

Pursuant to Assembly Bill 361, members of the 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/3dBZ1T6>  
Phone number: 1-669-900-9128  
ID: 857 3095 1581  
Passcode: 390588

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, APRIL 25, 2022  
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, 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 Wednesday, April 20, 2022.

**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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**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 1 minute 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 the Examination for Associate Engineer (Community Development Department).**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Associate Engineer 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 six month eligible list.

**6B. Approve the Examination for Hazardous Materials Response Team.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Hazardous Materials Response Team Premium Pay Assignment examination consisting of a Written Exam (100%). Staff is requesting approval for a two-year eligible list.

**6C. Approve the Examination for Paramedic.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Paramedic Premium Pay Assignment examination consisting of a Written Exam (40%) and Oral Interview (60%). Staff is requesting approval for a two-year eligible list.

**6D. Approve the Examination for Transit Dispatcher.**

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

**7. ADMINISTRATIVE MATTERS**

No Business to Consider.

**8. HEARINGS**

No Business to Consider.

**9. COMMISSION ORAL COMMUNICATIONS**

**10. ADJOURNMENT**

**10A.** Adjournment of Civil Service Commission Meeting to May 9, 2022,  
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 ASSOCIATE ENGINEER (COMMUNITY DEVELOPMENT DEPARTMENT)**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Associate Engineer 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 six month eligible list.

**SALARY:**

\$46.77 - \$49.12 - \$51.58 - \$54.15 - \$56.87 per hour

**BACKGROUND/ANALYSIS:**


The recruitment conducted for the current eligible list for the classification of Associate Engineer was advertised for the Public Works Department, which therefore yielded candidates whose background and experience were more closely related to Public Works. There is currently a vacancy in the Community Development Department due to a retirement.

The class specification has been reviewed by the Community Development 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 2021 and 2018 were weighted as follows: Application Review (Qualifying) and Oral Interview (100%). There will be no change to the exam types and weights.

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

Respectfully submitted,

By   
Kelsie B. Winders  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Jennica Chaparro  
Interim Civil Service Manager



# ENGINEER, ASSOCIATE

Class Code:  
3132

Bargaining Unit: Engineers Association  
& Torrance Fiscal Employees  
Association

CITY OF TORRANCE  
Revision Date: Sep 1, 1998

## SALARY RANGE

\$46.77 - \$56.87 Hourly  
\$8,106.80 - \$9,857.47 Monthly  
\$97,281.60 - \$118,289.60 Annually

### DEFINITION:

Under direction, performs difficult professional level engineering work in the development, construction and maintenance of the City's public works and traffic projects; supervises professional and technical engineering staff; manages engineering projects and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Associate Engineer is the supervisory class in the professional level engineering series. Incumbents are distinguished from the Division Manager in the level and scope of supervision and responsibility exercised and distinguished from the Assistant Engineer in that the Assistant Engineer does not supervise professional staff and does not have responsibility for entire projects. Incumbents perform a full range of complex tasks and works 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 Engineering Manager and exercises direct supervision over lower-level professional and technical engineering positions.

## **EXAMPLES OF ESSENTIAL DUTIES:**

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

- Manages specific municipal engineering projects as assigned applying professional engineering practices to project design, development, coordination, review and analysis;
- Develops, monitors and updates project schedules;
- Manages allocated funds by reviewing and monitoring assigned projects and making recommendations regarding appropriate uses;
- Prepares and administers professional engineering and professional service contracts;
- Prepares reports, recommendations and correspondence on current and proposed projects: review and edit reports prepared by support staff;
- Plans and directs the work of lower-level professional and technical engineering staff. Supervisory duties may 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 recommending and implementing employee discipline. Providing training, advice and assistance as needed;
- Prepares and presents reports and agenda items for the City Council and City commissions;
- Represents the Department and Commission meetings and coordinates projects with other departments by discussing potential problems and requesting their recommendations;
- Participates as a member on interdepartmental and intradepartmental teams and committees as required;
- Keeps abreast of current engineering principles and practices, technology, regulations and literature that apply to municipal engineering projects.

**In addition to the above duties, if assigned to Public Works, performs the following:**

- Reviews and recommends the approval of engineering plans, drawings and specifications, cost estimates, contract provisions, legal descriptions, and maps, ensuring compliance with subdivision policies and local and state codes, ordinances and regulations;
- Coordinates projects with other City departments, agencies and utilities as required;
- May oversee permitting procedures;
- Reviews and recommends the approval of traffic signal, striping and street lighting plans, drawings and specifications, cost estimates, contract provisions, and local and state codes, ordinances and regulations;
- Researches, develops and implements plans to maintain efficient and effective practices in the Street Lighting District; prepares cost estimates for assessment district on a yearly basis;
- Reviews plans, specifications and estimates for transportation capital improvements; analyzes bids and makes recommendations accordingly;
- Reviews Environmental and Traffic Impact reports and planning cases for trip generation, distribution and capacity analysis and makes recommendations related to transportation conditions for development.

### **Examples of Other Duties**

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

- Attends division and department meetings as required;
- Receives and responds to public inquiries regarding current or planned projects;
- 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:

Graduation from a college or university with a Bachelor's degree in engineering and three years professional engineering field and office experience.

(Experience or training in engineering computer applications is desirable.)

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

Must possess and maintain an appropriate, valid California driver's license.

A valid certificate of registration issued by the California State Board of Registration for Civil and Professional Engineers is desirable.

### **Knowledge of**

- Civil Engineering principles and practices as applied to the field of public works;
- Principles and practices of traffic engineering field and office work;
- Public works operations and construction, surveying and drafting methods and practices;
- Engineering computer applications;
- Contract administration;
- Project management methods and practices, including methods of preparing designs, plans, specifications, schedules, estimates, reports and recommendations;
- Principles of supervision and employee relations;
- Mathematics as applied to engineering work, including algebra, geometry, trigonometry and calculus;
- Statistics as applied to traffic engineering data, including compilation, analysis and presentation;
- Budget preparation principles;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations.

### **Ability to**

- Supervise subordinates including training, assigning, monitoring and evaluating work, counseling and disciplining staff, and processing grievances;
- Schedule work tasks and projects;
- Develop and administer a project budget;
- Perform difficult engineering design and analysis for public works systems;
- Use engineering computer applications;
- Perform complex computations involving engineering formulas using advanced applications of algebra, geometry, trigonometry and calculus;
- Operate office and other equipment including a computer;
- Exercise tact and diplomacy relative to public inquiries and requests for information;
- Understand and carry out oral and written directions;
- Communicate effectively orally and in writing;
- Establish and maintain effective relationships with City employees, City Commissioners, public officials, private and community organizations and the public;
- Read and understand technical reports, maps, construction drawings, specifications, and analysis;
- Learn and utilize new skills and information to improve job performance and efficiency.

## **SPECIAL REQUIREMENTS:**

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

Requires the 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 skilled repetitive movements, such as drafting, data entry and the use of calculators. Tasks require color and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Engineering Manager.

## **ESTABLISHED/REVISED DATE:**

Revised Date: September 1998  
Dept. Review Date: November 2021



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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR HAZARDOUS MATERIALS RESPONSE TEAM**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Hazardous Materials Response Team Premium Pay Assignment examination consisting of a Written Exam (100%). Staff is requesting approval for a two-year eligible list.

**SALARY:**

Premium pay for Fire Fighters, Fire Engineers and Fire Captains regularly assigned to the Hazardous Materials Response Team shall receive a hazard premium per Section 3.2F of the Torrance Fire Fighters Association (TFFA) Memorandum of Understanding.

**BACKGROUND/ANALYSIS**

There is no current eligible list for the premium pay assignment of Hazardous Materials Response Team. This selection process is to establish an eligible list due to the expiration of the prior eligible list.

The examination will be based upon existing codes and ordinances, recommended good practices, technical knowledge of the job subject, and departmental rules and practices.

The previous examinations in 2018 and 2016 were weighted as follows: Written (100%). There will be no change to the exam type and weight.

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Jennica Chaparro  
Interim Civil Service Manager

Attachment: A) Torrance Fire Fighters Association Resolution 2019-83 Section 3.2F

**6B**



- Haz Mat First Responder
- EMT
- All Education Incentive
- Fire Office Certificates
- Driver Operator Certificates
- Bilingual Pay
- Physical Fitness Pay
- Class A & B License Pay
- All Paid Leaves (vacation, sick leave, etc.)
- Long Term Care

## **ARTICLE 3 – SPECIAL COMPENSATION PROVISIONS**

### **SECTION 3.1 LONGEVITY PAY**

- A. Employees covered by this agreement shall receive longevity pay in the following manner:
1. Commencing with the first day of the 8<sup>th</sup> year of service, 5% above base pay.
  2. Commencing with the first day of the 9<sup>th</sup> year of service, a total of 10% above base pay.
  3. Commencing with the first day of the 10<sup>th</sup> year of service, a total of 14% above base pay.
  4. Commencing with the first day of the 16<sup>th</sup> year of service, a total of 24% above base pay.
  5. Commencing with the first day of the 20<sup>th</sup> year of service, a total of 26.5% above base pay.
  6. Commencing with the first day of the 25<sup>th</sup> year of service, a total of 34% above base pay.
- B. All longevity pay advancements shall be effective on the anniversary date of the required years of continuous service (unpaid leaves in excess of ten (10) working shifts, except for extended military leave, shall be deducted in computing total service) as a regular employee of the City of Torrance or total years of service as a full time regular employee with the City of Torrance Fire Department, whichever provides the longer term of service.

### **SECTION 3.2 PREMIUM PAY**

Employees assigned to work requiring specified duties which require skills and abilities not contemplated in the employee's normal assignments in the areas described in this section shall receive premium pay only while so assigned. Assignments and reassignments shall be made by the department head subject to the approval of the City Manager according to work load and skills required, and subject to any special provisions specified in this section for any particular assignment.

Removal of employees for disciplinary reasons, or reasons of incompetence, or abolishing positions because of budgetary requirements shall be preceded by notice to employee organization representatives with the intent of precluding unfair actions.

## **ATTACHMENT A**

F. Hazard Premium – Hazardous Materials Response Team Assignment

Employees in the classification of Fire Fighter, Fire Engineer, and Fire Captain regularly assigned to the Hazardous Materials Response Team shall receive a hazard premium of 5%, 10% and 13% above base hourly pay exclusive of any longevity. The hazard premium will be paid as follows:

1. Upon assignment by the Fire Chief to the Hazardous Materials Response Team, completion of Haz Mat First Responder Operational State Certification, and completion of Torrance Fire Department Hazardous Materials Basic Training, the eligible employee shall receive 5% hazard premium above base hourly pay exclusive of any longevity.
2. Upon completion of 12 continuous months of assignment to the Hazardous Materials Response Team and demonstrated to the satisfaction of the Fire Chief completion of the State Haz Mat Technician/Specialist Modules A, B, and two of the four C, D, F, and G modules, the eligible employee shall receive 10% hazard premium above base hourly pay exclusive of any longevity.
3. Upon completion of 24 continuous months of assignment to the Hazardous Materials Response Team, and demonstrated to the satisfaction of the Fire Chief completion of the remaining Haz Mat Technician/Specialist modules necessary for State Certification, the eligible employee shall receive 13% hazard premium above base hourly pay exclusive of any longevity.

Employees shall be assigned by the Fire Chief or designee, with the concurrence of the City Manager, from an eligible list developed through selection process as shown in Appendix A.

G. Hazard Premium – First Responder

Safety employees who have been trained to respond to hazardous material emergencies shall receive a hazard premium of 7% of base pay exclusive of longevity pay.

**SECTION 3.3 EDUCATIONAL INCENTIVE PAY**

A. Upon completion of original probation, safety employees shall receive educational incentive pay for obtaining (while employed or prior to being employed by the City) certain specified course work as follows:

1. 12 units of Fire Science and 18 units of supplemental, Fire Science, or job-related course work at 3% of base pay exclusive of other compensation.
2. 21 units of Fire Science and 39 units of supplemental, Fire Science, or job-related course work at 6% base pay exclusive of any other compensation.
3. 21 units of Fire Science and 69 units of supplemental, Fire Science, or job-related course work at 9% of base pay exclusive of other compensation.
4. Safety employees who have achieved the 9% education incentive premium will be eligible for the City's tuition reimbursement program towards achieving a BA/BS degree.

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR PARAMEDIC**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Paramedic Premium Pay Assignment examination consisting of a Written Exam (40%) and Oral Interview (60%). Staff is requesting approval for a two-year eligible list.

**SALARY:**

Premium pay for Fire Fighters assigned to the Paramedic assignments shall receive a premium per Section 3.2A of the Torrance Fire Fighters Association (TFFA) Memorandum of Understanding.

**BACKGROUND/ANALYSIS**

There is no current eligible list for the premium pay assignment of Paramedic. This selection process is to establish an eligible list due to the expiration of the prior eligible list.

The examination will be based upon existing codes and ordinances, recommended good practices, technical knowledge of the job subject, and departmental rules and practices.

The previous examinations in 2016 and 2014 were weighted as follows: Written (40%) and Panel Interview (60%). There will be no change to the exam type and weight.

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Jennica Chaparro  
Interim Civil Service Manager

Attachment: A) Torrance Fire Fighters Association Resolution 2019-83 Section 3.2A

- Haz Mat First Responder
- EMT
- All Education Incentive
- Fire Office Certificates
- Driver Operator Certificates
- Bilingual Pay
- Physical Fitness Pay
- Class A & B License Pay
- All Paid Leaves (vacation, sick leave, etc.)
- Long Term Care

## **ARTICLE 3 – SPECIAL COMPENSATION PROVISIONS**

### **SECTION 3.1 LONGEVITY PAY**

- A. Employees covered by this agreement shall receive longevity pay in the following manner:
1. Commencing with the first day of the 8<sup>th</sup> year of service, 5% above base pay.
  2. Commencing with the first day of the 9<sup>th</sup> year of service, a total of 10% above base pay.
  3. Commencing with the first day of the 10<sup>th</sup> year of service, a total of 14% above base pay.
  4. Commencing with the first day of the 16<sup>th</sup> year of service, a total of 24% above base pay.
  5. Commencing with the first day of the 20<sup>th</sup> year of service, a total of 26.5% above base pay.
  6. Commencing with the first day of the 25<sup>th</sup> year of service, a total of 34% above base pay.
- B. All longevity pay advancements shall be effective on the anniversary date of the required years of continuous service (unpaid leaves in excess of ten (10) working shifts, except for extended military leave, shall be deducted in computing total service) as a regular employee of the City of Torrance or total years of service as a full time regular employee with the City of Torrance Fire Department, whichever provides the longer term of service.

### **SECTION 3.2 PREMIUM PAY**

Employees assigned to work requiring specified duties which require skills and abilities not contemplated in the employee's normal assignments in the areas described in this section shall receive premium pay only while so assigned. Assignments and reassignments shall be made by the department head subject to the approval of the City Manager according to work load and skills required, and subject to any special provisions specified in this section for any particular assignment.

Removal of employees for disciplinary reasons, or reasons of incompetence, or abolishing positions because of budgetary requirements shall be preceded by notice to employee organization representatives with the intent of precluding unfair actions.

## **ATTACHMENT A**

## A. Paramedic Operations

Firefighters assigned to Paramedic assignments shall receive a premium of 5% when duties/training begins; a 10% premium 12 months after Paramedic duties/training begins; a 15% premium 24 months after Paramedic duties/training begins, and an additional 4% at the start of the fifth year as a Torrance Paramedic. This is exclusive of any longevity pay. Such employees shall have been qualified and certified as Paramedics as shown in attached Appendix A.

Paramedics new to the City of Torrance who have received the paramedic training outside of the Torrance Fire Department will start receiving the above premiums at a level commensurate with their experience, at the discretion of the Fire Chief.

The Fire Chief has discretion to assign firefighters, who have a current paramedic license prior to hire, to a paramedic assignment upon hire with a 5% premium.

It shall be the responsibility of the TFD to provide employees licensed as paramedics with the necessary means and time to fulfill all paramedic licensing and accreditation requirements. Requirements include, but are not limited to, those as defined by state, county, local, and any other governing body, that dictates the minimum requirements for education and employment as a paramedic.

If a paramedic does not complete the necessary minimum requirements for education and employment as a paramedic, and such failure is due to the TFD not fulfilling its obligation to provide the necessary means and time to fulfill all paramedic licensing requirements, then unless the employee elects not to participate in the paramedic program any longer, the employee shall not lose any compensation regardless of the employee's status as a paramedic.

If a paramedic does not complete the necessary minimum requirements for education and employment as a paramedic, and such failure is due to the employee, thereby delaying his/her licensing or accreditation, the employee's paramedic premium shall be discontinued until proof of licensure and accreditation are provided to the TFD; during which time the employee will be temporarily reassigned to 40 hours until the necessary minimum requirements for education and employment as a paramedic are completed for licensure and accreditation.

For accountability, the TFD shall create a system for the express purpose of tracking and monitoring the TFD's Paramedic CE Program. The system shall serve to provide documentation to show that both the TFD and employee fulfilled or did not fulfill their respective obligations described herein.

In the event that the TFD requires an employee to attend events off-duty in an effort to meet and maintain licensing or accreditation requirements, the TFD shall compensate the employee using Formula B, Section 2.3.

## B. Staffer Assignment

Employees who are permanently assigned to the duties of Staffer by the Fire Chief shall receive a premium pay of 5% commencing the first day of the first year, above base hourly pay exclusive of any longevity pay. Staffers are required to manage the roster and enter TeleStaff to receive the 5% premium. Assignment to this position shall be at the Fire Chief's discretion.

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR TRANSIT DISPATCHER**

**RECOMMENDATION:**

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

**SALARY:**

\$26.83 - \$28.17 - \$29.60 per hour

**BACKGROUND/ANALYSIS:**

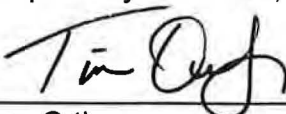
There is a current eligible list of less than five (5) names available for the classification of Transit Dispatcher. Therefore, the Department has requested a new recruitment to supplement the existing eligible list. Per Torrance Municipal Code Section 14.17.3, whenever less than five (5) names are certified for appointment from an open eligible list, or to a department head position, the appointing authority may make an appointment from such list or may make a temporary appointment until at least five (5) names are furnished.

The class specification has been reviewed by the Transit Department and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached Class Specification.

The previous examinations in 2021 and 2019 were weighted as follows: Application Review (qualifying), Written Test (40%), and Oral Interview (60%). There will be no change in the exam types and weights.

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

Respectfully submitted,

By   
\_\_\_\_\_  
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
\_\_\_\_\_  
Hedieh Khajavi  
Human Resources Manager

  
\_\_\_\_\_  
Jennica Chaparro  
Interim Civil Service Manager

**6D**

Attachment: A) Transit Dispatcher Class Specification





# TRANSIT DISPATCHER

Class Code:  
5104

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Established Date: Feb 1, 2009

## SALARY RANGE

\$26.83 - \$29.60 Hourly  
\$4,650.53 - \$5,130.67 Monthly  
\$55,806.40 - \$61,568.00 Annually

### DEFINITION:

Under general supervision, operates communication systems utilizing radio, telephone and computer equipment to provide assistance to Bus Operators and the public; provides information to the public; dispatches personnel and equipment in response to service requests and to organize and coordinate the activities of field units; maintains records of activities in response to service requests; leads, instructs and directs in areas of safe driving practices, customer service, schedule maintenance and compliance with Division rules and policies; and performs other related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Bus Operators in that incumbents regularly perform dispatch functions of the division and drive buses over assigned routes when necessary. Transit Dispatcher is distinguished from Bus operator in that this is a full-time position with a minimum of three years of experience in the operation of a bus, and possession of all required credentials. At this level, incumbents work with only occasional instruction or assistance; work requires incumbents to exercise sound judgment in selecting appropriate guidelines to follow; significant deviations require prior approval.

Supervision is received from the Transit Operations Supervisor, Senior Business Manager, or Transit Operations Manager. The Transit Dispatcher provides instruction and technical direction to Bus Operators, Relief Bus Operators and Apprentice Relief Bus Operators.

Attachment A

## EXAMPLES OF ESSENTIAL DUTIES:

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

- Coordinates and dispatches all bus operator assignments for revenue service, special events and emergency response;
- Inputs general payroll information into the Computer Assisted Dispatch (CAD) system and verifies accuracy of data/information;
- Provides instruction and direction to operators in areas such as customer service, safe driving practices, schedule maintenance and 8/80 log compliance;
- Assists in the training and development of new operators; provides on-going training and instruction in areas related to passenger relations, safety, accident prevention, bus maintenance; and keeps records of training provided, course content and attendees;
- Checks on and communicates with supervisors regarding stops and zones, terminals and line checks, employee performance and may provide feedback to the Transit Supervisor to assist with performance evaluations;
- Identifies, checks and reports operational problems and incidents to supervisors; makes recommendations and proposes solutions to operational issues;
- Prepares written reports regarding transit operations, accidents, breakdowns, and mechanical defects; assists in entering payroll, 8/80 log checking and monitoring run assignments;
- Drives a bus over an assigned route and on a fixed schedule when necessary; collects fares and drives with due regard to safety and comfort of passengers and the maintenance of time schedules;
- Greets patrons, answers questions regarding routes and time schedules concerning the Torrance Transit System and connecting lines in the Los Angeles Metropolitan area;
- Keeps and prepares simple records such as tracking seat time, completing pre-trip inspections reports and incident reports;
- Maintains, supports, and promotes a safe work environment while complying with all safety rules, regulations, policies, and procedures to ensure the well being of Torrance Transit customers and employees;
- Responsible for complying with all City and departmental work rules, policies, and procedures, as well as DMV and all State and Federal mandates 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:*

- Performs other related duties as required.

## QUALIFICATION GUIDELINES:

### **Education and Experience**

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

Three years of full-time experience as a Bus Operator at the City of Torrance or comparable agency.

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

Current California Class A or B Drivers License with a P endorsement and air brakes.

Current VTT (Verification of Transit Training), SPAB card (School Pupil Activity Bus Certificate), or School Bus Driver's Certificate is desirable.

### **Knowledge of**

- Torrance Transit system operations, rules and regulations, including bus operation, pre-trip inspection, routes and schedules;
- Safety principles and regulations applicable to bus operations including the California Vehicle Code and neighboring cities' traffic regulations;
- Customer service practices including courtesy to passengers, sensitivity to passengers with disabilities, stop announcements, responding to questions and providing information and direction to customers;
- Proper bus safety and maintenance inspections procedures;
- Two-way radio procedures and codes.

### **Ability to**

- Operate a passenger bus safely and effectively in accordance with the California Vehicle Code and local traffic regulations;
- Read and interpret bus routes and schedules;
- Arrive on-time and work independently with minimal supervision;
- Communicate politely and cooperatively with passengers, employees and members of the public;
- Exercise tact and sound judgment when resolving operational and passenger problems;
- Establish and maintain effective working relationships with co-workers, other City employees, and employees of other transit agencies;
- Understand and follow detailed oral and written instructions;
- Interpret and successfully maneuver traffic pattern flows and potential road hazards;
- Inspect a bus for safe operation;
- Identify and report equipment malfunctions and safety hazards;
- Collect and count fares, issue transfer tickets and transport passengers on public transit buses;
- Perform simple arithmetic computations;
- Provide training to bus operators following a structured training outline;
- Speak, read, and write basic English;
- Operate a two-way radio;
- Maintain basic records and complete reports;
- Adhere to all City and departmental rules, policies and procedures, as well as DMV and all State and Federal mandates as required;
- Perform and exercise sound judgment in stressful or emergency situations.

## **SPECIAL REQUIREMENTS:**

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

A current DMV H-6 record showing a ten-year driving history, and no points within the last three (3) years.

Ability to pass Department of Motor Vehicles Medical Certificate examination.

Work is performed indoors (i.e. on the bus) but regularly outside in seasonal climate and weather conditions. Drives for prolonged period of time with limited rest breaks. Heavy city traffic conditions are encountered on a daily basis. Follows a schedule. Noise from traffic

and a two-way radio, slippery surfaces and dust are situations regularly encountered. Physical demands include driving, walking, constant arm movements and sitting for long periods of time.

These positions are considered safety-sensitive and subject to drug and alcohol testing, including random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations.

Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

## **CAREER LADDER INFORMATION:**

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

Established Date: February 2009  
Department Review: August 2021