

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, SEPTEMBER 27, 2021  
REGULAR MEETING  
6:00 P.M. IN COUNCIL CHAMBERS  
AT 3031 TORRANCE BL.**

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

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members Adelsman, Dean, Hamada, Herring, Lewis, Sasaki, Chair Shwarts

**2. FLAG SALUTE:**

**3. REPORT OF THE CITY CLERK 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, September 23, 2021

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS**

*This portion of the meeting is reserved for public comment on items not 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. Speakers please turn off or leave your cellular phone when you come to the podium to speak.*

**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 the Examination for Airport Worker.**

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

**6B. Approve the Examination for Human Resources Analyst.**

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

**6C. Approve the Examination for Information Technology Director.**

Recommendation of the City Manager that your Honorable Body recommend to the City Council to approve conducting the Information Technology Director 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 one-year eligible list.

**6D. Approve the Examination for Lead Maintenance Worker.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Lead Maintenance Worker examination on a promotional basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (40%), and an Oral Interview (60%). Staff is requesting approval for a six-month eligible list.

**6E. Approve the Examination for Permit Technician I.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Permit Technician I examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a one year eligible list.

**6F. Approve the Examination for Permit Technician II.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Permit Technician II examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a one year eligible list.

**7. ADMINISTRATIVE MATTERS**

No Business to Consider.

**8. HEARINGS**

**8A. Appeal of Discipline of a Torrance Police Officer (3).**

(Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4<sup>th</sup> 1272 (2006)). Consideration of Public Employee discipline may be conducted in a closed session per California Government Code 54957(b)(1).

**9. COMMISSION ORAL COMMUNICATIONS**

**10. ADJOURNMENT**

**10A.** Adjournment of Civil Service Commission Meeting to Monday, October 4, 2021, at 6:00 p.m.

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR AIRPORT WORKER**

**RECOMMENDATION:**

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

**SALARY:**

\$20.01 - \$21.01 - \$22.07 - \$23.17 - \$24.33 - \$25.54 - \$26.81 per hour

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Airport Worker. There is one current vacancy due to retirement of the incumbent.

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

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

Respectfully submitted,

By   
Myisha Phillips  
Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Airport Worker Class Specification



# AIRPORT WORKER

Class Code:  
5706

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Jan 1, 1979

## SALARY RANGE

\$20.01 - \$26.81 Hourly  
\$3,468.40 - \$4,647.07 Monthly  
\$41,620.80 - \$55,764.80 Annually

### DEFINITION:

Under general supervision, to tie down aircraft and maintain required airport records; to inspect, perform routine maintenance and cleanup of airport runways, taxi ways, parking aprons, hangars, airport lands and equipment; to perform fire suppression in emergency situations until the Fire Department arrives; and to do related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Airport Operations and Maintenance chief in that the incumbent is not responsible for assigning or supervising full-time airport personnel engaged in the operation and maintenance of airport operating areas. Distinguished from other City maintenance classifications such as Semi-Skilled Laborer or Groundskeeper in that other classes are not required to do the broad range of grounds; equipment maintenance or construction, record keeping, provision of security or response to emergency situations unique to the environment and operations of a municipal airport.

### EXAMPLES OF ESSENTIAL DUTIES:

- Inspects runways and taxi ways for obstructions, cleans, repairs as necessary and removes weeds;

- Inspects, cleans, performs minor repairs and conducts preventative maintenance upon airport field lighting and signals;
- Under supervision, sprays weed killers, mows grass, trims trees and plants grass and shrubs;
- Cleans drains, drainage areas and ditches and makes minor repairs to drains and headwalls for flood Control;
- Removes rocks, grades and levels airport grounds as required;
- Performs minor service and repairs on airport equipment such as vehicles and power tools;
- Operates local government radio base station and mobile radios, maintaining communications at all times with FAA personnel in the Airport Control Tower;
- Ties down transient and permanently based aircraft in assigned spaces when necessary;
- Assigns transient aircraft temporary parking spaces;
- Collects transient tie down fees and maintains records of transient aircraft using the airport;
- Conducts a daily aircraft tie down inventory;
- Responds to all airport emergency situations/accidents;
- Operates airport fire suppression equipment until the Fire Department arrives on the scene;
- Renders immediate first aid until proper authorities arrive;
- Closes runways or the airport as required;
- Assists in enforcing airport rules and regulations;
- Issues Notices to Airmen (NOTAMS) as required;
- Performs airport security functions by opening and closing gates and monitoring hangar and tie down areas;
- Prepares reports and various forms incidental to airport operations, maintenance and security.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

One year of experience in work that would indicate possession of construction, maintenance or mechanical skills and the ability to learn a variety of maintenance, construction and mechanical tasks. No specific minimum education required.

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

A valid Class III California Driver's License, a Class II License is desirable.

### **Knowledge of**

- Safe working practices in and around construction equipment and/or areas;
- Safe working practices in lifting heavy objects and using power equipment and hand tools.

### **Ability to**

- Learn basic fire suppression and first aid;
- Learn safe working practices around moving and stationary aircraft;
- Operate power equipment and hand tools;
- Perform simple and routine maintenance on airport equipment, such as lawn mowers, light trucks and airplane tractors;
- Learn to perform simple and routine maintenance on electrical lighting circuits;
- Read simple schematics and blueprints to trace airport lighting system failures and isolate bad circuits for repair;
- Perform simple arithmetic calculations;

- Receive money and give proper change;
- Maintain accurate shift operation log books and other records;
- Read and understand FAA advisory notices and airport standard operating procedures;
- Maintain effective working relationships with pilots, members of the public and other airport personnel.

**ESTABLISHED/REVISED DATE:**

Revised Date: January 1979

Reviewed Date: September 2021

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR HUMAN RESOURCES ANALYST**

**RECOMMENDATION:**

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

**SALARY:**

\$33.58 - \$35.25 - \$37.05 - \$38.85 - \$40.81 - \$42.87 - \$45.02 - \$47.26 - \$49.62 per hour.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Human Resources Analyst. There is a vacancy due to retirement.

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

The previous examinations within the last two years were weighted as follows: Application Review (qualifying), Written Test (qualifying), Performance Test (50%), and Oral Interview (50%). There is a change to the exam types. For this examination process, the written test will not be administered since the level of expertise can be better assessed through the performance test.


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

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Human Resources Analyst Class Specification

**6B**



# HUMAN RESOURCES ANALYST

Class Code:  
1317

Bargaining Unit: Certain Full-Time  
Salaried and Hourly Employees

CITY OF TORRANCE  
Established Date: Feb 1, 1999

## SALARY RANGE

\$33.58 - \$49.62 Hourly  
\$5,820.53 - \$8,600.80 Monthly  
\$69,846.40 - \$103,209.60 Annually

### DEFINITION:

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

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

Receives direction from a Division Manager or Department Head and may provide functional



supervision to lower-level employees, but this task is ancillary to the primary focus of the classification.

## **EXAMPLES OF ESSENTIAL DUTIES:**

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

*When assigned to entry/journey level positions:*

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

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

- Represents the Department at Civil Service Commission meetings, administrative hearings and presents management's' recommendations;
- Prepares and analyzes data, makes recommendations regarding personnel matters and procedures for negotiations with employee organizations and participates as a member of the City management negotiating team;
- Coordinates activities related to employee benefit programs;
- Develops written, oral, and performance tests; and conducts content and empirical validation studies;
- Coordinates and develops comprehensive training programs for City employees;
- Prepares and administers professional contracts for services and approves payment for services and use of allocated funds;

- Conducts or coordinates investigations in discipline and grievance matters, and harassment and discrimination complaints;
- Develops, implements and evaluates personnel policies, procedures and programs;
- Makes recommendations' regarding departmental systems and procedures, goals and objectives, and short and long range planning;
- May assign, review and coordinate the work of Human Resources staff; and train other staff members in a variety of areas;
- Participates as a member on interdepartmental teams and committees as required;
- Keeps abreast of current personnel principles and practices, laws and regulations, and literature.

#### **Examples of Other Duties**

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

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

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

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

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

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

None.

#### **Knowledge of**

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

- Public relations and customer service techniques, including telephone etiquette;
- City and Department Mission including strategic goals and objectives;
- General City operations.

**Ability to**

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

## **SPECIAL REQUIREMENTS:**

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

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; requires sufficient hand/eye coordination to perform repetitive movements, such as typing, filing, and the use of commonly used office machines and supplies; may involve extensive VDT exposure. Tasks require visual perception and discrimination as well as oral communications ability.

## **CAREER LADDER INFORMATION:**

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

## **ESTABLISHED/REVISED DATE:**

Revised Date: February 1999  
Department Review Date: September 2021

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY DIRECTOR**

**RECOMMENDATION**

Recommendation of the City Manager that your Honorable Body recommend to the City Council to approve conducting the Information Technology Director 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 one-year eligible list.

**SALARY**

\$13,595 (Minimum) - \$16,314 (Reference) - \$18,761 (Maximum) per month.

**BACKGROUND/ANALYSIS**

There is no current eligible list for the classification of Information Technology Director. The incumbent Information Technology Director retired in December 2020, creating a need to conduct an examination.

The class specification has been reviewed by the City Manager 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 of the Information Technology Director class specification.

Similar to other Department Head examinations, it was determined that the following weightings were appropriate for this exam: Application Review (Qualifying) and an Oral Interview (100%).


Torrance Municipal Code Section 14.1.29 provides that examinations to fill department head vacancies can be either open or promotional as determined by the City Council after a recommendation by the Civil Service Commission. Since there is not a sufficient pool of internal candidates to qualify for a promotional recruitment, an open recruitment is recommended.

Respectfully submitted,

ARAM CHAPARYAN  
CITY MANAGER

By   
Myisha Phillips  
Human Resources Analyst

CONCUR:

  
for Viet Hoang  
Aram Chaparyan  
City Manager

  
Brianne Cohen  
Civil Service Manager



# INFORMATION TECHNOLOGY DIRECTOR

Class Code:  
1529

Bargaining Unit: Executive &  
Management Employees

CITY OF TORRANCE  
Revision Date: Apr 1, 2000

## SALARY RANGE

\$13,595.00 - \$16,314.00 Monthly  
\$163,140.00 - \$195,768.00 Annually

### DEFINITION:

Under general administrative direction, plans, organizes and directs the functions of the Communications and Information Technology Department which includes the operations of information technology, telecommunications, and radio communications services. Represents the Department to City management, the City Council and the community, and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Information Technology Director is directly responsible to the City Manager for the performance of duties. Distinguished from division heads in that the incumbent is responsible for managing the entire department rather than a specific division. Work is accomplished within a broad framework, with sole authority and responsibility for a broad service area. Discretion is involved in applying goal and policy statements and in resolving complex organizational and technological problems.

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

### EXAMPLES OF ESSENTIAL DUTIES:

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

- Plans, organizes and directs the functions of the Communication and Information Technology Department including information technology, telecommunications, and radio communications;
- Plans, organizes, directs, and evaluates the performance of managers and their assigned staff as well as coaches for improvement and development;
- Establishes performance requirements and personal development goals; takes disciplinary action to address performance deficiencies;
- Provides leadership and works with managers to develop and retain highly competent staff through selection, compensation, training and management practices which support the City's mission and values;
- Aligns information technology with business needs of the departments in support of the City's Strategic Plan;
- With managers, develops, implements and monitors long-term plans, goals and objectives focused on achieving the City's mission and City Council's priorities;
- Prepares and administers annual Department budget;
- Confers with department heads to determine information technology and communication needs to ensure compliance with standards and compatibility with the City's infrastructure and develops, implements and supports appropriate programs based on systems analyses;
- Establishes standards and guidelines for the acquisition, installation, and use of computers, local area networks, application systems, and communication and telecommunication systems;
- Develops strategies for internet, intranet, and e-commerce business applications;
- Attends various City, Council, staff and community meetings as required;
- Keeps abreast of current principles and practices, technology, regulations and literature that apply to City information technology and communication projects and needs;
- Participates on internal and external committees, boards, and task forces, as appropriate.

#### **Examples of Other Duties**

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

- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

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

Graduation from a college or university with a Bachelor's degree in computer science, communications, business or public administration, and six years of increasing responsible experience in all phases of business data processing including systems analysis, programming, computer operations, communications and distributive processing, at least four years of experience must include supervisory experience or project management responsibilities for a major system implementation.

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

Must possess an appropriate valid California driver's license.

### **Knowledge of**

- Capacities, characteristics and limitations of technology related software and equipment such as mainframe, mini and microcomputers, communication and telecommunication system databases and networks;
- State-of-the-art communications, technology, operations, and applications used in municipal government and business settings;
- Processes and principles of business reengineering;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- High quality customer service methodology and principals;
- Computer center operations and procedures;
- Methods and procedures of systems analysis;
- Project management methods and practices, including methods of preparing designs, plans, specifications, estimates, reports and recommendations;
- Management and supervisory principles and practices;
- Employee relations including the meet and confer process, grievance procedures and contract interpretation and administration;
- Budget preparation principles;
- Applicable local, State and Federal regulations;
- Hazards of and generally accepted safety standards involved in performance of information technology and communications related duties;
- General City operations.

### **Ability to**

- Plan, organize, assign, coordinate and manage the activities of professional and clerical staff, and outside contractors;
- Direct the planning and installation of information technology and communication equipment;
- Develop complex strategic plans, and methods to evaluate programs;
- Develop and administer a large departmental budget;
- Communicate effectively orally and in writing;
- Present proposals and recommendations effectively in public meetings;
- Think globally and carry out complex projects independently;
- Translate business requirements into solutions;
- Manage large multi-year, multi-departmental projects and prioritize numerous complex tasks;
- Establish and maintain effective working relationships with the City Council, public officials, other department heads, staff, private and community organizations, and other encountered in the course of work;
- Interpret and apply Memoranda of Understanding, City ordinances, and administrative rules and regulations affecting departmental operations and personnel matters;
- Utilize a computer and other office equipment;
- Understand and carry out oral and written directions.

## **SPECIAL REQUIREMENTS:**

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

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as computers and calculators. Tasks require sound and visual perception and discrimination, as well as oral



communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

**ESTABLISHED/REVISED DATE:**

Revised Date: April 2000

Reviewed Date: September 2021

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR LEAD MAINTENANCE WORKER**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Lead Maintenance Worker examination on a promotional basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (40%), and an Oral Interview (60%). Staff is requesting approval for a six-month eligible list.

**SALARY:**

\$22.98 - \$24.13 - \$25.34 - \$26.61 - \$27.96 per hour

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Lead Maintenance Worker. There is one current vacancy due to retirement of the incumbent.

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

The previous examinations in 2019 and 2018 were weighted as follows: Application Review (qualifying), Written (Supervisory/Lead Maintenance Worker Skills Assessment and Technical Knowledge) (40%), and an Oral interview (60%). There will be no change to the exam types and weights.

Respectfully submitted,

By   
Myisha Phillips  
Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Lead Maintenance Worker Class Specification

**6D**



# MAINTENANCE WORKER, LEAD

Class Code:  
5610

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Mar 1, 2009

## SALARY RANGE

\$22.98 - \$27.96 Hourly  
\$3,983.20 - \$4,846.40 Monthly  
\$47,798.40 - \$58,156.80 Annually

### DEFINITION:

Under general supervision, assists, leads, instructs, directs and monitors the work of a small crew engaged in the maintenance and repair of parks, parkways, medians, trees, recreational and park facilities and City properties; and in the construction, repair and maintenance of City streets; develops and maintains a variety of time and materials records and reports; and performs related work as required in one of the following areas:

- **Park Services:** Leads, instructs, assists, and ensures the safety of a small crew engaged in the care and maintenance of landscape activities or the installation, maintenance and repair of City park facilities and equipment within assigned City parks, and oversees and assists with the inspection, maintenance and basic repair of irrigation systems and park and recreational facilities and equipment.
- **Streetscape:** Leads, instructs, assists, and ensures the safety of a small crew engaged in the care and maintenance of landscape and trees on assigned City medians and parkways; oversees and assists with the calibration, maintenance and basic repair of irrigation systems at those sites; and plans and establishes traffic safety patterns to ensure the safety of the crew and the public.
- **Street Operations:** Leads, instructs, assists and ensures the safety of crews engaged in the construction, repair and maintenance of City streets, sumps and ditches; and performs a variety of skilled construction, maintenance and/or trades work; transports and safely operates a variety of vehicles, tools and complex equipment.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is the lead classification within the Maintenance Worker series. Incumbents in this classification are distinguished from the Maintenance Worker by the responsibility for crew leadership and the safety of assigned work sites; the ability to perform the full range of duties and tasks related to area of assignment; greater complexity of work assignments; a higher level of independent judgment and initiative exercised in the performance of assignments; and the potential impact of erroneous decisions on worker and public safety and operating schedules.

This classification is distinguished from the classifications of Parks Services Supervisor and Public Works Supervisor as these classifications have full supervisory responsibility for the performance of multiple crews engaged in the work of their work division; while the Lead Maintenance Worker has responsibility for the leadership of an assigned crew and job site safety; full supervisory responsibility for crew performance remains with the division supervisor.

Receives general supervision from the Public Works Supervisor or a Park Services Supervisor; may provide technical supervision to Maintenance Worker.

## **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.*

- Leads, instructs and assists an assigned crew engaged in the maintenance and repair of parks, parkways, medians, trees, recreational and park facilities and City properties or in the construction, repair and maintenance of City streets, sumps and ditches;
- Confers with supervisor relative to crew member performance and on deviations from work schedules or assignments;
- Safely transports and operates a variety of vehicles, equipment, and hand and/or power tools related to area of assignment;
- Cleans, greases and visually inspects assigned equipment daily to ensure safe operation;
- Conducts pre and post trip inspection on assigned equipment and tools; reports the need for mechanical maintenance and repair to the supervisor;
- Oversees field maintenance of tools and equipment;
- Develops and maintains time and materials records and prepares periodic and special reports;
- Organizes worksite to ensure availability of needed tools, equipment and materials and to ensure job site safety;
- Responds to requests and inquiries received from the general public and refers for more in-depth responses, as appropriate.

*In addition to the duties listed above, incumbents assigned to the specific areas listed below perform the following:*

### **Park Services**

- Leads, instructs and assists an assigned crew engaged in the planting, cultivation, and maintenance of trees, shrubs, ground cover and grass in assigned City parks and in the inspection, maintenance and basic repair of park and recreational facilities and equipment;
- Oversees and assists a variety of grounds maintenance activities including, mowing, edging, cultivating, planting, and fertilizing lawns and landscaped areas; and the staking of trees as necessary;
- Identifies need for pest, disease and weed control; may assist with the application of pesticides by assisting a certified applicator or makes referral for appropriate treatment;

- Directs and/or Installs, maintains and repairs water lines, irrigation and sprinkler systems; changes and adjusts heads and calibrates automatic control systems.

### **Streetscape**

- Leads, instructs and assists an assigned crew engaged in the planting, cultivation, and maintenance of trees, shrubs, ground cover and grass on assigned City medians and parkways;
- Identifies need for pest, disease and weed control; may assist with the application of pesticides by assisting a certified applicator or makes referral for appropriate treatment;
- Prepares trees for removal, removes roots and stumps using a stump grinding machine;
- Operates all power equipment necessary to perform tree trimming/landscape operations including: aerial truck, chipper, root grinder, stump grinder, backhoe, skip loader, water truck, and chain saws;
- Uses axes, power or hand saws and other basic trimming tools to prune trees, remove limbs and branches;
- Responds to emergency calls for tree removal and trimming, and takes appropriate action;
- Calibrates, maintains and performs basic repair of irrigation systems at assigned job sites; refers as appropriate for specialized repair;
- Plans and establishes traffic safety patterns, setting up and removing signage, cones and barricades as appropriate to ensure job site and public safety.

### **Street Operations:**

- Leads, instructs and assists an assigned crew engaged in the construction, repair and maintenance of City streets; cutting out, backfilling and compacting patching material; and rolling areas with oil, rock, asphalt and other permanent paving materials after excavations have settled to fill and holes, ditches and cracks in City streets;
- Plans and establishes traffic safety patterns, setting up and removing signage, cones and barricades as appropriate to ensure job site and public safety;
- Develops and maintains time and materials records and prepares periodic and special reports.

### **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:*

- Conducts equipment safety training;
- Responds to emergency calls during work and may be subject to call out during non work hours;
- 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 performing landscaping, construction and/or maintenance duties comparable to that of a Maintenance Worker that includes completion of required training and attainment of required proficiency and certifications.

**License and/or Certificates**

Possess and maintain a valid California Driver license of appropriate class or grade with appropriate endorsements as required by work assignment.

**Park Services:** California driver license class A is required for Park assignments.

**Streetscape:** California driver license class B is required for some of the equipment operated or hauled in this division.

**Street Operations:** California driver license class A is required.

**Knowledge of**

- Basic methods and proper and effective use of hand and power tools, materials and equipment used in maintenance, construction trades and/or gardening;
- Work safety and basic first aid practices;
- Principles of supervision;
- Basic mathematics;
- Standard departmental work procedures;
- Effective public service techniques;
- Defensive driving practices;
- City and Department Mission including strategic goals and objectives; and
- General City operations.

*In addition to the above, incumbents assigned to the specific areas listed below are also expected to have knowledge of the following:*

**Park Services:**

- Proper care and maintenance of plants, trees, grasses, flowers and shrubs;
- Park maintenance procedures;
- Modern methods, techniques, and materials used for landscaping, grounds;
- Plant pests and diseases, and methods of control and eradication;
- Water line and irrigation system installation, maintenance and repair.

**Streetscape:**

- Proper care and maintenance of plants, trees, grasses, flowers and shrubs including planting, pruning, shaping, trimming and maintenance methods and procedures for different tree species;
- Modern methods, techniques, materials used for landscaping, and grounds;
- Water line and irrigation system installation, maintenance and repair;
- Traffic control rules and regulations;
- Tree pruning and removal techniques;
- Common and botanical names of trees;
- Various kinds of soil preparation in planting work and the use of different kinds of fertilizers;
- Insects, parasites and fungi, and the pesticide sprays or other means for their extermination;
- Customer service principles;
- Tree trimming guidelines according to ANSI (American National Standards Institute) and ISA (International Society of Arboriculture);
- Safety guidelines according to OSHA (Occupational Safety and Health Administration);
- Safety practices related to the use of chain saws and other power tools, vehicle and equipment operation, heavy lifting, and general field operations;
- Proper use and maintenance of hand tools, power tools and equipment used in tree maintenance.

**Street Operations**

- Methods, terminology, tools and equipment used in street construction and repair;
- Characteristics and uses of concrete, asphalt and a variety of paving materials;
- Standard safety practices and devices used in street construction and repair projects;
- Traffic control rules and regulations.

**Ability to**

- Plan, schedule, inspect, monitor and assist the work of an assigned crew;
- Read and interpret plans and specifications;
- Physically perform sustained manual labor;
- Safely and skillfully operate hand tools, mechanical equipment, power tools and equipment required to complete work assignments;
- Operate vehicles with automatic transmissions observing legal and defensive driving practices;
- Effectively follow oral and written instructions;
- Identify and effectively resolve technical problems related to work assignments;
- Understand, follow and instruct others on work safety procedures and practices;
- Develop and maintain time and material records and produce a variety of reports;
- Establish and maintain effective work relationships with the general public, co-workers, and those contacted during the course of work;
- Safely and skillfully operate hand tools, mechanical equipment, power tools and equipment required to complete work assignments.

**SPECIAL REQUIREMENTS:****Physical Requirements**

On a daily basis, the essential duties of this classification require the ability to climb ladders; to stoop, kneel, crawl and crouch, to reach, to stand for long periods of time and to sit for extended periods while operating vehicles and equipment; to walk; to lift, push, pull and carry objects weighing up to 50 pounds and up to 100 pounds with assistance; 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 at arms length 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**

Dependent upon assignment, essential duties of this classification are performed primarily in a field environment in various weather conditions. Work is performed on a daily basis in an atmosphere of constant noise; around moving objects and vehicles; around machinery with moving parts; on ladders and scaffolding; and occasionally below ground. Incumbents are frequently subject to vibration, exposed to smoke, fumes, gas, dust, grease, oil, pesticides chemicals, treated water, and untreated sewage and may occasionally work in confined spaces, perform duties with hands in water and may be exposed to electrical energy.

**CAREER LADDER INFORMATION:**

Experience gained in the classification of Lead Maintenance Worker may serve to meet minimum qualifications for promotion to Public Works Supervisor or Parks Services Supervisor.

**ESTABLISHED/REVISED DATE:**

Revised Date: March 2009

Reviewed Date: September 2021



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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR PERMIT TECHNICIAN I**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Permit Technician I examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a one year eligible list.

**SALARY:**

\$22.27 - \$23.38 - \$24.54 - \$25.78 - \$27.06 - \$28.42 per hour.

**BACKGROUND/ANALYSIS:**


There is no current eligible list for the classification of Permit Technician I. There is a vacancy due to a promotion.

The class specification has been reviewed by the Building Regulations Administrator 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 2019 was weighted as follows: A Supplemental Application (Qualifying), a Written Test (50%) and an Oral Interview (50%). 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%). The interview will test the candidates' preparation for the position, technical skills, and oral communication skills.

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

Respectfully submitted,

By   
Kelsie B. Winders  
Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Permit Technician I Class Specification

**6E**



# PERMIT TECHNICIAN I

Class Code:  
3527

Bargaining Unit: Engineers Association  
& Torrance Fiscal Employees  
Association

CITY OF TORRANCE  
Revision Date: Aug 1, 2010

## SALARY RANGE

\$22.27 - \$28.42 Hourly  
\$3,860.13 - \$4,926.13 Monthly  
\$46,321.60 - \$59,113.60 Annually

### DEFINITION:

Under general supervision, performs responsible technical work in the review, processing, and issuance of a variety of permits such as building permits, development review permits, zoning and business license information; and performs administrative support duties and a variety of specialized tasks of a technical nature; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is the entry/journey level class within the Permit Technical series. This class is distinguished from the Permit Technician II by the performance of more routine or less complex tasks and duties assigned to positions within this series; and distinguished from Secretary in that the incumbent performs specialized tasks of a technical nature related to the review, processing, and issuance of permits, licenses and development cases.

Receives general supervision from the Plans Examiner (Permit Center Supervisor).

### EXAMPLES OF ESSENTIAL DUTIES:

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

- Distributes information about a variety of permits such as building, development, zoning and business licenses;
- Provides material requested from public and staff such as maps, permit records, aerial photos;
- Reviews business license applications, determine routing requirements and add routing sheets for departmental reviews;
- Checks building, development and business license applications to ensure completeness of submittal package;
- Processes and issues a variety of permits such as building, construction, development review and business license applications;
- Calculates permit, plan check, development and business license related fees;
- Receives and receipts for money paid over the counter;
- Collects fees, issues receipts for money received, and balances cash drawer;
- Develops or modifies forms for reporting data, and ensures accuracy of data;
- Notifies applicants when plans are ready for correction or permits are ready for issuance;
- Coordinates final routing process and releases project utilities;
- Coordinates approval of plans with other City Departments and regulatory agencies to assure the required approvals have been granted; and maintains logs of plans and applications submitted;
- Coordinates overtime billing for plan check and inspection;
- Performs records searches;
- Prepares statistical and other required reports and operates a computer terminal to input and retrieve information;
- Files and/or routes plans and applications to City departments and staff;
- Routes files and prepares plans and records for archiving and scanning;
- Receive and input complaints into permit issuance system and assign to appropriate personnel;
- Composes routine correspondence and notices from brief minimal instructions.

#### **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:*

- With sufficient on-the-job training and experience, may evaluate plans for routine residential projects such as patios and room additions;
- Works with the public by receiving complaints and attempting to resolve them;
- May assist with the enforcement of administrative provisions of the California Building Code and various federal, state and municipal codes;
- May provide guidance and training to support staff;
- Participates as a member on interdepartmental and intradepartmental teams and committees as required;
- Performs other duties as assigned.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

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

Graduation from high school or possession of a GED Certificate; and one year of experience with a municipal building department's permit processing function or similar experience at a public counter with an emphasis on customer service.

In addition to the experience requirement, completion of courses from a vocational school or

college related to this field such as Public Works Inspection, Computer-aided Architectural Drafting, Principles of Engineering Technology, Blueprint Reading, the Uniform Building Code, and Bookkeeping and Accounting is highly desirable.

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

Must possess a valid State of California driver's license of the appropriate class.

### **Knowledge of**

- Basic Building construction methods, practices and materials;
- Basic federal, State and local laws, codes and ordinances including but not limited to California Health and Safety Code, California Fire Code, California Building Code, State Administrative Code, and NFPA standards and codes;
- State and local laws pertaining to business licensing;
- Basic mathematics as applied to the calculation of construction fees, taxes, and building valuation;
- Basic computer keyboard functions, data entry and record keeping techniques;
- Modern office procedures, methods, and computer equipment;
- Techniques for providing a high level of customer service to effectively deal with the public, vendors, contractors and City staff;
- City policies and procedures affecting departmental operations;
- General City operations.

### **Ability to**

- Read and interpret simple construction plans;
- Verify that plan submittals are complete and in conformance with required submission standards;
- Provide customers with accurate information on permitting procedures;
- Compute fees;
- Enter, track and retrieve information using a computer;
- Prepare and maintain records and files;
- Understand and carry out oral and written instructions;
- Learn, interpret, explain and enforce applicable codes, regulations, ordinances and laws and apply them to various situations;
- Communicate clearly and concisely both orally and in writing;
- Establish and maintain effective working relationships with developers, architects, contractors, property owners, other regulatory agencies, the general public and fellow employees;
- Use tact and diplomacy when dealing with customers from diverse cultural backgrounds, often under pressure of heavy customer demand;
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality;
- Operate office equipment including computer software and hardware (currently in use by the City);
- Learn and utilize new skills and information to improve job performance and efficiency.

## **SPECIAL REQUIREMENTS:**

Work is performed indoors in a busy office environment. Must be able to handle heavy public contact at the counter and on the telephone. This position requires frequent sitting, walking, standing, reaching, bending and lifting and carrying up to 20 pounds. Must be occasionally available to work evenings or weekends for special assignments.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and coursework may serve to meet the minimum requirements for promotion to Permit Technician II.

## **ESTABLISHED/REVISED DATE:**

Revised Date: August 2010  
Department Review Date: December 2019  
Department Review Date: September 2021

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR PERMIT TECHNICIAN II**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Permit Technician II examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a one year eligible list.

**SALARY:**

\$27.06 - \$27.87 - \$28.70 - \$29.87 - \$31.05 per hour.

**BACKGROUND/ANALYSIS:**

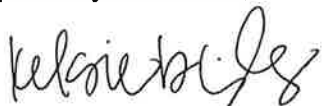
There is no current eligible list for the classification of Permit Technician II. There is a vacancy due to a separation.

The class specification has been reviewed by the Building Regulations Administrator 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 2016 was weighted as follows: A Supplemental Application (Qualifying), a Written Test (50%) and an Oral Interview (50%). 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%). The interview will test the candidates' preparation for the position, technical skills, and oral communication skills.

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

Respectfully submitted,

By   
Kelsie B. Winders  
Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Permit Technician II Class Specification



# PERMIT TECHNICIAN II

Class Code:  
3528

Bargaining Unit: Engineers Association  
& Torrance Fiscal Employees  
Association

CITY OF TORRANCE  
Revision Date: Aug 1, 2010

## SALARY RANGE

\$27.06 - \$31.05 Hourly  
\$4,690.40 - \$5,382.00 Monthly  
\$56,284.80 - \$64,584.00 Annually

### DEFINITION:

Under direction, performs advanced technical work in the review, processing, and issuance of variety of permits such as building, development and zoning, and business license information; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is the senior level class within the Permit Technical series. This class is distinguished from the Permit Technician I by the performance of more complex tasks and duties assigned to positions within this series; and the ability to perform the full range of duties and tasks related to area of assignment; greater complexity of work assignments; a higher level of independent judgment and initiative exercised in the performance of assignments. This class is distinguished from Plans Examiner (Permit Center Supervisor) in that the incumbent does not have full supervisory responsibility.

Receives general supervision from the Plans Examiner (Permit Center Supervisor), and may provide technical supervision to the Permit Technician I or other administrative support staff.

### EXAMPLES OF ESSENTIAL DUTIES:

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

- Reviews and examines permit applications and plans for compliance with applicable codes;
- Approves and processes permit applications and plans necessary for the issuance of construction permits;
- Responds to inquiries of developers, architects and property owners by providing information related to permit procedures and policies either at the public counter or over the phone;
- Advises and assists contractors, owners/builders, architects and the general public and provides technical information concerning permit requirements and procedures;
- Performs plan checking against City standard plans of minor structures, such as patios, fences and room additions;
- Serves as permit coordinator for large projects requiring multiple permit approvals;
- Process and issues a variety of permits such as building permit, construction permit, development permit and business license applications;
- Collects fees, issues receipts for money received and balances cash drawer;
- Identifies discrepancies between actual and reported business operations on business license applications to determine whether or not all City taxes and fees have been paid;
- Coordinates approval of plans with other regulatory agencies to assure the required approvals have been granted; maintains logs of plans and applications submitted;
- Routes plans and performs filing duties, including the lifting and storage of plans;
- Notifies applicants when plans are ready for correction or permits are ready for issuance;
- Performs complex records searches and prepares complex statistical and other required reports;
- Observes, identifies and resolves problems related to counter operations in cooperation with other counter staff to promote high quality customer service;
- Assists Plans Examiner (Permit Center Supervisor) with development of new counter procedures;
- Responsible for resolution of sensitive situations for the coordination of permit activity;
- Guides and instructs less experienced personnel in the various assigned duties of the position;
- Makes assignments, sets priorities, and provides input on the work of subordinate staff;
- Provides training and direction to lower level technical classes and support staff? directs counter operations and makes decisions in absence of Plans Examiner (Permit Center Supervisor);
- Keeps abreast of current building and engineering principles and practices, technology and regulations that apply to City engineering and building projects;
- Keeps abreast of business license procedures and policies;
- Updates and reproduces maps, blueprints and other drawings.

#### **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:*

- Participates as a member on interdepartmental and intradepartmental teams and committees as required;
- May assist with the enforcement of administrative provisions of the California Building Code and various federal, state and municipal codes;
- Maintains records and multiple filing systems;
- Distributes, receives and processes a variety of forms;
- May design routine procedures and forms for the processing of records;
- Maintains database for the computer permit tracking system, record imaging system, and division operational reports;
- Prepares, maintains and archives plan review, permit, code enforcement, business license and inspection records;
- Performs data entry and checks data and information for accuracy;
- Performs other duties as assigned.



## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

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

Graduation from high school or possession of a GED Certificate; and three years of recent, paid, progressively responsible work experience in a private or public agency involved in regulatory functions, permit processing or a closely related field which has included heavy public contact.

In addition to the experience requirement, completion of at least six courses from a vocational school or college related to this field such as Public Works Inspection, Computer-aided Architectural Drafting, Principles of Engineering Technology, Blueprint Reading, the Uniform Building Code, and Bookkeeping and Accounting is required.

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

Must possess and maintain a valid State of California driver's license of the appropriate class and certification as a Permit Technician from the International Code Council (ICC).

### **Knowledge of**

- Building construction methods, practices and materials;
- General building and zoning codes and related laws;
- Basic federal, State, and local laws, codes and ordinances including but not limited to California Health and Safety Code, California Fire Code, California Building Code, State Administrative Code and NFPA standards and codes;
- Basic mathematics as applied to the calculation of construction fees, taxes, and building valuation;
- Basic computer keyboard functions, data entry and record keeping techniques;
- Modern office procedures, methods, and computer equipment;
- Techniques for providing a high level of customer service to effectively dealing with the public, vendors, contractors and City staff.
- City policies and procedures affecting departmental operations;
- General City operations.

### **Ability to**

- Read and interpret blueprints, construction plans, specifications, construction and zoning codes and related laws;
- Prepare statistical reports and required records;
- Review plans for residential patios, pools, fences and other minor additions for conformance to applicable codes;
- Apply the policies and procedures for the processing of construction permits;
- Learn and apply departmental policies and procedures related to the acceptance, review and approval of permit applications and commonly used building and zoning codes and ordinances;
- Use architectural and engineering scales to determine dimensions and calculate areas and percentages;
- Understand the relationship between City zoning ordinances and building code requirements;
- Prepare and maintain accurate records and files;
- Follow verbal and written instructions;
- Communicate clearly and effectively, both orally and in writing;

- Maintain accurate records and files;
- Reconcile figures and perform mathematical computations;
- Provide effective customer service;
- Establish and maintain effective working relationships with developers, architects, contractors, property owners, other regulatory agencies, the general public and fellow employees;
- Use tact and diplomacy when dealing with customers from diverse cultural backgrounds, often under pressure of heavy customer demand;
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality;
- Operate office equipment including computer software and hardware (currently in use by the City);
- Learn and utilize new skills and information to improve job performance and efficiency.

### **SPECIAL REQUIREMENTS:**

Work is performed indoors in a busy office environment. Must be able to handle heavy public contact at the counter and on the telephone. This position requires frequent sitting, walking, standing, reaching, bending and lifting and carrying up to 20 pounds. Must be occasionally available to work evenings or weekends for special assignments.

### **CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and coursework may serve to meet the qualification guidelines for promotion to Plans Examiner (Permit Center Supervisor).

### **ESTABLISHED/REVISED DATE:**

Established Date: August 2010  
Department Review Date: September 2021