



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
Friday.**

Brianne King

TORRANCE CIVIL SERVICE COMMISSION MONDAY, OCTOBER 07, 2019 ADJOURNED 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: September 09, 2019 and September 23, 2019. (Minutes provided to Commission members only, copies available in the Personnel Building)
 - 5B. Approve the Examination for Human Resources Analyst
 - 5C. Approve the Examination for Office Assistant (Part-Time) – City Manager's Office
6. **ADMINISTRATIVE MATTERS**
No business to consider
7. **APPEALS**
No business to consider
8. **HEARING**
 - 8A. Appeal of Termination Filed by Public Safety Dispatcher
Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.
9. **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, October 14, 2019.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR HUMAN RESOURCES ANALYST

RECOMMENDATION:

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

SALARY:

\$33.08 - \$34.73 - \$36.50 - \$38.28 - \$40.21 - \$42.24 - \$44.35 - \$46.56 - \$48.89 per hour.

BACKGROUND/ANALYSIS:

The Civil Service Commission approved the examination for the classification of Human Resources Analyst on June 24, 2019. The examination process was completed and an eligible list with two candidates was approved by the Civil Service Manager on September 26, 2019. One of the candidates has frozen their name on the current eligible list, leaving one name on the eligible list at this time. The Human Resources Division is requesting an open continuous examination process in order to be provided additional names per Municipal Code Section 14.17.3.

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

The previous examinations within the last three years were weighted as follows: Application Review (qualifying), Written Test (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 continuous recruitment is recommended.

Respectfully submitted,

ARAM CHAPARYAN
INTERIM HUMAN RESOURCES ADMINISTRATOR

CONCUR:

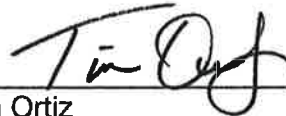


Aram Chaparyan
Interim Human Resources Administrator



Brianne King
Civil Service Manager

By



Tina Ortiz
Senior Human Resources Analyst



HUMAN RESOURCES ANALYST

Class Code:
1317

Bargaining Unit: Certain Full-Time
Salaried and Hourly Employees

CITY OF TORRANCE
Established Date: Feb 1, 1999

SALARY RANGE

\$33.08 - \$48.89 Hourly
\$5,733.87 - \$8,474.27 Monthly
\$68,806.40 - \$101,691.20 Annually

DEFINITION:

Under direction, performs professional level work in one or more personnel functions and human resources programs including classification and compensation, employee relations, benefits, training and professional development and recruitment and selection; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This classification encompasses the entry/journey level to the senior level. Assignments at the entry/journey level are generally limited in scope and are set within procedural frameworks established by higher level positions. Work requires the incumbent to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results. As experience accrues, the incumbent performs with increasing independence.

Assignments at the senior level perform a full range of complex tasks and work under direction within a framework of established procedures. At this level, incumbents work with only occasional instruction or assistance. Work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures and guidelines, and may involve the development of recommendations consistent with directives, policies and regulations.

Receives direction from a Division Manager or Department Head and may provide functional supervision to lower-level employees, but this task is ancillary to the primary focus of the classification.

EXAMPLES OF ESSENTIAL DUTIES:

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

When assigned to entry/journey level positions:

- Conducts job analysis for classification studies, prepares revised and new class specifications and makes recommendations regarding compensation; and prepares agenda items for review and approval by the Civil Service Commission and City Council;
- Conducts compensation and benefit surveys and gathers other related information; and responds to requests for compensation and benefit information from other agencies;
- Advises employees, staff, supervisors and managers on application and interpretation of personnel policies, practices, procedures, rules, benefits, programs, and memoranda of understanding;
- Performs research, prepares reports, and recommends action on a variety of personnel and employee relations matters;
- Assists in employee benefit activities and programs and makes recommendations regarding systems and procedures;
- Conducts new employee orientation program;
- Prepares and analyzes data for negotiations with employee organizations and may participate as a member of the City management negotiating team;
- Assists in conducting investigations and makes recommendations regarding discipline and grievance matters, and harassment and discrimination complaints;
- Participates in the development, implementation, and evaluation of personnel policies and programs;
- Assists in developing and coordinating training programs for City employees;
- Conducts job analysis for selection and recruitment activities; makes recommendations regarding examination components and weights; prepares written, oral and performance tests; and conducts item analysis;
- Prepares recruitment bulletins, and develops recruitment sources and other recruiting materials;
- Instructs raters in selection policies and procedures and may conduct interviews;
- Advises employees and applicants on testing qualifications and requirements and examination procedures;
- Responds to appeals and protests by candidates or employee groups including presentation of management's recommendations to the Civil Service Commission;
- Prepares responses to Unemployment Insurance claims and may represent the City at Unemployment Insurance hearings.

In addition to the duties listed above, incumbents at the senior level perform the following:

- Represents the Department at Civil Service Commission meetings, administrative hearings and presents management's recommendations;
- Prepares and analyzes data, makes recommendations regarding personnel matters and procedures for negotiations with employee organizations and participates as a member of the City management negotiating team;
- Coordinates activities related to employee benefit programs;
- Develops written, oral, and performance tests; and conducts content and empirical validation studies;
- Coordinates and develops comprehensive training programs for City employees;
- Prepares and administers professional contracts for services and approves payment for services and use of allocated funds;
- Conducts or coordinates investigations in discipline and grievance matters, and harassment and discrimination complaints;
- Develops, implements and evaluates personnel policies, procedures and programs;
- Makes recommendations' regarding departmental systems and procedures, goals and objectives, and short and long range planning;

- May assign, review and coordinate the work of Human Resources staff; and train other staff members in a variety of areas;
- Participates as a member on interdepartmental teams and committees as required;
- Keeps abreast of current personnel principles and practices, laws and regulations, and literature.

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:

- Processes employee benefits at separation;
- Monitors performance evaluations;
- Assists in the preparation of the City newsletter;
- Participate on external committees, boards and task forces etc., as appropriate;
- Attends meetings, workshops and seminars as required or appropriate.

QUALIFICATION GUIDELINES:

Education and Experience

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

Graduation from a college or university with a Bachelor's degree in industrial/organizational psychology, public or business administration, political science, or a related field and two years of experience in one or more of the following personnel areas: classification and compensation, benefits, employee relations, recruitment and selection, training, and personnel policy and procedure development.

License and/or Certificates

None.

Knowledge of

- Principles and practices of personnel administration and employee relations including relevant legislation and case law;
- Principles and practices of public or business administration;
- Principles and practices of social science and human behavior strategies that can be used to improve organizational performance;
- Principles and practices of supervision and training;
- Employee benefit components and programs and the Public Employees Retirement System (PERS);
- Applicable local, State and Federal laws and regulations;
- Job analysis methods and techniques;
- Principles and practices of test development including written, performance and oral components of tests;
- Mathematics as applied to personnel work including calculation of percentages, averages, medians, and statistics used in testing;
- Research and report writing methods and techniques;
- Computer software applications related to data analysis and report preparation;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- Public relations and customer service techniques, including telephone etiquette;
- City and Department Mission including strategic goals and objectives;
- General City operations.

Ability to

- Collect, analyze and interpret data including classification and salary and benefit information;
- Develop and prepare clear, concise, and comprehensive studies, reports, and agenda items;
- Identify critical elements of occupations and translate those into test items;
- Perform mathematical computations including calculation of percentages, averages, medians, and apply and interpret statistics used in testing;
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Research, evaluate and recommend policies and programs to comply with state laws and regulations;
- Communicate effectively orally and in writing including making effective oral presentations to City Commissions, the City Council and other groups;
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations and the public;
- Learn and utilize new skills and information to improve job performance and efficiency;
- Exercise judgment and tact in the application of rules, regulations, policies, and procedures in dealing with others in difficult or sensitive situations;
- Shift priorities as departmental workload demands require;
- Maintain confidentiality and exercise sound judgment.

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 to another; requires sufficient hand/eye coordination to perform repetitive movements, such as typing, filing, and the use of commonly used office machines and supplies; may involve extensive VDT exposure. Tasks require visual perception and discrimination as well as oral communications ability.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Human Resources Administrator or Civil Service Administrator.

ESTABLISHED/REVISED DATE:

Revised Date: February 1999

Review Date: June 2019

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

Honorable Members:

**SUBJECT: APPROVE THE EXAMINATION FOR OFFICE ASSISTANT (PART-TIME) – CITY
MANAGER’S OFFICE**

RECOMMENDATION:

Recommendation of the Interim Human Resources Administrator that your Honorable Body approve conducting the Office Assistant (Part-Time) examination on an open basis consisting of the following exam components and weights: Written Test (weighted 50%), Oral Interview (weighted 50%), and Performance Test (Qualifying). Staff is requesting a six month eligible list.

SALARY:

\$17.74 – \$18.63 - \$19.53 - \$20.55 - \$21.56 - \$22.15 - \$22.64 per hour.

BACKGROUND/ANALYSIS:

There is one current vacancy for a part-time Office Assistant in the City Manager’s Office due to a promotion; and no current eligible list is available for part-time positions.

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.

Staff recommends conducting the examination for Office Assistant on an open basis since this is an entry level classification in the administrative series. The previous examinations in 2018 and 2017 were weighted as follows: Written Test (50%), Oral Interview (50%), and Performance Test (Qualifying). This administration will be conducted with the same exam components and weights.

Respectfully submitted,

ARAM CHAPARYAN
INTERIM HUMAN RESOURCES ADMINISTRATOR

By 
Kelli Lee
Human Resources Senior Management Associate

CONCUR:


Aram Chaparyan
Interim Human Resources Administrator


Brianne King
Civil Service Manager

Attachment: A) Office Assistant Class Specification



OFFICE ASSISTANT

Class Code:
1122

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Revision Date: Nov 1, 2014

SALARY RANGE

\$17.74 - \$22.64 Hourly
\$3,074.93 - \$3,924.27 Monthly
\$36,899.20 - \$47,091.20 Annually

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

Receives general supervision from a Supervising Administrative Assistant, Senior Administrative Assistant or a designated manager; incumbents have no responsibility for the supervision of others.

EXAMPLES OF ESSENTIAL DUTIES:

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

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

Examples of Other Duties

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

- Attends division and department meetings as required;
- Serves on various committees as appropriate;
- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- On an urgent basis, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- May perform routine clerical accounting duties such as balancing and posting payments received, verifying and entering time and leave data, entering requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit;
- May assist in updating and maintaining the web page on the City's public and intra-city websites for assigned program or work unit.

QUALIFICATION GUIDELINES:

Education and Experience

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

Graduation from high school or equivalent and one (1) year of experience performing

general clerical and customer service work requiring the use of a personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

License and/or Certificates

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

Knowledge of

- Standard office procedures and practices;
- Telephone etiquette and principles of effective public relations;
- Proper written and spoken English including spelling, grammar and punctuation;
- Basic principles of business correspondence and report preparation;
- Standard filing and record keeping methods;
- Operation of a personal computer and other standard office equipment.

Ability to

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Learn and effectively apply the policies and procedures of assigned work unit;
- Maintain attention to detail in a work environment of frequent interruptions;
- Effectively operate a computer and other standard office equipment;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated;
- Spell correctly, use proper English and accurately make basic arithmetic calculations;
- Maintain accurate files and records;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Learn City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- Learn City and Department Mission including strategic goals and objectives;
- Learn General City operations.

SPECIAL REQUIREMENTS:

Physical Requirements

On a daily basis, the essential duties of this classification require the ability to sit for extended periods of time in front of a computer screen; to walk to provide customer service and perform other office duties; to reach for files and other lightweight objects; to hear and verbally exchange information with the public, staff and others on the phone and in the office; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to see sufficiently to perform assignments; and to effectively use a telephone, computer keyboard and other office equipment. Frequently, the essential duties of this classification require the ability to stoop and kneel; and occasionally, to climb stairs and to lift, carry push and pull objects weighing up to 15 pounds.

Work Environment

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

CAREER LADDER INFORMATION:

Experience gained in the classification of Office Assistant may serve to meet minimum qualifications for promotion to the Administrative Assistant.

ESTABLISHED/REVISED DATE:

Revised Date: October 2014