. This position will provide day-to-day supervision of a group of technical staff and hands-on support in all areas of accounting and accounts payable. This position requires a technical knowledge of accounting principles and practices and to be proficient in Excel and financial software systems, with excellent attention to detail.

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### **Supervision Exercised/Received**

Receives general direction from the Accounting Manager; will provide day-to-day supervision of a group of technical staff.

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### **Examples of Essential Duties**

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

- Supervise, train, and evaluate a group of technical accounting and accounts payable staff.
- Research, analyze and assist in implementing accounting policies, procedures and internal controls related to financial management and accounting.
- Compile and review accounting records for independent audits. Provide coordination of various external audits.
- Lead the preparation of the Annual Comprehensive Financial Report and all other additional audit reports.
- Lead the coordination of month-end and year-end financial close process. Review and analyze monthly financial reports.
- Oversee weekly check run process with accounts payable staff ensuring timely payment of vendors.
- Provide oversight of all project accounting functions while monitoring grant activities and coordinating with departments for timely reimbursements.
- Review journal entries and general ledger reconciliations for accurate financial reporting.
- Participate in the evaluation, selection and maintenance of the department's accounting-related software systems, which includes the city's enterprise resource planning system.
- Ensure compliance with provisions of Federal, State, County, and City statutes relating to financial matters.

**ATTACHMENT A**

- Interpret accounting fiscal policies in accordance with Governmental accounting, auditing and financial principles and practices. Conduct research and prepare technical memo related to accounting and financial matters.
- Provide technical assistance to other departments and the City Council.
- Make presentations, as needed, to the City Manager and City Council.
- Prepare reports and recommendations for City Council and commission agenda items. Review City Council agenda items.
- Assist in preparation of City's annual budget.
- Interact with consultants, attorneys, business leaders, and bank officials regarding financial issues.
- Participate on external committees, boards, task forces, etc., as appropriate.
- Attend various City Council, Commission, and community and staff meetings as required.
- Administer contracts with vendors, including insurance requirements and compliance with contract specifications.
- Perform other duties as required.

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## **Qualification Guidelines**

### **Knowledge of:**

- Governmental auditing, reporting and accounting principles and procedures.
- Federal and State laws and requirements placed on municipal accounting organizations.
- Automated accounting systems.
- Computer software applications related to data analysis and report preparation.
- Supervisory principles and practices.
- Internal control procedures.
- Projects and program management.
- Research and report writing methods and techniques.
- Customer service techniques.

### **Core Competencies:**

- Project Management – Ensuring projects are on-time, on-budget, and on-specifications.
- Strategic View – Maintaining the big picture and long-range objectives as a guide for decisions.
- Decision Making – Exercising discretion and judgment in choosing courses of action.
- Analyzing and Interpreting Data – Drawing meaning and conclusions from quantitative or qualitative data.
- Legal and Regulatory Navigation – Understanding, interpreting, and ensuring compliance with laws and regulations.
- Self-Management – Showing personal organization, self-discipline, and dependability.
- Presentation Skills – Formally delivering information to groups.
- Written Communication – Communicating effectively in writing.

- Leadership – Guiding and encouraging others to accomplish a common goal.
- Teamwork – Collaborating with others to achieve shared goals.
- Attention to Detail – Extremely careful in addressing all aspects of each work assignment to produce completed staff work and/or avoid any negative outcomes.
- Managing Performance – Ensuring superior individual and group performance.

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### License or Certificates

None

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### 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:*

*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:*

Graduation from an accredited college or university with a degree in Accounting or a related Field (such as Business Administration or Public Administration) which includes a minimum of 24 semester units in accounting courses required by accounting majors; **OR**

Possession of a Certified Public Accountant certificate for the State of California; **OR**

Have passed the CPA qualifying test that is recognized by the American Institute of Certified Public Accountants, and;

At least three years of progressively responsible accounting or auditing experience, preferably for a government agency or in the performance of financial audits of local government entities. One year of supervisory experience preferred.

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### Special Requirements

*Performance of the essential duties of this position includes the following physical demands and/or working 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. On occasion, work will be required on evenings and weekends.

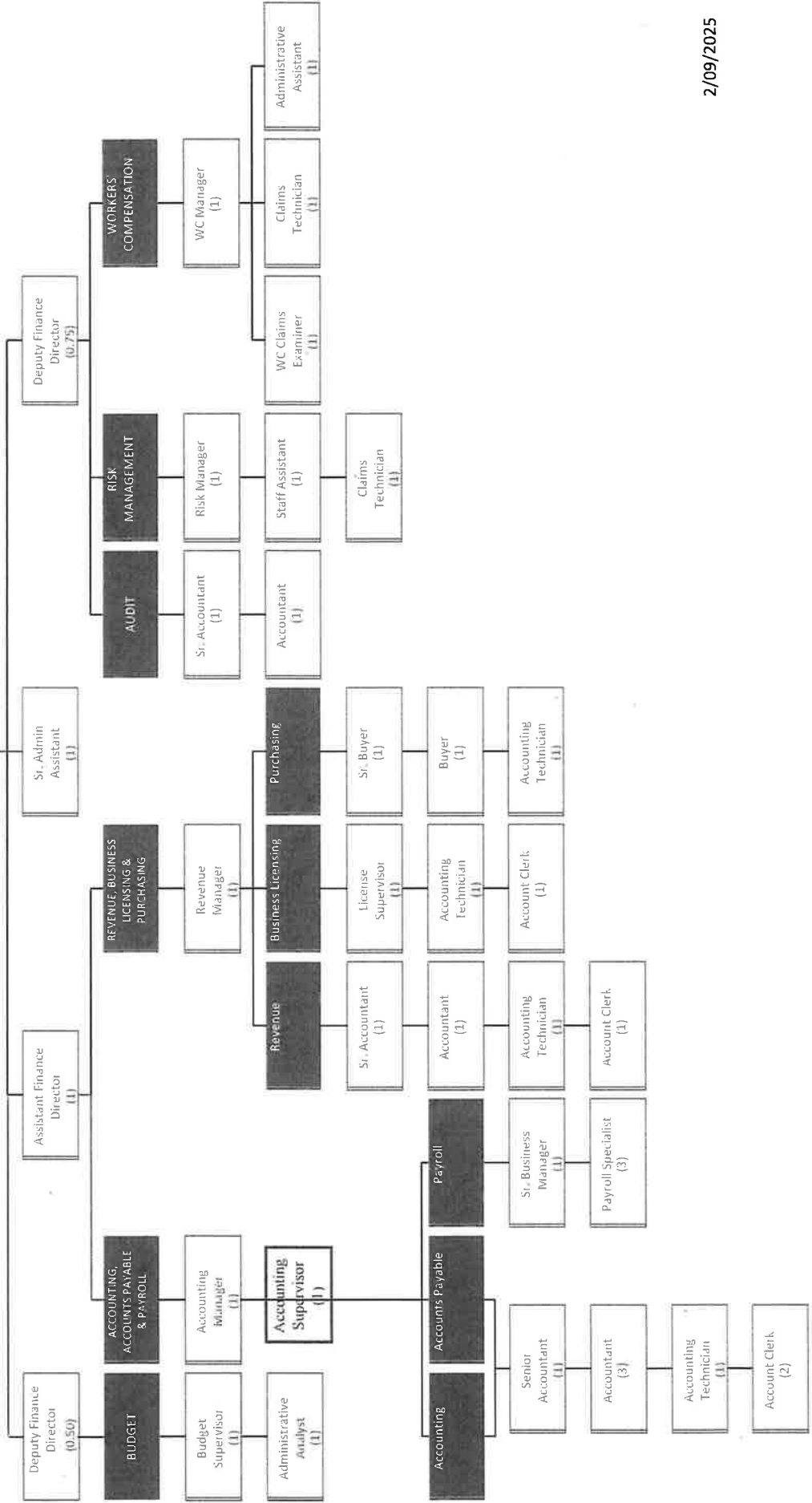
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### Career Ladder Information

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



**CITY OF TORRANCE**  
**Organizational Chart**  
**Finance Department**



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

**SUBJECT: DENY PROTEST OF THE ELIGIBLE LIST FOR DEPUTY CITY CLERK I**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Deputy City Clerk I.

**BACKGROUND**

The Deputy City Clerk I examination was ordered as an open continuous examination with the following components: written test (weighted 30%), performance test (30%) and an oral interview (weighted 40%). There were one hundred and four (104) applications submitted and twenty-seven (27) candidates were invited to the written test. Nine (9) candidates passed the written test and were invited to the interview on March 27, 2025. Eight (8) candidates self-scheduled for the oral interview and all eight (8) passed. The last step of the examination process was a performance test, and all eight (8) candidates passed. The eligible list was promulgated on April 3, 2025.

On April 3, 2025, a candidate submitted a protest to the Civil Service Commission regarding the eligible list for Deputy City Clerk I (Attachment A). The candidate's protest is in regard to the score they received for their interview.

**ANALYSIS**

The candidate participated in an interview panel on March 27, 2025. The candidate was sent their interview results on April 3, 2025. Although the candidate was notified that they had passed all the components of the examination process and was placed on the eligible list, the candidate submitted a protest stating that "I have a current Management Analyst interview score of 91 with the City of Los Angeles. I wholeheartedly protest this interview score of 70 based on my proven interview skills and communication for public service positions and my extensive qualifications for this position."

Per the Torrance Municipal Code section 14.12.12 Appeals, it states that "An applicant, may within ten (10) days of the promulgation of an eligible list by the Civil Service Commission, appeal in writing from any part of the examination but no appeal shall be considered unless the appellant states specific reason for appealing." The candidate states that they did not agree with the score received on the interview portion of the examination. However, the candidate did not specify further why they did not agree with the score other than to state that they had received a higher score from another agency which has no relevance to the City of Torrance interview process that was conducted. In addition, the score provided by the candidate was for a Management Analyst position with the City of Los Angeles, not for the position of Deputy City Clerk I.

The candidate also states in their protest that they believe they have extensive experience, and this should be considered based on their impression of meeting the competencies for the position. The two interviewers/raters who assisted with the interview panel were the Deputy City Clerk with the City of Gardena and a Senior Business Manager with the City of Torrance. Both interviewers/raters have knowledge regarding the functions of a City Clerk's office and the job duties of the Deputy City Clerk I position. The interviewers/raters were provided instruction to rate the candidate based on the responses

the candidate provides. The candidate was given the opportunity to verbally demonstrate how their knowledge, skills and abilities address the duties of the position during the interview process. The interviewers/raters only based their ratings/scores on the responses the candidate provided during the interview.

Therefore, Staff recommends that your Honorable Body deny the protest of the eligible list for Deputy City Clerk I and the appellant's request to re-evaluate their interview score as there is no basis for protest based on the Torrance Municipal Code section stated above.

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

Attachments: A. Deputy City Clerk I Eligible List Protest

**CITY OF TORRANCE – CIVIL SERVICE COMMISSION**  
**WRITING EXERCISE, ESSAY, ORAL INTERVIEW, OR PERFORMANCE**  
**EXAMINATION PROTEST FORM**

(Instructions for completing this form are on the other side of this sheet)

Filing period: All protests must be made in writing within close of the following work day (business day) of the date of the portion of the examination being protested.

Jeffrey		Golladay
First Name	Middle Name	Last Name
[REDACTED]		
Address, City, State, Zip		
[REDACTED]		
E-mail address	Phone Number	
DEPUTY CITY CLERK I	03/27/2025	
Position Title	Exam Date	

- I. Purpose of objection
- To provide feedback or comments for consideration prior to next exam (i.e. no official action)
  - Request official review prior to the grading of this exam or establishing an eligible list.
- II. What type of test are you protesting?
- Essay
  - Writing Exercise
  - Other
  - Oral (Interview)
  - Performance
- III. What is your reason for the protest?
- Qualifications of a rater
  - Prejudice of a rater
  - Fraud
  - Improper conduct of the exam
  - Job relatedness
  - Other

Clearly state specific and substantial reasons for the protest. What remedy or action are you requesting? You may submit additional sheets if necessary.

I have a current Management Analyst interview score of 91 with The City of Los Angeles. I wholeheartedly protest this interview score of 70 based on my proven interview skills and communication for public service positions and my extensive qualifications for this position.



04/03/2025

Signature

Date

For Office Use Only

Date/Time Received:

Approved:  
Not Approved:

ATTACHMENT A

**CITY OF TORRANCE - CIVIL SERVICE COMMISSION**  
**INSTRUCTIONS FOR FILING A WRITING EXERCISE, ESSAY, ORAL INTERVIEW, OR**  
**PERFORMANCE EXAMINATION PROTEST**

If you have questions, you may call (310) 618-2956 or (310) 618-2967.

**Filing period: All protests must be made in writing within close of the following work day (business day) of the date of the portion of the examination being protested.**

**SECTION I: Purpose of Protest**

If the purpose of your protest form is only to improve the test for the next exam, please check the "feedback" box. No official action will be taken for this administration, but your comment will be provided for consideration on future exams.

If you want an official review of your protest prior to scoring the examination, you must check the box which requests an official review.

**SECTION II: Type of Exam Protested**

Check the appropriate box for the type of examination you are protesting.

**SECTION III: Reason/Explanation**

In this section, describe and support your objection.

1. Explain your objections with specifics.
2. All protests must clearly state specific and substantial reasons for the protest.
3. Please indicate what remedy you are requesting.
4. Incomplete protests will not be considered.

Submit protests to:

City of Torrance  
Civil Service Commission  
Brienne Cohen, Civil Service Manager  
3231 Torrance Blvd, Torrance CA 90503.  
E-mail: [CivilServiceCommission@TorranceCA.Gov](mailto:CivilServiceCommission@TorranceCA.Gov)  
Fax: (310) 618-2726

**From:** [Jeff](#)  
**To:** [Cohen, Brianne](#)  
**Subject:** Re: Deputy City Clerk I Interview Protest  
**Date:** Thursday, April 3, 2025 5:59:31 PM

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Dear Brianne,

Based on our previous email, I am officially writing you to formally protest the interview score I received for the Deputy City Clerk I position. After careful reflection on the competencies outlined in the job description and a review of my qualifications, I believe that my extensive experience and demonstrated skills warrant a reevaluation of my interview performance.

1. Judgment and Decision Making:

In my past role as a Project Assistant in the Office of Procurement, I have successfully liaised with all LA City Council Districts to improve procurement efficiencies. This experience has honed my ability to accurately assess situations and formulate effective responses. I consistently make decisions based on comprehensive evaluations of available information, considering the impact on all affected parties, which aligns with the superior performance level expected for this competency.

2. Analytical Ability:

As a Health Program Analyst, I managed the logistics of COVID-19 vaccine deployment, where I identified and evaluated diverse factors affecting staffing assignments. My ability to analyze complex information and draw logical conclusions is evidenced by my successful management of vaccination efforts, demonstrating a nuanced understanding of various interrelated factors.

3. Learning Ability:

My rapid adaptation to new roles, such as transitioning from an IT Field Support Technician to a Project Assistant, showcases my ability to acquire and apply new information effectively. I have consistently integrated lessons learned from previous experiences to enhance my performance in new positions, reflecting a unique level of learning ability.

#### 4. Initiative:

I have proactively identified and undertaken new projects, including redesigning the procurement process across all LA County Departments. My initiative in suggesting improvements and expanding my responsibilities demonstrates my commitment to facilitating work accomplishments and enhancing overall effectiveness.

#### 5. Job Knowledge:

My extensive experience in various roles within city and public health departments has equipped me with a deep understanding of job-specific knowledge. I have successfully managed complex projects, provided accurate technical advice, and developed training programs for others, showcasing a superior level of job knowledge.

#### 6. Interpersonal Skills:

My ability to interact effectively with diverse stakeholders, including elected officials and community members, is evidenced by my work in public health and procurement. I have facilitated positive relationships and addressed concerns diplomatically, aligning with a high performance level in interpersonal skills.

#### 7. Oral Communication:

Throughout my career, I have communicated complex information clearly and concisely to various audiences. My experience in drafting briefing checklists and reports for high-level officials demonstrates my ability to convey messages effectively, ensuring understanding without unnecessary jargon.

#### 8. Written Communication:

I have a proven track record of producing high-quality written materials, including grant proposals and reports. My ability to deliver well-organized and precise documents that require minimal editing reflects my attention to detail and capacity to convey information effectively.

In conclusion, my extensive experience and demonstrated competencies in judgment,

analytical ability, learning, initiative, job knowledge, interpersonal skills, and both oral and written communication strongly support my case for a higher interview score. I respectfully request a review of my interview evaluation, considering the evidence of my qualifications and performance levels that align with the superior criteria outlined for the Deputy City Clerk I position.

Thank you for your attention to this matter. I look forward to your response.

Sincerely,

Jeffrey Golladay

On Apr 3, 2025, at 17:37, Cohen, Brianne <BCohen@TorranceCA.Gov> wrote:

Thanks, Mr. Golladay:

I have reviewed your form, which lists " I have a current Management Analyst interview score of 91 with The City of Los Angeles. I wholeheartedly protest this interview score of 70 based on my proven interview skills and communication for public service positions and my extensive qualifications for this position."

Please provide any specific and substantial information you would like the Civil Service Commission to consider with your protest by Monday, April 14, 2025, at 5:30 PM. This can be received via e-mail.

Thank you,  
BRIANNE COHEN  
Civil Service Manager - Office of the City Manager  
Phone: 310-618-2956 | Email: BCohen@TorranceCA.Gov

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

-----Original Message-----

From: Jeff [REDACTED]  
Sent: Thursday, April 3, 2025 5:27 PM  
To: Cohen, Brianne <BCohen@TorranceCA.Gov>  
Cc: Civil Service Commission <CivilServiceCommission@TorranceCA.gov>  
Subject: Re: Deputy City Clerk I Interview Protest

[You don't often get email from [REDACTED] Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Hello Brianne,

Do I need to provide my reasons for protest here in email form to you or will my form in the previous email suffice?

Best,  
Jeff

On Apr 3, 2025, at 17:23, Cohen, Brianne  
<BCohen@torranceca.gov> wrote:

Good afternoon, Mr. Golladay:

I have received your protest for the position of Deputy City Clerk I, requesting official review, which will be considered by our Civil Service Commission. All protests must clearly state specific and substantial reasons for the protest.

Please provide specific and substantial reasons for your protest, which will then be considered by the Civil Service Commission. This response must be received by Monday, April 14, 2025, at 5:30 PM.

Civil Service Commission meetings are scheduled to take place the 2nd and 4th Monday's of the month starting at 6:00 PM. You will be notified when your protest is scheduled to be heard.

Thank you,  
BRIANNE COHEN  
Civil Service Manager - Office of the City Manager  
Phone: 310-618-2956 | Email: BCohen@TorranceCA.Gov

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

-----Original Message-----

From: Jeff [REDACTED]  
Sent: Thursday, April 3, 2025 5:07 PM  
To: Civil Service Commission  
<CivilServiceCommission@TorranceCA.gov>  
Subject: Deputy City Clerk I Interview Protest

[Some people who received this message don't often get email from [REDACTED]. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Dear Brianne Cohen,

I would like to submit my official protest of my interfere score for the Deputy City Clerk I position in Torrance. I completely disagree with this score and am requesting an official review.

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

**Honorable Members:**

**SUBJECT: CONDUCT CLOSED HEARING ON THE APPEAL OF DISCIPLINE OF A TORRANCE POLICE OFFICER (5). Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4<sup>th</sup> 1272 (2006). Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session. The deliberation of this matter by the Civil Service Commission will occur in closed session.**

**RECOMMENDATION**

Recommendation of the Civil Service Manager that the Civil Service Commission conduct a closed hearing to consider the appeal of discipline of a Police Officer (5), unless the employee requests to have the hearing in public session and that the Civil Service Commission's deliberation of this matter shall occur in closed session.

**BACKGROUND/ANALYSIS:**

On September 30, 2022, Civil Service staff received an appeal of discipline for Police Officer (5). Under the provisions of Torrance Municipal Code Section 14.47.9, upon written request filed by an employee who has been disciplined under this Article, the Civil Service Commission shall set a date for and hold a hearing.

The Civil Service Commission commenced the hearing on October 10, 2022, and continued the hearing to May 22, 2023, August 28, 2023, November 27, 2023, January 22, 2024, July 8, 2024, September 23, 2024, January 27, 2025, and April 28, 2025.

Respectfully submitted,

*Brianne Cohen*

Brianne Cohen  
Civil Service Manager

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

**Honorable Members:**

**SUBJECT: CIVIL SERVICE COMMISSION CLOSED SESSION**

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

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

- 1) Appeal of Discipline of a Police Officer (5).

Respectfully submitted,



Brianne Cohen  
Civil Service Manager

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

**Honorable Members:**

**SUBJECT: CIVIL SERVICE COMMISSION CLOSED SESSION**

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

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

- 1) Appeal of Discipline of a Police Officer (13).

Respectfully submitted,



Brianne Cohen  
Civil Service Manager

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

**Honorable Members:**

**SUBJECT: CIVIL SERVICE COMMISSION CLOSED SESSION**

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

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

- 1) Deny Protest of Eligible List for Deputy City Clerk I.

Respectfully submitted,



Brianne Cohen  
Civil Service Manager