

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, JANUARY 26, 2026
REGULAR MEETING
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER
AT 3031 TORRANCE BL.**

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

1. CALL MEETING TO ORDER

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

2. FLAG SALUTE:

3. REPORT OF STAFF ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, January 21, 2026.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

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

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

6. CONSENT CALENDAR

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

6A. Approve the Examination for Central Services Coordinator.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Central Services Coordinator examination on an open 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.

6B. Approve the Examination for Fleet Services Manager.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Fleet Services Manager examination on an open basis consisting of an Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for a three-month eligible list.

7. ADMINISTRATIVE MATTERS

7A. Approve Revised Class Specification for Central Services Coordinator.

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Central Services Coordinator and forward it to the City Council for approval.

7B. Approve Revised Class Specification for Fleet Services Manager.

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Fleet Services Manager and forward it to the City Council for approval.

8. HEARINGS

No Business to Consider.

9. CLOSED SESSION

No Business to Consider.

10. COMMISSION ORAL COMMUNICATION

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, February 9, 2026 at 6:00 p.m. in the Council Chamber.



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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR CENTRAL SERVICES COORDINATOR

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Central Services Coordinator examination on an open 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 Central Services Coordinator. There is one (1) vacancy due to retirement.

Anticipating approval by your Honorable Body tonight and the City Council at their meeting on February 24, 2026, the proposed Class Specification will appropriately reflect the position for the examination process.

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 
Alfredo Melgoza
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Manager

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Central Services Coordinator Class Specification

CENTRAL SERVICES COORDINATOR

Definition

Under supervision, coordinates various services for City departments including document printing, , graphic design, large format printing, finishing, installation, reproduction, bindery, delivery of mail and supplies, and issuance and care of Central Services vehicles, and does related work as required.

Distinguishing Characteristics

Distinguished from Central Services Supervisor in that the incumbent is not responsible for supervising the operations of the entire Central Services Division. Distinguished from all other Central Services employees in that the incumbent coordinates the work of those employees.

Examples of Essential Duties

- Coordinates requests for service regarding printing, reproduction, graphic design, and binding of brochures, flyers, reports, documents, large format printing, finishing, installation, and agendas by advising user departments on appropriate materials and methods, making cost estimates, ordering special supplies, and prioritizing and assigning projects;
- Ensures requesting departments supply orders are filled from on-hand stock and delivered;
- Maintains records of Division inventory and orders supplies as necessary to restock; maintains Central Services warehouse in order;
- Ensures daily mail is delivered to all City departments;
- Coordinates the issuance, cleaning, and fueling of City vehicles;
- Works with the Purchasing Division to solicit and evaluate competition bids for inventory and makes recommendation regarding selection of vendor and content of contracts;
- Ensures that inventory received matches inventory ordered;
- Ensures printing, , digital printing and bindery equipment are maintained and makes arrangements for major repairs through outside vendors;
- Orders letterhead, envelopes, and business cards not printed in-house;
- Prepares reports on supplies, vehicles, and activities;
- Assists in developing the Division budget;
- Prioritizes, assigns, directs, trains, and monitors work performed by Central Service employees and assists, as necessary, to complete projects by deadline;
- Operates photocopier, digital presses, commercial bindery, and other print shop equipment;
- Gives input to supervisor regarding work performance of Central Services employees.
- Updates job submission software system job ticket pricing
- Coordinates, picks up and drops off of print, mail, packages, and shop supplies
- Operate forklift and pallet jacket

Qualification Guidelines

Knowledge of

- Practices, procedures, and techniques commonly used in a print shop including offset printing, xerography, binding, typesetting, and paste-up and layout functions;
- Operation and maintenance of high-speed photocopier, offset presses, typewriter, and commercial bindery equipment;

- Postal regulations and equipment, including operation of postage meter and scales;
- Warehousing and inventory practices and procedures;
- Process Camera, darkroom, and platemaking procedures, techniques, and equipment.

Ability to:

- Coordinate and prioritize project tasks;
- Safely operate and perform minor maintenance on printing, xerography, plate-making, and bindery equipment;
- Calculate labor, equipment, and supply costs using the four basic arithmetic operations: addition, subtraction, multiplication, and division;
- Determine appropriate supplies and procedures for printing, xerography, typesetting, and binding functions;
- Advise user departments on options regarding appropriate materials and supplies for a given project, including aesthetic considerations;
- Evaluate competitive bids and make recommendations regarding selection of vendor and content of contracts;
- Monitor, verify, and maintain inventory;
- Prioritize, assign, direct, train, assist in, and monitor the work of employees, and give input to supervisor regarding work performance of employees;
- Communicate effectively both orally and in writing;
- Type reports, memos, and form documents;
- Establish and maintain effective working relationships with employees, vendors, and the general public.
- Coordinate, update status and track jobs from submission to delivery, using the In-plant management software.

Core Competencies:

- Project Management – ensuring that projects are on-time, on budget, and achieve their objectives.
- Managing Change – addressing key factors that influence successful organizational change.
- Leadership- guiding and encouraging others to accomplish a common goal.
- Delegating- sharing responsibility, authority, and accountability.
- Teamwork-collaborating with others to achieve shared goals.
- Allocating Resources-prioritizing the use of fiscal and material resources to maximize organizational effectiveness.
- Oral Communication- engaging effectively in dialogue.
- Listening- fully comprehending spoken communication.
- Decision Making- choosing optimal courses of action in a timely manner.
- Mechanical Insight- comprehending how mechanical, electrical, and structural systems operate and interact.
- Safety Focus- showing vigilance and care in identifying and addressing health risks and safety hazards.
- Handling Stress- maintaining emotional stability and self-control under pressure, challenge, or adversity.
- Self-Management – showing personal organization, self-discipline, and dependability.
- 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.
- Handling Conflict- managing interpersonally strained situations.

License

City of Torrance
Class Code: 1510
Class Designation: Civil Service
A Class C California Driver's License.

January 2026
Revised

Experience

Three years of progressively responsible experience operating and maintaining printing, bindery, and mail equipment. .

Education

No specific minimum.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR FLEET SERVICES MANAGER

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Fleet Services Manager examination on an open basis, consisting of the following 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 Fleet Services Manager.

Anticipating approval by your Honorable Body tonight and the City Council at their meeting on February 24, 2026, the proposed Class Specification will appropriately reflect the position for the examination process.

The previous examination in 2012 was weighted as follows: In-Basket (40%), and an Oral Interview (60%). Staff conducted an analysis of the previous exam components, and it was determined that the knowledge and core competencies that are required for this position can be more effectively assessed using the following weights: Application Review (Qualifying) and Oral Interview (100%).

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

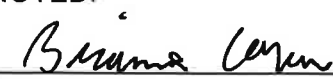

Alfredo Melgoza
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

FLEET SERVICES MANAGER

Definition:

Under general direction, plans, organizes and directs the activities of the Fleet Services Division including the maintenance and repair of the City's vehicle and equipment fleet, apparatus, and parts inventory warehouse; and performs related work as required.

Distinguishing Characteristics:

Distinguished from the department head in that the incumbent does not have responsibility for the overall operation of the entire Department. Distinguished from the Fleet Services Supervisor in that the incumbent is responsible for managing the entire division. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Supervision Exercised/Received:

Receives general direction from the Department Head; exercises direct supervision over supervisors and office support personnel.

Examples of Essential Duties:

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

- Manages supervisory and technical staff engaged in the repair and maintenance of light and heavy-duty powered vehicles and equipment, including various forms of alternative-fueled vehicles.
- Plans, assigns, and manages the operations of the repair and servicing of the City's fleet including diesel, gasoline, compressed natural gas (CNG), propane, hybrid electric, all electric, hydrogen fuel cell and any other alternative fuel system vehicles.
- Prioritizes and coordinates with user departments to assess vehicles/equipment repair, maintenance and utilization.
- Monitors status of repair work on vehicles and equipment to ensure quality control and efficient turnaround time.
- Provides direction, training and assistance to mechanics, welders, equipment attendants and others, including diagnosing problems and troubleshooting.
- Determines services to be sublet to outside vendors, and develops, reviews and recommends bids for vendor selection.
- Oversees the work management system for the fleet maintenance and warehouse parts inventory.
- Manages the operation and maintenance of lubricants, CNG and other fuel stations and fleet-related capital improvement projects.
- Recommends, formulates and implements the City's alternative fuel and vehicle standardization programs.
- Oversees the safe working condition of the facility, tools, shop equipment and preventative maintenance program.
- Ensures that newly procured vehicles are delivered and inspected according to the City specifications and standards; resolve any discrepancies in delivery problem.

- Makes recommendations for vehicle replacement; prepares technical specification and bid packages for the City's fleet; review bids and recommends vendor selection for vehicles, equipment, supplies, parts and services; participates in the preparation of service contracts; administers and monitors contracts and vendors' performance.
- Oversees warehouse personnel and operation regarding parts, supplies, and products specifications suitable to job needs.
- Plans, assigns and manages through supervisors, the activities of the division.
- Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training employees, acting on employee problems, and recommending and implementing discipline.
- Provides leadership, maintains effective employee relations and works with other department managers in the development and retention of competent personnel.
- Develops, implements and evaluates division plans, policies and procedures to achieve annual goals and objectives.
- Establishes, monitors and reports on work standards, productivity levels, budget and performance measures.
- Attends various City Council, Commission, and community and staff meetings as required.
- Administers safety and training programs.
- Prepares and/or reviews correspondence.
- Prepares reports and recommendations for City Council and commission agenda items.

Examples of Other Duties:

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

- Conduct and/or attend meetings as required.
 - Participates on external committees, boards, and task forces, etc., as appropriate.
 - Responds to and resolves difficult and sensitive complaints.
 - Perform other related duties as required.
-

Qualification Guidelines

Knowledge of:

Principles, practices and methods of Fleet operations and programs.

Methods, materials, equipment and safety procedures utilized in the maintenance and repair of light and heavy-duty powered equipment and alternative-fueled vehicles.

Vehicle replacement program development.

Preventative maintenance scheduling.

Proper use of tools and equipment including computer aided and electronic diagnostic tools.

State-of-the art equipment maintenance methods including diagnosis, tune-up, overhaul, and repair.

Management and supervisory principles and practices.

Project management methods and practices.

Budget preparation and administration principles and practices.

Applicable Federal, State, local regulations and safety regulations as required by OSHA and other regulatory agencies such as California Air Resources Board (CARB) and Advanced Clean Fleets initiative (ACF).

Hazards and generally accepted safety standards; and procedures for handling and disposing of hazardous waste.

City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.

General City operations.

Core Competencies:

- Managing Performance – Ensuring superior individual and group performance.
- Leadership – Guiding and encouraging others to accomplish a common goal.
- Teamwork – Collaborating with others to achieve shared goals.
- Managing Change – Addressing key factors that influence successful organizational change.
- Allocating Resources – Prioritizing the use of fiscal and material resources to maximize organizational effectiveness.
- Decision Making – Choosing optimal courses of action in a timely manner.
- Critical Thinking – Analytically and logically evaluating information, propositions, and claims.
- Informing – Proactively obtaining and sharing information.
- Mechanical Insight – Comprehending how mechanical, electrical, and structural systems operate and interact.
- Professional & Technical Expertise – Applying technical subject matter to the job.
- Project Management – Ensuring that projects are on-time, on-budget, and achieve their objectives.
- Safety Focus- Showing vigilance and care in identifying and addressing health risks and safety hazards.
- Oral Communication – Engaging effectively in dialogue.
- Presentation Skill- Formally delivering information to groups.

License or Certificate:

Valid California driver's license of the appropriate class.

Education and Experience:

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:

An Associate's degree with a concentration in automotive technology, business or public administration, or a related field; specific and substantial experience, in addition to the five (5) years required, which prepares one to perform the job duties, may be substituted for the required education on a year-for-year basis. Five (5) years of progressively responsible experience in fleet or vehicle maintenance operations and development and maintenance of procedures and systems, which includes at least one (2) years of management or supervisory experience. Experience in management of public/ municipal fleets is preferred.

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

Career Ladder Information

Experience gained in this classification in addition to training and coursework may serve to meet the minimum requirements for promotion to General Services Director or Transit Director.

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

Honorable Members:

SUBJECT: REVISED CLASS SPECIFICATION FOR CENTRAL SERVICES COORDINATOR

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Central Services Coordinator and forward it to the City Council for approval.

BACKGROUND/ANALYSIS:

The class specification for Central Services Coordinator was last revised in 1988. Staff reviewed the Central Services Coordinator class specification and determined that changes were necessary to reflect the current functions of the position.

- The **Definition and Examples of Essential Duties Sections** were revised to reflect the current needs of the position.
- The **Qualification Guidelines Section** was revised and the necessary competencies were added for the position. Core competencies are utilized to provide the capabilities, knowledge, skills, and resources that constitute what is needed to be successful in the classification.
- The **License Section** was revised to show the current necessary Driver's License.

Staff has met and conferred with representatives from Torrance Professional and Supervisory Association (TPSA), who concur with the recommendation before your Honorable Body.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Alfredo Melgoza
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachment: A) Revised Class Central Services Coordinator
B) Existing Class Specification Central Services Coordinator
C) Organizational Chart of the General Services Department

7A

CENTRAL SERVICES COORDINATOR

Definition

Under supervision, coordinates various services for City departments including document printing, typesetting, graphic design, large format printing, finishing, installation, reproduction, bindery, delivery of mail and supplies, and issuance and care of City-Central Services vehicles, and does related work as required.

DISTINGUISHING CHARACTERISTICS

Distinguished from Central Services Supervisor in that the incumbent is not responsible for supervising the operations of the entire Central Services Division. Distinguished from all other Central Services employees in that the incumbent coordinates the work of those employees.

EXAMPLES OF ESSENTIAL DUTIES

- Coordinates requests for service regarding printing, reproduction, graphic design, typesetting, and binding of brochures, flyers, reports, documents, large format printing, finishing, installation, and agendas by advising user departments on appropriate materials and methods, making cost estimates, ordering special supplies, and prioritizing and assigning projects;
- Ensures requesting departments supply orders are filled from on-hand stock and delivered;
- Maintains records of Division inventory and orders supplies as necessary to restock; maintains Central Services warehouse in order;
- Ensures daily mail is delivered to all City departments;
- Coordinates the issuance, cleaning, and fueling of City vehicles;
- Works with the Purchasing Division to solicit and evaluate competition bids for inventory and makes recommendation regarding selection of vendor and content of contracts;
- Ensures that inventory received matches inventory ordered;
- Ensures printing, ~~xerographic~~, ~~process camera~~, digital printing and bindery equipment are maintained and makes arrangements for major repairs through outside vendors;
- Orders letterhead, envelopes, and business cards not printed in-house;
- Prepares reports on supplies, vehicles, and activities;
- Assists in developing the Division budget;
- Prioritizes, assigns, directs, trains, and monitors work performed by Central Service employees and assists, as necessary, to complete projects by deadline;
- Operates photocopier, digital, ~~offset~~ presses, commercial bindery, and other print shop equipment;
- Gives input to supervisor regarding work performance of Central Services employees.
- Updates job submission software system job ticket pricing
- Coordinates, picks up and drops off of print, mail, packages, and shop supplies
- Operate forklift and pallet jacket

MINIMUM QUALIFICATIONS

Qualification Guidelines

Knowledge of

Class Designation: Civil Service

- Practices, procedures, and techniques commonly used in a print shop including offset printing, xerography, binding, typesetting, and paste-up and layout functions;
- Operation and maintenance of high-speed photocopier, offset presses, typewriter, and commercial bindery equipment;
- Postal regulations and equipment, including operation of postage meter and scales;
- Warehousing and inventory practices and procedures;
- Process Camera, darkroom, and platemaking procedures, techniques, and equipment.

~~Central Services Coordinator~~

~~May 1988~~

~~Page 2~~

Ability to:

- -Coordinate and prioritize project tasks;
- Safely operate and perform minor maintenance on printing, xerography, plate-making, and bindery equipment;
- Calculate labor, equipment, and supply costs using the four basic arithmetic operations: addition, subtraction, multiplication, and division;
- Determine appropriate supplies and procedures for printing, xerography, typesetting, and binding functions;
- Advise user departments on options regarding appropriate materials and supplies for a given project, including aesthetic considerations;
- Evaluate competitive bids and make recommendations regarding selection of vendor and content of contracts;
- Monitor, verify, and maintain inventory;
- Prioritize, assign, direct, train, assist in, and monitor the work of employees, and give input to supervisor regarding work performance of employees;
- Communicate effectively both orally and in writing;
- Type reports, memos, and form documents;
- Establish and maintain effective working relationships with employees, vendors, and the general public.
- Coordinate, update status and track jobs from submission to delivery, using the In-plant management software.

Core Competencies:

- Project Management – ensuring that projects are on-time, on budget, and achieve their objectives.
- Managing Change – addressing key factors that influence successful organizational change.
- Leadership- guiding and encouraging others to accomplish a common goal.
- Delegating- sharing responsibility, authority, and accountability.
- Teamwork-collaborating with others to achieve shared goals.
- Allocating Resources-prioritizing the use of fiscal and material resources to maximize organizational effectiveness.
- Oral Communication- engaging effectively in dialogue.
- Listening- fully comprehending spoken communication.
- Decision Making- choosing optimal courses of action in a timely manner.
- Mechanical Insight- comprehending how mechanical, electrical, and structural systems operate and interact.
- Safety Focus- showing vigilance and care in identifying and addressing health risks and safety hazards.
- Handling Stress- maintaining emotional stability and self-control under pressure, challenge, or adversity.

Class Designation: Civil Service

- Self-Management – showing personal organization, self-discipline, and dependability.
- 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.
- Handling Conflict- managing interpersonally strained situations.

LICENSELicense

A Class C3 California Driver's License.

EXPERIENCEExperience

Three years of progressively responsible experience operating and maintaining printing, bindery, and mail equipment, and duplicating equipment.

EDUCATIONEducation

No specific minimum.



City of Torrance
CENTRAL SERVICES COORDINATOR

CLASS CODE 1510

ESTABLISHED DATE May 01, 1988

BARGAINING UNIT Torrance Professional &
Supervisory Association

DEFINITION

Under supervision, coordinates various services for City departments including document printing, typesetting, reproduction, bindery, delivery of mail and supplies, and issuance and care of City vehicles, and does related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

Distinguished from Central Services Supervisor in that the incumbent is not responsible for supervising the operations of the entire Central Services Division. Distinguished from all other Central Services employees in that the incumbent coordinates the work of those employees.

EXAMPLES OF ESSENTIAL DUTIES

- Coordinates requests for service regarding printing, reproduction, typesetting, and binding of brochures, flyers, reports, documents, and agendas by advising user Departments on appropriate materials and methods, making cost estimates, ordering special supplies, and prioritizing and assigning projects;
- Ensures requesting Departments supply orders are filled from on-hand stock and delivered;
- Maintains records of Division inventory and orders supplies as necessary to restock; ensures daily mail is delivered to all City Departments;
- Coordinates the issuance, cleaning, and fueling of City vehicles; works with the Purchasing Division to solicit and evaluate competition bids for inventory and makes recommendation regarding selection of vendor and content of contracts;
- Ensures that inventory received matches inventory ordered;
- Ensures printing, xerographic, process camera, and bindery equipment are maintained and makes arrangements for major repairs through outside vendors;
- Orders letterhead, envelopes, and business cards not printed in-house; prepares reports on supplies, vehicles, and activities;
- Assists in developing the Division budget; prioritizes, assigns, directs, trains, and monitors work performed by Central Services employees and assists, as necessary, to complete projects by deadline;
- Operates photocopier, offset presses, commercial bindery, and other print shop equipment;
- Gives input to supervisor regarding work performance of Central Services employees.

QUALIFICATION GUIDELINES

Education and Experience

Three years progressively responsible experience operating and maintaining printing and duplicating equipment. No specific education minimum.

License and/or Certificates

A Class 3 California Driver's License.

Knowledge of

- Practices, procedures, and techniques commonly used in a print shop including offset printing, xerography, binding, typesetting, and paste-up and layout functions;
- Operation and maintenance of high-speed photocopier, offset presses, typewriter, and commercial bindery equipment;
- Postal regulations and equipment, including operation of postage meter and scales;
- Warehousing and inventory practices and procedures; process camera, darkroom, and platemaking procedures, techniques, and equipment.

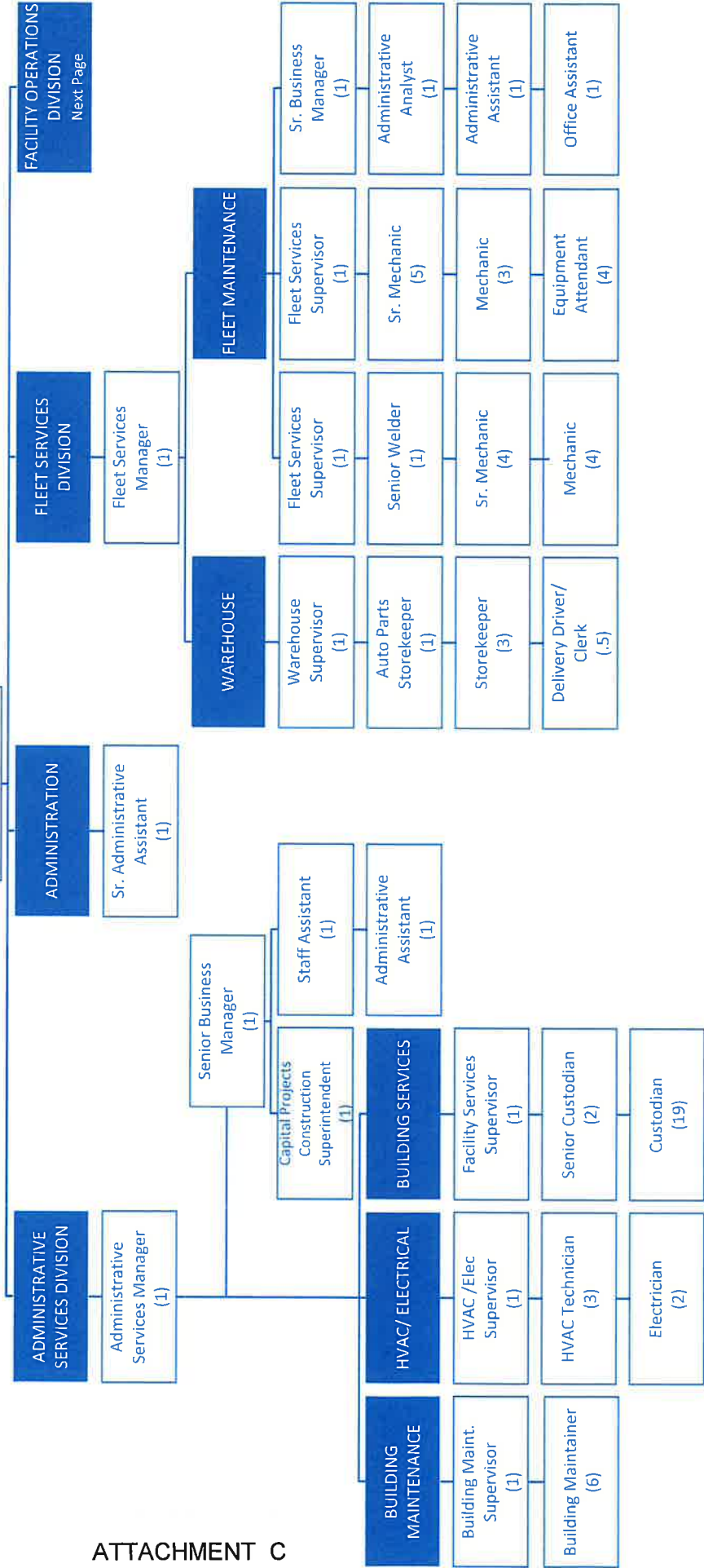
Ability to

- Coordinate and prioritize project tasks;
- Safely operate and perform minor maintenance on printing, xerography, plate-making, and bindery equipment;
- Calculate labor, equipment, and supply costs using the four basic arithmetic operations: addition, subtraction, multiplication, and division;
- Determine appropriate supplies and procedures for printing, xerography, typesetting, and binding functions;
- Advise user departments on options regarding appropriate materials and supplies for a given project, including esthetic considerations;
- Evaluate competitive bids and make recommendations regarding selection of vendor and content of contracts;
- Monitor, verify, and maintain inventory;
- Prioritize, assign, direct, train, assist in, and monitor the work of employees, and give input to supervisor regarding work performance of employees;
- Communicate effectively both orally and in writing;
- Type reports, memos, and form documents;
- Establish and maintain effective working relationships with employees, vendors, and the general public.

ESTABLISHED/REVISED DATE

Established Date: May 1988

CITY OF TORRANCE
Organizational Chart
General Services Department



ATTACHMENT C

CITY OF TORRANCE

Organizational Chart

General Services Department



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

Honorable Members:

SUBJECT: REVISED CLASS SPECIFICATION FOR FLEET SERVICES MANAGER

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Fleet Services Manager and forward it to the City Council for approval.

BACKGROUND/ANALYSIS:

The class specification for Fleet Services Manager was last revised in 2012. Staff reviewed the Fleet Services Manager class specification and determined that changes were necessary to reflect the current functions of the position.

- The **Examples of Essential Duties Sections** were revised to reflect the current needs of the position.
- The **Qualification Guidelines Section** was revised and the necessary competencies were added for the position. Core competencies are utilized to provide the capabilities, knowledge, skills, and resources that constitute what is needed to be successful in the classification.
- The **License and/or Certificate, Education and Experience, and Special Requirements Sections** were revised to reflect the current needs of the position.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By


Alfredo Melgoza
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

7B

Attachment: A) Revised Class Fleet Services Manager
B) Existing Class Specification Fleet Services Manager
C) Organizational Chart of the General Services Department

FLEET SERVICES MANAGER

Definition:

Under general direction, plans, organizes and directs the activities of the Fleet Services Division including the maintenance and repair of the City's vehicle and equipment fleet, apparatus, and parts inventory warehouse; and performs related work as required.

Distinguishing Characteristics:

Distinguished from the department head in that the incumbent does not have responsibility for the overall operation of the entire Department. Distinguished from the Fleet Services Supervisor in that the incumbent is responsible for managing the entire division. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Supervision Exercised/Received:

Receives general direction from the Department Head; exercises direct supervision over supervisors and office support personnel.

Examples of Essential Duties:

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

- Manages supervisory and technical staff engaged in the repair and maintenance of light and heavy-duty powered vehicles and equipment, including various forms of ~~and~~ alternative-fueled vehicles.
- Plans, assigns, and manages the operations of the repair and servicing of the City's fleet including diesel, gasoline, compressed natural gas (CNG), propane, hybrid electric, all electric, hydrogen fuel cell and any other alternative fuel system vehicles, and other municipal mechanical equipment.
- Prioritizes and coordinates with user departments to assess vehicles/equipment repair, maintenance and utilization.
- Monitors status of repair work on vehicles and equipment to ensure quality control and efficient turnaround time.
- Provides direction, training and assistance to mechanics, welders, equipment attendants and others, including diagnosing problems and troubleshooting.
- Determines services to be sublet to outside vendors, and develops, reviews and recommends bids for vendor selection.
- Oversees the work management system for the fleet maintenance and warehouse parts inventory.
- Manages the operation and maintenance of lubricants, CNG and other fuel stations and fleet-related capital improvement projects.
- Recommends, formulates and implements the City's alternative fuel and vehicle standardization programs.
- Oversees the safe working condition of the facility, tools, shop equipment and preventative maintenance program.

- Ensures that newly procured vehicles are delivered and inspected according to the City specifications and standards; resolve any discrepancies in delivery problem.
- Makes recommendations for vehicle replacement; prepares technical specification and bid packages for the City's fleet; review bids and recommends vendor selection for vehicles, equipment, supplies, parts and services; participates in the preparation of service contracts; administers and monitors contracts and vendors' performance.
- Oversees warehouse personnel and operation regarding parts, supplies, and products specifications suitable to job needs.
- Plans, assigns and manages through supervisors, the activities of the division.
- Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training employees, acting on employee problems, and recommending and implementing discipline.
- Provides leadership, maintains effective employee relations and works with other department managers in the development and retention of competent personnel.
- Develops, implements and evaluates division plans, policies and procedures to achieve annual goals and objectives.
- Establishes, monitors and reports on work standards, productivity levels, budget and performance measures.
- Attends various City Council, Commission, and community and staff meetings as required.
- Administers safety and training programs.
- Prepares and/or reviews correspondence.
- Prepares reports and recommendations for City Council and commission agenda items.

Examples of Other Duties:

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

- Conduct and/or attend meetings as required.
- Participates on external committees, boards, and task forces, etc., as appropriate.
- Responds to and resolves difficult and sensitive complaints.
- Perform other related duties as required.

Qualification Guidelines

Knowledge of:

[Principles, practices and methods of Fleet operations and programs.](#)

Methods, materials, equipment and safety procedures utilized in the maintenance and repair of light and heavy-duty powered equipment and alternative-fueled vehicles.

[Vehicle replacement program development.](#)

[Preventative maintenance scheduling.](#)

Proper use of tools and equipment including computer aided and electronic diagnostic tools.

State-of-the art equipment maintenance methods including diagnosis, tune-up, overhaul, and repair.

Management and supervisory principles and practices.

Project management methods and practices.

Budget preparation and administration principles and practices.

Applicable Federal, State, local regulations and safety regulations as required by OSHA and other regulatory agencies [such as California Air Resources Board \(CARB\) and Advanced Clean Fleets initiative \(ACF\).](#)

Hazards and generally accepted safety standards; and procedures for handling and disposing of hazardous waste.

City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
General City operations.

Core Competencies:

- Managing Performance – Ensuring superior individual and group performance.
- Leadership – Guiding and encouraging others to accomplish a common goal.
- Teamwork – Collaborating with others to achieve shared goals.
- Managing Change – Addressing key factors that influence successful organizational change.
- Allocating Resources – Prioritizing the use of fiscal and material resources to maximize organizational effectiveness.
- Decision Making – Choosing optimal courses of action in a timely manner.
- Critical Thinking – Analytically and logically evaluating information, propositions, and claims.
- Informing – Proactively obtaining and sharing information.
- Mechanical Insight – Comprehending how mechanical, electrical, and structural systems operate and interact.
- Professional & Technical Expertise – Applying technical subject matter to the job.
- Project Management – Ensuring that projects are on-time, on-budget, and achieve their objectives.
- Safety Focus- Showing vigilance and care in identifying and addressing health risks and safety hazards.
- Oral Communication – Engaging effectively in dialogue.
- Presentation Skill- Formally delivering information to groups.

Ability to:

~~Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors.~~

~~Manage the work of subordinates including coaching staff for improvement and development, training, assigning, monitoring and evaluating work performance, counseling and disciplining staff and resolving grievances.~~

~~Develop and monitor the division budget and establish budgetary controls.~~

~~Analyze complex issues, evaluate alternative solutions, develop sound conclusions, and recommend a course of action.~~

~~Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.~~

~~Develop, understand, interpret laws and execute rules, regulations, policies and procedures.~~

~~Establish and maintain effective working relationships with the City Council, public officials, other employees, staff, community organizations, and others encountered in the course of work.~~

~~Present proposals and recommendations effectively in public meetings.~~

~~Develop clear, concise, and comprehensive studies, reports, and agenda items.~~

~~Communicate effectively orally and in writing.~~

~~Ensure safety and professional work standards are met.~~

~~Operate a computer and other office equipment.~~

License or Certificate:

Valid California driver's license of the appropriate class.

Education and Experience:

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:

~~An Associate's degree with a concentration in automotive technology, business or public administration, or a related field; specific and substantial experience, in addition to the five (5) years required, which prepares one to perform the job duties may be substituted for the required education on a year for year basis. Five (5) years of progressively responsible experience in fleet or vehicle maintenance operations and or administrative analysis, development and maintenance of procedures and systems, which includes at least one (2+) years of management or supervisory experience. Experience in management of public/ municipal fleets is preferred. ; and an~~ An Associate's degree with a concentration in automotive technology, business or public administration, or a related field; specific and substantial experience, in addition to the five (5) years required, which prepares one to perform the job duties may be substituted for the required education on a year for year basis. Experience in management of public/ municipal fleets is preferred.

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

Career Ladder Information

Experience gained in this classification in addition to training and coursework may serve to meet the minimum requirements for promotion to General Services Director or Transit Director.



City of Torrance
FLEET SERVICES MANAGER

CLASS CODE 5304

REVISION DATE February 01, 2012

BARGAINING UNIT Executive & Management
Employees

DEFINITION

Under general direction, plans, organizes and directs the activities of the Fleet Services Division including the maintenance and repair of the City's vehicle and equipment fleet, apparatus, and parts inventory warehouse; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

Distinguished from the department head in that the incumbent does not have responsibility for the overall operation of the entire Department. Distinguished from the Fleet Services Supervisor in that the incumbent is responsible for managing the entire division. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Receives general direction from the Department Head; exercises direct supervision over supervisors and office support personnel.

EXAMPLES OF ESSENTIAL DUTIES

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

- Manages supervisory and technical staff engaged in the repair and maintenance of light and heavy-duty powered equipment and alternative-fueled vehicles;
- Plans, assigns, and manages the operations of the repair and servicing of the City's fleet including diesel, gasoline, compressed natural gas (CNG), propane, hybrid and other alternative fuel system vehicles and other municipal mechanical equipment;
- Prioritizes and coordinates with user departments to assess vehicles/equipment repair, maintenance and utilization;
- Monitors status of repair work on vehicles and equipment to ensure quality control and efficient turnaround time;

ATTACHMENT B

- Provides direction, training and assistance to mechanics, welders, equipment attendants and others, including diagnosing problems and troubleshooting;
- Determines services to be sublet to outside vendors, and develops, reviews and recommends bids for vendor selection;
- Oversees the work management system for the fleet maintenance and warehouse parts inventory;
- Manages the operation and maintenance of lubricants, CNG and other fuel stations and fleet-related capital improvement projects;
- Recommends, formulates and implements the City's alternative fuel and vehicle standardization programs;
- Oversees the safe working condition of the facility, tools, shop equipment and preventative maintenance program;
- Ensures that newly procured vehicles are delivered and inspected according to the City specifications and standards; resolve any discrepancies in delivery problem;
- Makes recommendations for vehicle replacement; prepares technical specification and bid packages for the City's fleet; review bids and recommends vendor selection for vehicles, equipment, supplies, parts and services; participates in the preparation of service contracts; administers and monitors contracts and vendors' performance;
- Oversees warehouse personnel and operation regarding parts, supplies, and products specifications suitable to job needs;
- Plans, assigns and manages through supervisors, the activities of the division;
- Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training employees, acting on employee problems, and recommending and implementing discipline;
- Provides leadership, maintains effective employee relations and works with other department managers in the development and retention of competent personnel;
- Develops, implements and evaluates division plans, policies and procedures to achieve annual goals and objectives;
- Establishes, monitors and reports on work standards, productivity levels, budget and performance measures;
- Attends various City Council, Commission, and community and staff meetings as required;
- Administers safety and training programs;
- Prepares and/or reviews correspondence;
- Prepares reports and recommendations for City Council and commission agenda items.

Examples of Other Duties

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

- Conduct and/or attend meetings as required;
- Participates on external committees, boards, and task forces, etc., as appropriate;
- Responds to and resolves difficult and sensitive complaints;
- Perform other related duties as required.

QUALIFICATION GUIDELINES

Education and Experience

Any combination of education and experience that provides the required knowledge and skills is qualifying. A

typical way of obtaining the necessary knowledge and abilities is:

Five (5) years of progressively responsible experience in fleet or vehicle maintenance operations or administrative analysis, development and maintenance of procedures and systems, which includes at least one (1) year of management or supervisory experience; and an Associate's degree with a concentration in automotive technology, business or public administration, or a related field; specific and substantial experience, in addition to the five (5) years required, which prepares one to perform the job duties may be substituted for the required education on a year for year basis.

License and/or Certificates

Valid California driver's license of the appropriate class.

Knowledge of

- Methods, materials, equipment and safety procedures utilized in the maintenance and repair of light and heavy-duty powered equipment and alternative-fueled vehicles;
- Proper use of tools and equipment including computer aided and electronic diagnostic tools;
- State-of-the art equipment maintenance methods including diagnosis, tune-up, overhaul, and repair;
- Management and supervisory principles and practices;
- Project management methods and practices;
- Budget preparation and administration principles and practices;
- Applicable Federal, State, local regulations and safety regulations as required by OSHA and other regulatory agencies;
- Hazards and generally accepted safety standards; and procedures for handling and disposing of hazardous waste;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- General City operations.

Ability to

- Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors;
- Manage the work of subordinates including coaching staff for improvement and development, training, assigning, monitoring and evaluating work performance, counseling and disciplining staff and resolving grievances;
- Develop and monitor the division budget and establish budgetary controls.
- Analyze complex issues, evaluate alternative solutions, develop sound conclusions, and recommend a course of action;
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Develop, understand, interpret laws and execute rules, regulations, policies and procedures;
- Establish and maintain effective working relationships with the City Council, public officials, other employees, staff, community organizations, and others encountered in the course of work;
- Present proposals and recommendations effectively in public meetings;
- Develop clear, concise, and comprehensive studies, reports, and agenda items;
- Communicate effectively orally and in writing;
- Ensure safety and professional work standards are met;

- Operate a computer and other office equipment.

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

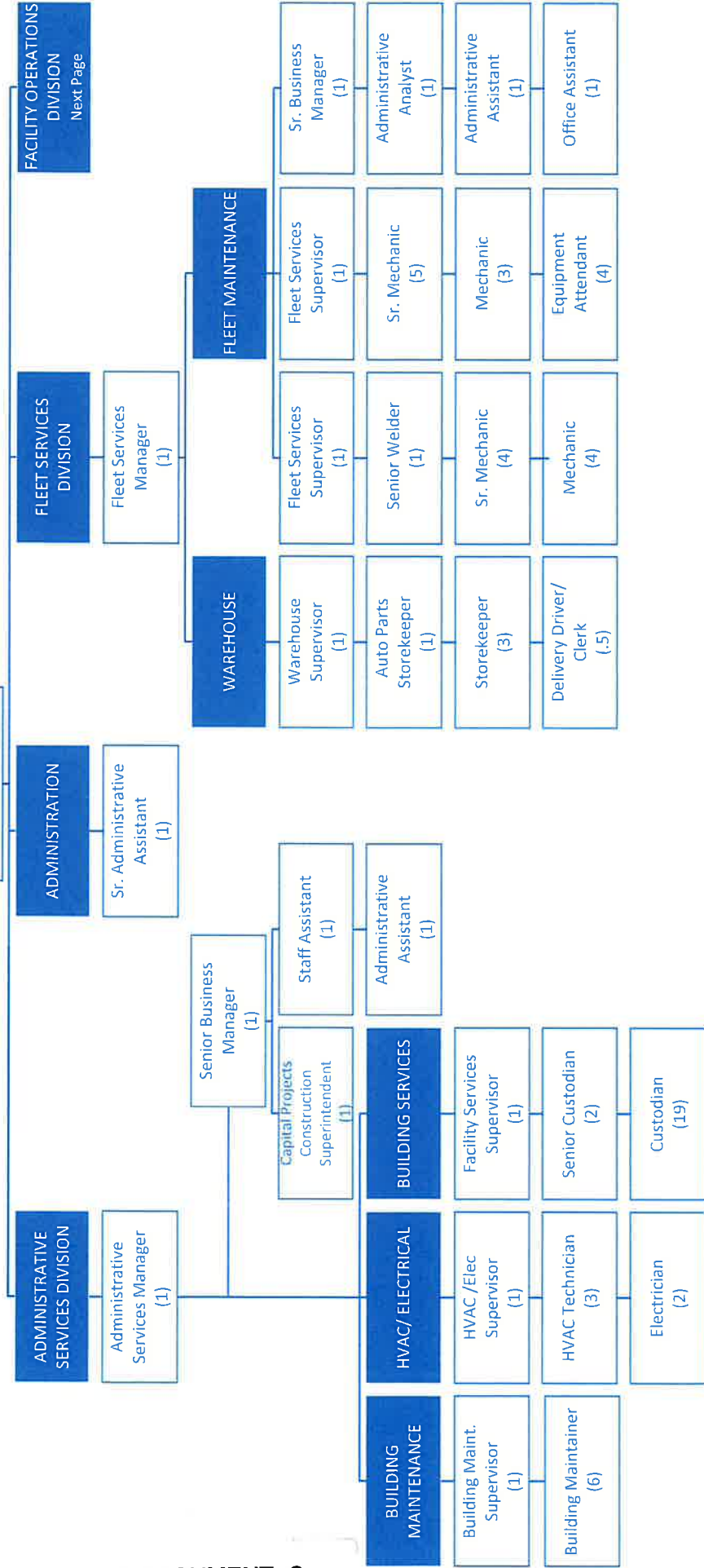
CAREER LADDER INFORMATION

Experience gained in this classification in addition to training and coursework may serve to meet the minimum requirements for promotion to General Services Director or Transit Director.

ESTABLISHED/REVISED DATE

Revised Date: February 2012

CITY OF TORRANCE
Organizational Chart
General Services Department



CITY OF TORRANCE

Organizational Chart

General Services Department

