

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), and the County of Los Angeles Public Health Officer's Reopening Safer at Work and in the Community for Control of COVID-19 Blueprint for a Safer Economy – Orange Tier Risk Reduction Measures (issued April 29, 2021), members of the Torrance Civil Service Commission and staff will participate in this meeting via teleconference or other electronic means.

**PARTICIPATE BEFORE THE MEETING** by emailing [CivilServiceCommission@TorranceCA.Gov](mailto:CivilServiceCommission@TorranceCA.Gov) and write "Public Comment" in the subject line. In the body of the email include the item number and/or title of the item with your comments.

**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

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session.

**TORRANCE CIVIL SERVICE COMMISSION AGENDA  
MONDAY, MAY 10, 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**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members Adelsman, Dean, FoxWood, Herring, Shwartz, Wright, Chair Lewis

**2. FLAG SALUTE:**

**3. REPORT ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Thursday, May 6, 2021 /s/ Rebecca Poirier

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

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

*This portion of the meeting is reserved for public comment on items on the agenda or on topics of interest to the general public. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 3 minutes per speaker. Your comment to the Commission meeting will be recorded as part of the meeting. By staying in the meeting and making public comment during the meeting, you are agreeing to have your comment recorded.*

**6. CONSENT CALENDAR**

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

**6A. Approve Civil Service Commission Minutes.**

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of April 12, 2021. *(Minutes provided to Commission members only, copies available in the Personnel Building).*

**6B. Accept and File Employee Transition Report for April 2021.**

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

**6C. Approve the Examination for Communications Supervisor – Wireless.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Communications Supervisor – Wireless examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**6D. Approve the Examination for Engineering Manager.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Engineering Manager examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**6E. Approve the Examination for Police Sergeant.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Police Sergeant examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (25%), Sergeants' Roundtable (25%), Internal Panel Interview (30%), and an External Panel Interview (20%). Staff is requesting approval for a one (1) year eligible list.

**7. ADMINISTRATIVE MATTERS**

**7A. Approve Revised Class Specification for Communications Supervisor – Wireless.**

Recommendation of Human Resources Staff that your Honorable Body approve the revised class specification for Communications Supervisor – Wireless and forward it to the City Council for approval.

**8. HEARINGS**

No Business to Consider.

**9. COMMISSION ORAL COMMUNICATIONS**

**10. ADJOURNMENT**

**10A.** Adjournment of Civil Service Commission Meeting to Monday, May 24, 2021, at 6:00 p.m.

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

**Honorable Members:**

**SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR APRIL 2021**

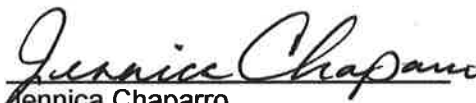
**RECOMMENDATION:**

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

**BACKGROUND/ANALYSIS:**

The Employee Transition Report for April 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 April 2021

**EMPLOYEE TRANSITION REPORT  
APRIL 2021**

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

**INTERNAL PROMOTIONS**

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Staff Assistant	Transit	Administrative Analyst	Transit
Staff Assistant	Transit	Senior Business Manager	Transit
Management Associate	City Manager's Office	Assistant to the City Manager	City Manager's Office

**NEW HIRES**

TITLE	DEPARTMENT
Ambulance Operator	Fire
Senior Business Manager	Finance
Lifeguard	Community Services
Lifeguard	Community Services
Police Services Officer	Police
Senior Library Page	Community Services

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR COMMUNICATIONS SUPERVISOR - WIRELESS**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Communications Supervisor - Wireless examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**SALARY:**

\$38.10 – \$39.99 – \$42.00 – \$44.10 – \$46.30 per hour.

**BACKGROUND/ANALYSIS:**


There is no current eligible list for the classification of Communications Supervisor - Wireless. There is an anticipated vacancy due to retirement.

The class specification has been reviewed by the Communications & Information Technology Department 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 examination in 1998 was weighted as follows: Application Review (Qualifying), Written Exam (40%), and an Oral Interview (60%). Due to the current environment and to allow for a virtual examination process, it was determined that the following weightings were appropriate for this examination: Application Review (Qualifying) and an Oral Interview (100%).

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

Respectfully submitted,

By   
Myisha Phillips  
Human Resources Analyst

CONCUR:

  
Viet Hoang  
Deputy City Manager

  
Brianne Cohen  
Civil Service Manager

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## Communications Supervisor - Wireless

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### Definition:

Under direction, supervises personnel involved in the installation, service and maintenance of the City's wireless radio and related communications system; develops specifications, makes recommendations and oversees the implementation of the City's radio communications system and/or elements of the system; and performs related work as required.

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### Distinguishing Characteristics:

Distinguished from the Communications Manager in that the incumbent is not responsible for planning, organizing and directing the Communications Division. Distinguished from the Communications Supervisor – Telecommunications in that the incumbent does not supervise the operation, installation, and maintenance of the City's telephone system. Distinguished from the Wireless Technician in that the incumbent does not primarily work with the tools of the trade in maintaining the radio and telephone communications system. Incumbents perform a full range of complex tasks and works under direction within a framework of established procedures. Work is judged primarily on overall results with great latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

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### Supervision Exercised/Received:

Receives supervision from the Communications Manager; exercises direct supervision over subordinate personnel.

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### Examples of Essential Duties:

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

- Plans, schedules, assigns, and evaluates personnel involved in the installation, service and maintenance of the City's two-way radio infrastructure, mobile and portable radio equipment, voice logging and distribution equipment, fixed and mobile public address systems, and related ancillary communication systems.
- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed.
- Oversees and coordinates day-to-day service and maintenance operations of the drive-in service center, off-site locations, and mobile service capabilities.
- Establishes program procedures and policies for the staff, and enforces safety regulations and practices for the installation, maintenance and operation of all systems supported.

- Manages the radio program's budget throughout the fiscal year, audits expenditures, and prepares budgets for subsequent years. Assists in managing capital project budgets for those projects related to wireless communications.
- Provides technical research, project management and consultant-type services to all City departments in areas pertaining to existing and new wireless technologies.
- Provides technical (theory and equipment) training to in-house staff on new and existing equipment or systems; and provides operational training to City departments.
- Coordinates internal assignment of City's radio frequency resource, evaluates licensing issues such as those pertaining to adjacent and co-channel usage, and facilitates mutual-aid compatibility with other agencies.
- Monitors and takes appropriate corrective actions to insure that the City complies with Federal Communications Commission (FCC), Federal Aviation Administration (FAA) and other applicable agency rules and regulations.
- Represents the City within professional and government groups such as the FCC, FAA, Public Utilities Commission (PUC), and Association of Public Safety Communications Officers (APCO).

### **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 for service 24 hours per day, 7 days per week, including nights, weekends, and holidays;
- Operates computers, operating systems and other software related to job functions, including inventory and ticketing systems;
- Maintains paper and electronic inventory database(s) for all communications-related equipment;
- Interacts with vendors to purchase replacement or new equipment as necessary in support of maintenance or project activities to include preparation of specifications and administration of contracts;
- Prepares and maintains technical, budgetary, personnel and activity reports and records both in paper and electronic format;
- Monitors wireless systems for compliance with FCC rules and maintains FCC licenses by filing for renewal and updating records as needed;
- Operates and utilizes computer equipment and office automation software;
- Performs related duties as required.

### **Qualification Guidelines:**

Knowledge of:

- Principles and procedures for the installation, operation, maintenance, and repair of conventional/trunked two-way radio, point-to-point microwave radios, analog audio recording devices, and audio visual equipment, and mobile phones/modems;
- Principles and best practices related to telephone and radio communications interface to include electrical and electronic work, and hardware and software operations;
- Principles of local and wide-area network concepts, principles, and technologies; remote site power systems, including commercial, generator, battery, and solar power;
- Principles of supervision, training and employee relations;

- Personal computers and peripheral equipment including operating systems and software currently in use by the City;
- Basic computer operation functions, data communications equipment and networks.
- City policies and procedures affecting departmental operations;
- General City operations;
- Safety procedures and practices related to radio communication systems to include OSHA and Motorola R56 site standards;
- Federal, state and local regulations pertaining to radio communications systems.

Ability to:

- Supervise subordinates including training, assigning, monitoring and evaluating work, counseling and disciplining staff, and processing grievances;
- Read, interpret and apply information contained in schematics, blueprints, technical manuals, as-built documentation, and manufacturer's equipment literature;
- Prepare and recommend preliminary budgetary information;
- Analyze information, problems and procedures to define the problem or needs, identify patterns, tendencies and relationships, formulate logical conclusions, recognize and suggest alternatives;
- Prepare and present accurate and timely reports;
- Plan, analyze, coordinate and assist in the development of the City's communication system focusing on strategic needs, priorities and resources;
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations and the public;
- Communicate effectively both orally and in writing;
- Make effective public presentations;
- Understand the principles and practices of computers and communications systems;
- Provide exceptional customer service to those using the Communications and Information Technology Department;
- Learn and utilize new skills and information to improve job performance and efficiency.

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**License or Certificate:**

Must possess and maintain a valid appropriate California Class C driver's license.

A valid FCC General, First or Second class Radiotelephone Operator's License or NABER or APCO certification is desirable.

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**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 is:*

Highschool graduation or equivalent. Five years of recent technical experience in the installation, maintenance and repair of radio-related communications equipment. Experience as a supervisor, senior or lead person involved in the installation, maintenance and repair of two-way, fixed and mobile radio communications equipment is desirable.

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**Special Requirements:**

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

Requires frequent walking and standing; some lifting and carrying objects of moderate weight, up to 25 lbs. (12-20 pounds); some climbing of radio towers; and/or the operation of vehicles, office, shop, or hand tools in which manipulative skills and hand-eye coordination are important ingredients of safe and/or productive operations. Tasks are regularly performed without exposure to adverse environmental conditions.

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**Career Ladder Information:**

Experience gained in this classification in addition to training and coursework may serve to meet the qualification guidelines for Communications Manager.

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR ENGINEERING MANAGER**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Engineering Manager examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**SALARY:**

\$10,804 (Minimum) – \$12,965 (Reference) – \$14,909 (Maximum) per month.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Engineering Manager. There is currently one vacancy due to promotion.

Staff recommends conducting the examination for Engineering Manager on a promotional basis provided that a minimum of eight (8) applications from City employees are filed and accepted. If less than eight (8) applications are filed and accepted, the promotional examination will be canceled and the examination will be conducted on an open basis.

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 examination in 2015 was weighted as follows: In-Basket Performance Test (40%) and Oral Interview (60%). Due to the current environment and to allow for a virtual examination process, it was determined that the following weightings were appropriate for this exam: Application Review (Qualifying) and Oral Interview (100%).

There is a sufficient pool of internal candidates to qualify; therefore, a promotional recruitment is recommended.

Respectfully submitted,

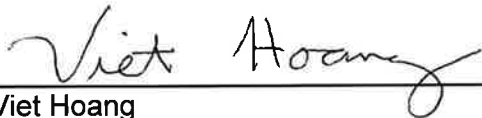


By \_\_\_\_\_

Kelli Lee

Human Resources Senior Management Associate

CONCUR:



Viet Hoang  
Deputy City Manager



Brianne Cohen  
Civil Service Manager

Attachment: A) Engineering Manager Class Specification

**6D**



# ENGINEERING MANAGER

Class Code:  
3140

Bargaining Unit: Executive &  
Management Employees

CITY OF TORRANCE  
Established Date: Nov 1, 2007

## SALARY RANGE

\$10,804.00 - \$12,965.00 Monthly  
\$129,648.00 - \$155,580.00 Annually

### DEFINITION:

Under general direction, manages complex engineering work including the planning, design, construction and administration of public works projects; performs specialized engineering work in the analysis, design and construction of public works; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Engineering Manager is distinguished from the Deputy Public Works Director/City Engineer in that the incumbent does not have responsibility of the entire Engineering Division. Distinguished from the Associate Engineer in the level and scope of supervision and responsibility exercised. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Receives general direction from the Deputy Public Works Director/City Engineer; exercises direct supervision over professional and technical engineering personnel.

### EXAMPLES OF ESSENTIAL DUTIES:

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

- Manages the work of professional engineering division personnel including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline;
- Monitors staff's performance and coaches for improvement and development;
- Develops and administers project budgets; reviews and coordinates financial sources for funding projects; maintains accountability for all revenue generated by division;
- Develops, reviews and recommends approval of engineering plans and specifications, cost estimates, contract provisions, etc.;

- Prepares Requests for Proposals (RFP's) for engineering consultants and administers contracts;
- Implements department programs and capital improvements;
- Prepares reports, recommendations and correspondence on current and proposed projects;
- Provides staff support and makes presentations to City Commissions, the City Council and Council committees on engineering-related items;
- Communicates and resolves conflicts with departmental personnel and the public;
- Keeps abreast of current engineering principles and practices, technology, regulations and literature that apply to City engineering projects including current developments in legislation and trends, which may affect the City and/or department;
- Implements and maintains Federal, State and local mandates;
- Reviews and edits reports prepared by support staff;
- Coordinates projects with other City departments, agencies and utilities as required;
- Attends and conducts meetings 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:*

- Coordinates projects involving multiple divisions within the Public Works Department;
- Reviews land development cases and sets conditions on behalf of the Public Works Department;
- Participates on interdepartmental and intradepartmental teams, committees and boards as required;
- Assists in establishing departmental disaster plan as part of the City-wide disaster plan;
- Performs Emergency Operations Committee (EOC) functions as needed;
- Other duties as assigned.

## **QUALIFICATION GUIDELINES:**

#### **Education and/or Experience**

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

Graduation from a college or university with a Bachelor's degree in civil engineering and five years of professional civil engineering experience involving the design and construction of a variety of public works projects, at least two of which must deal directly with managing municipal projects for any combination of the following systems: highway, sewer, drainage and water.

#### **License and/or Certificate**

*Must possess and maintain the following:*

Registration as Civil Engineer in the State of California and an appropriate, valid California driver's license.

#### **Knowledge of**

- Civil Engineering principles and practices as applied to the field of public works, including traffic engineering, street and highway design, hydraulic and mechanical operations, water and sewer systems, and urban drainage and hydrology;
- Professional, technical, legal and financial issues involved in municipal engineering programs;
- Public works and construction methods and operations;
- Consultant and construction contract administration;
- Project management techniques, including methods of preparing designs, plans, specifications, estimates, reports and recommendations;
- Budget preparation principles;
- Various types of funding sources for municipal projects;
- Management and supervisory principles and practices;
- Various computer applications including word processing, spreadsheet and project management programs;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations;
- High quality customer service methodology and principles;
- Safety regulations as required by OSHA and other regulatory agencies;
- Hazards and generally accepted safety standards.

#### **Ability to**

- Manage the work of subordinates including coaching staff for improvement and development, training, assigning, monitoring and evaluating work performance,

- counseling and disciplining staff and resolving grievances;
- Evaluate, develop and implement division policy and programs to improve operations;
- Manage multiple tasks and projects simultaneously;
- Perform difficult engineering design and analysis for public works systems;
- Negotiate project or maintenance contracts on behalf of the division;
- Analyze complex issues, evaluate alternative solutions, develop sound conclusions, and recommend a course of action;
- Plan, organize, assign, coordinate and manage the activities of outside contractors;
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Develop, understand, interpret laws and execute rules, regulations, policies and procedures;
- Establish and maintain effective working relationships with the City Council, public officials, staff, architects, developers, contractors, the general public and others encountered in the course of work;
- Present proposals and recommendations effectively in public meetings;
- Develop clear, concise, and comprehensive studies, reports, and agenda items;
- Ensure safety and professional work standards are met;
- Apply computer technology to project scheduling and design, public works systems, and records management;
- Read, understand and interpret technical reports, drawings, specifications, contracts, and graphs.

## **SPECIAL REQUIREMENTS:**

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

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to use standard office equipment. Tasks require color and visual perception and discrimination, as well as oral communications ability; requires the ability to operate a motor vehicle. Tasks are regularly performed without exposure to adverse environmental conditions.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification would serve toward meeting the minimum requirements for promotion to Deputy Public Works Director/City Engineer.

## **ESTABLISHED/REVISED DATE:**

Established Date: November 2007  
Reviewed Date: May 2021

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR POLICE SERGEANT**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Police Sergeant examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (25%), Sergeants' Roundtable (25%), Internal Panel Interview (30%), and an External Panel Interview (20%). Staff is requesting approval for a one (1) year eligible list.

**SALARY:**

\$9,711 – \$10,099 – \$10,197 – \$10,706 per month.

**BACKGROUND/ANALYSIS:**


There is a current eligible list for the classification of Police Sergeant which will expire September 13, 2021. There is one (1) candidate left on the eligible list.

The class specification has been reviewed by the Police Department 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 the attached class specification.

The previous examinations in 2020 and 2019 were weighted as follows: Written Test (25%), Sergeants' Roundtable (25%), Internal Panel Interview (30%), and an External Panel Interview (20%). There will be no change to the exam types and weights.


There is a sufficient pool of internal candidates to qualify; therefore, a promotional recruitment is recommended.

Respectfully submitted,

By   
Kelsie B. Winders  
Human Resources Analyst

CONCUR:

  
Viet Hoang  
Deputy City Manager

  
Brianne Cohen  
Civil Service Manager



# POLICE SERGEANT

Class Code:  
7312

Bargaining Unit: Torrance Police  
Officers Association

CITY OF TORRANCE  
Revision Date: Nov 1, 2002

## SALARY RANGE

\$9,474.00 - \$10,445.00 Monthly  
\$113,688.00 - \$125,340.00 Annually

### DEFINITION:

Under work assignment supervision, supervises Police Officers and other personnel; responds to public queries and complaints; and does related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Police Officer in that an incumbent does not regularly perform routine patrol and traffic work or do other entry-level police work. Distinguished from Police Lieutenant in that an incumbent does not have responsibility for a division within the department, review performance reports, division budgets and handle department administrative processes.

### EXAMPLES OF ESSENTIAL DUTIES:

- Supervises police officers and other personnel engaged in investigative, patrol, traffic, records, services, juvenile and administrative functions;
- Supervises dispatching of police units and personnel to assist public and investigate complaints;
- Provides information to the public;
- Assists officers and other personnel in performing their required duties;
- Performs inspections;

- Insures compliance with department policies, rules and procedures;
- Counsels subordinates;
- Evaluates employee performance.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

Sixty (60) or more college units from an accredited college or university with major coursework in criminal justice, public or business administration, political science, or closely related field; and possession of a POST Intermediate Certificate.

Four years as a Police Officer. At least three years of the required experience must have been completed on the Torrance Police Department at final filing date for promotional examination.

### **License and/or Certificates**

A valid California Motor Vehicle Operator's Class 3 License.

### **Knowledge of**

- Criminal law, laws of arrest;
- Search and seizure procedures;
- Rules of evidence;
- Criminal procedures and court decisions;
- Criminal justice system;
- Criminal investigation, patrol, juvenile and narcotics procedures;
- Traffic enforcement;
- Supervisory and training methods;
- Department rules, regulations and procedures.

### **Ability to**

- Analyze situations and adopt quick, effective and reasonable courses of action;
- Supervise others;
- Understand and follow directions;
- Communicate effectively laws, procedures, rules, regulations, orders, etc., To subordinate personnel and the general public;
- Handle grievances and disciplinary matters.

## **ESTABLISHED/REVISED DATE:**

Revised Date: November 2002  
Department Review Date: May 2021



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

Honorable Members:

**SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR COMMUNICATIONS  
SUPERVISOR - WIRELESS**

**RECOMMENDATION**

Recommendation of Human Resources Staff that your Honorable Body approve the revised class specification for Communications Supervisor - Wireless and forward it to the City Council for approval.

**BACKGROUND**

The current Communications Supervisor - Wireless announced his intent to retire effective June 2021 and there is a corresponding need to conduct a Civil Service examination. The Communications & Information Technology Department requested that the class specification be reviewed to ensure it accurately reflected the position prior to conducting the examination.

The proposed class specification is submitted for your review and approval.

**ANALYSIS**

The class specification for Communications Supervisor - Wireless was last revised in 1998 and staff determined that a revision to the class specification is required to reflect the current duties and responsibilities, technology, and working conditions. Sections of the class specification have been modified to accurately reflect the current structure.

The **Examples of Other Duties** section was modified to include the full range of functions performed. The following additional functions performed were added:

- Responds to emergency calls for service 24 hours per day, 7 days per week, including nights, weekends, and holidays;
- Operates computers, operating systems and other software related to job functions, including inventory and ticketing systems.

The **Qualification Guidelines** section was modified to include the "knowledge of" and "ability to" the added functions. The following additional functions performed were added:

Knowledge of:

- Principles of local and wide-area network concepts, principles, and technologies; remote site power systems, including commercial, generator, battery, and solar power.

Ability to:


- Understand the principles and practices of computers and communications systems;
- Provide exceptional customer service to those using the Communications and Information Technology Department.

The **License or Certification** section was modified to make the language consistent with all other class specifications.

The **Special Requirements** section was modified to include the full range of functions performed. The following was added to make the language consistent with all other class specifications:

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

Respectfully submitted,

By   
\_\_\_\_\_  
Myisha Phillips  
Human Resources Analyst

CONCUR:

  
\_\_\_\_\_  
Viet Hoang  
Deputy City Manager

NOTED:

  
\_\_\_\_\_  
Brianne Cohen  
Civil Service Manager

- Attachment
- A) Revised Class Specification Communications Supervisor - Wireless
  - B) Existing Class Specification Communications Supervisor - Wireless
  - C) Organizational Chart of the Communications & Information Technology Department

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## Communications Supervisor - Wireless

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### Definition:

Under direction, supervises personnel involved in the installation, service and maintenance of the City's wireless radio and related communications system; develops specifications, makes recommendations and oversees the implementation of the City's radio communications system and/or elements of the system; and performs related work as required.

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### Distinguishing Characteristics:

Distinguished from the Communications Manager in that the incumbent is not responsible for planning, organizing and directing the Communications Division. Distinguished from the Communications Supervisor – Telecommunications in that the incumbent does not supervise the operation, installation, and maintenance of the City's telephone system. Distinguished from the Wireless Technician in that the incumbent does not primarily work with the tools of the trade in maintaining the radio and telephone communications system. Incumbents perform a full range of complex tasks and works under direction within a framework of established procedures. Work is judged primarily on overall results with great latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

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### Supervision Exercised/Received:

Receives supervision from the Communications Manager; exercises direct supervision over subordinate personnel.

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### Examples of Essential Duties:

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

- Plans, schedules, assigns, and evaluates personnel involved in the installation, service and maintenance of the City's two-way radio infrastructure, mobile and portable radio equipment, voice logging and distribution equipment, fixed and mobile public address systems, and related ancillary communication systems.
- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed.
- Oversees and coordinates day-to-day service and maintenance operations of the drive-in service center, off-site locations, and mobile service capabilities.
- Establishes program procedures and policies for the staff, and enforces safety regulations and practices for the installation, maintenance and operation of all systems supported.

- Manages the radio program's budget throughout the fiscal year, audits expenditures, and prepares budgets for subsequent years. Assists in managing capital project budgets for those projects related to wireless communications.
- Provides technical research, project management and consultant-type services to all City departments in areas pertaining to existing and new wireless technologies.
- Provides technical (theory and equipment) training to in-house staff on new and existing equipment or systems; and provides operational training to City departments.
- Coordinates internal assignment of City's radio frequency resource, evaluates licensing issues such as those pertaining to adjacent and co-channel usage, and facilitates mutual-aid compatibility with other agencies.
- Monitors and takes appropriate corrective actions to insure that the City complies with Federal Communications Commission (FCC), Federal Aviation Administration (FAA) and other applicable agency rules and regulations.
- Represents the City within professional and government groups such as the FCC, FAA, Public Utilities Commission (PUC), and Association of Public Safety Communications Officers (APCO).

### 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 for service 24 hours per day, 7 days per week, including nights, weekends, and holidays;
- Operates computers, operating systems and other software related to job functions, including inventory and ticketing systems;
- Maintains paper and electronic inventory database(s) for all communications-related equipment;
- Interacts with vendors to purchase replacement or new equipment as necessary in support of maintenance or project activities to include preparation of specifications and administration of contracts;
- Prepares and maintains technical, budgetary, personnel and activity reports and records both in paper and electronic format;
- Monitors wireless systems for compliance with FCC rules and maintains FCC licenses by filing for renewal and updating records as needed;
- Operates and utilizes computer equipment and office automation software;
- Performs related duties as required.

### Qualification Guidelines:

Knowledge of:

- Principles and procedures for the installation, operation, maintenance, and repair of conventional/trunked two-way radio, point-to-point microwave radios, analog audio recording devices, and audio visual equipment, and mobile phones/modems;
- Principles and best practices related to telephone and radio communications interface to include electrical and electronic work, and hardware and software operations;
- Principles of local and wide-area network concepts, principles, and technologies; remote site power systems, including commercial, generator, battery, and solar power;
- Principles of supervision, training and employee relations;

- Personal computers and peripheral equipment including operating systems and software currently in use by the City;
- Basic computer operation functions, data communications equipment and networks.
- City policies and procedures affecting departmental operations;
- General City operations;
- Safety procedures and practices related to radio communication systems to include OSHA and Motorola R56 site standards;
- Federal, state and local regulations pertaining to radio communications systems.

Ability to:

- Supervise subordinates including training, assigning, monitoring and evaluating work, counseling and disciplining staff, and processing grievances;
- Read, interpret and apply information contained in schematics, blueprints, technical manuals, as-built documentation, and manufacturer's equipment literature;
- Prepare and recommend preliminary budgetary information;
- Analyze information, problems and procedures to define the problem or needs, identify patterns, tendencies and relationships, formulate logical conclusions, recognize and suggest alternatives;
- Prepare and present accurate and timely reports;
- Plan, analyze, coordinate and assist in the development of the City's communication system focusing on strategic needs, priorities and resources;
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations and the public;
- Communicate effectively both orally and in writing;
- Make effective public presentations;
- Understand the principles and practices of computers and communications systems;
- Provide exceptional customer service to those using the Communications and Information Technology Department;
- Learn and utilize new skills and information to improve job performance and efficiency.

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**License or Certificate:**

Must possess and maintain a valid appropriate California Class C driver's license.

A valid FCC General, First or Second class Radiotelephone Operator's License or NABER or APCO certification is desirable.

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**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 is:*

Highschool graduation or equivalent. Five years of recent technical experience in the installation, maintenance and repair of radio-related communications equipment. Experience as a supervisor, senior or lead person involved in the installation, maintenance and repair of two-way, fixed and mobile radio communications equipment is desirable.

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**Special Requirements:**

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

Requires frequent walking and standing; some lifting and carrying objects of moderate weight, up to 25 lbs. (12-20 pounds); some climbing of radio towers; and/or the operation of vehicles, office, shop, or hand tools in which manipulative skills and hand-eye coordination are important ingredients of safe and/or productive operations. Tasks are regularly performed without exposure to adverse environmental conditions.

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**Career Ladder Information:**

Experience gained in this classification in addition to training and coursework may serve to meet the qualification guidelines for Communications Manager.



# COMMUNICATIONS SUPERVISOR, WIRELESS

Class Code:  
5537

Bargaining Unit: Torrance Professional &  
Supervisory Association

CITY OF TORRANCE  
Revision Date: Jun 1, 2000

## SALARY RANGE

\$38.48 - \$46.76 Hourly  
\$6,669.87 - \$8,105.07 Monthly  
\$80,038.40 - \$97,260.80 Annually

### DEFINITION:

Under direction, supervises personnel involved in the installation, service and maintenance of the City's wireless radio and related communications system; develops specifications, makes recommendations and oversees the implementation of the City's radio communications system and/or elements of the system; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from the Communications Manager in that the incumbent is not responsible for planning, organizing and directing the Communications Division. Distinguished from the Communications Supervisor – Telecommunications in that the incumbent does not supervise the operation, installation, and maintenance of the City's telephone system. Distinguished from the Wireless Technician in that the incumbent does not primarily work with the tools of the trade in maintaining the radio and telephone communications system. Incumbents perform a full range of complex tasks and works under direction within a framework of established procedures. Work is judged primarily on overall results with great latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

Receives supervision from the Communications Manager; exercises direct supervision over subordinate personnel.

## **EXAMPLES OF ESSENTIAL DUTIES:**

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

- Plans, schedules, assigns, and evaluates personnel involved in the installation, service and maintenance of the City's two-way radio infrastructure, mobile and portable radio equipment, voice logging and distribution equipment, fixed and mobile public address systems, and related ancillary communication systems;
- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed;
- Oversees and coordinates day-to-day service and maintenance operations of the drive-in service center, off-site locations, and mobile service capabilities;
- Establishes program procedures and policies for the staff, and enforces safety regulations and practices for the installation, maintenance and operation of all systems supported;
- Manages the radio program's budget throughout the fiscal year, audits expenditures, and prepares budgets for subsequent years. Assists in managing capital project budgets for those projects related to wireless communications;
- Provides technical research, project management and consultant-type services to all City departments in areas pertaining to existing and new wireless technologies;
- Provides technical (theory and equipment) training to in-house staff on new and existing equipment or systems; and provides operational training to City departments;
- Coordinates internal assignment of City's radio frequency resource, evaluates licensing issues such as those pertaining to adjacent and co-channel usage, and facilitates mutual-aid compatibility with other agencies;
- Monitors and takes appropriate corrective actions to insure that the City complies with Federal Communications Commission (FCC), Federal Aviation Administration (FAA) and other applicable agency rules and regulations;
- Represents the City within professional and government groups such as the FCC, FAA, Public Utilities Commission (PUC), and Association of Public Safety Communications Officers (APCO).

### **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 paper and electronic inventory database(s) for all communications-related equipment;
- Interacts with vendors to purchase replacement or new equipment as necessary in support of maintenance or project activities;
- Prepares and maintains technical, budgetary, personnel and activity reports and records both in paper and electronic format;
- Maintains FCC licenses by filing for renewal and updating records as needed;
- Operates and utilizes computer equipment and office automation software;
- 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:*



High school graduation or equivalent. Five years of recent technical experience in the installation, maintenance and repair of radio-related communications equipment. Experience as a supervisor, senior or lead person involved in the installation, maintenance and repair of two-way, fixed and mobile radio communications equipment is desirable.

#### **License and/or Certificates**

Must possess a valid appropriate California driver's license. A valid FCC General, First or Second class Radiotelephone Operator's License or NABER or APCO certification is desirable.

#### **Knowledge of**

- Principles and procedures for the installation, operation, maintenance, and repair of two-way radio, microwave, analog recording devices, and audio visual equipment;
- Principles related to telephone and radio communications interface;
- Principles of supervision, training and employee relations;
- Personal computers and peripheral equipment including operating systems and software currently in use by the City;
- Basic computer operation functions, data communications equipment and networks;
- City policies and procedures affecting departmental operations;
- General City operations;
- Safety procedures and practices related to radio communication systems;
- Federal, state and local regulations pertaining to radio communications systems.

#### **Ability to**

- Supervise subordinates including training, assigning, monitoring and evaluating work, counseling and disciplining staff, and processing grievances;
- Read, interpret and apply information contained in schematics, blueprints, technical manuals, as-built documentation, and manufacturer's equipment literature;
- Prepare and recommend preliminary budgetary information;
- Analyze information, problems and procedures to define the problem or needs, identify patterns, tendencies and relationships, formulate logical conclusions, recognize and suggest alternatives;
- Prepare and present accurate and timely reports;
- Plan, analyze, coordinate and assist in the development of the City's communication system focusing on strategic needs, priorities and resources;
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations and the public;
- Communicate effectively both orally and in writing;
- Make effective public presentations;
- Learn and utilize new skills and information to improve job performance and efficiency.

## **SPECIAL REQUIREMENTS:**

Requires frequent walking and standing; some lifting and carrying objects of moderate weight (12-20 pounds); some climbing of radio towers; and/or the operation of vehicles, office, shop, or hand tools in which manipulative skills and hand-eye coordination are important ingredients of safe and/or productive operations. Tasks are regularly performed without exposure to adverse environmental conditions.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and coursework may serve to meet the qualification guidelines for Communications Manager.

**ESTABLISHED/REVISED DATE:**

Revised Date: June 2000

**COMMUNICATIONS & INFORMATION TECHNOLOGY**

No. of Employees = 42.0 FTE Positions

Functional Organizational Chart  
2019-20 Adopted

Attachment C

