



**Civil
Service
Commission**

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. Those who wish to speak on any matter on the agenda are asked to complete a "Speaker Information" card (available at the meeting) and relay it to the staff before leaving the meeting.

Staff reports are available for review at the Human Resources office, Civic Center Main Library and the City Clerk's Office. Direct any other questions or concerns to the Civil Service Manager at 310.618.2915. Agendas are posted on the City of Torrance Home Page www.TorranceCA.Gov

In compliance with the Americans with Disabilities Act, if special assistance is needed to participate in this meeting, please call 310.618.2915. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR 35.102-104 ADA Title II]

HOURS OF OPERATION

**Monday through Friday from
7:30 a.m. to 5:30 p.m.**

**Offices are closed alternate
Fridays.**

**TORRANCE CIVIL SERVICE COMMISSION
MONDAY, MAY 14, 2018
REGULAR MEETING
6:00 P.M.**

**CITY COUNCIL CHAMBERS – CITY HALL
3031 TORRANCE BOULEVARD
TORRANCE, CALIFORNIA 90503**

AGENDA

- 1. CALL TO ORDER**
ROLL CALL/MOTION FOR EXCUSED ABSENCE

- 2. FLAG SALUTE**

- 3. REPORT FROM STAFF ON POSTING OF AGENDA**

- 4. ORAL COMMUNICATIONS #1 (Limited to a 30 minute period)**
Comments on this portion of the agenda are limited to items not on the agenda and to no longer than three (3) minutes per speaker. Under the provisions of the Brown Act, the Commission is prohibited from taking action or engaging in discussion on any item not appearing on the posted agenda.

- 5. CONSENT CALENDAR**
5A. Approve Civil Service Commission Minutes: April 09, 2018 and April 23, 2018(*Minutes provided to Commission members only, copies available in the Personnel Building*)
5B. Approve the Examination for General Services Director
5C. Approve the Examination for Senior Library Page
5D. Approve the Examination for Street Operations Manager
5E. Approve the Examination for Water Operations Supervisor

- 6. ADMINISTRATIVE MATTERS**
No business to consider

- 7. APPEALS**
No business to consider

- 8. HEARING**
No business to consider

- 9. ORAL COMMUNICATIONS #2**
Comments on this portion of the agenda are limited to items not on the agenda and to no longer than three (3) minutes per speaker. Under the provisions of the Brown Act, the Commission is prohibited from taking action or engaging in discussion on any item not appearing on the posted agenda.

- 10. ADJOURNMENT**
10A. Adjournment of Civil Service Commission meeting to Monday, June 11, 2018.

ROLL CALL: Lewis, Montoya, Sheikh, Skoll, Wood, Wright, Shwarts

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR GENERAL SERVICES DIRECTOR

RECOMMENDATION

Recommendation of the City Manager that the Civil Service Commission recommend to the City Council the following actions to fill the vacancy of General Services Director:

- 1) Conduct a promotional examination if a minimum of eight City employees apply and meet the requirements for the position;
- 2) Conduct an open examination if less than eight qualified employees apply; and
- 3) Conduct an examination to consist of a Supplemental Application/Accomplishment Survey (Qualifying) and an Oral Interview (weighted 100%).
- 4) Approval for a one-year eligible list.

SALARY

\$12,275 (Minimum) - \$14,731 (Reference) - \$16,941(Maximum) per month.

BACKGROUND/ANALYSIS

There is no current eligible list for the classification of General Services Director. Director Ballew has announced her intent to retire effective July 20, 2018, creating an immediate need to conduct an examination for General Services Director.

Torrance Municipal Code Section 14.1.29 provides that examinations to fill department head vacancies can be either open or promotional as determined by the City Council after a recommendation by the Civil Service Commission. Staff estimates that there are a sufficient number of City employees that meet the requirements for this position; however, should less than eight qualified employees apply, then it is requested that the examination be conducted on an open competitive basis.

The class specification has been reviewed and appropriately reflects the requirement of the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of the attached class specification.

The previous examination in 2001 was weighted as follows: Supplemental Application/
Accomplishments Survey (Qualifying) and 100% Oral Interview. There will be no change to the
exam types and weights.

Respectfully submitted,
LEROY J. JACKSON
City Manager

By 
Kirsten D. Rowe
Human Resources Administrator

CONCUR:


Kelli Lee
Civil Service Manager


LeRoy J. Jackson
City Manager

Attachment: A) Torrance Municipal Code Section 14.1.29
B) General Services Director Class Specification

TORRANCE MUNICIPAL CODE

CHAPTER 4

CIVIL SERVICE AND PERSONNEL

(Added by O-213; Amended by O-249; O-326; O-430; O-435; O-482; O-487; O-488; O-698; O-724; O-1056; O-1098; O-1230; O-1474; O-1784; O-1886; O-1981; O-1994; O-1995; O-1996; O-1997; O-2043; O-2081)

ARTICLE 1 - CIVIL SERVICE

14.1.29 TYPE OF EXAMINATIONS.

(Added by O-1751; Amended by O-1783; O-3457)

The Civil Service Board shall determine in advance of every examination whether such examination shall be a promotional examination or an open examination or an open and promotional examination; provided, however, that an examination for a department head shall be either a promotional examination or an open examination and such determination shall be made by the City Council after recommendation by the Board. Such determination shall be recorded in the minutes of the Board and the City Council, as the case may be.

Applicants to take a promotional examination for a department head position must be actually in the City employ at the time of the examination and have completed six (6) months of actual service in either a permanent civil service position or a non-civil service position.

GENERAL SERVICES DIRECTOR

Definition

Under general administrative direction, plans, organizes, and directs the operations of the General Services Department. The operations include the management of the maintenance and repair of city facilities, property management functions for Cultural Arts Center facilities and the airport facilities, management of fleet services and the warehouse, and the management of reprographic and mail distribution services. Represents the Department to the City Council and the community, and performs related work as directed.

Distinguishing Characteristics

The General Services Director is distinguished from other department heads in the specific areas of responsibility as described in the Definition section and is distinguished from Division Heads and supervisors in that the incumbent is responsible for managing the entire department rather than a specific division or section. The incumbent is directly responsible to the City Manager for the performance of duties. Work is accomplished within a broad framework, with sole authority and responsibility for a broad service area. Discretion is involved in applying goal and policy statements and in resolving complex organizational and service delivery problems.

Supervision Exercised/Received:

Receives general administrative direction from the City Manager; exercises direct supervision over Division Managers, professional-level positions and office support personnel.

Examples of Essential Duties

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

- Directs the operations of the General Services Department, which includes management of the maintenance and repair of City facilities, property management for the Cultural Arts Center facilities and airport facilities, management of the repair and servicing of vehicles and equipment, and management of the warehouse and management of reprographic and mail distribution services.
- Plans, organizes, directs, and evaluates the performance of managers and their assigned staff.
- Provides leadership and works with managers to develop and retain highly competent staff through selection, compensation, training and management practices which support the City's mission and values.
- Approves the development of long range maintenance and preventive maintenance schedules for City facilities, structures and equipment.
- Coordinates the development of contracts with outside agencies to perform certain on-going and one-time maintenance projects.
- Reviews and approves the analysis of bids and the preparation of necessary reports and preparatory procedures to the awarding of bids.
- Reviews, edits and approves technical reports, correspondence, agenda material and staff recommendations for City Council.
- Directs the preparation of the Department budget and monitors expenditures in accordance with the City Charter and City ordinances.
- Represents the Department in administrative hearings and participates in the grievance process as appropriate.

Examples of Other Duties

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

- Performs related duties as required.

Qualification Guidelines

Knowledge of:

- Management, supervisory and personnel principles and practices including selection, training, evaluation and discipline.
- Principles and practices of building maintenance and repair, including custodial related maintenance.
- Cost analysis and the budget process and preparation in a public agency.
- Principles and practices used in a reprographics operation.
- Methods, principles and procedures used in the management and operation of public facilities.
- Project management practices and methods.
- Management and supervisory principles and practices.
- Employee relations including the meet and confer process, grievance procedures and contract interpretation and administration.
- Hazards and generally accepted safety standards.
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- General City operations.

Ability to:

- Plan, organize and direct the activities of the department staff including selection, training, counseling, discipline and processing of grievances.
- Monitor and coordinate diverse maintenance activities.
- Monitor a preventive maintenance program.
- Make effective formal presentations at City Council meetings, Commission meetings, and public functions.
- Analyze problems and make sound recommendations.
- Communicate effectively both orally and in writing.
- Prepare, coordinate and administer the department budget.
- Establish and maintain effective working relationships with the City Council, public officials other department heads, staff, private and community organizations, and other encountered in the course of work.
- Manage the rental and leasing procedures for public facilities.
- Interpret and apply Memoranda of Understanding, City ordinances, and administrative rules and regulations affecting departmental operations and personnel matters.
- Understand applicable Federal and State laws and regulations.
- Keep abreast of current development in legislation and trends, which may effect the City and/or Department.
- Utilize a computer and other office equipment.

License or Certificate:

None required.

Education and Experience:

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

Graduation from a college or university with a bachelor's degree in public administration, business administration or a closely related field; and six years of progressively responsible experience in public administration, which includes at least three of the following areas: 1) property management and leasing; 2) budget preparation and administration; 3) customer service oriented programs; 4) contract administration 5) building maintenance and repair or 6) vehicle and equipment maintenance and repair. At least three of the years must include management responsibility for a major function or division.

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 use standard office equipment. Tasks require visual perception and discrimination, as well as oral communications ability; may require the ability to operate a motor vehicle. Tasks regularly performed without exposure to adverse environmental conditions.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SENIOR LIBRARY PAGE

RECOMMENDATION:

Recommendation of the Human Resources Administrator that your Honorable Body approve conducting the Senior Library Page examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (50%) and an Oral Interview (50%). Staff is requesting approval for a one year eligible list.

SALARY:

\$11.00 - \$11.25 - \$12.23 - \$12.55 - \$13.19 per hour.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Senior Library Page. There are vacancies due to promotions.

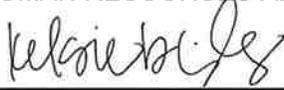
The class specification has been reviewed and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached class specification.

The previous examination in 2016 was weighted as follows: Written Test (40%), Performance Test (30%) and Oral Interview (30%). After analyzing the needs of the Department, it was determined that the Keyboarding Performance Test required on the 2016 ordering did not provide the best means of testing the knowledge and skills required at the time of entry; therefore, supplemental questions will be added to the application process in order to gauge the knowledge and skills that will be present at time of entry. The following weightings are more appropriate for this exam: Application Review (Qualifying), Written Test (50%) and an Oral Interview (50%).

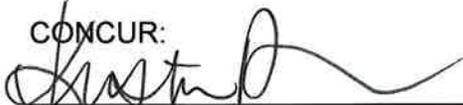
Due to multiple vacancies within the Division, an open recruitment is recommended.

Respectfully submitted,

KIRSTEN D. ROWE
HUMAN RESOURCES ADMINISTRATOR

By 
Kelsie B. Winders
Human Resources Analyst

CONCUR:


Kirsten D. Rowe
Human Resources Administrator


Kelli Lee
Civil Service Manager

Attachment: A) Senior Library Page Class Specification

5C



LIBRARY PAGE, SENIOR

Class Code:
0620

Bargaining Unit: Torrance Library
Employees Association

CITY OF TORRANCE
Revision Date: Sep 1, 2015

SALARY RANGE

\$11.00 - \$13.19 Hourly
\$1,906.67 - \$2,286.27 Monthly
\$22,880.00 - \$27,435.20 Annually

DEFINITION:

Under immediate supervision, carries out routine library clerical and processing duties; provides basic customer service; and does related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Senior Library Page is the entry/journey level class in the Library support series. This class is distinguished from the Library Page in scope and complexity of work and the use of independent judgment within appropriate guidelines and is distinguished from Library Technician by education and experience requirements, and the ability to be left in charge of a work unit.

Receives direct supervision from a designated Senior Librarian, Librarian or Senior Library Technician. May provide training and orientation to Library Pages.

EXAMPLES OF ESSENTIAL DUTIES:

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

ALL POSITIONS

- Assists the public by using the Integrated Library System to check out and discharge returned materials and receive fines and fees;

- Receives and processes newspapers and magazines and places them out for public use; properly discards old issues;
- Assist with packaging materials to be shipped to other libraries or location;
- Completes basic repair to library materials, utilizing repair tools and machinery;
- Provides basic explanation of library programs and services;
- May receive and process newspapers and magazines and places them out for public use; properly discards old issues;
- May research or prepare order supplies and maintains inventory as requested;
- May remove materials from book drops and place them on book trucks; pushes and pulls book trucks to move materials in preparation for sorting and shelving;
- May sort and shelve books, audiovisual media, and other library materials in alphabetical and numerical order;
- May deliver and sort interdepartmental mail;
- May assist with library programs or meetings by performing duties such as preparing or setting up materials, counting participants, handing out materials, and clean-up.

Library Delivery Driver

- Drives van to branch libraries, post office, city hall and related places to deliver and pick up books and materials.

MINIMUM QUALIFICATION GUIDELINES:

Education and Experience

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

High School Diploma or equivalent; and one year of library experience.

License or Certificate

A valid California class C driver's license is required when assigned to a Library Delivery Driver position or when substituting for the Library Delivery Driver.

Knowledge of

- Filing records or materials in alphabetical order;
- Filing records or materials in library classifications – including Dewey Decimal System and cutter numbers;
- Basic arithmetic calculations, use of a cash register, and making change;
- Basic library material repair;
- Basic keyboarding and use of a personal computer;
- Practices and procedures of modern library operations, including use of an integrated library system, use of internet or online resources, cataloging, ready reference;
- Customer relations and public relations techniques, including telephone etiquette;
- City policies and procedures affecting library operations;
- City and department mission, including strategic goals and objectives;
- General City operations.

Ability to

- Follow oral and written instructions;
- Arrange material in alphabetic or numeric order;
- Maintain effective working relationships with the public and fellow employees;
- Use an Integrated Library Systems;
- Use a personal computer and basic office/library computer applications.

SPECIAL REQUIREMENTS:

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

Positions in this classification perform a wide range of physical motions, which may include routine and repetitive bending, reaching, pushing, moving and carrying library materials. May require the ability to climb up ladders or step stools. Independently lift and carry books weighing up to 10 lbs. Independently move boxes or other materials or equipment weighing up to 10 lbs. from one location to another.

Positions in this classification may be required to work evenings and weekends.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Library Technician.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR STREET OPERATIONS MANAGER

RECOMMENDATION:

Recommendation of the Human Resources Administrator that your Honorable Body approve conducting the Street Operations Manager examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (50%) and Oral Interview (50%). Staff is requesting approval for a one year eligible list.

SALARY:

\$9,685 (Minimum) – \$11,622 (Reference) – \$13,365 (Maximum) per month.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Street Operations Manager. There will be one vacancy due to retirement of the incumbent.

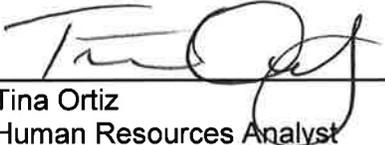
The class specification has been reviewed and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached class specification.

The previous examination in 2006 was weighted as follows: Application Review (Qualifying) Performance Test (50%) and Oral Interview (50%). There will be no change to the exam types and weights.

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

Respectfully submitted,

KIRSTEN D. ROWE
HUMAN RESOURCES ADMINISTRATOR

By 
Tina Ortiz
Human Resources Analyst

CONCUR: 

Kirsten D. Rowe
Human Resources Administrator



Kelli Lee
Civil Service Manager

Attachment: A) Assistant Building Regulations Manager Class Specification

5D



STREET OPERATIONS MANAGER

Class Code:
5302

Bargaining Unit: Executive &
Management Employees

CITY OF TORRANCE
Revision Date: Aug 26, 2016

SALARY RANGE

\$11,393.00 Monthly
\$136,716.00 Annually

DEFINITION:

Under general direction, manages the maintenance of roadway and sidewalk surfaces, storm water retention basins within the City, and traffic control devices, signage and striping along airport roadways, taxi-ways, runways and general airfield maintenance; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Street Operations Manager is distinguished from the Deputy Public Works Director in that the incumbent is not responsible for managing multiple divisions in the Public Works Department. Distinguished from section supervisors in that the incumbent is responsible for a division of the department. 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 Deputy Public Works Director, provides direct supervision to supervisory and support staff.

EXAMPLES OF ESSENTIAL DUTIES:

Attachment A

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

- Develops, implements and evaluates division plans, policies, and procedures to achieve annual goals, objectives, and work standards;
- Plans, assigns, and directs through supervisors, the maintenance of roads, sidewalks, bridges, and traffic control devices;
- Develops and monitors the division budget and establishes budgetary controls including estimation of funds required for road maintenance and equipment requirements for street traffic control and related devices such as signals, signs, striping and storm water retention needs;
- Manages private contractors involved in the maintenance of roads and sidewalks;
- Manages the work of staff including; coaching staff for improvements and development, training, assigning reviewing and evaluating work performance, coordinating activities, maintaining standards, allocating personnel, selecting new employees, acting on employee problems and recommending employee discipline;
- Administers safety and training programs;
- Inspects roads to determine need for repair; performs field inspections of maintenance projects;
- Prioritizes repair and maintenance of sidewalks, medians, roads, streets and highways;
- Coordinates various phases of maintenance projects;
- Prepares and/or reviews correspondence;
- Acts as division liaison with internal and external teams, committees, along with outside agencies including local and State officials, utility companies, the community and other interested groups;
- Coordinates projects with other City departments and agencies;
- Stays abreast of current developments in legislation and trends, which may affect the City and/or division;
- Implements and maintains Federal, State and local mandates;
- Prepares reports and recommendations for City Council and commission agenda items;
- Attends and conducts meetings as required.

Examples of Other Duties

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

- Receives and responds to public inquiries and requests for information and assistance and takes appropriate action to resolve problems;
- Develops and reviews reports and other documents submitted by subordinates;
- Performs related duties as required.

MINIMUM QUALIFICATION GUIDELINES:

Experience and Education

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

An Associate's degree with a concentration in public works construction management, public or business administration or a related field and seven (7) years progressively responsible experience in road maintenance work and/or traffic and lighting controls which includes at least two (2) years of management or supervisory experience.

License and/or Certificate

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

Knowledge of

- Methods, materials, equipment and operating practices in the construction and maintenance of sidewalks, roadways and related infrastructure, including principles and practices of traffic control;
- Project management methods and practices;
- Management and supervisory principles and practices;
- Budget preparation and administration principles and practices;
- Applicable Federal, State and local regulations;
- High quality customer service methodology and principles;
- Safety regulations as required by OSHA and other regulatory agencies;
- Hazards and generally accepted safety standards;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- General City operations.

Ability to

- Evaluate, develop and implement division policy and programs to improve operations;
- Develop and monitor the division budget and establish budgetary controls;
- Negotiate project or maintenance contracts on behalf of the division;
- Analyze complex issues, evaluate alternative solutions, develop sound conclusions, and recommend a course of action;
- 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;
- Plan, organize, assign, coordinate and manage the activities of outside contractors;
- 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 department heads, staff, private 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;
- Prepare and monitor a preventative maintenance program;
- Read and interpret plans and specifications;
- 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 data entry and the use of calculators and a computer keyboard. Tasks require sound and visual perception and discrimination, as well as oral communications ability. The employee works under typical office conditions with a quiet work environment about half the time. The remaining time is spent in the field around machinery and vehicles that may expose the employee to loud noise.

Revised Date: October 2005

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR WATER OPERATIONS SUPERVISOR

RECOMMENDATION:

Recommendation of the Human Resources Administrator that your Honorable Body approve conducting the Water Operations Supervisor examination on an open continuous basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (weighted 30%), Performance Test (30%) and an Oral Interview (40%). Staff is requesting approval for a six month eligible list.

SALARY:

\$36.42-\$28.24-\$40.15-\$42.17-\$44.27-\$46.48-\$48.81 per hour

BACKGROUND/ANALYSIS:

The eligible list for the classification of Water Operations Supervisor has expired. There is one vacancy due to retirement of the incumbent.

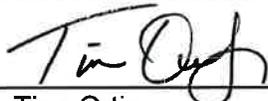
The class specification has been reviewed and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached Class Specification.

The previous examinations in 2017 and 2014 were weighted as follows: Application Review (qualifying), Written Exam (30%), Performance Exam (30%), and an Oral Interview (40%) is recommended. There will be no change to the exam types and weights.

This is a classification that is hard-to-fill due to the certifications necessary for the position; therefore, an open continuous recruitment is recommended.

Respectfully submitted,

KIRSTEN D. ROWE
HUMAN RESOURCES ADMINISTRATOR

By 
Tina Ortiz
Human Resources Analyst

CONCUR:


Kirsten D. Rowe
Human Resources Administrator


Kelli Lee
Civil Service Manager

Attachment: A) Equipment Attendant Class Specification

5E



WATER OPERATIONS SUPERVISOR

Class Code:
5314

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Established Date: Sep 1, 1998
Revision Date: Mar 1, 2017

SALARY RANGE

\$36.42 - \$48.81 Hourly
\$6,312.80 - \$8,460.40 Monthly
\$75,753.60 - \$101,524.80 Annually

DEFINITION:

Under direction, schedules and supervises the construction, maintenance and repair of the City's water system, water meters and other water facilities, the reading of meters, monitors water supply and distribution and ensures high level of water quality standards; is designated as a Shift Operator; establishes and maintains effective customer relations; performs inspections of water construction projects; supervises subordinate technical personnel; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Water Operations Supervisor is the supervisory level class in the water series. Water Operations Supervisor is distinguished from the Water Operations Superintendent in that the incumbent is designated a Shift Operator and does not have responsibility over the entire section. Water Operations Supervisor is distinguished from the Water System Operator III in level of supervision exercised and the level and scope of responsibility exercised and expertise required. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and in applying concepts, plans and strategies, which may require non-traditional methods to achieve established goals and objectives. Work is judged primarily on overall results; work requires the development of recommendations consistent with directives, policies and regulations.

Attachment A

Receives direction from the Water Operations Superintendent; exercises direct supervision over lower-level technical personnel.

EXAMPLES OF ESSENTIAL DUTIES:

The following duties represent the principal job duties; however, they are not all-inclusive. Other duties may be required and assigned:

- Plans, schedules and supervises subordinate personnel in the construction, maintenance and repair of City water system including water production distribution, storage, pumping, treatment and meter facilities.
- Plans, schedules and supervises subordinate personnel in the areas of customer service including water quality and meter reading.
- Inspects field work in progress for compliance with policies, procedures, safety guidelines, schedules and work specifications.
- Ensures the availability of adequate and properly working equipment and tools.
- Conducts training and safety meetings.
- Assists in designing new water system projects.
- Supervises subordinate technical staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed.
- Acts in the absence of Water Operations Superintendent as the Chief Operator for the City.
- Keeps abreast of new technology and methods related to water operations.
- Receives and resolves customer relations' problems.
- Investigates customer billing discrepancies, coordinates investigations and corrective action with utility billing staff.
- Coordinates repair work with other departments as required.
- Assists in the preparation of the division budget.
- Prepares technical reports and diagrams, status reports, correspondence, etc. as required.
- Responds to emergency calls during work and after normal working hours.
- Consults with and monitors the work of contractors to ensure the protection of water mains, valves, etc., during construction work throughout the City.
- Coordinates inspections and related activities with contractors, utility personnel, consultants and various City staff.
- Oversees underground alert service.
- Prepares billing statements.
- Collects, maintains and analyzes data related to water revenues, water production and consumption.
- Represents the Water Department in water billing appeal hearings.
- Monitors and administers fines for illegal hydrant connections.
- Monitors Supervisory Control and Data Acquisition (SCADA) as needed.

- Maintains accurate records and prepare technical reports and diagrams, status reports, field logs, requisitions, etc. as required; enter information into computer.

Examples of Other Duties

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

- Attends various staff meetings as required;
- Performs related duties as required.

MINIMUM QUALIFICATION GUIDELINES:**Education and Experience**

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

Equivalent to a high school diploma; coursework in water utility science as required for the Water distribution certification; and five (5) years of progressively responsible experience in water operations, maintenance and repair work; at least one (1) of which must have been in a supervisory or lead capacity.

License and/or Certificates

Must possess and maintain the following:

- An appropriate, valid California driver's license;
- State Water Resource Control Board Water Treatment Plant Operator License, Grade 2; and
- State Water Resource Control Board Water Distribution Operator License, Grade 5.

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Grade 5 Distribution Certification is required to be designated as Chief Operator in the absence of the Water Operations Superintendent.

Should the City's designation level as a Treatment or Distribution facility change, incumbents will be expected to attain the appropriate designation within 12 months of the notification by the State of California.

Cross-Connection Control Specialist Certificate must be obtained prior to the completion of probation.

Possession of a Water Utility Science Certificate is highly desirable.

Knowledge of

- Hydraulic and mechanical operations as applied to the operation of water production, storage and distribution systems;

- Accepted methods of repair, rehabilitation and operation of water supply and distribution system facilities;
- Materials, tools and equipment used in the installation, maintenance and repair of water systems and system facilities;
- Physical and technical aspects of water distribution systems, including water quality, cross-connection control, operations and maintenance;
- Methods and practices of inspection as applied to the operation of water production, storage and distribution systems;
- Principles of supervision and employee relations;
- Principles of customer relations;
- Rules and regulations affecting municipal water departments;
- Meter reading and billing practices;
- General City operations.

Ability to

- Plan, assign, supervise and evaluate the activities of subordinate staff;
- Communicate effectively orally and in writing;
- Maintain accurate records of time, materials and equipment;
- Establish and maintain effective relationships with employees, other City departments, representatives from other agencies, contractors, consultants and the public;
- Perform computations using variables and formulas; take measurements; compute percentages, ratio and proportion; interpret graphs;
- Determine quality of materials and workmanship through inspection;
- Operate office and other equipment including a computer, calculator, copier, diagnostic equipment and various tools, etc;
- ?Understand and carry out oral and written directions;
- Read and understand technical reports, drawings, specifications, etc.

SPECIAL REQUIREMENTS:

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

Requires the ability to perform field work involving exertion of a moderate amount of physical effort to stoop, crouch and lift in the performance of duties; ability to perform duties in a safe manner; sufficient hand/eye coordination to perform semi-skilled repetitive movements such as adjusting and operating equipment and using office equipment and supplies; ability to drive motor vehicles. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions including exposure to dust, noise, heat or cold, toxic agents and chemicals, and performing work in confined spaces.

CAREER LADDER INFORMATION:

Experience gained in this classification would serve towards meeting the minimum requirements for promotion to Water Operations Superintendent.

ESTABLISHED/REVISED DATE:

Revised Date: March 2017

Re-Title & Revision Date: February 2016