

In compliance with Governor Newsom's Executive Order N-29-20, which suspended portions of the Brown Act, Governor Newsom's Executive Order N-33-20 (Stay At Home Order issued March 19, 2020), Acting State Public Health Officer Erica Pan's Regional Stay at Home Order (issued December 3, 2020), and the County of Los Angeles Public Health Officer's Revised Temporary Targeted Safer at Home Health Officer Order for Control of COVID-19: Tier 1 Substantial Surge Updated Response (issued December 30, 2020), members of the Torrance Civil Service Commission and staff will participate in this public meeting via teleconference or other electronic means in our continuing effort to practice social distancing to reduce the spread of COVID-19.

MEMBERS OF THE PUBLIC MAY VIEW AND PARTICIPATE IN THE MEETING via Zoom by using the following link or by calling in with the phone number listed below: <https://bit.ly/34grQR4>

Phone number: 1-669-900-9128

Meeting ID: 962 1061 2400

Passcode: 130924



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.

Brianna Cohen

TORRANCE CIVIL SERVICE COMMISSION MONDAY, FEBRUARY 8, 2021 REGULAR MEETING 6:00 P.M.

VIA TELECONFERENCE OR OTHER ELECTRONIC MEANS

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

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. Accept and File Employee Transition Report for January 2021
 - 5B. Approve the Examination for Pest Control Technician
 - 5C. Approve the Examination for Traffic Signal Technician
 - 5D. Approve the Examination for Water System Operator II
6. **ADMINISTRATIVE MATTERS**
 - 6A. Recommend Appointment of Civil Service Commission Chair, Civil Service Commission Vice-Chair, and Members of Employee Relations Committee for Remainder of Fiscal Year 2020 – 2021
 - 6B. Conduct Civil Service Commission Workshop
7. **APPEALS**
 - 7A. Deny the Protest of the Performance Test for Administrative Assistant
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, February 22, 2021.

ROLL CALL: Adelsman, Dean, FoxWood, Herring, Shwarts, Wright, Lewis

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

Honorable Members:

SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR JANUARY 2021

RECOMMENDATION:

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of January 2021.

BACKGROUND/ANALYSIS:

The Employee Transition Report for January 2021 is attached for your information and review.

Respectfully submitted,


Jennica Chaparro
Human Resources Analyst

CONCUR:


Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for January 2021

**EMPLOYEE TRANSITION REPORT
JANUARY 2021**

This report includes all internal promotions, internal transfers, and new hires throughout the City.

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Custodian	General Services	Senior Custodian	General Services
Engineering Technician I	Community Development	Assistant Engineer	Community Development
Maintenance Worker	Public Works	Cement Finisher	Public Works
Police Officer	Police	Police Sergeant	Police
Police Sergeant	Police	Police Lieutenant	Police
Sanitation Equipment Operator	Public Works	Water System Operator I	Public Works
Water System Operator III	Public Works	Water Operations Supervisor	Public Works

INTERNAL TRANSFERS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Senior Mechanical & Plumbing Inspector	Community Development	Senior Building Inspector	General Services

NEW HIRES

TITLE	DEPARTMENT
Equipment Attendant	Transit
Equipment Attendant	Transit
Equipment Attendant	Transit
Mechanic	General Services
Sanitation Equipment Operator	Public Works
Water System Operator I	Public Works

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR PEST CONTROL TECHNICIAN

RECOMMENDATION:

Recommendation of Human Resources staff that your Honorable Body approve conducting the Pest Control Technician examination on an Open Continuous basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (30%), and Oral Interview (70%). Staff is requesting approval for a six (6) month eligible list.

SALARY:

\$24.70 - \$25.93 - \$27.22- \$28.56 per hour.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Pest Control Technician. There is one current vacancy in the Public Works Department due to retirement.

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.

This is the first administration of an examination for this title. The classification was re-titled in 2009 to reflect advanced journey knowledge and a specialty vocation. The previous examinations under the former title in 2007 were weighted as follows: Application Review (qualifying), Written Test (30%), and Oral Interview (70%). There will be no change in the exam types and weights.

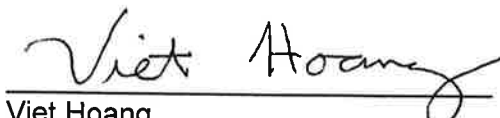
There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

Respectfully submitted,



By _____
Kelli Lee
Human Resources Senior Management Associate

CONCUR:



Viet Hoang
Assistant to the City Manager



Brianne Cohen
Civil Service Manager

Attachment: A) Pest Control Technician Class Specification

5B



PEST CONTROL TECHNICIAN

Class Code:
5713

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Mar 1, 2009

SALARY RANGE

\$24.70 - \$28.56 Hourly
\$4,281.33 - \$4,950.40 Monthly
\$51,376.00 - \$59,404.80 Annually

DEFINITION:

Under direction, mixes sprays and applies appropriate chemical solutions to control weeds, pests, insects, and diseases; provides training and functional guidance to maintenance personnel on the safe application of chemical solutions for weed, disease and pest control; maintains accurate records and develops and submits scheduled reports on pesticide use to regulatory agencies; researches and reports on pesticide issues and new chemical solutions; updates departmental policies and procedures on the safe application of pesticides; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED / RECEIVED:

The Pest Control Technician is a specialist in the mixing, spraying and application of chemical solutions to control weeds, pests, insects and plant and tree diseases. The classification is distinguished from the Maintenance Worker in that the incumbent does not routinely perform construction, maintenance or landscape work. The classification is distinguished from the Lead Maintenance Worker in that the incumbent does not oversee a crew engaged in the performance of construction, maintenance or landscape work.

Receives general supervision from the Public Works Supervisor or Park Services Supervisor; provides technical supervision to Maintenance Workers.

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.

- Inspects areas and consults with supervisor relative to schedules, methods, chemicals, materials and formulas to be used and areas to be sprayed;
- Safely mixes and sprays trees, plants, shrubs, grasses and other flora with chemical solutions to control weeds, pests, diseases and insects;
- Sprays ponds and similar areas to control the growth of mosquito and other insect populations;
- Effectively applies regulations, policies and procedures related to area of assignment;
- Provides functional training to maintenance workers on the appropriate methods for mixing and applying chemical solutions to control pests, weeds and diseases;
- Researches and reports on issues and new chemical control applications;
- Updates departmental policies and procedures on the safe application of pesticides;
- Develops and maintains accurate records on pesticide use; completes and submits scheduled reports to regulatory agencies;
- Implements required tasks and duties as mandated by State and Federal regulations and prepares and submits required reports in a timely and accurate manner;
- Acts as the liaison for the City and coordinates with vendors and outside agencies to ensure compliance with regulations, policies and procedures related to the application of chemical solutions to control weeds, pests, insects and diseases;
- Safely operates a vehicle towing spray equipment using defensive driving practices;
- Safely operates power driven spray equipment; and disassembles, maintains and repairs spray apparatus including spray guns and hose and reel assembly.

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 other job-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 a minimum of three (3) years of responsible experience in the identification, mixing and use of chemical solutions to address weed, disease and pest control or two (2) of experience successfully performing landscape maintenance work.

License and/or Certificates

Possess and maintain a valid California class C driver's license; and possess and maintain a valid Qualified Applicator Certificate.

Knowledge of

- Tools and techniques for the proper use and application of chemicals used to control weeds, diseases, insects and other pests;
- Pertinent local, State and Federal rules, regulations, laws and reporting requirements;

- Proper maintenance of spray equipment;
- Safe work practices and procedures related to use of chemical sprays;
- Treatment for pesticide poisoning and basic first aid.

Ability to

- Safely perform skilled work in the preparation and application of chemical solutions to control weeds, diseases, insects and other pests;
- Work independently in the absence of immediate supervision;
- Communicate effectively, orally and in writing;
- Maintain accurate records; and prepare reports in a timely and accurate manner;
- Safely and skillfully operate tools and equipment related to work assignments;
- Maintain and make minor repairs to spray apparatus;
- Read and comprehend pertinent rules, laws and regulations and specialized materials such as technical manuals, written instructions, and mixing formulas;
- Understand and follow work safety procedures and practices;
- Establish and maintain effective work relationships with the general public, co-workers, and those contacted during the course of work.

SPECIAL REQUIREMENTS:

Physical Requirements

On a daily basis, the essential duties of this classification require the ability to stoop, kneel, and crouch, to reach, to stand for long periods of time to walk; to lift, push, pull and carry objects weighing up to 20 pounds; to use finger dexterity and hand strength to operate and grasp tools and equipment; the repetitive use of feet and hands to operate vehicles and/or equipment; to feel attributes of objects by touch; to verbally exchange ideas and information; to hear to receive verbal detailed information and instruction; to see from one to twenty feet with a good field of vision and the ability to distinguish basic colors and shades of color; and to maintain body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces.

Work Environment

Essential duties of this classification are performed primarily in a field environment under various weather conditions. Work is performed on a daily basis around moving objects and vehicles; around machinery with moving parts; on slippery and uneven surfaces; and with hands in water. On a daily basis, the incumbent is exposed to pesticides, solvents, and chemicals. Occasionally, the incumbent is subjected to vibration; an atmosphere of constant noise; and/or exposed to silica, smoke, fumes, gas, dust, grease, and oil.

CAREER LADDER INFORMATION:

Experience gained in the classification of Pest Control Technician may serve to meet minimum qualifications for promotion to Park Services Supervisor or Public Works Supervisor.

ESTABLISHED/REVISED DATE:

Revised Date: March 2009

Department Review: January 2021

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR TRAFFIC SIGNAL TECHNICIAN

RECOMMENDATION:

Recommendation of Human Resources staff that your Honorable Body approve conducting the Traffic Signal Technician examination on an open basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (qualifying), Performance Test (60%), and Oral Interview (40%). Staff is requesting approval for a six (6) month eligible list.

SALARY:

\$30.56 - \$32.11 - \$33.70 per hour.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Traffic Signal Technician. There is one current vacancy in the Public Works Department due to retirement.

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 2013 and 2017 were weighted as follows: Application Review (qualifying), Written Test (qualifying), Performance Test (60%), and Panel Interview (40%). There will be no change in the exam types and weights.

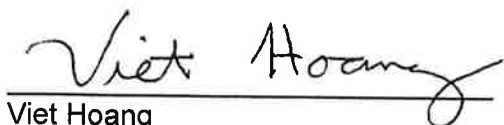
There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

Respectfully submitted,



By _____
Kelli Lee
Human Resources Senior Management Associate

CONCUR:



Viet Hoang
Assistant to the City Manager



Brianne Cohen
Civil Service Manager

Attachment: A) Traffic Signal Technician Class Specification



TRAFFIC SIGNAL TECHNICIAN

Class Code:
5530

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Established Date: Jan 1, 2010

SALARY RANGE

\$30.56 - \$33.70 Hourly
\$5,297.07 - \$5,841.33 Monthly
\$63,564.80 - \$70,096.00 Annually

DEFINITION:

Under general supervision, maintains, repairs, and performs modifications to traffic signal control equipment, wiring systems, outdoor overhead lighting, and other electrical devices and performs other related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Traffic and Lighting Supervisor in that the incumbent regularly performs maintenance, repairs and modifications to traffic signal control equipment. At this level, incumbents work with only occasional instruction or assistance; work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval.

Supervision is received from the Traffic and Lighting Supervisor. Traffic Signal Technician may provide technical direction to lower level classifications.

EXAMPLES OF ESSENTIAL DUTIES:

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

- The installation, maintenance and repair of City traffic signals, outdoor overhead lighting, signs, pavement markings and other assigned traffic control devices; inspects timing, operations, and/or conditions of signals, markings and signs;
- Performs skilled electrical work in the installation, operation, general maintenance, repair, and adjustment of traffic signals;
- Makes field and emergency repairs on traffic signal equipment, such as signal heads, traffic signal standards, detector loops, video detection and controllers;
- Repairs of traffic signals and controllers;
- Assists with relocations and modifications of traffic signals and electronic equipment at street intersections;
- Installs street traffic detectors, video cameras pedestrian push button units, safety lights and large illuminated traffic signs;
- Synchronizes traffic signal systems;
- Turns on and tests traffic signals and makes timing adjustments;
- Cleans, tests, repairs, and overhauls controllers, coordinators, program clocks, computers, and other electric and electronic equipment in the shop;
- Ensures safe repairs to the City's outdoor overhead lighting systems;
- Performs scheduled maintenance and group re-lamping on the City's outdoor overhead lighting systems;
- Tests electronic and electrical circuits, transformers, and other related equipment;
- Assists with re-wiring of controllers;
- Checks and adjusts traffic signal coordination and timing, and performs preventive maintenance work;
- Reads and interprets traffic signal and electrical wiring diagrams, sketches and schematics. Helps repair other electronic or electrical devices or equipment;
- Maintains and properly utilizes electronic and electrical tools and equipment.

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:

- Responds to emergency calls during work and after normal working hours;
- Assists in the training of new and lower classification employees;
- Maintains and cleans equipment and tools; maintains a clean and orderly workplace;
- May maintain field reports, and work orders;
- Performs other related duties.

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:

Two years of experience in the maintenance, repair, and installation of electrical and electronic equipment that includes at least one year of experience in the maintenance and repair of traffic control equipment. Satisfactory completion of college level courses in electronics and/or computer programming may be substituted for experience on a year-for-year basis.

License and/or Certificates

- Possession of a valid California Class C driver's license.
- Level One International Municipal Signal Association (IMSA) Traffic Signal Certificate within six (6) months of appointment (once obtained, must possess and maintain).
- International Municipal Signal Association (IMSA) Level II Signal Electrician – Field Certificate is desirable.

Knowledge of

- Materials, methods, and equipment used in the modification, maintenance, and repair of electronic and solid state digital control devices including traffic signals;
- Standard tools, methods, and practices of the electronic and electrician trade;
- Functions and uses of electrical testing equipment;
- Functions and uses of hand tools used in electronic and electrical repairs;
- Wiring practices;
- Schematic wire size and the proper wire use;
- Traffic safety procedures and delineation with cones.

Ability to

- Perform heavy and physically demanding work for lengthy and continuous period of time;
- Use and operate an aerial boom truck and crane;
- Use of power and hand tools such as a jackhammer;
- Read electronic technical manuals;
- Read and interpret plans, wiring diagrams, blue prints and technical regulations;
- Set up a jobsite in a safe manner;
- Access the digital computer to control traffic signal control timing devices;
- Fit and adjust conduit in the traffic signal installation process;
- Apply electronic principles and practices;
- Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies;
- Exercise sound judgment in stressful situations;
- Understand and follow detailed oral and written instructions;
- Speak, read, and write basic English;
- Maintain basic records, complete reports and perform basic arithmetic computations;
- Learn City policies and procedures affecting departmental operations, generally City operations and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS:

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

Requires the mobility to stand, stoop, reach and bend, and mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Requires the ability to stand for long periods, maintain balance and walk long distances. Requires the ability to frequently lift, carry, push, pull or otherwise move objects which may weigh up to 50 pounds. Requires the ability to climb ladders of various heights. May be required to work around moving mechanical parts and electrical equipment in a safe manner. Tasks require color and visual perception and discrimination, as well as oral communications ability. Work is regularly performed outside in seasonal climate and weather conditions. May be required to work in inclement weather without effective protection from sun, cold, and rain. May be required to work within enclosed spaces or at heights above ground level.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Traffic and Lighting Supervisor.

ESTABLISHED/REVISED DATE:

Established Date: January 2010
Department Review: January 2021

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR WATER SYSTEM OPERATOR II

RECOMMENDATION:

Recommendation of Human Resources staff that your Honorable Body approve conducting the Water System Operator II examination on an Open Continuous basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (qualifying), Performance Test (60%), and Oral Interview (40%). Staff is requesting approval for a six (6) month eligible list.

SALARY:

\$28.93 - \$30.38 - \$31.90 - \$33.50 per hour.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Water System Operator II. There are two current vacancies in the Public Works Department due to turnover in staffing.

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 2015 were weighted as follows: Application Review (qualifying), Written Test (qualifying), Performance Test (60%), and Panel Interview (40%). There will be no change in the exam types and weights.

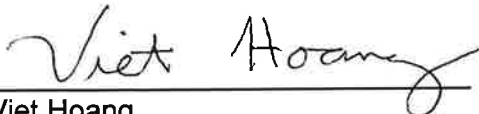
There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

Respectfully submitted,



By _____
Kelli Lee
Human Resources Senior Management Associate

CONCUR:



Viet Hoang
Assistant to the City Manager



Brianne Cohen
Civil Service Manager

Attachment: A) Water System Operator II Class Specification

5D



WATER SYSTEM OPERATOR II

Class Code:
5402

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Mar 1, 2016

SALARY RANGE

\$28.93 - \$33.50 Hourly
\$5,014.53 - \$5,806.67 Monthly
\$60,174.40 - \$69,680.00 Annually

DEFINITION:

Under general supervision, performs skilled work in the installation, repair and replacement of the City's water system; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Water System Operator II is a journey level class in the series, distinguished from the Technician III in that the incumbents primarily operate heavy machinery and perform a full range of complex tasks and work within established procedures and/or policies. At this level, incumbents work with only occasional instruction or assistance. Work involves frequent interpretation of policies, procedures and guidelines, and may involve the development of recommendations consistent with directives, policies and regulations.

Receives general supervision from the Water Operations Supervisor and may receive technical supervision from the Water System Operator III. May provide technical supervision, which includes assigning, reviewing, coordinating and training, of the Water System Operator I, 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.

- Performs installation, repair and maintenance of the City water system, including water mains, valves, water service lines, hydrants and/or meters;
- Drives and operates heavy equipment, including a backhoe, boom truck and tank truck to accomplish excavations and clean up at work sites;
- Verifies location of underground utility facilities before beginning excavation work;
- May provide technical supervision, which includes assigning, reviewing, coordinating and training to lower level Water System Operators;
- Performs daily safety inspections of equipment and machinery;
- Turns water service off and on as appropriate;
- Maintains accurate records as required;
- Responds to emergency calls during and after normal working hours;
- Investigates leaks ranging from meter leaks to large main leaks, determines level of repairs required;
- Contacts other water companies or utilities to advise them of service problems and coordinate repairs;
- Assists other division personnel with various water service tasks as required.

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:

- Maintains and cleans equipment and tools; maintains clean and orderly workplace;
- May paint fire hydrants;
- May lay seed and fertilize where lawn/landscaping has been disturbed;
- May transport employees and equipment to job sites;
- May maintain field reports and work orders and dispatch crews;
- Performs related duties as required.

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:

Equivalent to a high school diploma and two years of experience in the installation, maintenance and repair of water distribution facilities, including water meters.

License and/or Certificates:

Must possess and maintain an appropriate, valid California driver's license; a State of California Department of Health Services Water Distribution License Grade D2.

Knowledge of

- Heavy equipment operations and maintenance;
- Accepted methods of repair, rehabilitation and maintenance of water supply and distribution system facilities;
- Water pipeline construction methods and practices;
- Materials, tools and equipment used in the installation, maintenance and repair of water systems, hydrants, meters, etc;
- Basic principles of water system hydraulics;
- Rules and regulations affecting municipal water departments;
- Safety rules and precautions related to the use of tools, vehicles and equipment;
- Proper procedures in lifting or moving heavy objects;
- General public relations techniques.

Ability to

- Communicate effectively orally;
- Maintain accurate records of time, materials and equipment;
- Use basic arithmetic; take measurements;
- Read and understand work orders, drawings, maps, etc;
- Operate equipment including backhoe, boom truck, crawler tractor, water service truck, diagnostic equipment, power tools, heavy machinery, and various tools, etc., with skill and safety;
- Understand and carry out oral and written directions;
- Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies;
- Learn City policies and procedures affecting departmental operations, generally City operations and utilize new skills and information to improve job performance and efficiency;
- Set up traffic control in a safe manner.

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 considerable amount of force frequently to lift, carry, push, pull or otherwise move objects and to stoop, crouch, climb and lift in the performance of manual labor; to operate a variety of tools, equipment, construction equipment and vehicles; to work around electrical equipment in a safe manner. 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, and performing work in confined spaces.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Water System Operator III with appropriate certification.

ESTABLISHED/REVISED DATE:

Revised Date: March 2016
Department Review: January 2021

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

Honorable Members:

SUBJECT: Recommend Appointment of Civil Service Commission Chair, Civil Service Commission Vice-Chair, and Members of Employee Relations Committee for Remainder of Fiscal Year 2020 – 2021.

RECOMMENDATION:

Recommendation of the Civil Service Manager that:

1. Your Honorable Body appoint a Chair for Remainder of Fiscal Year 2020 – 2021,
2. The Chair-elect appoints a Vice-Chair for Remainder of Fiscal Year 2020 – 2021,
3. The Chair-elect appoints members of the Employee Relations Committee for Remainder of Fiscal Year 2020 – 2021.

BACKGROUND AND ANALYSIS:

Section 13.10.5 of the Torrance Municipal Code (TMC) states that at the first meeting every fiscal year, members of the Civil Service Commission appoint a Chair to serve for one (1) year and until a successor is appointed.

The practice of your Honorable Body has been that the members of the Civil Service Commission appoint an incoming Chair and that the incoming Chair appoints a Vice-Chair. Additionally, TMC Section 14.8.6 requires the Chair of the Civil Service Commission appoint members of the Employee Relations Committee.

Chair Lewis was appointed as Civil Service Commission Chair on July 8, 2019. She then appointed Commissioner Skoll as the Civil Service Commission Vice-Chair and Commissioners Adelsman, Skoll and Wood as members of the Employee Relations Committee.

On February 24, 2020, your Honorable Body held the last meeting of the Fiscal Year 2019 – 2020. On March 18, 2020, the Office of the City Clerk posted a notice of cancellation for all Commission meetings due to COVID-19.

On May 14, 2020, the City Clerk sent an e-mail stating that the Mayor has suspended commission appointments indefinitely and that Commissioners with terms that expire on June 30, 2020 would automatically be extended indefinitely unless they sent the City Clerk an e-mail stating they did not wish for their term to be extended.

Both Chair Lewis and Commissioner Montoya's terms on the Civil Service Commission were set to expire June 30, 2020. Chair Lewis was eligible for reappointment to a second term. Commissioner Montoya had served two terms and was not eligible for reappointment. Neither sent an e-mail requesting that their term not be extended, thus both of their terms were extended.

On July 13, 2020, your Honorable Body held the first meeting of Fiscal Year 2020 – 2021 and approved deferring the appointment of the Civil Service Commission Chair, Civil Service Commission Vice-Chair, and members of Employee Relations Committee for Fiscal Year 2020

– 2021 to allow the Commission to evaluate the effectiveness of the virtual meetings and make any modifications as necessary.

At the City Council meeting on November 17, 2020, the City Council appointed members to fill the Civil Service Commission vacancies that had been extended. The City Council reappointed Chair Lewis for a second term and appointed Commissioner Herring, filling Commissioner Montoya's vacancy effective December 1, 2020.

On December 2, 2020, Commissioner Skoll resigned, leaving the Civil Service Commission Vice-Chair position and Employee Relations Committee Chair position vacant.

At the City Council meeting on January 12, 2021, the City Council appointed Commissioner Dean to fill the Civil Service Commission vacancy created by Commissioner Skoll's resignation. The Civil Service Commission is now fully seated and the vacant Civil Service Commission Vice-Chair position and Employee Relations Committee Chair position need to be filled.

In compliance with Governor Newsom's Executive Order N-29-20, which suspended portions of the Brown Act, Governor Newsom's Executive Order N-33-20 (Stay At Home Order issued March 19, 2020), Acting State Public Health Officer Erica Pan's Regional Stay at Home Order (issued December 3, 2020), and the County of Los Angeles Public Health Officer's Revised Temporary Targeted Safer at Home Health Officer Order for Control of COVID-19: Tier 1 Substantial Surge Updated Response (issued December 30, 2020), the Civil Service Commission meetings continue to be held in a virtual format.

This item is being brought forward for your Honorable Body to appoint a Civil Service Chair for the remainder of Fiscal Year 2020 – 2021, and for the Chair-elect to appoint a Vice-Chair for the remainder of Fiscal Year 2020 – 2021, and appoint members of the Employee Relations Committee for the remainder of Fiscal Year 2020 – 2021.

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

Respectfully Submitted,



BRIANNE COHEN
CIVIL SERVICE MANAGER

Attachment A: Torrance Municipal Code Sections 13.10.5 and 14.8.6

Attachment B: Civil Service Commission and Employee Relations Committee Chair History

Torrance Municipal Code Sections 13.10.5 and 14.8.6

13.10.5 APPOINTMENT OF A CHAIRMAN.

At the first meeting of the Commission in every fiscal year, the members shall appoint one (1) of their number as Chairman who shall hold office for one (1) year and until his successor is appointed.

14.8.6 EMPLOYEE RELATIONS COMMITTEE.

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

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

Civil Service Commission and Employee Relations Committee Chair History

Fiscal Year	Commission Chair	Vice Chair/ERC Chair
2008-2009	Shwartz	Dean
2009-2010	Dean	R. Skoll
2010-2011	FoxWood	Stadler
2011-2012 (to 12/12/11)	Stadler	Daniel
2011-2012 (as of 1/9/12)	Stadler	Wright
2012-2013	Wright	Dean
2013-2014	Dean	R. Skoll
2014-2015 (to 1/26/15)	R. Skoll	Montoya
2014-2015 (as of 2/23/15)	Montoya	Wright
2015-2016	Montoya	Wright
2016-2017	Wright	Shwartz
2017-2018	Shwartz	FoxWood
2018-2019	FoxWood	Sheikh
2019-2020	Lewis	S. Skoll
2020-2021 (to 11-23-20)	Lewis	S. Skoll
2020-2021 (as of 12-14-20)	Lewis	Vacant

Office	Commissioner	First Appointment	Current Term Begins	Current Term Expires
Chair	Lewis	1/26/2016	12/1/2020	6/30/2024
Member	Wright	2/1/2011	2/1/2017	6/30/2021
Member	Shwartz	2/28/2012	2/1/2018	6/30/2022
Member	FoxWood	1/15/2013	2/1/2017	6/30/2021
Member	Adelsman	7/1/2019	7/1/2019	6/30/2023
Member	Herring	12/1/2020	12/1/2020	6/30/2024
Member	Dean	1/12/2021	1/12/2021	6/30/2023

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

Subject: Deny the Protest of the Performance Test for Administrative Assistant

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body deny protest of the performance test for Administrative Assistant.

BACKGROUND:

At your meeting of December 14, 2020, your Honorable Body approved the ordering of the Administrative Assistant examination be conducted on an Open basis. The Administrative Assistant examination consists of three components: Written Examination (weighted 25%), Performance Test (weighted 25%), and an Oral Interview (weighted 50%). The recruitment period for accepting applications began on December 15, 2020 and closed on Sunday, December 27, 2020. There were 225 applications received. After review of the applications, 111 candidates received invitation to the written test scheduled on January 7, 2021. Of the 108 candidates who participated in the written test, 99 candidates were successful and invited to the performance test. Eighty-two (82) candidates completed the performance test on January 20, 2021.

Due to pandemic protocols, an on-line test vendor, eSkill, was utilized for the Administrative Assistant written and performance tests. The on-line tests were conducted remotely and the candidates took the tests on their own devices.

Rayshonda Ross was invited to the on-line written test scheduled on January 7, 2021. The written test had a time limit and the candidates were allowed two (2) hours to complete the test. Ms. Ross completed and passed the written test. Ms. Ross was invited to the on-line performance test scheduled on January 20, 2021. The performance test had a time limit and the candidates were allowed one (1) hour and 30 minutes to complete the test. The candidates were tested on the following Microsoft Office programs: Excel, Outlook, PowerPoint, and Word and there were 75 simulation test items on the performance test.

Ms. Ross contacted Human Resources on January 21, 2021 stating she experienced issues with the on-line test. She stated she had difficulty completing the test on January 20th due to an issue with the test vendor's timer blocking a portion of her test. Ms. Ross stated it took her longer to answer some of test items since she had to figure out how to resolve the issue in order for her to be able to answer the test items and for this reason was not able to finish the test before the time expired (Attachment A).

A review was conducted of the performance test on a desktop computer and a laptop by the Human Resources Analyst to see if the issue was a malfunction on the test vendor's part. After completing several of the items on the test without the timer blocking any test items on both devices, it was determined that there was no malfunction on the test vendors part. The Human Resources Analyst contacted the candidate to provide her feedback and to let her know that it appears to be a problem with her device. The candidate did not agree with this assessment and submitted a protest to the Civil Service Manager. The Civil Service Manager denied the protest and provided notice to the candidate on January 22, 2021 (Attachment B). Ms. Ross submitted an appeal to the Civil Service Commission on January 22, 2021 (Attachment C).

ANALYSIS:

Ms. Ross was sent a notice by Human Resources at approximately 8:00 a.m. on January 20, 2021 notifying her that she could access the on-line performance test (Attachment D). The notice provided information to the candidates regarding instruction on how to access and take the on-line test. The notice also states "If you experience technical difficulties while taking the test, please call eSkill at 866-537-5455 for assistance." The phone number is provided to the candidates in case they encounter technical issues during the on-line test that Human Resources would not be able to address, such as the issue that arose with Ms. Ross. Had Ms. Ross contacted the test vendor with her issue, the vendor would have assisted her in resolving the issue or would have contacted Human Resources to report there may be an issue with the on-line test platform.

Ms. Ross chose not to contact the test vendor for assistance when she encountered the issue with the timer, but instead preferred to resolve the issues herself. This led to her utilizing more time than usual on some of the test items and therefore the test expired before she could complete the test (Attachment E). Additionally, Ms. Ross could have bypassed or returned to answer a test item later in the session by clicking on "Closing Question" at the bottom of the screen and using the "Question Navigation" page (Attachment F). This information was provided in the notice to the candidate and on the test vendor instructions (Attachment D and G). The test vendor also provides an "Instructions" and "Please report any problems with this question" link on each of the question navigation pages (Attachment H). Ms. Ross did not use either of these functions to assist her in resolving her issues the day of the test. Lastly, the test vendor allows the candidate to check their system prior to starting the on-line test to ensure that the candidate's device meets the system requirements for the test platform (Attachment I).

In conclusion, based on the analysis of the information provided, staff recommends that your Honorable Body deny the protest of the performance test and the appellant's request to retake the performance test.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

Noted:


Brianne Cohen
Civil Service Manager

- Attachments:
- A. Administrative Assistant performance test protest by Rayshonda Ross
 - B. Denial of performance test protest notification from Civil Service Manager
 - C. Appeal to the Civil Service Commission by Ms. Ross
 - D. Performance test notification to Ms. Ross dated January 20, 2021
 - E. Ms. Ross' performance test results question summary (Commissioners only – test material)
 - F. "Close Question" screen from test platform (Commissioners only – test material)
 - G. Test vendor (eSkill) performance test instructions
 - H. Test vendor (eSkill) "Question Navigation" and linked pages to "Instructions" and "Report a problem with question"
 - I. Test vendor (eSkill) device system requirements check

Ortiz, Tina

From: JobInfo
Sent: Thursday, January 21, 2021 11:21 AM
To: Ortiz, Tina
Subject: FW: Protest Test for Administrative Assistant 1/20/2021
Attachments: image0.jpeg

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

[REDACTED] >
Sent: Thursday, January 21, 2021 11:19 AM
To: JobInfo <JobInfo@TorranceCA.gov>
Subject: Protest Test for Administrative Assistant 1/20/2021

WARNING: External e-mail
Please verify sender before opening attachments or clicking on links.

Hello,
It was nice speaking with you today and. Tina Ortiz, here is the picture of the test issue I had with the timer blocking the view of a function, which in turn took me longer to finish, or in some cases In order to move on I had to purposely get the answer incorrect. I would like to retake the test if it hindered my score performance,I was unable to finish all questions due to wasting so much time because of this error where the timer blocked the answer functions.

Rayshonda Ross
[REDACTED]

Attached is a picture of the issue during the test.

Document1 - Word 74m 42s

HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW

Font: Arial, Size 12, Bold, Italic, Underline, Text Color, Paragraph Color, Bullets, Numbering, Indentation, Paragraph Spacing, Styles: Normal, No Spacing, Title

The Earth

Our home planet **has been** compared to a blue marble by those who have seen it **from** space. The question of why there is water and thus life, **on Earth** remains unanswered. Why has our planet, alone in **the** solar system, accumulated enough water to create entire oceans? **One** day, when we are able to venture farther afield, **we may** find other inhabited planets, with water and the ability



CITY OF TORRANCE

City Manager's Office
Civil Service Division

Aram Chaparyan
City Manager

Brianne Cohen
Civil Service Manager
(310) 618-2956
BCohen@TorranceCA.Gov

January 22, 2021



Dear Ms. Ross:

This letter confirms receipt of a protest of the Administrative Assistant performance exam that was administered on January 20, 2021. Your protest stated that you experienced an issue with the timer blocking the answer functions. An official review of the exam was conducted. There was no evidence that the program was faulty. Additionally, your invitation to take the performance exam included the following instruction: "If you experience technical difficulties while taking the test, please call eSkill at 866-537-5455 for assistance."

Based on these facts, the protest for the Administrative Assistant performance exam is denied.

You may appeal this decision to the Civil Service Commission within five (5) working days of the date of this notice. A written appeal must state your reason for your appeal and received by, Monday, February 1, 2021, 5:30 p.m. Your appeal may be submitted to the Civil Service Office: via US Postal Service to City of Torrance, Civil Service Division, 3231 Torrance Boulevard, Torrance, CA 90503; via confidential fax to (310) 618-2726; or via e-mail to BCohen@TorranceCA.Gov.

Appeals for review before the Civil Service Commission are held in a virtual public meeting and all supporting evidence is part of a public record. If you have questions about the appeal process, please contact me at (310) 618-2956.

Sincerely,

Brianne Cohen
Civil Service Manager

Attachment B

Ortiz, Tina

From: [REDACTED]
Sent: Friday, January 22, 2021 11:12 AM
To: Cohen, Brianne
Subject: Performance Exam Appeal

WARNING: External e-mail

Please verify sender before opening attachments or clicking on links.

Goodmorning,

This letter is to appeal the decision. There is indeed evidence of faulty errors in the picture sent of the timer blocking the answer functions.

I would like to appeal this decision.

At the time of the test, which I had to try my best to complete, stopping to call eskills would not have been ideal with this test being timed.

Regards,
Ms. Ross

----- Original message -----

From: "Cohen, Brianne" <bcohen@torranceca.gov>
Date: 1/22/21 10:49 AM (GMT-08:00)

[REDACTED]
Subject: RE: Performance Examination Protest Form

Good morning, Ms. Ross:

The protest for the Administrative Assistant performance exam has been reviewed. Please review the attached letter for the decision on the matter.

Thank you,

Brianne Cohen, MPA

Civil Service Manager

City of Torrance | 3231 Torrance Boulevard | Torrance CA 90503 | 310.618.2956 voice | 310.618.2995 fax | BCohen@TorranceCA.Gov
| www.TorranceCA.Gov

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[Redacted]

Sent: Friday, January 22, 2021 7:57 AM
To: Cohen, Brianne <bcohen@torranceca.gov>
Subject: RE: Performance Examination Protest Form

WARNING: External e-mail

Please verify sender before opening attachments or clicking on links.

Hello,
It was nice speaking with you today. Here is the picture of the test issue I had with the timer blocking the view of a function, which in turn took me longer to finish, or in some cases In order to move on I had to purposely get the answer incorrect. I would like to retake the test if it hindered my score performance,I was unable to finish all questions due to wasting so much time because of this error where the timer blocked the answer functions. As you can see in the top right corner to answer this question and a few others I would have liked to use VIEW, shown here is covered by the timer and could not be removed. It took me quite awhile to figure out it was hiding under the timer. I used a chromebook laptop, and chrome internet browser, so it was not the system functions not the computer.

These few questions took up a lot if time. I would like to retake the test if it comes out that I did not pass with the time allotted because I was unable to finish.

Thank You,
Rayshonda Ross

[Redacted]

Administrative Assistant test on January 20,2021

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: "Cohen, Brianne" <bcohen@torranceca.gov>

Date: 1/21/21 5:40 PM (GMT-08:00)



Subject: Performance Examination Protest Form

Good afternoon, Ms. Ross:

Thank you for your time on the phone today. The performance examination protest form is attached. Please fill out this form and return it to me tonight with the other information you had mentioned you had already provided.

The e-mail address listed on the form is CivilServiceCommission@TorranceCA.Gov. You are welcome to send the response to this e-mail as well, as this e-mail comes directly to me.

Thank you,

Brianne Cohen, MPA

Civil Service Manager

City of Torrance | 3231 Torrance Boulevard | Torrance CA 90503 | 310.618.2956 voice | 310.618.2995 fax | BCohen@TorranceCA.Gov
| www.TorranceCA.Gov

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January 20, 2021

Candidate ID: 1060162

Dear Rayshonda,

You are now required to remotely access the performance test for the position of ADMINISTRATIVE ASSISTANT. **You must complete all components of the performance test TODAY, WEDNESDAY, January 20, 2021 by 8:30 pm PST.** If you do not complete the performance test by 8:30 pm PST, you may be disqualified from the examination process.

We suggest that you allow approximately **ONE (1) HOUR AND THIRTY (30) MINUTES** for this examination process.

When you begin the performance test, you will need to complete it in its entirety. Answer each question as quickly and efficiently as possible. Once you have made your final choice, move on to the next question. **DO NOT** use your browser's Back, Forward, or Refresh buttons to navigate within the test. At any time during the test, you can use the APPLICATION buttons to go back to a previous question and edit/change your answer, if there is any time left.

If you end the performance test before its completion, your progress up to that point will be recorded, but you will not be able to resume the test.

As stated above, you must complete the performance test today, Wednesday, January 20, 2021 by 8:30 pm PST. You will need to allow yourself enough time to complete the performance test by that time. You must complete the performance test in order to be considered for the position of ADMINISTRATIVE ASSISTANT.

The use of reference materials or other assistance is not allowed. You are authorized to take this performance test only once. Failure to comply with these instructions will result in disqualification.

When you are ready, click the link below to begin:

<https://es.eskill.com/es/quiz?testId=d4d7260a99b1e5ed>

If you experience technical difficulties while taking the test, please call eSkill at 866-537-5455 for assistance.

If you are unable to complete the performance test, please contact Human Resources.

The City of Torrance is an Equal Opportunity / ADA Employer.

Human Resources Division of the City Manager's Office
City of Torrance | 3231 Torrance Blvd | Torrance CA 90503
310.618.2915 voice | 310.618.2995 fax | www.TorranceCA.Gov | JobInfo@TorranceCA.Gov

If you do not want to receive emails please click on the following : Unsubscribe from Emails

eSkill

Instructions

Welcome to your eSkill test. The following test contains 75 question(s).

Please read the instructions carefully before starting your test.

Welcome to the City of Torrance performance test for Administrative Assistant. Please read the following instructions before you start the test. This is a timed test and you will be allowed ONE (1) hour and 30 minutes for this examination process. Note: Once you start the test, you will not be able to pause the test and must complete it within the 1 hour and 30 minutes. When you begin the performance test, you will need to complete it in its entirety. There are a total of 75 simulation items. Complete each item as quickly and efficiently as possible. Once you have made your final choice, move on to the next item. **DO NOT** use your browser's Back, Forward, or Refresh buttons to navigate within the test. If you end the performance test before its completion, your progress up to that point will be recorded, but you will not be able to resume the test. This performance test includes four (4) subjects: 1. MS Office Word 2. MS Office Excel 3. MS Office Outlook 4. MS Office PowerPoint The use of reference materials or other assistance is not allowed. You are authorized to take this test only once. Failure to comply with these instructions will result in disqualification.

Do not use your browser's **Back**, **Forward**, or **Refresh** buttons to navigate within the test. At any time during the test, you can use the application buttons to go back to a previous question and edit/change your answer, if there is any time left.

You may end the session whenever you like by clicking the **End Test** button; your progress up to that point will be recorded, but you will not be able to resume the test.

Please answer each question to the best of your ability using no external references, unless otherwise instructed.

This test contains the following question types:

Simulation - You will be asked to complete a specific task in an environment that simulates the real application. You will be allowed 2 attempts to successfully complete it. If a question has a time limit, the timer will appear in the upper-right corner.

The test has to be answered in less than **90:00 minutes**, except for the questions which have a specific time limit already set; the timer for these questions will be counted separately. When the time expires, your last answer will be taken into account.

eSkill

Subject: MS Office 2013 - Word® Simulation
Topic: Creating, Editing and Saving Documents
Question: #262612

80^m 19^s

QUESTION: 10 OF 75

The question was closed

Return to answering this question by clicking **Try again**, or skip to the next question by clicking **Next Question** at the bottom of this screen.

[Try Again](#)

[« Previous Question](#)

[Next Question »](#)

Question Navigator

Legend

- 1 2 3
- 4 5 6
- 7 8 9
- 10** 11 12
- 13 14 15
- 16 17 18
- 19 20 21
- 22 23 24
- 25 26 27
- 28 29 30

Attachment H

End Test
and Submit
Responses

→ Instructions → Please report any problems with this question.

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Instructions

Simulation - You will be asked to complete a specific task in an environment that simulates the real application. You will be allowed 2 attempts to successfully complete it. If a question has a time limit, the timer will appear in the upper-right corner.

1. This test has 75 questions.
2. **Do not** use your browser's **Back**, **Forward**, or **Refresh** buttons to navigate within the test. Instead, use the navigation buttons within the test.
3. Please answer each question to the best of your ability using no external references, unless otherwise instructed.
4. You may end the session whenever you like by clicking the **End Test** button; your progress up to that point will be recorded, but you will not be able to resume the test.
5. Once you've pressed the **End Test** button the results will be available to your test administrator.
6. If you lose your Internet connection or experience any issues during your test session, you will be able to resume the test at the point it was interrupted by following these steps:
 - Close the test session using the **Close** button in the upper-right corner of your browser window. (DO NOT click the **End Test** button.)
 - Access the original link and enter your personal information (First Name, Last Name, and Email Address) exactly as you did when you initially created the test session.
 - Click the date of the test session and select *Continue existing test session*.

Close and return to test

eSkill

Subject: MS Office 2013 - Word® Simulation
Topic: Creating, Editing and Saving Documents
Question: #262612

Report problem with question #262612

Please give us a short description of what's wrong with this question:

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Welcome to the Administrative Assistant 20121133 (performance test) assessment.

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
E-mail:	<input type="text"/>
<input type="button" value="Let's Begin"/>	
<p>We recommend checking your system settings before you start the test.</p> <input type="button" value="Check Your System Settings"/>	

System Requirements

PC-based test takers: Windows® XP SP3, 2003 Server, Vista, 7 SP1, 8.1, 10 or Linux.

Macintosh®-based test takers: Mac OS® X 10.3.9 (Panther®) or newer

v. 20 v. 19.0 v. 25.0

Please make sure you have JavaScript enabled in your browser.

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