

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 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, JUNE 13, 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, June 9, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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 Civil Service Commission Minutes.

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of May 9, 2022 and May 23, 2022. *(Minutes provided to Commission members only, copies available in the Personnel Building).*

6B. Accept and File Employee Transition Report for May 2022.

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of May 2022.

6C. Approve the Examination for Account Clerk.

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

6D. Approve the Examination for Housing Supervisor.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Housing Supervisor 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.

7. ADMINISTRATIVE MATTERS

7A. Approve Proposed Class Specification for Housing Supervisor.

Recommendation of Human Resources Staff that your Honorable Body approve the proposed class specification for Housing Supervisor and forward it to the City Council for approval.

7B. Approve Proposed Class Specification for Payroll Specialist.

Recommendation of Human Resources Staff that your Honorable Body approve the proposed class specification for Payroll Specialist and forward it to the City Council for approval.

8. HEARINGS

No Business to Consider.

9. COMMISSION ORAL COMMUNICATIONS

10. ADJOURNMENT

10A. Adjournment of Civil Service Commission Meeting to June 27, 2022,
at 6:00 p.m.

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

Honorable Members:

SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR MAY 2022

RECOMMENDATION:

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of May 2022.

BACKGROUND/ANALYSIS:

The Employee Transition Report for May 2022 is attached for your information and review.

Respectfully submitted,



Neyda Arechiga
Human Resources Technician

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for May 2022

**EMPLOYEE TRANSITION REPORT
MAY 2022**

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

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Assistant Engineer	Public Works	Associate Engineer	Public Works
Engineering Technician I	Community Development	Engineering Technician III	Community Development
Intern II	City Manager's Office	Human Resources Technician	City Manager's Office
Maintenance Worker	Public Works	Lead Maintenance Worker	Public Works
Planning Assistant	Community Development	Planning Associate	Community Development
Relief Bus Operator	Transit	Bus Operator	Transit
Relief Bus Operator	Transit	Bus Operator	Transit
Relief Bus Operator	Transit	Bus Operator	Transit
Senior Mechanic	General Services	Fleet Services Supervisor	General Services
Staff Assistant	Community Development	Engineering Technician I	Community Development

NEW HIRES

TITLE	DEPARTMENT
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Associate Engineer	Public Works
Custodian	General Services
Custodian	General Services
Engineering Technician I	Community Development
Facilities Operations Attendant	General Services
Fire Cadet	Fire
Legal Counselor I	City Attorney's Office
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Police Officer Lateral	Police

NEW HIRES (CONT.)

Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Specialist	Community Services
Public Works Inspector	Community Development
Recreation Supervisor	Community Services
Stage Manager	General Services
Theater Technician	General Services
Theatre Technical Director	General Services

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR ACCOUNT CLERK

RECOMMENDATION:

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

SALARY:

\$20.59 - \$21.61 - \$22.71 - \$23.84 – \$25.02 – \$25.66 per hour

BACKGROUND/ANALYSIS:


The current eligible list for the classification of Account Clerk will expire June 30, 2022. There are three vacancies due to resignation and promotion.

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 Qualifications Guidelines section of attached Class Specification.

The previous examinations in 2021 and 2018 were weighted as follows: Application Review (Qualifying), Written Test (50%) and Oral Interview (50%). There will be no change in the exam types and weights.

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

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager

Attachment: A) Account Clerk Class Specification



ACCOUNT CLERK

Class Code:
1211

Bargaining Unit: Engineers Association
& Torrance Fiscal Employees
Association

CITY OF TORRANCE
Revision Date: Jan 1, 2016

SALARY RANGE

\$20.59 - \$25.66 Hourly
\$3,568.93 - \$4,447.73 Monthly
\$42,827.20 - \$53,372.80 Annually

DEFINITION:

Under general supervision, performs clerical work of average difficulty related to keeping or reviewing financial or statistical records; receives and receipts for money; and does related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

An Account Clerk is distinguished from a Senior Account Clerk in that the incumbent is not responsible for assigning or reviewing the work of others. An Account Clerk is distinguished from an Office Assistant in that the incumbents' typing duties are incidental rather than principal to the position and the statistical records kept by Office Assistants do not involve the knowledge and application of basic accounting techniques.

Receives general supervision from a designated manager or supervisor. May receive functional supervision from a Senior Account Clerk; Incumbents have no responsibility for the supervision of others.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Accepts cash, checks and credit card payments for City receivables;
- Receives and receipts for money paid over the counter;
- Keeps records of cash transactions and/or receipts issued;
- Balances cash drawer;
- Opens, verifies, balances, or adjusts accounts such as general ledger, payroll, bonds and grants;
- Prepares or checks invoices, time records, requisitions, purchase orders and similar fiscal documents;
- Maintains various financial records requiring the use of some judgment in choosing from a limited number of alternatives;
- Maintains subsidiary ledgers;
- Compares, schedules, indexes, and files bills, vouchers, warrants, bonds and other records;
- Issues, transfers and cancels bonds;
- Posts, assembles, tabulates and compares financial data;
- Makes arithmetical calculations and checks various statistical or accounting tables and reports;
- Assists in preparing and may type accounting statistical reports, payrolls and schedules;
- Enters transactions into various computer programs in order to record transactions and issue receipts;
- Enters data from a variety of sources into departmental and/or City-wide databases; compiles and verifies data for accuracy and completeness; inputs corrections and updates; and generates reports as scheduled and/or requested;
- Verifies and enters data into computer;
- Interacts with other City employees, vendors and the public to answer questions or refer questions to appropriate source;
- Provides customer service, responds to inquiries from the public, resolves routine problems and provides information about the organization;
- Operates office equipment such as adding machines, calculators, and computers.

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 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 two years of experience in one or more of the following areas: accounts payable, accounts receivable, payroll, trial balance, journal voucher preparation, ledger control; **OR** Associates degree, preferably including or supplemented by courses in accounting or financial record keeping and 1 years of experience in one or more of the following areas: accounts payable, accounts receivable, payroll, trial balance, journal voucher preparation, ledger control; **OR** Bachelor's degree in Accounting or Finance.

License and/or Certificates

None.

Knowledge of

- Practices of financial record keeping including elementary accounting;
- General office practices and familiarity with the operation of fiscal office equipment;
- English usage, grammar, spelling and punctuation;
- 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;
- Standard office procedures and practices;
- General City operations.

Ability to

- Carry out assigned work without close supervision;
- Make arithmetic calculations quickly and accurately;
- Type accurately;
- Maintain accurate, clear financial and statistical records;
- Maintain attention to detail in a work environment of frequent interruptions;
- Apply, interpret and explain City and Department administrative rules and regulations affecting operations;
- Interact with a wide variety of clientele while retaining a professional work environment;
- Exercise judgment and tact in dealing with the customers in difficult situations;
- Communicate effectively with individuals from diverse socioeconomic, educational and cultural backgrounds;
- Shift priorities as departmental workload demands require;
- Effectively operate a computer and other standard office equipment;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information
- Communicate clearly, both orally and in writing;
- Follow oral and written directions;
- Establish and maintain effective working relationships with other employees, vendors and the public;
- Learn and 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

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.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Senior Account Clerk.

ESTABLISHED/REVISED DATE:

Revised Date: January 2016

Dept. Review Date: June 2022

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR HOUSING SUPERVISOR

RECOMMENDATION:

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

SALARY:

\$38.62 - \$40.55 - \$42.59 - \$44.70 - \$46.81 per hour.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Housing Supervisor.

Anticipating approval by your Honorable Body tonight, and the City Council at their meeting on June 14, 2022, the proposed Class Specification will appropriately reflect 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.

This is a new position and there have been no previous examinations. It was determined that the following weightings were appropriate for this exam: 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 
Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager

Attachment: A) Housing Supervisor Class Specification (Pending Approval of June 14, 2022 Council Item)

6D

HOUSING SUPERVISOR

Definition

Under direction, plans, organizes, and directs the operations of the Housing programs; supervises the work of subordinate staff; and performs related work as required.

Distinguishing Characteristics

Distinguished from the Division Manager in that the incumbent does not have responsibility for the operation of an entire departmental division and is primarily responsible for administrative functions of an assigned section. Distinguished from Housing Specialist in that the incumbent is responsible for supervision of the entire section. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies, and regulations.

Supervision Exercised/Received

Receives direction from higher level staff. Provides direction to lower level staff in the Housing Series and support staff.

Examples of Essential Duties

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

- Organizes, plans, and oversees the day-to-day operations of the Housing programs, including but not limited to, Section 8 Housing Choice Voucher Program, Emergency Housing Voucher (EHV) Program, VA Supportive Housing (HUD-VASH) Program, and other special housing programs; prioritizes work for timeliness; monitors work for consistency and quality;
- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed.
- Develops and makes recommendations for policies, procedures, and systems to improve operations and ensures compliance with new and existing laws.
- Assists with functions performed by line staff as necessary to maintain adequate service levels.
- Coordinates workflow activities with other City Departments and state and federal agencies.
- Ensures operations are maintained within established budget, and directs the allocation of resources to accomplish objectives.
- Receives and responds to difficult customer service inquiries and complaints and assists department personnel regarding section activities and procedures.
- Demonstrates continuous effort to streamline and improve Housing operations, streamline workflow processes, and work cooperatively and jointly to provide quality seamless customer service.
- Reviews and interprets codes and ordinances and recommends changes, additions, and implementation procedures.
- Supervises administrative duties such as data entry, record keeping, and filing; maintains strict confidentiality of all protected information concerning consumers, staff, and volunteers in accordance with the confidentiality agreement and all State and Federal regulations
- Ensures regular maintenance and needed improvements are made to the Housing Unit's handouts, application forms, and online services in support of the Housing Unit and Department functions.

- Maintains a variety of statistical records; checks and tabulates statistical data; prepares simple statistical reports.
- Completes assigned routine and administrative tasks such as preparing work schedules, completing payroll documents, and preparing reports.
- Reviews filed reports and citations prepared to ensure completeness and accuracy, directs necessary corrections, and refers reports to higher-level personnel.
- Observes and enforces strict adherence to safety regulations and safe work practices.
- Institutes necessary legal action for violations of State and City regulations.
- Monitors program compliance with federal law and regulations; monitor application procedures and processes; recommend revisions to City ordinances related to housing assistance; analyze and implement federal, state, and local guidelines related to the Housing Programs.

Examples of Other Duties

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

- Participates in Housing Boards, community meetings, and taskforces geared towards creating policies that benefit our clients.
- Maintains Housing Assistance capacity, improvement, and the expansion of the programs.
- Performs internal file audits of Housing files (Section 8, EHV, & HUD-VASH).
- Supervises maintenance of waiting list for prospective residents, including the opening of list, as needed.
- Performs related duties as assigned.

Qualification Guidelines:

Knowledge of

- Principles of supervision, training, and employee relations.
- Procedures, rules, regulations, and terminology and codes as related to Housing Services.
- Housing needs and social and economic problems of low and moderate-income households including rental market, lease negotiations, legal considerations, and management requirements.
- Rental property leasing and management principles.
- Department of Housing and Urban Development (HUD) Tenant Based rental housing assistant programs (Section 8, EHV, & HUD-VASH).
- Federal and state housing programs and regulations, including tenant eligibility requirements.
- Federal Housing Quality Standards.
- Program eligibility, must be able to answer difficult questions about income, criminal background checks, and verifying applicant employment.
- Budget preparation principles.
- Basic English, grammar, spelling, punctuation, vocabulary, and arithmetic.
- Report writing techniques;
- Effective interviewing techniques;
- Computer equipment and software applications related to assignment
- English usage, spelling, grammar and punctuation.
- Public relations and customer service techniques, including telephone etiquette.
- Safe work practices, procedures, and regulations.
- 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

- Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work as well as training, counseling, disciplining staff and handling grievances.
- Supervise and motivate personnel in a high stress environment.
- Respond to questions from Section 8 staff, residents, and landlords regarding information on status of rent, and mediates problems between tenants and owners.
- Promote cooperative teamwork and customer service values among employees.
- Ensure all Housing requirements and deadlines are met.
- Deal constructively with conflict and develop effective resolutions.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly.
- Communicate tactfully and effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints.
- Act independently and exercise sound judgment within established guidelines.
- Analyze, interpret and implement laws, codes, ordinances and administrative rules and regulations.
- Compose, compile, and maintain correspondence, special studies, statistical analyses, and reports.
- Understand and carry out oral and written directions.
- Establish and maintain effective working relationships with subordinates, coworkers, management, other city employees, public officials, employees from other agencies, and the general public.
- Operate computer equipment and software applications related to assignment;
- Learn and utilize new skills and information to improve job performance and efficiency.

License or Certificates:

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

Education and Experience:

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

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a housing assistance program, with at least one year in a supervisory or lead capacity.

An Associate Degree or sixty (60) or more college units from an accredited college or university with major coursework in public administration, business administration, social services, or a closely related field, is desirable.

Special Requirements

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

Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

Physical demands include the ability to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Must be available to work evenings or weekends for special assignments.

Career Ladder Information

Experience gained in this classification in addition to training and coursework may serve to meet the minimum requirements for promotion to Principal Planner.

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

Honorable Members:

SUBJECT: Approve Proposed Class Specification for Housing Supervisor

RECOMMENDATION

Recommendation of Human Resources Staff that your Honorable Body approve the proposed class specification for Housing Supervisor and forward it to the City Council for approval.

BACKGROUND

On May 24, 2022, City Council adopted the proposed Fiscal Year 2022-23 Operating Budget and Capital Improvement Plan, which included the reorganization of the Community Development Department to establish the Neighborhood Services Division, which includes Housing, Environmental and Noise Abatement, and Special Programs/Homelessness Units. With the retirement of the Planning Associate who previously managed the supervisory duties of the Housing Unit, it was determined that these duties should be administered by a direct supervisor. Addition of the proposed Housing Supervisor position will provide for direct oversight of Housing programs, and allow staff to work with greater efficiency. The proposed class specification for Housing Supervisor is submitted for your review and approval.

ANALYSIS

The Housing Supervisor oversees the operations of the Housing programs, including but not limited to, Section 8 Housing Choice Voucher Program, Emergency Housing Voucher (EHV) Program, VA Supportive Housing (HUD-VASH) Program, as well as supervising staff and coordinating activities.

The **Examples of Duties** section reflects principal job duties such as:

- Organizes, plans, and oversees the day-to-day operations of the Housing programs.
- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed.
- Coordinates workflow activities with other City Departments and state and federal agencies.
- Ensures operations are maintained within established budget, and directs the allocation of resources to accomplish objectives.
- Receives and responds to difficult customer service inquiries and complaints and assists department personnel regarding section activities and procedures.
- Reviews and interprets codes and ordinances and recommends changes, additions, and implementation procedures.

The **Qualification Guidelines** section reflects the Knowledge and Abilities required for performing the duties of the position such as:

Knowledge of

- Principles of supervision, training, and employee relations.
- Procedures, rules, regulations, and terminology and codes as related to Housing Services.
- Housing needs and social and economic problems of low and moderate-income households including rental market, lease negotiations, legal considerations, and management requirements.
- Rental property leasing and management principles.
- Department of Housing and Urban Development (HUD) Tenant Based rental housing assistant programs (Section 8, EHV, & HUD-VASH).
- Federal and state housing programs and regulations, including tenant eligibility requirements.
- Federal Housing Quality Standards.
- Program eligibility, must be able to answer difficult questions about income, criminal background checks, and verifying applicant employment.

Ability to

- Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work as well as training, counseling, disciplining staff and handling grievances.
- Supervise and motivate personnel in a high stress environment.
- Respond to questions from Section 8 staff, residents, and landlords regarding information on status of rent, and mediates problems between tenants and owners.
- Ensure all Housing requirements and deadlines are met.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Communicate tactfully and effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints.
- Analyze, interpret and implement laws, codes, ordinances and administrative rules and regulations.
- Compose, compile, and maintain correspondence, special studies, statistical analyses, and reports.

The **License or Certificate** section reflects the following requirements:

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

The **Experience and Education Section** describes the required experience and certification for the position as follows:

Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way of obtaining the necessary know/edge and abilities is:

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a housing assistance program, with at least one year in a supervisory or lead capacity.

An Associate Degree or sixty (60) or more college units from an accredited college or university with major coursework in public administration, business administration, social services, or a closely related field, is desirable.

The **Special Requirements** section reflects the essential duties of this position including the physical demands and/or working conditions.

The **Career Ladder** section provides information about career movement for the classification.

Respectfully submitted,

By 

Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Manager

NOTED:



Brianne Cohen
Civil Service Manager

- Attachment A) Proposed Class Specification Housing Supervisor
 B) Organizational Chart of the Community Development Department

HOUSING SUPERVISOR

Definition

Under direction, plans, organizes, and directs the operations of the Housing programs; supervises the work of subordinate staff; and performs related work as required.

Distinguishing Characteristics

Distinguished from the Division Manager in that the incumbent does not have responsibility for the operation of an entire departmental division and is primarily responsible for administrative functions of an assigned section. Distinguished from Housing Specialist in that the incumbent is responsible for supervision of the entire section. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies, and regulations.

Supervision Exercised/Received

Receives direction from higher level staff. Provides direction to lower level staff in the Housing Series and support staff.

Examples of Essential Duties

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

- Organizes, plans, and oversees the day-to-day operations of the Housing programs, including but not limited to, Section 8 Housing Choice Voucher Program, Emergency Housing Voucher (EHV) Program, VA Supportive Housing (HUD-VASH) Program, and other special housing programs; prioritizes work for timeliness; monitors work for consistency and quality;
- Supervises staff; supervisory duties include instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed.
- Develops and makes recommendations for policies, procedures, and systems to improve operations and ensures compliance with new and existing laws.
- Assists with functions performed by line staff as necessary to maintain adequate service levels.
- Coordinates workflow activities with other City Departments and state and federal agencies.
- Ensures operations are maintained within established budget, and directs the allocation of resources to accomplish objectives.
- Receives and responds to difficult customer service inquiries and complaints and assists department personnel regarding section activities and procedures.
- Demonstrates continuous effort to streamline and improve Housing operations, streamline workflow processes, and work cooperatively and jointly to provide quality seamless customer service.
- Reviews and interprets codes and ordinances and recommends changes, additions, and implementation procedures.
- Supervises administrative duties such as data entry, record keeping, and filing; maintains strict confidentiality of all protected information concerning consumers, staff, and volunteers in accordance with the confidentiality agreement and all State and Federal regulations
- Ensures regular maintenance and needed improvements are made to the Housing Unit's handouts, application forms, and online services in support of the Housing Unit and Department functions.

- Maintains a variety of statistical records; checks and tabulates statistical data; prepares simple statistical reports.
- Completes assigned routine and administrative tasks such as preparing work schedules, completing payroll documents, and preparing reports.
- Reviews filed reports and citations prepared to ensure completeness and accuracy, directs necessary corrections, and refers reports to higher-level personnel.
- Observes and enforces strict adherence to safety regulations and safe work practices.
- Institutes necessary legal action for violations of State and City regulations.
- Monitors program compliance with federal law and regulations; monitor application procedures and processes; recommend revisions to City ordinances related to housing assistance; analyze and implement federal, state, and local guidelines related to the Housing Programs.

Examples of Other Duties

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

- Participates in Housing Boards, community meetings, and taskforces geared towards creating policies that benefit our clients.
- Maintains Housing Assistance capacity, improvement, and the expansion of the programs.
- Performs internal file audits of Housing files (Section 8, EHV, & HUD-VASH).
- Supervises maintenance of waiting list for prospective residents, including the opening of list, as needed.
- Performs related duties as assigned.

Qualification Guidelines:

Knowledge of

- Principles of supervision, training, and employee relations.
- Procedures, rules, regulations, and terminology and codes as related to Housing Services.
- Housing needs and social and economic problems of low and moderate-income households including rental market, lease negotiations, legal considerations, and management requirements.
- Rental property leasing and management principles.
- Department of Housing and Urban Development (HUD) Tenant Based rental housing assistant programs (Section 8, EHV, & HUD-VASH).
- Federal and state housing programs and regulations, including tenant eligibility requirements.
- Federal Housing Quality Standards.
- Program eligibility, must be able to answer difficult questions about income, criminal background checks, and verifying applicant employment.
- Budget preparation principles.
- Basic English, grammar, spelling, punctuation, vocabulary, and arithmetic.
- Report writing techniques;
- Effective interviewing techniques;
- Computer equipment and software applications related to assignment
- English usage, spelling, grammar and punctuation.
- Public relations and customer service techniques, including telephone etiquette.
- Safe work practices, procedures, and regulations.
- 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

- Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work as well as training, counseling, disciplining staff and handling grievances.
- Supervise and motivate personnel in a high stress environment.
- Respond to questions from Section 8 staff, residents, and landlords regarding information on status of rent, and mediates problems between tenants and owners.
- Promote cooperative teamwork and customer service values among employees.
- Ensure all Housing requirements and deadlines are met.
- Deal constructively with conflict and develop effective resolutions.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly.
- Communicate tactfully and effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints.
- Act independently and exercise sound judgment within established guidelines.
- Analyze, interpret and implement laws, codes, ordinances and administrative rules and regulations.
- Compose, compile, and maintain correspondence, special studies, statistical analyses, and reports.
- Understand and carry out oral and written directions.
- Establish and maintain effective working relationships with subordinates, coworkers, management, other city employees, public officials, employees from other agencies, and the general public.
- Operate computer equipment and software applications related to assignment;
- Learn and utilize new skills and information to improve job performance and efficiency.

License or Certificates:

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

Education and Experience:

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

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a housing assistance program, with at least one year in a supervisory or lead capacity.

An Associate Degree or sixty (60) or more college units from an accredited college or university with major coursework in public administration, business administration, social services, or a closely related field, is desirable.

Special Requirements

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

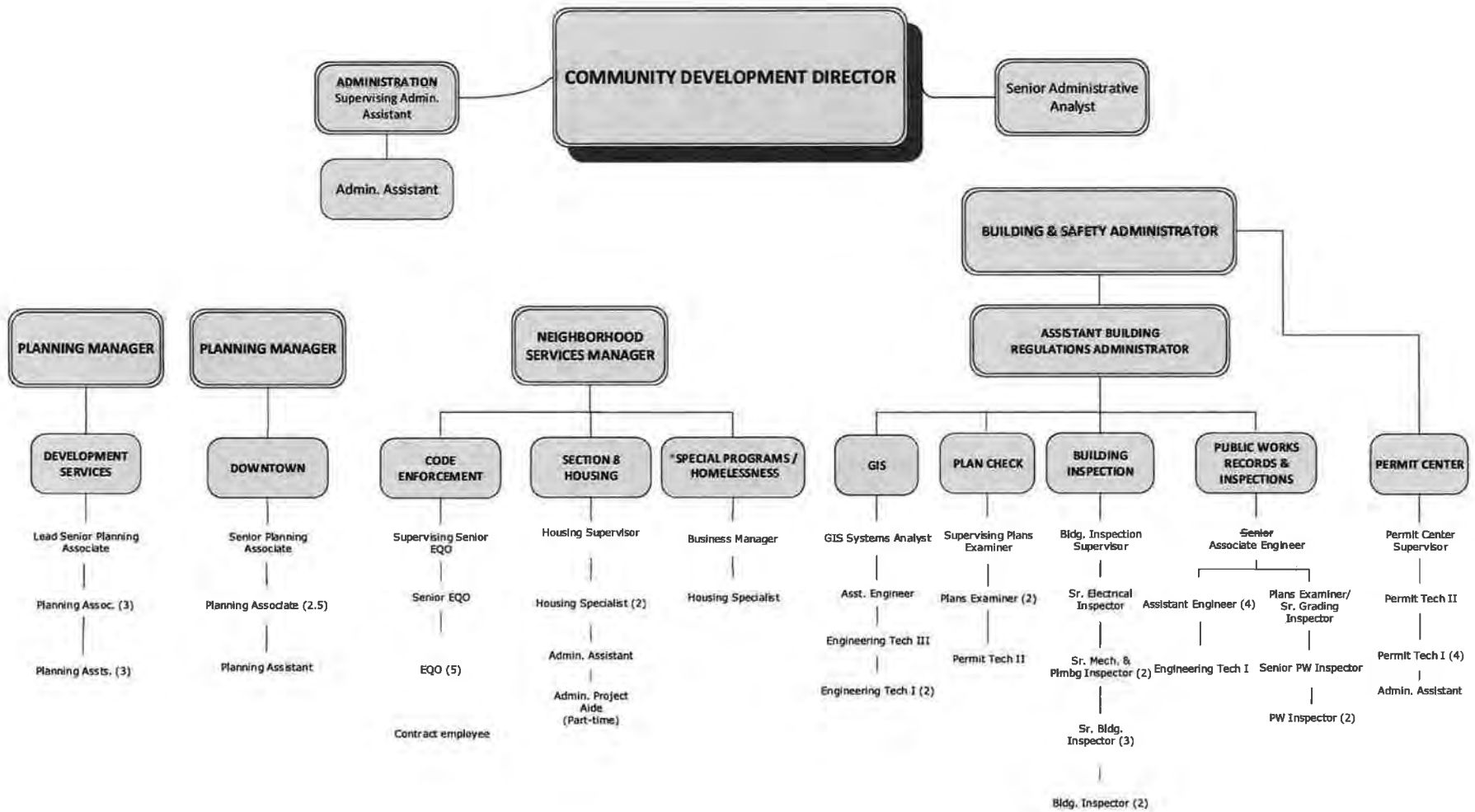
Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

Physical demands include the ability to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Must be available to work evenings or weekends for special assignments.

Career Ladder Information

Experience gained in this classification in addition to training and coursework may serve to meet the minimum requirements for promotion to Principal Planner.



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

Honorable Members:

SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR PAYROLL SPECIALIST

RECOMMENDATION

Recommendation of Human Resources Staff that your Honorable Body approve the proposed class specification for Payroll Specialist and forward it to City Council for approval.

BACKGROUND

The Finance Director requested that a classification study be conducted on the Senior Account Clerk classification. Upon surveying other agencies regarding how their payroll function was classified, it was determined that the payroll duties was a separate classification. The function of a Payroll Specialist requires more technical and specialized knowledge of employee benefits, payroll transactions, and payroll related matters, as well as federal and state labor laws. The proposed class specification for Payroll Specialist is submitted for your review and approval.

ANALYSIS

The Payroll Specialist performs specialized and technical processing of the payroll function. The Payroll Specialist advises departments, timekeepers, and employees in the process and procedures that entail all aspects of salary and benefits.

The **Examples of Essential Duties** section reflects principal job duties such as:

- Prepares, processes, reviews, reconciles and maintains payroll records and documents;
- Performs data entry and maintains payroll records related to employee payroll changes, deductions, direct deposits, leave banks, tax adjustments, retirement benefits, etc.;
- Provides effective customer service and communication to all employees, departmental timekeepers, and City management on payroll related matters in a timely and accurate manner;
- Responds to inquiries regarding employee paychecks;
- Coordinates with Human Resources and other City Departments regarding changes in employee status;
- Interprets complex written information such as legal regulations; City policies, and labor contract provisions for payroll compliance requirements;
- Explains applicable personnel and payroll rules and procedures consistent with bargaining agreements, personnel policies, Fair Labor Standards Act (FLSA) guidelines and other employment related guidelines.

The **Qualification Guidelines** section includes knowledge and ability statements required at entry and those required to successfully perform the duties as an incumbent gains experience in the position, such as:

Knowledge of

- Standard payroll reporting processes and procedures;
- Federal, State and local laws, codes and regulations that pertain to payroll functions;
- City and Departmental policies, procedures, systems, programs and functions related to payroll processing;

- Office practices and the operation of fiscal office equipment;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records.

Ability to

- Maintain accurate, clear payroll and financial records;
- Apply, interpret and explain City and Department administrative rules and regulations affecting payroll operations;
- Make complex mathematical calculations and reconciliations quickly and accurately;
- Use initiative and judgment in discussing problems with the employees involving office practices and policies and maintain confidentiality regarding critical and sensitive information;
- Exercise judgment and tact in dealing with customers in difficult situations.

The **Experience and Education** section describes the required experience and certification for the position as follows:

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

High school graduation or equivalent, preferably including or supplemented by courses in accounting or financial record keeping and two years of progressively responsible experience in performing payroll, statistical or other financial work. Experience working with automated payroll systems is preferred.

The **Special Requirements** section was added to reflect the physical demands and working conditions required of the position in order to perform the essential functions of the job.

The **Career Ladder** section has been added to reflect that experience gained in this classification of work and may serve to meet the minimum requirements for promotion to Senior Business Manager (Payroll).

Respectfully submitted,

By  _____
 Tina Ortiz
 Senior Human Resources Analyst

CONCUR:

 _____
 Hedieh Khajavi
 Human Resources Manager

NOTED:

 _____
 Brianne Cohen
 Civil Service Manager

- Attachments: A. Proposed Class Specification Payroll Specialist
 B. Finance Department Organizational Chart

PAYROLL SPECIALIST

DEFINITION

Under general supervision, performs specialized technical and administrative work in the preparation and processing of payroll. Reviews, prepares, processes, reconciles and maintains payroll and timekeeping documents and accounting records and reports; assists employees with payroll related questions and problems.

DISTINGUISHING CHARACTERISTICS

A Payroll Specialist is distinguished from an Accountant in that incumbents perform specialized payroll work and not professional level accounting work. A Payroll Specialist is distinguished from an Accounting Technician in that the incumbent provides technical skills in the payroll function of the accounting clerical series.

SUPERVISION EXERCISED/RECEIVED

Receives supervision from the payroll unit manager or supervisor.

EXAMPLES OF ESSENTIAL DUTIES

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

- Prepares, processes, reviews, reconciles and maintains payroll records and documents;
 - Performs data entry and maintains payroll records related to employee payroll changes, deductions, direct deposits, leave banks, tax adjustments, retirement benefits, etc.;
 - Provides effective customer service and communication to all employees, departmental timekeepers, and City management on payroll related matters in a timely and accurate manner;
 - Responds to inquiries regarding employee paychecks;
 - Coordinates with Human Resources and other City Departments regarding changes in employee status;
 - Interprets complex written information such as legal regulations; City policies, and labor contract provisions for payroll compliance requirements;
 - Explains applicable personnel and payroll rules and procedures consistent with bargaining agreements, personnel policies, Fair Labor Standards Act (FLSA) guidelines and other employment related guidelines;
 - Verifies data entry to ensure correct calculation of payroll transactions and troubleshoots discrepancies;
 - Performs analysis and troubleshoots payroll system processes;
 - Receives and verifies timesheets and works with department timekeepers to ensure accurate timekeeping data entry;
 - Ensures all payroll and benefit duties are executed in accordance with all Federal, State Wage and Hour laws, tax regulations, and City policies and guidelines;
 - Calculates and prepares final checks for employees separating from the City;
 - Generates and provides payroll and financial reports;
 - Utilizes various financial systems to execute payroll and payroll related accounting entries;
 - Responds to request for employment and income verification.
-

QUALIFICATIONS GUIDELINES:

Knowledge of:

- Standard payroll reporting processes and procedures;
- Federal, State and local laws, codes and regulations that pertain to payroll functions;
- City and Departmental policies, procedures, systems, programs and functions related to payroll processing;
- Office practices and the operation of fiscal office equipment;
- 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 payroll and financial records;
- Apply, interpret and explain City and Department administrative rules and regulations affecting payroll operations;
- Make complex mathematical calculations and reconciliations quickly and accurately;
- Use initiative and judgment in discussing problems with the employees 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;
- Interact with a wide variety of clientele while retaining a professional work environment;
- Communicate clearly, both orally and in writing and follow oral and written directions;
- Effectively operate a personal computer and other standard office equipment;
- Learn and effectively use automated financial accounting and payroll systems and data processing applications;
- Learn and effectively apply the policies and procures of assigned work unit;
- Compose letters from general oral and written instructions.

LICENSES AND CERTIFICATIONS:

None.

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 two years of progressively responsible experience in performing payroll, statistical or other financial work.

Experience working with automated payroll systems is preferred.

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.

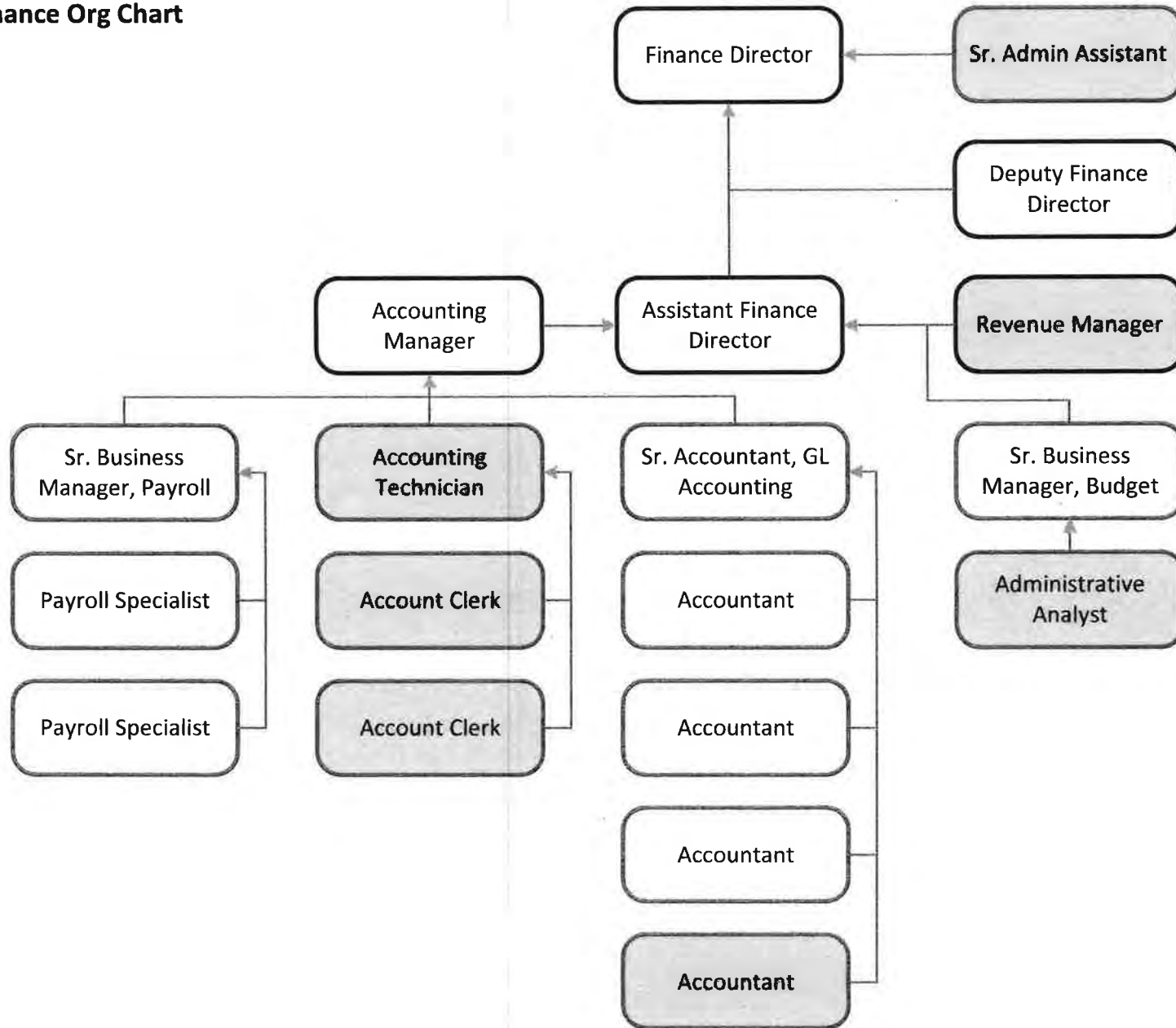
Work Environment

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.

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 Senior Business Manager.

Finance Org Chart



Attachment B

Fiscal Year 2023
 Finance FTE: 40.75
 Vacancy
 Anticipated Vacancy