

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, MAY 23, 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 Thursday, May 19, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**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 Buyer.**

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

**6B. Approve the Examination for Custodian.**

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

**6C. Approve the Examination for Deputy City Clerk III.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Deputy City Clerk III examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Writing Exercise (25%), Performance Test (25%) and an Oral Interview (50%). Staff is requesting approval for a six-month eligible list.

**7. ADMINISTRATIVE MATTERS**

**7A. Approve Title Change and Revised Class Specification for Accounting Technician.**

Recommendation of Human Resources Staff that your Honorable Body approve the title change and revised class specification for the Accounting Technician and forward it to the City Council for final approval.

**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 June 13, 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 BUYER**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Buyer examination on an open continuous 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:**

\$30.44 - \$31.96 - \$33.56 - \$35.23 - \$36.99 - \$38.84 - \$40.79 per hour

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Buyer. There is a current vacancy due to a resignation.

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

The previous examinations in 2017 and 2016 were weighted as follows: Application Review (Qualifying), Written Test (30%) and Oral Interview (70%). Due to the current environment and to allow for a virtual examination process, it was determined that the following weightings were appropriate for this examination: Application Review (Qualifying) and Oral Interview (100%).

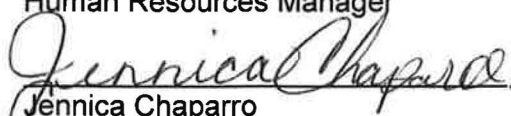
There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

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

CONCUR:

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

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

Attachment: A) Buyer Class Specification



## BUYER

Class Code:  
1262

Bargaining Unit: Torrance Professional  
& Supervisory Association

CITY OF TORRANCE  
Revision Date: Sep 1, 2016

### SALARY RANGE

\$30.44 - \$40.79 Hourly  
\$5,276.27 - \$7,070.27 Monthly  
\$63,315.20 - \$84,843.20 Annually

### DEFINITION:

Under direction, performs professional level purchasing duties in the procurement of services, supplies, equipment or materials for the City including development of specifications, solicitation recommendations of bids and proposals; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Buyer is distinguished from the Purchasing Agent/Manager in that the incumbent is not primarily responsible for the supervision of subordinate staff or for the oversight of the entire division. The Buyer performs a full range of complex tasks and works within a framework of established policies and procedures, the City Charter and Municipal Code with only occasional instruction or assistance. Work is reviewed upon completion and for overall results. Work involves frequent interpretation of policies, procedures and guidelines, and may involve development of recommendations consistent with directives, policies and regulations.

Receives direction from the Purchasing Agent/Manager, Assistant Finance Director or Finance Director. May provide functional supervision to lower-level employees, but this task is ancillary to the primary focus of the classification.

### EXAMPLES OF ESSENTIAL DUTIES:

Attachment A

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

- Purchases materials, supplies, equipment and services for use by City Departments;
- Locates and evaluates sources of supply and determines the lowest responsible vendor;
- Interviews and evaluates vendors;
- Negotiates with vendors as required;
- Arrange for demonstration of products;
- Secures quotations, proposals and formal bids;
- Expedites and follows up on purchase orders;
- Assists Departments with monitoring purchasing agreements to ensure vendor compliance;
- Arranges for the sale or disposal of surplus property;
- Conducts surveys regarding purchasing practices and makes recommendations as appropriate;
- Ensures purchasing practices are in compliance with legal, professional and City established policies and procedures, the City Charter and Municipal Code;
- Monitors and reviews "Purchasing Card" transactions made by City Departments;
- Reviews and processes requisitions, and places orders;
- Prepares reports and tabulations on materials and services, comparative prices and market trends;
- Assists departments with the research and preparation of specifications for the purchase of commodities and services;
- Examines and evaluates materials, supplies, equipment and services;
- Gains knowledge of the operations of City departments and provides guidance and training to city staff on purchasing processes;
- Assist in the resolution of accounting and receiving discrepancies; process claims with vendors for damaged materials; obtain credits where 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.*

- Attends meetings, workshops and seminars as required or appropriate;
- Keeps abreast of changing trends in public purchasing;
- Performs related duties as required;
- May assume responsibility for the division in the absence of the Purchasing Agent/Manager.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

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

Graduation from an accredited college or university with a Bachelor's degree in Business or Public Administration or a related field and two years of progressively responsible experience purchasing materials, equipment, supplies and services in a municipal and/or high volume setting.

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

A valid California motor vehicle operator's license of the appropriate class.

To possess and maintain a certification as a Certified Professional in Supply Management (CPSM) certificate from the Institute of Supply Management is desirable.

**Knowledge of**

- Market and economic trends and conditions related to procurement;
- Industry standards and practices for delivering products and services;
- Purchase contract development and administration;
- Computer applications as they relate to Account Payables, Requisitioning, and the creation of on-line Purchase Orders.
- English usage, spelling, grammar and punctuation;
- Business letter and report writing;
- Computer applications as they relate to areas assigned;
- Public purchasing methods and procedures and sources of supplies;
- Methods of research and analysis;
- Principles and practices of office management, and uses of office equipment and software applications.
- 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**

- Write complex specifications, contracts and reports;
- Solicit competitive quotations, proposals and formal bids;
- Use good judgment and make sound decisions in accordance with established procedures and policies;
- Compose correspondence and reports independently;
- Communicate effectively orally and in writing, including clear and convincing oral presentations;
- Adhere to multiple deadlines and handle multiple projects;
- Understand and carry out assignments independently;
- Follow oral and written directions;
- Make accurate mathematical calculations;
- Analyze and evaluate detailed quotations, proposals and bids;
- Identify applicable contract elements based on the product or service being purchased;
- Maintain logs and data base information;
- Operate a personal computer and use applicable software;
- Maintain confidentiality and exercise sound judgment;
- Provide effective customer service in a pleasant, courteous and helpful manner even in difficult situations;
- Research, interpret, and apply policy and procedure, City ordinances, administrative rules and regulations, and/or legal compliance requirement;
- Shift priorities as departmental workload demands require and meet deadlines.;
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations and the public.

**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 communication ability.

Work is performed primarily indoors in an office environment, with frequent interruptions. Some work is performed off-site, visiting vendors and City facilities.

## **CAREER LADDER INFORMATION:**

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

## **ESTABLISHED/REVISED DATE:**

Revised Date: September 2016

Department Review: May 2022

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR CUSTODIAN**

**RECOMMENDATION:**

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

**SALARY:**

\$17.01 - \$17.87 - \$18.72 - \$19.55 - \$20.66 per hour.

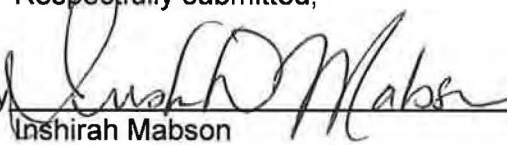
**BACKGROUND/ANALYSIS:**

The current eligible list for the classification of Custodian will expire on February 13, 2023 and is nearly exhausted. There are multiple vacancies in the Department. Therefore, the Department has requested a new recruitment to supplement the existing eligible list. Current vacancies are due to turnover in the department.

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

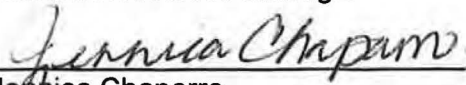
The previous examination in 2021 was weighted as follows: Application Review (Qualifying), Written Test (50%), Performance Test/Job Simulation (Qualifying), and an Oral Interview (50%). Staff conducted an analysis of previous exam components and it was determined that the knowledge and abilities required for this position can be assessed using the following weightings: Application Review (Qualifying), Performance Test/Job Simulation (Qualifying), and an Oral Interview (100%).

Respectfully submitted,

By   
Inshirah Mabson  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Jennica Chaparro  
Interim Civil Service Manager

**6B**





# CUSTODIAN

Class Code:  
5731

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Aug 1, 1987

## SALARY RANGE

\$17.01 - \$20.66 Hourly  
\$2,948.40 - \$3,581.07 Monthly  
\$35,380.80 - \$42,972.80 Annually

### DEFINITION:

Under supervision, performs routine cleaning duties, maintaining City buildings in a clean, orderly and secure condition and does related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Senior Custodian in that an incumbent does not have supervisory responsibility over subordinates.

### EXAMPLES OF ESSENTIAL DUTIES:

- Sweeps, mops, waxes, scrubs, strips and refinishes asphalt, vinyl, terrazzo, cork, wood, or cement flooring;
- Uses established methods and materials in the care of all surfaces including carpets;
- Operates various types of powered floor maintenance equipment;
- Makes minor adjustments or repairs to equipment and furniture;
- Washes windows and walls; dusts furniture, woodwork, and fixtures;
- Cleans lavatory fixtures; cleans offices including blinds;
- Replaces lights as necessary;
- Empties and cleans wastebaskets and trash containers;

- Moves or sets up furniture, files and other office equipment;
- Launders rags and dust mops, etc.;
- Raises and lowers flags on City buildings;
- Maintains security and keeps City buildings locked during non-working hours.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

None; however, prior experience is preferred. That necessary for reading and independently following directions for the safe use and maximum utility of a wide variety of cleaning materials and equipment.

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

A valid Class C California Driver's License.

### **Knowledge of**

- The methods, equipment and supplies used in the cleaning of buildings;
- Proper procedures in lifting or moving heavy objects;
- Hazards and safety precautions related to custodial work.

### **Ability to**

- Clean and care for surfaces of building walls, floors, and installed equipment of many types;
- Understand and follow oral and written directions;
- Follow label directions on cleaning products in order to use properly and safely;
- Perform daily assigned tasks independently without close supervision and in outstation locations;
- Make minor adjustments and repairs to furniture, and equipment;
- Develop and maintain cooperative working relationships with those contacted in the course of work;
- Operate and maintain a variety of custodial equipment.

## **ESTABLISHED/REVISED DATE:**

Revised Date: August 1987

Reviewed Date: October 2020

Reviewed Date: December 2021

Reviewed Date: April 2022

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR DEPUTY CITY CLERK III**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Deputy City Clerk III examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Writing Exercise (25%), Performance Test (25%) and an Oral Interview (50%). Staff is requesting approval for a six-month eligible list.

**SALARY:**

\$7,657 (Minimum) - \$9,497 (Reference) - \$10,922 (Maximum) per month.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Deputy City Clerk III. There is a vacancy due to a resignation.

The class specification has been reviewed by the City Clerk 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 and 2018 were weighted as follows: Application Review (Qualifying), Writing Exercise (25%), Performance Test (25%) and an Oral Interview (50%). There will be no change to the exam types and weights.

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

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Jennica Chaparro  
Interim Civil Service Manager

Attachment: A) Deputy City Clerk III Class Specification



## CITY CLERK III, DEPUTY

Class Code:  
1145

Bargaining Unit: Executive &  
Management Employees

CITY OF TORRANCE  
Revision Date: Aug 1, 2017

### SALARY RANGE

\$7,657.00 - \$9,497.00 Monthly  
\$91,884.00 - \$113,964.00 Annually

### DEFINITION:

Under general direction from the elected City Clerk, participates in the planning, organization and administration of the City Clerk's office. Manages and coordinates the programs and activities of the City Clerk's Office including Legislative and Elections Management and Citywide Records Management; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This classification is distinguished from the City Clerk in that the incumbent is not an elected official and is distinguished from the Deputy City Clerk II in that the incumbent has oversight over both Legislative and Legislative and Elections, and Citywide Records Management sections. The Deputy City Clerk III is a management classification that exercises considerable independent judgment and takes final action on matters involving the day-to-day operation of the office. Relieves the City Clerk of administrative detail and in the absence of the City Clerk, the incumbent exercises signatory authority for contractual agreements of the City Council and for other official documents.

Receives direction from the City Clerk; provides direction to the *Deputy City Clerk II*, administrative and clerical support staff assigned to the City Clerk's Office.

### EXAMPLES OF ESSENTIAL DUTIES:

Attachment A

*The following duties represent the principal job duties; however they may vary depending upon actual assignment and are not all-inclusive.*

- Assists the City Clerk in performing those duties prescribed under statutory law, including but not limited to, elections, voter registration, loyalty oaths, preparation and filing of legal notices, document recording, receipt and processing of claims, bid openings, and the handling of Fair Political Practices Commission (FPPC) documents;
- Assumes the duties of the City Clerk when absent, including attendance at City Council and various other meetings as assigned;
- Assists the City Clerk in the preparation and execution of municipal elections;
- Provides oversight of the monitoring of campaign and conflict of interest statements; responds to the most complex and technical questions from employees, commissioners, candidates and committees; and attends Fair Campaign Practices Commission meetings as staff support;
- Oversees the development and preparation of procedural manuals, trains employees and the public on access to public information and holds workshops for candidates, committee members, commissioners and employees;
- Plans, assigns, coordinates and manages, through supervisors, the operations of the Department to include: training, assigning, reviewing, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, participating in the selection of new employees, acting on employee problems and recommending employee discipline;
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the City Clerk; implements improvements;
- Serves as a liaison for the City Clerk's Office with other City departments, divisions and outside agencies; negotiates and resolves significant and controversial issues;
- Participates in the development and administration of the City Clerk's Office budget; forecasts additional funds needed for staffing, equipment, materials and supplies; directs the monitoring of and approves expenditures; recommends adjustments as necessary;
- Responds to inquiries from the public by letter, telephone and in person regarding City Council actions and records; researches information for public or City staff when necessary, researches and prepares documents for subpoenas and bond sales;
- Oversees the coordination and preparation of City Council agendas with other City departments; supervises the preparation of agenda packets; attends regular, adjourned regular and special City Council and various commission meetings; prepares and distributes updates and revisions of City Council policy; coordinates the distribution of City Council and commission meeting minutes;
- Composes correspondence and prepares special studies, statistical analyzes and various reports; ensures mathematical, grammatical and procedural adequacy of reports, forms and other typed materials;
- Serves as a public notary for City documents; signs warrants; attests to agreements, contracts and various other documents;
- Represents the City in contacts with citizen groups, boards, commissions, governmental officials and the public.

#### **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.*

- Participate on external committees, boards and task forces etc., as appropriate;
- Attends department meetings as required;
- Serves on various committees as appropriate;
- Receives and responds to and resolves difficult and sensitive inquiries and complaints;
- Develops and reviews reports and other documents submitted by subordinates;
- Performs 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:*

Four (4) years of progressively responsible experience performing professional administrative support and complex office administration duties within a public agency, which includes at least one year of experience in a supervisory or management position. A Bachelor's degree or equivalent with major course work in business administration, public administration or closely related field and designation as a Certified Municipal Clerk (CMC) from the International Institute of Municipal Clerks (IIMC) is highly desirable.

### License and/or Certificates

Possession of a valid Class C California Driver's License and a safe driving record.

A valid Notary Public License must be obtained prior to the completion of the probationary period and maintained thereafter.

### Knowledge of

- Public administration principles and practices; operations and functions of municipal government;
- Principles and practices of a City Clerk's Office and municipal government administration;
- Municipal filing requirements and records management procedures;
- Laws, regulations, policies and procedures governing the legislative and public records functions of municipalities including the Brown Act, the Maddy Act, the Elections Code, the Fair Political Practices;
- Code (FPPC), the Public Records Act, Notary Public regulations, other government codes, municipal and policies and procedures, and the City Charter;
- Procedures for opening, receiving and closing bids for contract services, equipment, materials and supplies;
- Principles of management, supervision and training;
- Principles of municipal budget preparation and control;
- Principles of project management;
- Software applications currently in use by the City, including records management, word-processing, spreadsheet and database applications;
- Document imaging technology and archiving of municipal records;
- Business correspondence and report preparation, proper written and spoken English including spelling, grammar and punctuation;
- Methods and techniques of data research and analysis;
- City and Department Mission statements including strategic goals and objectives;
- Applicable local, State and Federal regulations, City codes, ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Public relations and customer service techniques, including telephone etiquette;
- General City operations.

### Ability to

- Provide sound and professional administrative support to the City Clerk and City Council;
- Implement, interpret and explain City Clerk's Office policies and procedures and enforce municipal and election laws and procedures;
- Recommend and implement goals and objectives for providing effective services;
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Work independently, exercise good judgment and make sound recommendations;
- Establish and maintain complex and confidential records, files and documents;

- Plan, organize, assign, coordinate and manage the activities of staff and outside agencies and contractors;
- Learn, apply and implement laws, regulations, procedures, and practices related to administration of appointed commissions including public meeting requirements, reporting, etc.;
- Develop, understand, interpret laws and execute rules, regulations, policies and procedures;
- Communicate clearly and concisely, both orally and in writing;
- Provide information and organize material in conformance with policies and regulations;
- Compose, compile and maintain correspondence, resolutions, records, special studies, statistical analyzes, and reports;
- Perform multiple and concurrent detailed tasks in an environment of time constraints and frequent interruptions;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, various civic organizations, outside contractors, vendors, and the general public;
- Operate office equipment including computers and supporting word processing, spreadsheet, database applications, and specialized programs related to department operations.

## **SPECIAL REQUIREMENTS:**

### **Physical Requirements**

Due to the nature of work assignments, the incumbent must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under rigid time constraints. On a daily basis, the essential duties of this classification require the ability to stoop; to reach; to stand, walk and sit for extended periods of time; to push and pull objects weighing up to 35 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to from less than one foot to up to twenty feet with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position require the ability to climb stairs and to perceive the attributes of objects by touch.

### **Work Environment**

Essential duties of this classification are primarily performed in a highly dynamic office environment, subject to frequent interruptions and a high level of public contact. Maintain a flexible work schedule (days and evenings) to accommodate meetings and deadlines of the City Council and various commissions.

## **ESTABLISHED /REVISED DATE:**

Revised Date: December 2008

Revised Date: August 2017

Department Review Date: May 2022





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

**Honorable Members:**

**SUBJECT: APPROVE TITLE CHANGE AND REVISED CLASS SPECIFICATION FOR  
ACCOUNTING TECHNICIAN**


**RECOMMENDATION**

Recommendation of Human Resources Staff that your Honorable Body approve the title change and revised class specification for the Accounting Technician and forward it to the City Council for final approval.


**BACKGROUND AND ANALYSIS**

The Finance Director requested a review of the class specification for Senior Account Clerk which was last revised in 2017. A classification study was conducted by Human Resources and the Finance Director determined that the title was not reflective of the industry and should be changed from Senior Account Clerk to Accounting Technician. In addition, the payroll duty was removed from the classification description as there is a new classification being created for this specific function.

Respectfully submitted,

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

CONCUR:

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

NOTED:

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

Attachments: A. Revised Class Specification Accounting Technician  
B. Existing Class Specification Senior Account Clerk

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## **SENIOR ACCOUNT CLERK ACCOUNTING TECHNICIAN**

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### **DEFINITION**

Under general supervision, performs a variety of specialized, technical, and administrative and accounting work related to the preparation, review and maintenance of financial and statistical records; assigns and reviews work, sets priorities, and trains staff; and performs related work as required.

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### **DISTINGUISHING CHARACTERISTICS**

An Accounting Technician is distinguished from an Accountant in that incumbents perform financial clerical work and not professional level accounting work. An Accounting Technician is distinguished from an Account Clerk in that the incumbent is the advanced skill level and working lead in the accounting clerical series and is responsible for assigning or reviewing the work of Account Clerks.

Work done by the Accounting Technician requires incumbents to exercise judgment in selecting appropriate guidelines to follow, and in interpreting administrative or operational policies, and in solving non-routine problems based on knowledge gained through experience.

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### **SUPERVISION EXERCISED/RECEIVED**

Receives supervision from a designated manager or supervisor, may receive functional supervision from an Accountant. May provide functional supervision to Account Clerks or other lower level staff.

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### **EXAMPLES OF ESSENTIAL DUTIES**

*The following duties represent the principal job duties; however, they are not all inclusive. Incumbents in this classification may be assigned to various areas and may not perform all of these tasks or may perform similar related tasks not listed here.*

- Leads and participates in the work of Account Clerks including determining work procedures, assigning duties, training, assisting in solving work problems, enforcing City regulations and policies and promoting work efficiency; provides objective and constructive input for the performance evaluation of Account Clerks.
- Assures the proper maintenance of various ledgers, journals, accounts, and other similar accounting records; opens, verifies, balances, adjusts or closes accounts as necessary.
- Prepares reports, summaries, and balances and identifies problems and recommends solutions for assigned responsibilities.
- Reconciles bank statements and all subsidiary ledgers with the general ledger, and when required or approved, prepares general adjustments and transfers, and prepares regular monthly and adjusting journal entries.
- Receives, verifies, and accounts for large volumes of money using a personal computer, exercising extreme care and accuracy in handling money and making change.
- Posts entries from supportive records and balances against other records; checks records and papers for accuracy, completeness, and compliance with established standards and procedures.
- Prepares billings, calculates costs, inputs payment amount into automated system, and responds to inquiries regarding billing matters.
- ~~Prepares, maintains, validates, and audits the City's payroll records assuring the proper and accurate maintenance of records; prepares checks, various records and reports; promptly corrects errors and makes changes to payroll records; keeps records in a current and up-to-date status; reconciles the payroll register; and advises departments' staff on time card entry, when necessary.~~
- Audits invoices against services rendered by checking invoices against purchase orders and requisitions; follows up and corrects any discrepancies in invoice transmittals, billed prices,

discounts, and terms of payment; withholds payments of invoices pending submission of sufficient evidence for claims; contacts vendors to rectify errors, reconcile statements, and expedite payments; and processes invoices for payment

- Edits, revises, proofreads and processes a variety of routine to moderately complex materials including correspondence, forms, memorandum, reports, agreements, technical and statistical charts and tables and other specialized and/or technical materials from verbal instruction, rough draft or other source documents; may compose correspondence and other documents for signature from brief instruction specific to the operations of assigned work unit.
- Verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information.
- Responds to inquiries and/or complaints pertinent to division, departmental and/or City programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure.
- Compiles and verifies data from a variety of sources for accuracy and completeness; enters data into departmental and/or City-wide databases; inputs corrections and updates to maintain computer-based tracking information; and generates reports as scheduled and/or requested.
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases.
- Identifies better methods for meeting service demands thorough streamlining and improving work methods, and tests these possible improvements.
- Prepares correspondence from brief instructions or notes.
- Provides customer service and interacts with other City employees, vendors and the public to provide information, resolve problems, answer questions, or refer questions to appropriate source.

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### **EXAMPLES OF OTHER DUTIES**

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

- Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assigned.
- Assists with the planning, coordination and implementation of special projects and events as assigned; may serve as primary point of contact to ensure successful coordination and implementation of project and/or event activities.
- Attends meetings, workshops and seminars as appropriate.
- Serves on various committees as appropriate.
- Performs related duties as required.

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### **QUALIFICATIONS GUIDELINES:**

#### **Knowledge of:**

- Principles and practices of financial record keeping including bookkeeping;
- Journal and ledger accounts systems;
- Departmental policies, procedures, systems, programs and functions;
- Office practices and the operation of fiscal office equipment;
- Supervisory principles and practices;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
- Personal computer, other standard office equipment and software applications used by

- assigned department;
- Customer relations and public relations techniques, including telephone and online customer etiquette;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City Operations.

**Ability to:**

- Maintain accurate, clear financial and statistical records;
- Apply, interpret and explain City and Department administrative rules and regulations affecting operations;
- Make arithmetic calculations quickly and accurately;
- Use initiative and judgment in discussing problems with the public involving office practices and policies and maintain confidentiality regarding critical and sensitive information;
- Exercise judgment and tact in dealing with customers in difficult situations;
- Maintain attention to detail in a work environment of frequent interruptions;
- Shift priorities as departmental workload demands require;
- Supervise the work of others;
- Interact with a wide variety of clientele while retaining a professional work environment;
- Communicate effectively with individuals from diverse socioeconomic, educational and cultural backgrounds;
- Communicate clearly, both orally and in writing and follow oral and written directions;
- Establish and maintain effective working relationships with other employees, vendors and the public;
- Effectively operate a personal computer and other standard office equipment;
- Learn and effectively use automated financial accounting systems and data processing applications;
- Learn and effectively apply the policies and procedures of assigned work unit;
- Learn City departmental operations in order to direct service requests to the appropriate source;
- Compose letters from general oral and written instructions.

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**LICENSES AND CERTIFICATIONS:**

None.

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**EDUCATION AND EXPERIENCE**

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

High school graduation or equivalent, preferably including or supplemented by courses in accounting or financial record keeping and three years of experience in the preparation and maintenance of financial records; **OR** Associates degree, preferably including or supplemented by courses in accounting or financial record keeping and 2 years of experience in the preparation and maintenance of financial records. **OR** Bachelor's degree in Accounting or Finance and 1 year of experience in the preparation and maintenance of financial records.

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**SPECIAL REQUIREMENTS:**

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

**Physical Requirements**

On a daily basis, the essential duties of this classification require the ability to sit for extended periods of time in front of a computer screen; to walk to provide customer service and perform other office duties; to reach for files and other lightweight objects; to hear and verbally exchange information with the public, staff and others on the phone and in the office; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to see sufficiently to perform assignments; and to effectively use a telephone, computer keyboard and other office equipment. Frequently, the essential duties of this classification require the ability to stoop and kneel; and occasionally, to climb stairs and to lift, carry push and pull objects weighing up to 15 pounds.

**Work Environment**

Essential duties of this classification are primarily performed in a dynamic controlled temperature office environment that may include frequent interruptions and/or a high level of public contact.

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**CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and course work may serve to meet the minimum requirements for promotion to Accountant.



# ACCOUNT CLERK, SENIOR

Class Code:  
1212

Bargaining Unit: Engineers Association  
& Torrance Fiscal Employees  
Association

CITY OF TORRANCE  
Established Date: Jan 1, 1966  
Revision Date: Jan 1, 2017

## SALARY RANGE

\$23.49 - \$29.26 Hourly  
\$4,071.60 - \$5,071.73 Monthly  
\$48,859.20 - \$60,860.80 Annually

### DEFINITION:

Under general supervision, performs a variety of specialized, technical, and administrative and accounting work related to the preparation, review and maintenance of financial and statistical records; assigns and reviews work, sets priorities, and trains staff; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

A Senior Account Clerk is distinguished from an Accountant in that incumbents perform financial clerical work and not professional level accounting work. A Senior Account Clerk is distinguished from an Account Clerk in that the incumbent is the advanced skill level and working lead in the accounting clerical series and is responsible for assigning or reviewing the work of Account Clerks.

Work done by the Senior Account Clerk requires incumbents to exercise judgment in selecting appropriate guidelines to follow, and in interpreting administrative or operational policies, and in solving non-routine problems based on knowledge gained through experience.

Receives supervision from a designated manager or supervisor, may receive functional supervision from an Accountant. May provide functional supervision to Account Clerks or other lower level staff.

## EXAMPLES OF ESSENTIAL DUTIES:

*The following duties represent the principal job duties; however, they are not all inclusive. Incumbents in this classification may be assigned to various areas and may not perform all of these tasks or may perform similar related tasks not listed here.*

- Leads and participates in the work of Account Clerks including determining work procedures, assigning duties, training, assisting in solving work problems, enforcing City regulations and policies and promoting work efficiency; provides objective and constructive input for the performance evaluation of Account Clerks;
- Assures the proper maintenance of various ledgers, journals, accounts, and other similar accounting records; opens, verifies, balances, adjusts or closes accounts as necessary;
- Prepares reports, summaries, and balances and identifies problems and recommends solutions for assigned responsibilities;
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- Receives, verifies, and accounts for large volumes of money using a personal computer, exercising extreme care and accuracy in handling money and making change;
- Posts entries from supportive records and balances against other records; checks records and papers for accuracy, completeness, and compliance with established standards and procedures;
- Prepares billings, calculates costs, inputs payment amount into automated system, and responds to inquiries regarding billing matters;
- Prepares, maintains, validates, and audits the City's payroll records assuring the proper and accurate maintenance of records; prepares checks, various records and reports; promptly corrects errors and makes changes to payroll records; keeps records in a current and up-to-date status; reconciles the payroll register; and advises departments' staff on time card entry, when necessary;
- Audits invoices against services rendered by checking invoices against purchase orders and requisitions; follows up and corrects any discrepancies in invoice transmittals, billed prices, discounts, and terms of payment; withholds payments of invoices pending submission of sufficient evidence for claims; contacts vendors to rectify errors, reconcile statements, and expedite payments; and processes invoices for payment;
- Edits, revises, proofreads and processes a variety of routine to moderately complex materials including correspondence, forms, memorandum, reports, agreements, technical and statistical charts and tables and other specialized and/or technical materials from verbal instruction, rough draft or other source documents; may compose correspondence and other documents for signature from brief instruction specific to the operations of assigned work unit;
- Verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information;
- Responds to inquiries and/or complaints pertinent to division, departmental and/or City programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Compiles and verifies data from a variety of sources for accuracy and completeness; enters data into departmental and/or City-wide databases; inputs corrections and updates to maintain computer-based tracking information; and generates reports as scheduled and/or requested;
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases;
- Identifies better methods for meeting service demands thorough streamlining and improving work methods, and tests these possible improvements;
- Prepares correspondence from brief instructions or notes;

- Provides customer service and interacts with other City employees, vendors and the public to provide information, resolve problems, answer questions, or refer questions to appropriate source.

### **Examples of Other Duties**

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

- Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assigned;
- Assists with the planning, coordination and implementation of special projects and events as assigned; may serve as primary point of contact to ensure successful coordination and implementation of project and/or event activities;
- Attends meetings, workshops and seminars as appropriate;
- Serves on various committees as appropriate;
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

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

High school graduation or equivalent, preferably including or supplemented by courses in accounting or financial record keeping and three years of experience in the preparation and maintenance of financial records; **OR** Associates degree, preferably including or supplemented by courses in accounting or financial record keeping and 2 years of experience in the preparation and maintenance of financial records. **OR** Bachelor's degree in Accounting or Finance and 1 year of experience in the preparation and maintenance of financial records.

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

None.

### **Knowledge of**

- Principles and practices of financial record keeping including bookkeeping;
- Journal and ledger accounts systems;
- Departmental policies, procedures, systems, programs and functions;
- Office practices and the operation of fiscal office equipment;
- Supervisory principles and practices;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
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- City and Department Mission including strategic goals and objectives;
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### **Ability to**

- Maintain accurate, clear financial and statistical records;
- Apply, interpret and explain City and Department administrative rules and regulations affecting operations;



- Make arithmetic calculations quickly and accurately;
- Use initiative and judgment in discussing problems with the public involving office practices and policies and maintain confidentiality regarding critical and sensitive information;
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## **SPECIAL REQUIREMENTS:**

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### **Physical Requirements**

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### **Work Environment**

Essential duties of this classification are primarily performed in a dynamic controlled temperature office environment that may include frequent interruptions and/or a high level of public contact.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and course work may serve to meet the minimum requirements for promotion to Accountant.

**ESTABLISHED/REVISED DATE:**

Established Date: January 1966  
Revision Date: February 2017  
Dept. Review Date: December 2020