



**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 14, 2019
REGULAR MEETING
6:00 P.M.**

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

A G E N D A

- 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 the Examination for Information Technology Specialist
5B. Approve the Examination for Storekeeper
- 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 28, 2019.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY SPECIALIST

RECOMMENDATION:

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

SALARY:

\$29.56 - \$31.01 - \$32.57 - \$34.20 - \$35.91 - \$37.69 - \$39.58 per hour

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Information Technology Specialist. There is currently one vacancy due to promotion.


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 Qualification Guidelines section of attached Class Specification.

The previous examinations in 2018 and 2017 were weighted as follows: Application Review (qualifying), Performance Test (50%) and an 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,

ARAM CHAPARYAN
INTERIM HUMAN RESOURCES ADMINISTRATOR

By 
Myisha Phillips
Human Resources Analyst

CONCUR:


Aram Chaparyan
Interim Human Resources Administrator


Brianne King
Civil Service Manager



INFORMATION TECHNOLOGY SPECIALIST

Class Code:
1517

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Oct 1, 2014

SALARY RANGE

\$29.56 - \$39.58 Hourly
\$5,123.73 - \$6,860.53 Monthly
\$61,484.80 - \$82,326.40 Annually

DEFINITION:

Under direction, installs and maintains computer systems, networks and related equipment; conducts training and develops training materials, administers the City's network infrastructure and information systems, and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Information Technology Specialist is the entry-level class in the information technology series. Incumbents are distinguished from the Information Technology Analyst in that the IT Specialist is not primarily responsible for City-wide major applications, and does not act as a project manager. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate actions within 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.

Information Technology Specialists receive direction from the Information Technology Manager or higher-level information technology staff.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Performs system and network administration and functions such as, user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades.
- Provides project recommendations and input for implementation strategies.
- Assists in the planning and coordination of software and applications upgrades.
- Installs, upgrades, and configures personal computers and peripherals including modems, printers, disk drives, memory and other system boards, keyboards, and monitors;
- Securely integrates City systems with outside entities using various communication links.
- Monitors systems and peripheral equipment, system processing and error listings to maintain control of hardware and software malfunctions.
- Assists with HTML and Web development and in the maintenance of the City's Internet and intranet web sites.
- Responds to trouble calls, analyzes problems with software and hardware and takes appropriate action to correct problems.
- Assists users with computers, network, and application related issues and may provide training in areas such as database, security and LAN administration.
- Conducts individual and group training sessions, demonstrates computer programs and explains program and training objectives.
- Analyzes user training needs and develops computer based training or selects the appropriate applications.
- Develops, prepares and evaluates training program outlines, training manuals, instructions, reference manuals and other materials for various computer programs in use by the City; and prepares documentation materials as required.
- Prepares course training schedules, and reports based on user participation.
- Provides training in City procedures as they relate to computerized applications.

Examples of Other Duties

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

- Supports older technology during the transition phases.
- Monitors and distributes helpdesk calls.
- Assists with report programming.
- Tests new equipment, software, or technologies.
- Replaces data communications equipment when needed.
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

Two years of technical experience performing a full range of computer support and networking activities including software and hardware installation, applications support, trouble-shooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems or software currently in use by the City and graduation from a recognized two-year college with an AA degree in computer science or a related field.

Licenses and/or Certificates

Certification as a Microsoft Certified Systems Engineer (MCSE) is desirable. MCSE certification must be related to products and versions currently in use by the City.

Knowledge of

- Computers and peripheral equipment including operating systems and basic operations functions, system and memory configurations and software currently in use by the City.
- Operation of local area networks (LAN) and wide area networks (WAN).
- Computer programming in languages currently in use by the City of Torrance.
- Data processing terminology.
- Data communications equipment and networks.
- Safety precautions necessary when working in a data processing environment.
- Methods, materials and equipment used for installing and cleaning computers and peripheral equipment.
- Proper English usage, spelling, grammar and punctuation.
- City policies and procedures affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State and Federal laws and regulations.

Ability to

- Install, operate, configure, diagnose and repair computers, related software and peripheral equipment.
- Monitor activity and components of data communications network.
- Detect software and hardware malfunctions and regulate the quality of printed output.
- Load and unload magnetic media on tape and disk drives.
- Determine users needs and problems, understand program requirements and develop effective solutions.

- Prepare documentation materials using proper spelling, grammar and punctuation.
- Read and understand software documentation and present technical concepts and procedures.
- Assist in the preparation of program estimates and meet deadlines.
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Shift priorities as departmental workload demands require.
- Clearly and concisely communicate orally and in writing to non-technical audience.
- Follow oral and written instructions accurately.
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.

SPECIAL REQUIREMENTS:

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

Requires the ability to perform installation 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; ability to lift objects up to 50 lbs.; sufficient hand/eye coordination to perform repetitive movements such as installing and setting up computer equipment and using office equipment and supplies. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions such as performing work in confined spaces.

The duties of this position may require the employee to be available at times other than regularly scheduled work hours to perform system back-ups and to assist in resolving operational problems.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Information Technology Analyst.

ESTABLISHED/REVISED DATE:

Revised Date: October 2014

Reviewed Date: May 2019

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR STOREKEEPER

RECOMMENDATION:

Recommendation of the Interim Human Resources Administrator that your Honorable Body approve conducting the Storekeeper examination on an open basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (40%) and an Oral Interview (60%). Staff is requesting approval for a one year eligible list.

SALARY:

\$20.26 - \$21.29 - \$22.35 - \$23.46 - \$24.64 per hour

BACKGROUND/ANALYSIS:


There is no current eligible list for the classification of Storekeeper. There will be one vacancy due to resignation.

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 Qualification Guidelines section of attached Class Specification.


The previous examinations in 2017 and 2014 were weighted as follows: Application Review (qualifying), Written Test (40%) and an Oral interview (60%). There will be no change to the exam types and weights.

Respectfully submitted,

ARAM CHAPARYAN
INTERIM HUMAN RESOURCES ADMINISTRATOR

By 
Myisha Phillips
Human Resources Analyst

CONCUR:


Aram Chaparyan
Interim Human Resources Administrator


Brianne King
Civil Service Manager

Attachment: A) Storekeeper Class Specification

5B



STOREKEEPER

Class Code:
1152

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Sep 1, 2017

SALARY RANGE

\$20.26 - \$24.64 Hourly
\$3,511.73 - \$4,270.93 Monthly
\$42,140.80 - \$51,251.20 Annually

DEFINITION:

Under general supervision receives, checks, stores, issues, and maintains inventories of equipment, materials and supplies; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Storekeeper is distinguished from Auto Parts Storekeeper in that the incumbent is not primarily responsible for receiving, checking, storing, issuing and maintaining inventories of vehicular related equipment, materials and supplies. Storekeeper is distinguished from Buyer in that the incumbent is not responsible for performing professional level duties by purchasing and sourcing of materials supplies, equipment and services for multiple City Departments.

Receives direction from the Warehouse Supervisor, or other higher level supervisory staff in assigned department/division.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Receive, inspect and accept a variety of materials, equipment and supplies delivered to a City department;
- Fills out appropriate inventory control records and places material in appropriate storage shelf or bin;
- Issues requisitioned material or supplies to department personnel and maintains inventory records in accordance with established policy and procedures;
- Monitors inventory supply levels and reorders when levels are low;
- Performs inventory of supplies and materials; including providing security for the inventory;
- Maintain logs and records of materials received, issued and in stock;
- Reconciles City issued purchasing card billing statements;
- Enter data into computer inventory system;
- Uses an Electronic Data Processing (EDP) inventory control and purchase order system;
- Directs or assists in the maintenance of a perpetual inventory of stock;
- Disposes of obsolete/surplus equipment or materials in accordance with established policies and procedures;
- Maintains shelves and goods in clean and orderly condition;
- Places orders with established sources to replenish issued inventory items as required;
- Establishes sources/vendors for supplies for a specific department.

Examples of Other Duties

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

- Attends division and department meetings as required;
- May create inventory levels for both supplies and parts and reorders when levels are low;
- May perform minor refurbishment of stock shelf inventory or routine maintenance including disassembly and cleaning of items being taken from service prior to being placed in storage;
- Perform related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

Formal or informal education which ensures the ability to read and write at a level necessary for successful job performance and one year of experience in receiving, storing, or issuing stock.

Computer operation experience related to inventory control is desirable.

License and/or Certificates

Valid California Class C Drivers' License. Must obtain a Forklift Operator Certification within one year of hire.

Knowledge of

- Principles of storekeeping and requisitioning;
- Methods of receiving, storing, issuing, maintaining and keeping records of materials, supplies and equipment;
- Principles of recordkeeping and billing procedures;
- Effective customer service techniques;
- Proper methods of receiving and storing varied supplies, parts, tools and equipment;
- Safe lifting techniques, safety precautions and procedures;
- Warehousing and purchasing procedures;
- Basic math operations such as addition, subtraction, multiplication and division;
- Basic computer programs such as Microsoft Word, Outlook, and Excel.

Ability to

- Maintain accurate inventory control and other types of records;
- Conduct inquiries and locate the best sources of supplies for required parts and assemblies;
- Effectively follow oral and written instructions;
- Speak, read, and write English;
- Perform mathematical calculations in determining percentages and price extensions and when checking numbers between invoices and bills of lading;
- Establish and maintain effective and cooperative working relationships with City employees and the general public;
- Provide effective customer service;
- Operate office equipment, such as a personal computer and calculator, and warehouse equipment, such as a forklift and hand truck.

SPECIAL REQUIREMENTS:

Work is regularly performed indoors in a warehouse or storeroom environment. Physical demands include standing, walking, sitting, and working at a computer terminal. May be exposed to smoke, fumes, gas, dirt, dust, grease, oil, chemicals and inclement weather.

Due to the nature of work assignments, incumbents must be able to use both hands, arms, and legs; stoop, bend, and lift up to 50 pounds; climb stairs, ladders, and work at heights above 10 feet; requires speaking, hearing, and the ability to distinguish colors.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements to Warehouse Supervisor.

ESTABLISHED/REVISED DATE:

Revised Date: September 2017

Reviewed Date: October 2019