

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, AUGUST 22, 2022
REGULAR MEETING
6:00 P.M. IN COUNCIL CHAMBERS
AT 3031 TORRANCE BL.**

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

1. CALL MEETING TO ORDER

ROLL CALL: Commission members Hamada, Herring, Lewis, Sasaki, Zygielbaum, Chair Adelsman

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, August 18, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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. Speakers please turn off or leave your cellular phone when you come to the podium to speak.

6. CONSENT CALENDAR

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

6A. Approve the Examination for Lead Ranger.

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

6B. Approve the Examination for Maintenance Worker.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Maintenance Worker examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (60%), Performance Test (Qualifying) and Oral Interview (40%). Staff is requesting approval for a three (3) month eligible list.

6C. Approve the Examination for Principal Human Resources Analyst.

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

7. ADMINISTRATIVE MATTERS

7A. Approve Proposed Class Specification for Lead Ranger.

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

7B. Approve Revised Class Specification for Policy and Resources Specialist.

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

7C. Approve the Reclassification of Incumbent to Policy and Resources Specialist.

Recommendation of Human Resources Staff that your Honorable Body approve the reclassification of Neli Mileva, Senior Administrative Analyst, to the classification of Policy and Resources Specialist.

8. HEARINGS

8A. Appeal of Discipline of a Bus Operator.

Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.

9. COMMISSION ORAL COMMUNICATIONS

10. ADJOURNMENT

10A. Adjournment of Civil Service Commission Meeting to Monday, September 12, 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 LEAD RANGER

RECOMMENDATION:

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

SALARY:

\$22.19 - \$23.31 - \$24.48 - \$25.70 - \$27.00 per hour.

BACKGROUND/ANALYSIS:


There is no current eligible list for the classification of Lead Ranger.

Anticipating approval by your Honorable Body tonight, and the City Council at their meeting on September 13, 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 class specification 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) Lead Ranger Class Specification (Pending Approval of September 13, 2022 Council Item)

LEAD RANGER

Definition:

Under general supervision of the Ranger Supervisor, proactively enforces public park rules as well as compliance with laws pertaining to dogs and other animals. Issues administrative citations; responds to public inquiries about animal control issues including aggressive and wild animals; patrols City parks; provides support to the public for park and building reservations; performs related work as required.

Distinguishing Characteristics:

Distinguished from the Ranger Supervisor in that the incumbent is not responsible for the overall management of the City's Ranger Program. This is the journey level in the Ranger series, and is primarily responsible for enforcement of State laws and City ordinances dealing with the treatment, licensing, and nuisances and impounding of dogs and other animals within the City. Incumbents receive relevant animal control training; work with occasional instruction or assistance; work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures, and guidelines, and may involve the development of recommendations consistent with directives, policies, and regulations.

Supervision Exercised/Received:

Receives general supervision from the Ranger Supervisor. May provide technical supervision, which includes assigning, reviewing, coordinating and training for part-time employees but this task is ancillary to the primary focus of the classification. Lead Ranger may also assist in City special event support.

Examples of Essential Duties:

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

- Reviews daily public reporting on animal control issues;
- Responds to service requests; maintains daily log of activities; completes other reports as directed;
- Receives and responds to inquiries and complaints involving animals throughout the City;
- Patrols City to conduct proactive enforcement of animal control, park use, and parking ordinances and laws;
- Conducts and supports preliminary investigations of animal abuse and neglect; provides follow up support and expertise in ongoing investigations to the Torrance Police Department.
- Maintains records of violation notices, barking, nuisance and dangerous dog reports, and lost and found animals;
- Provides humane education and resources to the public regarding the requirements for pet licensing and vaccinations;
- Captures both domestic and wild animals, using equipment and methods appropriate for animal abatement and control; may require running and climbing fences;
- Rescues trapped and injured animals; impounds animals, collects and disposes of dead animals;
- Develops and prepares reports, correspondence, and other materials that relate to functions being performed;
- Assists in the training of new and subordinate personnel;
- Performs daily safety inspections of equipment;
- Responds to emergency calls during work and after normal working hours;
- Assists with City and Department sponsored community events, including event patrol, parking control, and set-up/break-down work;

- Uses computerized database to enter or retrieve case information, such as nuisance reporting, animal license, ownership, quarantine, or bite records;
- Reports criminal activity and/or vandalism to the Torrance Police Department;
- Provides support to other City departments with animal issues;
- Assists with daily briefings.

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:

- May be called upon to testify in an administrative hearing, mediation or court proceeding;
- Performs related duties as required.

Qualification Guidelines**Knowledge of:**

- General principles and practices of park security.
- Community Services policies and procedures, regulations, codes and ordinances as they relate to park usage.
- Basic principles of supervision and training techniques.
- Customer relations and public relations techniques.
- State and local laws and ordinances related to animals.
- Animal behaviors, habits, care, feeding and shelter of various wild and domestic animals.
- Common infectious and contagious diseases of animals, their symptoms and first aid treatment.
- Equipment and methods appropriate for wildlife abatement and control.
- Types and uses of equipment carried on an animal control vehicle for various types of field calls.
- Report writing techniques;
- Effective interviewing techniques;
- Computer equipment and software applications related to assignment
- Effective safety principles and practices.
- City and department mission, including strategic goals and objective.
- General City operations.

Ability to:

- Respond to calls, questions and complaints in a courteous and professional manner.
- Handle domestic and wild animals of various sizes and temperaments properly and humanely.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Work independently under adverse condition including dangerous locations and in proximity to sick and injured animals and agitated-citizens.
- Operate a City vehicle.
- Ride a bike.
- Use a two-way radio.
- Utilize handheld electronic hardware and software for animal control case management.
- Consistently maintain composure and exercise sound judgment, especially under stressful conditions.
- Learn about City attractions and services.
- Perform duties courteously and professionally.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Use first aid to procedures and treatments.
- Identify and describe various types and breeds of domestic and wild animals.
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly.

- Deal tactfully and effectively with the public including the unhoused community.
 - Read maps to locate field calls.
 - Compose, compile, and maintain correspondence and reports.
 - Understand and carry out oral and written directions.
 - Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies.
 - Assist with City and Department sponsored community events, including event supervision, patrol, parking control, and set-up/break-down work.
-

Education and Experience:

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

Graduation from high school or equivalent.

Two years of recent, paid work experience providing interactive customer service duties with at least one year of experience in law enforcement or security or one year of experience performing animal care, maintenance, or control of domestic or wild animals and dealing with the public. Experience which includes recognition of animal behavior and disease and first aid treatment of animals is preferred.

Lead or supervisory experience is highly desirable.

Licenses and Certificates

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

Incumbents must complete the following requirements within one year of appointment:
California Peace Officer Standards and Training (POST) PC 832 Arrest and Firearms Course.

Special Requirements

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

Required to wear a uniform on duty and to comply with appearance standards.

Must be available to work weekends, holidays, and evening hours as scheduled. Must be available to work overtime or extended hours when needed.

Work is generally performed outside in seasonal climate and weather conditions and where noise, dust, dirt and odors are encountered. Physical demands include: walking; riding a bicycle and standing for prolonged periods of time.

Requires the ability to frequently drive to specific locations; work outdoors and possible exposure to variable weather conditions. Frequently required to walk, stand, stoop, kneel and use arms, legs, and back to lift and or move up to 50 pounds. Requires use of arms to reach and carry and use of hands to operate, finger and handle objects and controls. Requires color and visual perception and discrimination; as well as oral communications ability. Requires the ability to accurately perceive sounds. May be exposed to sick, injured and dead wild and domestic animals, moving equipment and machinery, agitated citizens, extreme weather, moving traffic, uneven terrain, infectious diseases and air and water borne pathogens.

Career Ladder Information:

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

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR MAINTENANCE WORKER

RECOMMENDATION:

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

SALARY:

\$17.03 - \$17.89 - \$18.80 - \$19.72 - \$20.70 - \$21.75 per hour.

BACKGROUND/ANALYSIS:


The current eligible list for the classification of Maintenance Worker will expire on October 27, 2022 and is nearly exhausted. There are three (3) current vacancies in the Public Works Department due to resignation and promotions.

The class specification has been reviewed by the Public Works 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 2022 and 2021 were weighted as follows: Application Review (Qualifying), Written Test (60%), Performance Test (Qualifying), and Oral Interview (40%). There will be no change in the exam types and weights.

This is an entry-level position within the City, therefore an open continuous recruitment is recommended.

Respectfully submitted,

By 

Leallani Stewart
Human Resources Technician

CONCUR:



Hedieh Khajavi
Human Resources Manager



Brianne Cohen
Civil Service Manager

Attachment: A) Maintenance Worker Class Specification



MAINTENANCE WORKER

Class Code:
5600

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Mar 1, 2009

SALARY RANGE

\$17.03 - \$21.75 Hourly
\$2,951.87 - \$3,770.00 Monthly
\$35,422.40 - \$45,240.00 Annually

DEFINITION:

Under general supervision, performs a variety of routine unskilled to semi-skilled manual labor and maintenance work and safely operates a variety of vehicles, tools and equipment required to maintain the general appearance of the City and to assist with the removal of trash and debris and/or the maintenance, replacement and repair of City parks, trees, grounds, facilities, streets, sidewalks, medians, parkways, traffic signals and signage; and performs related work as required in one of the following areas:

- **Park Services:** as a member of a crew, performs routine assignments to assist in the maintenance, replacement and basic repair of City parks, trees and landscaping, irrigation systems and recreational facilities.
- **Concrete:** as a member of a crew, performs manual labor and unskilled to semi-skilled concrete work to assist with the construction and/or repair of City curbs, gutters, sidewalks and other concrete structures.
- **Sanitation:** individually and as a member of a crew, assists with refuse loading and packing; repairs sweeper brooms, maintains equipment; and serves as relief driver on a refuse truck or motor sweeper once license and training requirements are met.
- **Street Maintenance:** as a member of a crew, performs light to heavy manual labor and assigned semi-skilled construction work and safely operates a variety of tools and equipment to assist with the construction and repair of City streets.
- **Streetscape:** as a member of a crew, performs routine assignments to assist in the maintenance, and replacement of trees and grounds, and the basic repair of irrigation systems located on City parkways and medians.
- **Traffic and Lighting:** as a member of a crew, performs unskilled to semi-skilled assignments to assist journey-level craft workers with the maintenance, replacement and/or repair of traffic signals; traffic signs and street markings.
- **Transit:** cleans and services Transit bus stop shelters and adjacent grounds and safely operates vehicles and equipment.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is the entry level classification of field operations positions. It is typically used to train incumbents on maintenance methods and the safe operation of a variety of tools and equipment. Over time, Incumbents normally perform the full range of duties and tasks related to area of assignment, the safe operation of assigned tools and equipment, the greater complexity of work assignments, the level of independent judgment and initiative exercised in the performance of assignments, and the provision of functional training and guidance to less-experienced workers as assigned.

The Maintenance Worker is distinguished from the advanced-journey lead classifications of Lead Maintenance Worker, and Cement Finisher, in that the incumbents in the latter classifications work independently, and act in a lead capacity, to organize and ensure the safety of job sites and possess an advanced level of job-related knowledge and skills.

Receives general supervision from the Public Works Supervisor, Park Services Supervisor or Fleet Services Supervisor; may receive technical or functional supervision from the higher level staff typically in a lead or senior capacity.

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.

- Performs light to heavy manual labor and/or unskilled to semi-skilled tasks to assist with removal of trash and debris and/or construction, maintenance, replacement, and repair of City streets, sidewalks, traffic signals and signage;
- Safely operates a variety of vehicles, equipment, and hand and/or power tools related to area of assignment;
- As appropriate, pre-trip and post-trip checks and maintains assigned vehicles and equipment;
- Learns and effectively applies regulations, policies and procedures related to area of assignment;
- Develops and keeps simple records and makes routine reports;
- Responds to requests and inquiries received from the general public.

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

Park Services

- Weeds, cultivates, plants, fertilizes, and irrigates lawns and landscaped areas;
- Safely uses power equipment and hand tools to mow (using non-riding mowers), aerate and edge lawn areas;
- Prunes and trims trees, shrubs and hedges; stakes trees as necessary;
- Rakes, sweeps and vacuums leaves and lawn clippings; clears debris from walks, fields, and other facilities;
- Identifies need for pest, disease and weed control; may assist with the application of pesticides by assisting a certified applicator or makes referral for appropriate treatment;
- Inspects and performs basic repair on playground equipment, picnic tables, barbecues and other equipment; refers as appropriate for more extensive repairs;
- Prepares and maintains athletic fields and related facilities; grades, fills, and shapes baseball diamonds;

- Installs, maintains and repairs water lines, irrigation and sprinkler systems; changes and adjusts heads and may reset/schedule automatic control systems.

Streetscape

- Weeds, cultivates, plants, fertilizes, and irrigates landscaped medians and parkways;
- Safely uses power equipment and hand tools to mow, aerate and edge lawn areas;
- Prunes and trims trees, shrubs and hedges; stakes trees as necessary;
- Rakes, sweeps and vacuums leaves and lawn clippings; clears debris from work area;
- Provides traffic control, setting up and removing signage, cones and barricades as appropriate to the job site;
- Care and maintenance of plants, trees, grasses, flowers and shrubs;
- Traffic control rules and regulations.

Concrete

- Loads and unloads supplies, tools and equipment;
- Picks up concrete, as needed;
- Breaks up, picks up and dumps concrete, dirt and roots;
- Assists and/or forms worksites for concrete;
- Pours and spreads concrete and assists in finishing concrete using appropriate tools and materials;
- Removes forms and cleans work site.

Sanitation

- Assists in picking up refuse, waste, trash and discarded household items;
- Loads refuse into truck, exercising safe lifting practices;
- Replaces containers; tags unsafe containers;
- Operates refuse, recycling and green waste trucks and/or motor sweeper as a relief driver;
- Builds and delivers cans;
- Operates service truck;
- Repairs brooms for sweepers.

Street Maintenance

- Loads and unloads supplies, tools and equipment;
- Picks up asphalt from asphalt plant;
- Breaks up, picks up and dumps asphalt, dirt and debris;
- Prepares area for asphalt; oils area using a compressor; dumps, spreads and rakes asphalt; seals, caps and cleans area;
- Provides traffic control, setting up and removing signage, cones and barricades as appropriate to the job site.

Traffic and Lighting

- Performs manual labor and/or semi-skilled trades work and operates equipment to assist Traffic Electricians with the installation and/or repair of traffic signals;
- Performs manual labor and/or semi-skilled trades work and operates a variety of equipment to assist the Traffic Painter with the construction and installation of traffic signs, painting of curbs and the painting and/or installation of traffic patterns on City streets.

Transit

- Performs inspections of bus stops and bus shelters;
- Pressure washes shelters and replaces panels;
- Picks up litter, removes graffiti;
- Repairs and/or replaces basic lighting components;
- Installs information in kiosks and 2-sided displays and repairs as needed;
- Installs trash receptacles.

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:

- May provide training to less-experienced maintenance and seasonal staff;

- Performs other job-related duties as required.

QUALIFICATION GUIDELINES:

Experience and Education

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

Formal or informal education which ensures the ability to read and write at a level necessary for successful job performance.

Licenses and/or Certificates

Possess and maintain a valid class C California Driver license at time of hire; and obtain the required grade with appropriate endorsements as required by work assignment (as listed below) and forklift certification prior to the completion of the probationary period.

Park Services: (a) California driver license class C is required for most Park assignments; (b) A California driver license class A is required for assignments to the Projects crew.

Streetscape: California driver license class B is required.

Concrete: California driver license class B is required.

Sanitation: California driver license class B is required.

Street Maintenance: California driver license class A is required.

Traffic and Lighting: California driver license class C is required; there is occasional need for a class B license.

Knowledge of

- Basic methods and proper and efficient use of hand and power tools, materials and equipment used in maintenance and construction trades
- Basic safety and first aid practices
- Effective public service techniques
- Defensive driving practices
- Methods, techniques, tools and operating characteristics of equipment used in light to heavy construction, installation and maintenance projects

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

Park Services

- Care and maintenance of plants, trees, grasses, flowers and shrubs;
- Modern methods, techniques, materials and safe operation of equipment used for landscaping, grounds and irrigation systems maintenance and repair;
- Plant pests and diseases, and methods of control and eradication;
- Water line and irrigation system installation, maintenance and repair;
- Methods, techniques and tools and operating characteristics of mechanical equipment used in the construction and maintenance of parks, buildings and recreation facilities.

Streetscape

- Care and maintenance of plants, trees, grasses, flowers and shrubs;
- Traffic control rules and regulations;
- Modern methods, techniques, materials and safe operation of equipment used for landscaping maintenance and irrigation system installation and repair;
- Plant pests and diseases, and methods of control and eradication;

- Water line and irrigation system installation, maintenance and repair.

Concrete

- Basic methods and techniques used in concrete construction and repair projects;
- Traffic control rules and regulations;
- Modern methods, techniques, materials and safe operation of equipment used for the planning, forming, pouring and finishing of concrete slabs, curbs, gutters, and sidewalks;
- Traffic control rules and regulations.

Sanitation

- Maps and routes and interpretation of street maps;
- Operating characteristics of vehicles with automatic and manual transmissions;
- Operational characteristics of a variety of refuse trucks and/or motor sweepers;
- California driving rules and regulations.

Street Maintenance:

- Street maintenance and repair methods and techniques;
- Traffic control rules and regulations;
- Modern methods, techniques, materials and safe operation of equipment used for street maintenance, construction and repair projects.

Traffic and Lighting

- Basic electrical theory and painting and stenciling techniques;
- Traffic control rules and regulations;
- DMV regulations relative to traffic signage;
- Modern methods, techniques, materials, regulations and safe operation of equipment used for traffic signal installation and repair; and the construction and installation of traffic signage.

Transit

- Basic cleaning techniques and equipment;
- Basic cleaning chemicals, interactions, danger signs and safe disposal methods.

Ability to

- Perform heavy and sustained manual labor;
- Operate vehicles while observing legal and defensive driving practices;
- Effectively follow oral and written instructions;
- Speak, read, and write Basic English;
- Follow work safety procedures and practices;
- Complete basic work activity records and time reports;
- Learn and effectively perform maintenance techniques specific to work assignment;
- Establish and maintain effective work relationships with the general public, co-workers, and those contacted during the course of work;
- Work independently in the temporary absence of supervision;
- Guide the activities of less-experienced maintenance and seasonal staff;
- Safely and skillfully operate hand tools, mechanical equipment, power tools and equipment required to complete work assignments.

SPECIAL REQUIREMENTS:

Physical Requirements

On a daily basis, the essential duties of this classification require the ability to climb ladders;

to stoop, kneel, crawl and crouch, to reach, to stand for long periods of time and to sit for extended periods while operating vehicles and equipment; to walk; to lift, push, pull and carry objects weighing up to 75 pounds; to use finger dexterity and hand strength to operate and grasp tools and equipment; the repetitive use of feet and hands to operate vehicles and/or equipment; to feel attributes of objects by touch; to verbally exchange ideas and information; to hear to receive verbal detailed information and instruction; to see at arms length to twenty feet with a good field of vision and the ability to distinguish basic colors and shades of color; and to maintain body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces.

Work Environment

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

CAREER LADDER INFORMATION:

Experience gained in the classification may serve to meet minimum qualifications for promotion to Lead Maintenance Worker, Cement Finisher, Tree Trimmer, Irrigation Systems Technician, Traffic Painter, Cement Finisher, or Wastewater Technician.

If incumbent possesses a class B California driver license, experience gained at this level may serve to meet minimum qualifications for promotion to the classification of Sanitation Equipment Operator.

If incumbent possesses a class A California driver license, experience gained at this level may serve to meet minimum qualifications for promotion to the classification of Equipment Operator.

ESTABLISHED/REVISED DATE:

Revised Date: March 2009

Department Review Date: August 2022

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR PRINCIPAL HUMAN RESOURCES ANALYST

RECOMMENDATION:

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

SALARY:

\$8,611.20 (Minimum) – \$10,680 (Reference) – \$12,282 (Maximum) per month.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Principal Human Resources Analyst. There is one (1) vacancy due to a resignation in the Public Works Department. This position is utilized throughout City Departments.

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

The previous examination in 2021 was weighted as follows: Application Review (Qualifying) and Technical Oral Interview (100%). There will be no change in the exam types and weights.

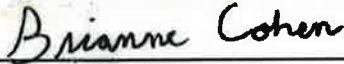
There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By 

Hedieh Khajavi
Human Resources Manager

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Principal Human Resources Analyst Class Specification



PRINCIPAL HUMAN RESOURCES ANALYST

Class Code:
1319

Bargaining Unit: Executive &
Management Employees

CITY OF TORRANCE
Established Date: Jan 11, 2022
Revision Date: Jan 11, 2022

SALARY RANGE

\$8,611.20 - \$10,680.00 Monthly
\$103,334.40 - \$128,160.00 Annually

DEFINITION:

Under general direction, this management position manages, coordinates, and participates in a variety of professional-level human resources management functions such as recruitment, assessment, selection, classification, compensation, benefits, leaves management, employee relations, performance management, policy development, labor relations, and Human Resources Information Systems (HRIS). The position seeks to support departments and continuously improve programs and services in the assigned human resources management functions

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Reports to Human Resources management and Department Head and is distinguished from the Human Resources Manager in that the incumbent is not responsible for managing the full range of human resources functions. Distinguished from the Human Resources Analyst in that the incumbent has administrative responsibility over the operations of City wide human resources programs. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals, and objectives and to apply concepts, plans and strategies that may deviate from traditional goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Supervision Exercised/Received

Receives general direction from Human Resources management and Department Head.
Exercises supervision over assigned professional staff and office support staff

EXAMPLES OF ESSENTIAL DUTIES:

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

- Commits to implementing City of Torrance's Mission, Vision, and commitments.
- Develops, plans, organizes, supervises and evaluates assigned programs, projects and activities related to a variety of human resources functions and programs.
- Manages the daily operations of assigned human resources functions.
- Supervises the City's recruitment and assessment program and ensures that hiring and examination processes are conducted in a fair, objective and independent manner; develops and administers examinations for a variety of job classifications; provides policy
- Supervises and participates in job analysis/audits, classification studies and career ladders for recruitment/selection and classification and compensation purposes.
- Coordinates and collaborates with the City Attorney's Office on complex investigations and assumes primary responsibility for the human resources support role to City Manager and city departments on disciplinary matters.
- Prepares investigative scope, findings, and progressive disciplinary documents.
- Ensures compliance related to Americans with Disabilities Act, sexual harassment, discrimination, and other federal and state laws.
- Prepares written reports and policies and makes formal oral presentations to managers, executives, City Council, Civil Service Commission and community-based organizations as necessary.
- Reviews and evaluates the results of discrimination and harassment investigations; develops and approves recommendations for resolution of complaints and allegations.
- Stays abreast of new trends and innovations in the field of Human Resources including benefits administration, sexual harassment, equal employment opportunity (EEO) issues, selection, classification and compensation, labor relations and Human Resource Information Systems.
- Performs a range of professional, analytical and technical duties involved in the implementation of the City's benefits program; prepares and presents staff reports and other correspondence as appropriate and necessary.
- Supervises and participates in the development and presentation of benefits information programs and activities; coordinates with external agents such as benefits brokers, vendors, task forces to manage and improve employee benefits and resolve policy compliance and other complex issues.
- Plans and directs the work of professional and support staff including: training, assigning, reviewing, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, selecting new employees, acting on employee problems and recommending employee discipline.
- Manages the employee leaves of absence within assigned areas of responsibility.
- Plans time and activities to ensure the achievement of City and division objectives within assigned areas of responsibility. Monitors program success using appropriate tracking and feedback systems.
- Coordinates activities related to return-to-work and accommodation issues arising out of non-job related injuries that involve city departments, vendors, risk management programs, and human resources.
- Provides counsel to managers and employees on complex labor and employee relations matters, City policies, procedures and practices, contractual provisions, and other applicable laws, rules and regulations and prepares written reports/responses.
- Develops and facilitates department-wide training programs; conducts need assessments to identify specific training needs; conducts formal training sessions and

acts as a course instructor; assesses training effectiveness and modifies training programs as needed.

- Identifies opportunities for improving service delivery methods and procedures; identifies resources needs; reviews recommendations with appropriate management staff; implements improvements.
- Analyzes trends and metrics to develop strategies, solutions, programs and policies.
- Performs a range of duties involved in the identification, planning, development, and implementation of new and/or modified programs that would support the mission and goals of the City; oversees or performs the necessary research and analysis to justify the appropriateness or implementing the proposed program/project.
- Assists the Department Head with strategic planning, budget forecasting and administration.
- Attends City Council and Commission meetings, as needed.
- Attends and conducts meetings as required.
- Assists the City's Chief Negotiator in administering and participating in difficult and complex labor negotiations in order to establish wages, benefits, and terms and conditions of employment; assists and participates in the development and presentation of strategies and proposals for labor negotiations including preparation of management and labor proposals and counterproposals.
- Assists the City's Chief Negotiator in preparing, analyzing, and maintaining a variety of records, reports, studies, documents, and statistical findings; assists with drafting Memoranda of Understanding (MOUs); assists with drafting ordinances, resolutions, policy statements, and administrative instruction to implement terms of the MOUs.
- Assists the City's Chief Negotiator in the advocacy and representation of the City on labor relations matters.
- Establishes highly effective working relationships with managers, employees, and labor representatives on employee relations issues.

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 department meetings, as required;
- Serves on various committees, as appropriate;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Experience and Education

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:

Bachelor's Degree from a college or university in Public Administration, Business Administration, Psychology, Industrial and Organizational Psychology, or a related field and three (3) years of progressively responsible professional Human Resources experience which includes at least one (1) year of lead or supervisory experience of at least one major human resources program

License and/or Certificates

Professional designation or certification from Human Resources associations such as International Public Management Association for Human Resources (IPMA-HR), Society for Human Resources Management (SHRM), California Public Employers Labor Relations Association (CALPELRA) is highly desirable.

Knowledge of

- Current federal, state and local legislation and guidelines pertaining to assigned areas of responsibility;
- Principles and practices of public personnel administration including job analysis and classification methods, compensation and benefits administration, recruitment and selection, and employee relations;
- Principles of employee investigations techniques and progressive disciplinary process
- Principles and practices of labor-management relations, negotiation and contract administration;
- Principles, methods and techniques of strategic business planning and process improvement;
- Trends, practices and technology in human resources management;
- Principles of effective management and supervision;
- Customer service principles and practices;
- Comprehensive understanding of city functions, policies, practices and procedures;
- Principles of project leadership/coordination;
- Principles of business letter writing and basic report preparation for investigations and disciplinary documents;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Applicable local, State and Federal regulations;
- General City operations.?

Ability to

- Plan, organize and direct human resources management programs;
- Analyze complex and technical problems and develop sound and appropriate short and long-term solutions;
- Maintain confidentiality of private and sensitive information;
- Foster a collaborative/teamwork environment; handle conflicts and confrontations effectively;
- Analyze trends, metrics and problems to develop short and long-range plans and solutions;
- Plan and prepare effective written reports and oral presentations; present proposals, recommendations and technical information clearly, logically and persuasively;
- Communicate effectively both orally and in writing on routine or controversial subjects using proper English grammar, document construction and correct spelling;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and organize information in a manner that facilitates understanding by employees and the public;
- Identify potential compliance or litigious risks in the workplace; apply principles and techniques for effective investigations, with objective findings and recommendations related to law and legal precedence;
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility;
- Utilize word processing and spreadsheet applications;
- Maintain a friendly and pleasant attitude and deal tactfully, politely and effectively with
- Council members, Commissioners, senior staff, employees, retirees, labor representatives, and the general public.

SPECIAL REQUIREMENTS:

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

Job duties are generally performed in an office environment. Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of

the office to another. While performing the job duties employee is regularly required to sit.

Requires sufficient hand-eye coordination to perform semi-skilled repetitive movements, such as use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 25 pounds with or without assistance and with or without the use of devices or equipment used to aid the lifting process. While performing the duties of this job, the noise level in the work environment is usually quiet. Tasks are regularly performed without exposure to adverse environmental conditions.

Reasonable accommodations will be made to enable an individual with disabilities to perform the essential functions.

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Established Date: January 2022

Review Date: August 2022

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

Honorable Members:

SUBJECT: Approve Proposed Class Specification for Lead Ranger

RECOMMENDATION

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

BACKGROUND

The inter-departmental transfer of the Animal Control Unit from the Police Department to the Community Services Department was completed in December 2020. With the full responsibility of the Rangers, Animal Control, and Coyote Management Programs now in the Community Services Department, it was determined that an additional classification was needed for the Ranger Series. The addition of the proposed Lead Ranger position will provide technical oversight of assigned sections, and allow staff to work with greater efficiency. The proposed class specification for Lead Ranger is submitted for your review and approval.

ANALYSIS

The Lead Ranger proactively enforces public park rules as well as compliance with laws pertaining to dogs and other animals. Issues administrative citations; responds to public inquiries about animal control issues including aggressive and wild animals; patrols City parks; and provides support to the public for park and building reservations.

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

- Reviews daily public reporting on animal control issues;
- Responds to service requests; maintains daily log of activities; completes other reports as directed;
- Receives and responds to inquiries and complaints involving animals throughout the City;
- Patrols City to conduct proactive enforcement of animal control, park use, and parking ordinances and laws;
- Conducts and supports preliminary investigations of animal abuse and neglect; provides follow up support and expertise in ongoing investigations to the Torrance Police Department.
- Maintains records of violation notices, barking, nuisance and dangerous dog reports, and lost and found animals;
- Provides humane education and resources to the public regarding the requirements for pet licensing and vaccinations;
- Captures both domestic and wild animals, using equipment and methods appropriate for animal abatement and control; may require running and climbing fences;

- Rescues trapped and injured animals; impounds animals, collects and disposes of dead animals;
- Develops and prepares reports, correspondence, and other materials that relate to functions being performed.

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

Knowledge of

- General principles and practices of park security.
- Community Services policies and procedures, regulations, codes and ordinances as they relate to park usage.
- Basic principles of supervision and training techniques.
- Customer relations and public relations techniques.
- State and local laws and ordinances related to animals.

Ability to

- Respond to calls, questions and complaints in a courteous and professional manner.
- Handle domestic and wild animals of various sizes and temperaments properly and humanely.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Work independently under adverse condition including dangerous locations and in proximity to sick and injured animals and agitated citizens.
- Compose, compile, and maintain correspondence and reports.

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

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

Incumbents must complete the following requirements within one year of appointment:

- California Peace Officer Standards and Training (POST) PC 832 Arrest and Firearms Course.

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 equivalent.


Two years of recent, paid work experience providing interactive customer service duties with at least one year of experience in law enforcement or security or one year of experience performing animal care, maintenance, or control of domestic or wild animals and dealing with the public. Experience which includes recognition of animal behavior and disease and first aid treatment of animals is preferred.

Lead or supervisory experience is highly desirable.

The **Special Requirements** section reflects the hourly requirements of the classification, as well as hours worked requirements.

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 Lead Ranger
 B) Organizational Chart of the Community Services Department

LEAD RANGER

Definition:

Under general supervision of the Ranger Supervisor, proactively enforces public park rules as well as compliance with laws pertaining to dogs and other animals. Issues administrative citations; responds to public inquiries about animal control issues including aggressive and wild animals; patrols City parks; provides support to the public for park and building reservations; performs related work as required.

Distinguishing Characteristics:

Distinguished from the Ranger Supervisor in that the incumbent is not responsible for the overall management of the City's Ranger Program. This is the journey level in the Ranger series, and is primarily responsible for enforcement of State laws and City ordinances dealing with the treatment, licensing, and nuisances and impounding of dogs and other animals within the City. Incumbents receive relevant animal control training; work with occasional instruction or assistance; work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures, and guidelines, and may involve the development of recommendations consistent with directives, policies, and regulations.

Supervision Exercised/Received:

Receives general supervision from the Ranger Supervisor. May provide technical supervision, which includes assigning, reviewing, coordinating and training for part-time employees but this task is ancillary to the primary focus of the classification. Lead Ranger may also assist in City special event support.

Examples of Essential Duties:

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

- Reviews daily public reporting on animal control issues;
- Responds to service requests; maintains daily log of activities; completes other reports as directed;
- Receives and responds to inquiries and complaints involving animals throughout the City;
- Patrols City to conduct proactive enforcement of animal control, park use, and parking ordinances and laws;
- Conducts and supports preliminary investigations of animal abuse and neglect; provides follow up support and expertise in ongoing investigations to the Torrance Police Department.
- Maintains records of violation notices, barking, nuisance and dangerous dog reports, and lost and found animals;
- Provides humane education and resources to the public regarding the requirements for pet licensing and vaccinations;
- Captures both domestic and wild animals, using equipment and methods appropriate for animal abatement and control; may require running and climbing fences;
- Rescues trapped and injured animals; impounds animals, collects and disposes of dead animals;
- Develops and prepares reports, correspondence, and other materials that relate to functions being performed;
- Assists in the training of new and subordinate personnel;
- Performs daily safety inspections of equipment;
- Responds to emergency calls during work and after normal working hours;
- Assists with City and Department sponsored community events, including event patrol, parking control, and set-up/break-down work;

- Uses computerized database to enter or retrieve case information, such as nuisance reporting, animal license, ownership, quarantine, or bite records;
- Reports criminal activity and/or vandalism to the Torrance Police Department;
- Provides support to other City departments with animal issues;
- Assists with daily briefings.

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:

- May be called upon to testify in an administrative hearing, mediation or court proceeding;
- Performs related duties as required.

Qualification Guidelines**Knowledge of:**

- General principles and practices of park security.
- Community Services policies and procedures, regulations, codes and ordinances as they relate to park usage.
- Basic principles of supervision and training techniques.
- Customer relations and public relations techniques.
- State and local laws and ordinances related to animals.
- Animal behaviors, habits, care, feeding and shelter of various wild and domestic animals.
- Common infectious and contagious diseases of animals, their symptoms and first aid treatment.
- Equipment and methods appropriate for wildlife abatement and control.
- Types and uses of equipment carried on an animal control vehicle for various types of field calls.
- Report writing techniques;
- Effective interviewing techniques;
- Computer equipment and software applications related to assignment
- Effective safety principles and practices.
- City and department mission, including strategic goals and objective.
- General City operations.

Ability to:

- Respond to calls, questions and complaints in a courteous and professional manner.
- Handle domestic and wild animals of various sizes and temperaments properly and humanely.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Work independently under adverse condition including dangerous locations and in proximity to sick and injured animals and agitated-citizens.
- Operate a City vehicle.
- Ride a bike.
- Use a two-way radio.
- Utilize handheld electronic hardware and software for animal control case management.
- Consistently maintain composure and exercise sound judgment, especially under stressful conditions.
- Learn about City attractions and services.
- Perform duties courteously and professionally.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Use first aid to procedures and treatments.
- Identify and describe various types and breeds of domestic and wild animals.
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly.

- Deal tactfully and effectively with the public including the unhoused community.
 - Read maps to locate field calls.
 - Compose, compile, and maintain correspondence and reports.
 - Understand and carry out oral and written directions.
 - Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies.
 - Assist with City and Department sponsored community events, including event supervision, patrol, parking control, and set-up/break-down work.
-

Education and Experience:

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

Graduation from high school or equivalent.

Two years of recent, paid work experience providing interactive customer service duties with at least one year of experience in law enforcement or security or one year of experience performing animal care, maintenance, or control of domestic or wild animals and dealing with the public. Experience which includes recognition of animal behavior and disease and first aid treatment of animals is preferred.

Lead or supervisory experience is highly desirable.

Licenses and Certificates

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

Incumbents must complete the following requirements within one year of appointment:

California Peace Officer Standards and Training (POST) PC 832 Arrest and Firearms Course.

Special Requirements

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

Required to wear a uniform on duty and to comply with appearance standards.

Must be available to work weekends, holidays, and evening hours as scheduled. Must be available to work overtime or extended hours when needed.

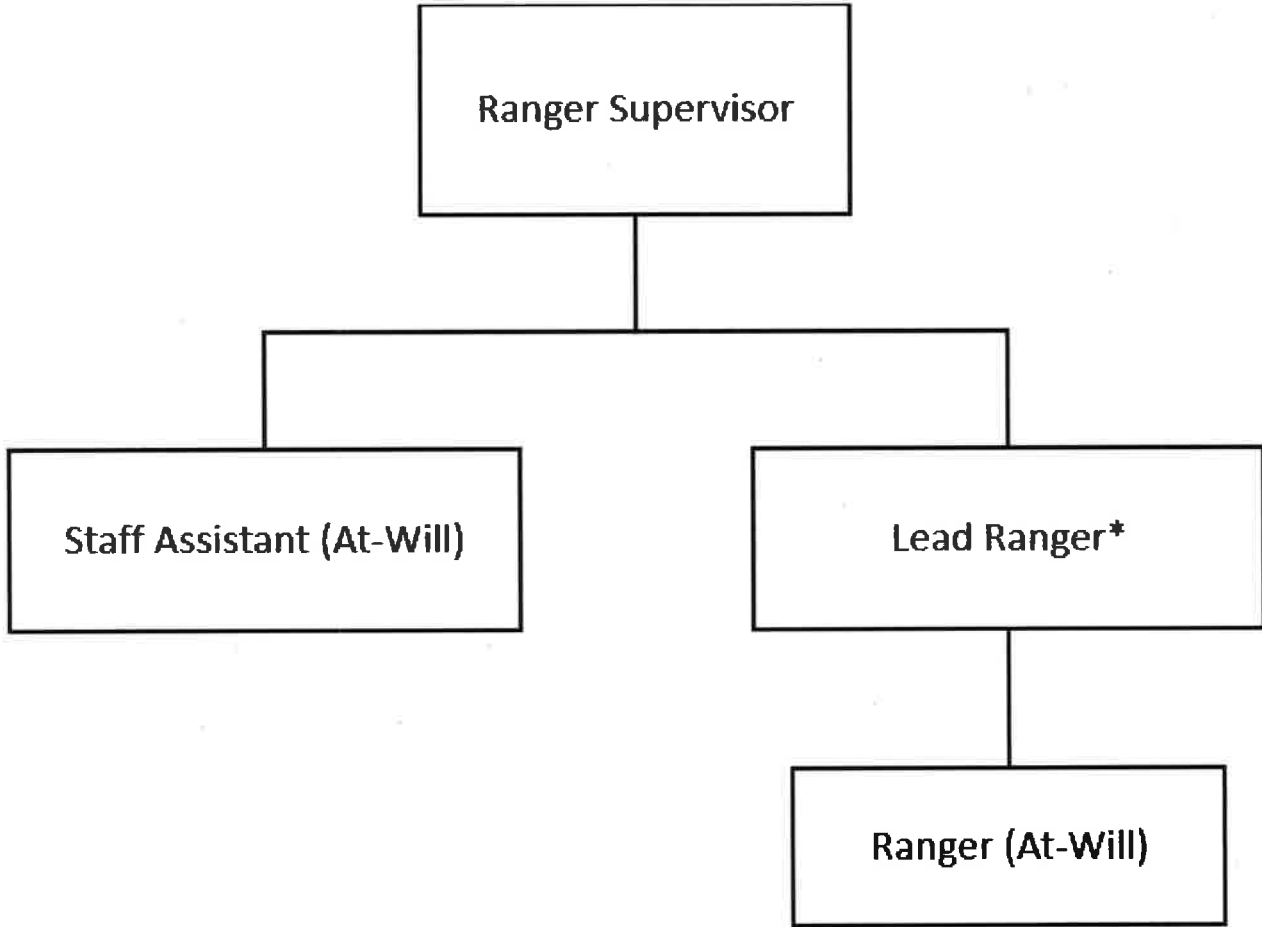
Work is generally performed outside in seasonal climate and weather conditions and where noise, dust, dirt and odors are encountered. Physical demands include: walking; riding a bicycle and standing for prolonged periods of time.

Requires the ability to frequently drive to specific locations; work outdoors and possible exposure to variable weather conditions. Frequently required to walk, stand, stoop, kneel and use arms, legs, and back to lift and or move up to 50 pounds. Requires use of arms to reach and carry and use of hands to operate, finger and handle objects and controls. Requires color and visual perception and discrimination; as well as oral communications ability. Requires the ability to accurately perceive sounds. May be exposed to sick, injured and dead wild and domestic animals, moving equipment and machinery, agitated citizens, extreme weather, moving traffic, uneven terrain, infectious diseases and air and water borne pathogens.

Career Ladder Information:

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

COMMUNITY SERVICES
Rangers Unit
Proposed Organizational Chart



*Note: 1.0 Lead Ranger filled as Animal Control Officer through inter-departmental transfer from Police Department

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

Honorable Members:

SUBJECT: Approve Revised Class Specification for Policy and Resources Specialist

RECOMMENDATION

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

BACKGROUND

The Civil Service Commission approved the new classification of Policy and Resources Specialist at the meeting dated July 26, 2021. This classification was originally created to provide specialized program oversight in the Public Works Department in the Water Division and Sanitation Division. However it has been determined that this classification could be utilized in other departments throughout the City, such as the Fire Department. The Fire Department has been undergoing personnel restructuring to provide administrative support for the emergency transport services program. The Fire Department received budgeted approval for this classification to address the expansion of this service and provide specialized analytical and financial oversight of the program.

The revisions to this classification are to provide a more broad description to allow this classification to be utilized throughout other City departments.

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

ANALYSIS

The class specification for Policy and Resources Specialist was established July 2021 and staff determined that additions and changes to the class specification are required to reflect a more broad range of responsibilities and duties that can be utilized throughout the different City Departments. In addition, removal of specific language to the Public Works Department is necessary to provide a comprehensive city-wide description.

The **Definition, Distinguishing Characteristics and Minimum Qualifications** sections were updated to encompass all departments and remove public works specific programs.

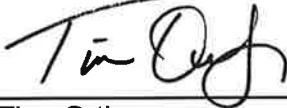
Additional duty statements were incorporated into the **Examples of Duties** section to reflect the responsibility for analysis of efficiencies and improving program management, such as:

- Conducts quantitative and qualitative analyses, establishes metrics and prepares reports with recommendations for courses of action to improve service-level delivery;
- Evaluates operating costs for efficiencies related to programs in an operating department.

Duties were also revised or removed that pertain specifically to the Sanitation Division and Water Division in the Public Works Department.

The **Experience and Education** section was modified to remove specificity of the education and experience that would only be needed for the Public Works programs and instead allows the applicant to qualify for this classification in any City Department.

Respectfully submitted,

By 

Tina Ortiz
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Manager

NOTED:



Brianne Cohen
Civil Service Manager

Attachment A) Revised Class Specification Policy and Resources Specialist
 B) Existing Class Specification Policy and Resources Specialist

POLICY AND RESOURCES SPECIALIST

Definition

Under direction, performs a variety of difficult and complex professional and analytical assignments in support of ~~Public Works Department enterprise-funded operations; water and environmental resources~~ department programs; provides project management for various programs; develops, implements, and coordinates comprehensive plans, programs, and policies in accordance with Federal, State and local legislation and mandates; and performs related duties as required.

Distinguishing Characteristics

The Policy and Resources Specialist is distinguished from a ~~Public Works Division Manager~~ in that the incumbent is not responsible for managing a Division. Distinguished from the Senior Administrative Analyst in that the incumbent has administrative responsibility over ~~Public Works enterprise-funded water and environmental resources~~ department programs and may have supervisory duties. At this level, incumbents work with only occasional instruction or assistance. Work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures and guidelines; analysis of various operating budgets and legislative information; and may involve the development of recommendations consistent with directives, policies and regulations.

Supervision Exercised/Received

Receives direction from a Department Manager. May exercise supervision over assigned professional staff and/or office support staff, but this task is ancillary to the primary focus of the classification.

Examples of Essential Duties

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

- Develops, implements, and coordinates assigned Department ~~enterprise-funded water and environmental resources~~ program activities to ensure achievement of City and division objectives within assigned areas of responsibility;
- Assists in the preparation of the annual budget of assigned Division; and monitors program and/or project budgets performance against the annual department budget;
- Analyzes, formulates and collaborates with stakeholders in the development and implementation of strategies, policies and procedures in support of the program goals and objectives;
- Conducts research and complex analyses, develops recommendations, and prepares reports for management;
- ~~Oversees and conducts complex analysis of rates studies, develops recommended rates, prepares corresponding report, and presents the recommendation at Proposition 218 hearings.~~
- Manages and coordinates the selection of outside consultants and the use of professional services agreements for technical studies;

Class Designation: Civil Service

- Negotiates purchase agreements and contracts; coordinates Requests for Proposals and manages contract administration; researches and prepares grant funding applications;
- Monitors State and Federal legislation and regulations affecting the Department's activities; manages local, State and Federal legislative consultants; provides information and advice on legislative and regulatory issues to City Council, Commissions, management, and staff including positions on legislation consistent with Department interests;
- Ensures the City's compliance with local, state and federal regulatory agencies related to assigned program areas;
- Conducts quantitative and qualitative analyses, establishes metrics and prepares reports with recommendations for courses of action to improve service-level delivery;
- Evaluates operating costs for efficiencies related to programs in an operating department;
- Serves as liaison to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations;
- Represents the City in professional organizations and various task forces to promote City programs and may make presentations outside agencies, businesses, community associations, and neighborhood groups;
- Prepares written reports and makes formal oral presentations to managers, executives, City Council, City Commissions and community-based organizations as necessary;
- Responds to inquiries, provides information and assistance to the public and City staff on assigned program area.

Examples of Other Duties

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

- May supervise, train or evaluate assigned staff;
- Receives and responds to and resolves difficult and sensitive inquiries and complaints;
- Develops and reviews reports and other documents submitted by subordinates;
- Performs other related duties as required.

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

Sanitation

- ~~Develops programs and policy recommendations for the implementation of or changes to: integrated waste management, municipal solid waste, street sweeping, and organics waste diversion.~~
- ~~Develops and implements waste water and storm water programs; including all required regulatory reporting.~~
- ~~Coordinates City-wide household hazardous waste collection program in conjunction with other public and private agencies.~~
- ~~Coordinates City's Construction and Demolition ordinance and works with contractors to ensure compliance.~~
- ~~Serves as City liaison with CalRecycle and submits annual reports to CalRecycle and LARA.~~
- ~~Participates in professional organizations such as LARA, SWANA, SBCOG and various~~

Class Designation: Civil Service

~~task forces to promote City programs.~~

- ~~• Analyzes applicable legislation and keeps abreast of laws, rules, regulations, trends and innovations applicable to assigned area of specialty with focus on SB1383, AB939, AB341 and AB1826.~~
- ~~• Conducts public outreach and public education activities, including public speaking and creating of multi-media educational materials.~~

Water

- ~~• Acts as liaison to the Water Commission and Metropolitan Water District Director, prepare and coordinate meetings, prepare and present reports to the Commission.~~
- ~~• Attends meetings with outside agencies, such as Metropolitan Water District (MWD), where workshops are held about major policy, programmatic, regulatory or legislative matters that could impact Torrance Municipal Water (TMW).~~
- ~~• Acts as program manager for water use efficiency and conservation for the City, and also attend meetings with MWD, the West Basin Municipal Water District (WBMWD), the Water Replenishment District (WRD) and other agencies for conservation efforts in the area.~~
- ~~• Attends meetings with WRD, WBMWD, WRD and other agencies to consider and discuss future projects and programs that impact the City and the region.~~
- ~~• Assists in preparing pricing and service agreements between the City and WRD, and also between the City and the Torrance Refining Company and other agencies as needed.~~
- ~~• Manages groundwater rights for the City, overseeing the conjunctive use carryover each year, and facilitates acquiring additional groundwater rights by lease or purchase.~~
- ~~• Develops the Urban Water Management Plan for TMW and other water resource, strategic and business plans, initiatives and studies~~
- ~~• Serves on regional boards or committees as needed, and develops collaborative partnerships with other agencies.~~

Qualification Guidelines

Knowledge of:

- Applicable Federal, State, and local regulations pertaining to assigned areas of responsibility;
- Trends, practices and technology in environmental resources sustainability;
- Program development and implementation principles and practices;
- Budget preparation and administration principles and practices;
- Grant application and administration methods and techniques;
- Negotiation and contract administration methods and techniques;
- Project management methods and practices;
- Research and report writing methods and techniques;
- Principles and practices of supervision;
- Computer software applications related to data analysis and report preparation;
- Public relations and customer service techniques, including telephone etiquette;
- Comprehensive understanding of city functions, policies, practices and procedures;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;

- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations.

Ability to:

- Plan, organize, and manage ~~environmental resources management~~ departmental programs;
- Analyze trends, metrics and complex problems to develop short and long-range plans;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and prepare effective written reports and oral presentations; present proposals, recommendations and technical information clearly, logically and persuasively;
- Communicate effectively both orally and in writing on routine or controversial subjects;
- Develop clear, concise, and comprehensive studies, reports, and agenda items;
- Utilize word processing and spreadsheet applications;
- Establish and maintain effective relationships with the City Council, Commissioners, public officials, department heads, staff, community organizations, and others encountered in the course of work.

EXPERIENCE AND EDUCATION

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:

Bachelor's Degree from a college or university in Public Administration, Business Administration, Public Policy, ~~Environmental Planning, Biology,~~ or a related field and three (3) years of progressively responsible professional experience in ~~environmental resources~~ program management which includes at least one (1) year of lead or supervisory experience of at least one major ~~environmental resources~~ program.

LICENSE

A valid California driver's license.

SPECIAL REQUIREMENTS:

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

Job duties are generally performed in an office environment. Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another. While performing the job duties employee is regularly required to sit. Requires sufficient hand-eye coordination to perform semi-skilled repetitive movements, such as use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 25 pounds with or without assistance and with or without the use of devices or equipment used to aid the lifting process. While performing the duties of this job, the noise level in the work environment is usually quiet. Tasks are regularly performed without exposure to adverse environmental conditions.

CAREER LADDER INFORMATION:

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



POLICY AND RESOURCES SPECIALIST

Class Code:
5750

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Established Date: Jul 1, 2021
Revision Date: Sep 16, 2021

SALARY RANGE

\$46.06 - \$61.71 Hourly
\$7,983.73 - \$10,696.40 Monthly
\$95,804.80 - \$128,356.80 Annually

DEFINITION:

Under direction, performs a variety of difficult and complex professional and analytical assignments in support of Public Works Department enterprise-funded operations; water and environmental resources programs; provides project management for various programs; develops, implements, and coordinates comprehensive plans, programs, and policies in accordance with Federal, State and local legislation and mandates; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Policy and Resources Specialist is distinguished from a Public Works Division Manager in that the incumbent is not responsible for managing a Division. Distinguished from the Senior Administrative Analyst in that the incumbent has administrative responsibility over Public Works enterprise-funded water and environmental resources programs and may have supervisory duties. At this level, incumbents work with only occasional instruction or assistance. Work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures and guidelines; analysis of various operating budgets and legislative information; and may involve the development of recommendations consistent with directives, policies and regulations.

Receives direction from a Department Manager. May exercise supervision over assigned professional staff and/or office support staff, but this task is ancillary to the primary focus of the classification.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Develops, implements, and coordinates assigned Department enterprise-funded water and environmental resources program activities to ensure achievement of City and division objectives within assigned areas of responsibility;
- Assists in the preparation of the annual budget of assigned Division; and monitors program and/or project budgets performance against the annual department budget;
- Analyzes, formulates and collaborates with stakeholders in the development and implementation of strategies, policies and procedures in support of the program goals and objectives;
- Conducts research and complex analyses, develops recommendations, and prepares reports for management;
- Oversees and conducts complex analysis of rates studies, develops recommended rates, prepares corresponding report, and presents the recommendation at Proposition 218 hearings;
- Manages and coordinates the selection of outside consultants and the use of professional services agreements for technical studies;
- Negotiates purchase agreements and contracts; coordinates Requests for Proposals and manages contract administration; researches and prepares grant funding applications;
- Monitors State and Federal legislation and regulations affecting the Department's activities; manages local, State and Federal legislative consultants; provides information and advice on legislative and regulatory issues to City Council, Commissions, management, and staff including positions on legislation consistent with Department interests;
- Ensures the City's compliance with local, state and federal regulatory agencies related to assigned program areas;
- Serves as liaison to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations;
- Represents the City in professional organizations and various task forces to promote City programs and may make presentations outside agencies, businesses, community associations, and neighborhood groups;
- Prepares written reports and makes formal oral presentations to managers, executives, City Council, City Commissions and community-based organizations as necessary;
- Responds to inquiries, provides information and assistance to the public and City staff on assigned program area.

Examples of Other Duties

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

- May supervise, train or evaluate assigned staff.
- Receives and responds to and resolves difficult and sensitive inquiries and complaints.
- Develops and reviews reports and other documents submitted by subordinates.
- Performs other related duties as required.

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

Sanitation

- Develops programs and policy recommendations for the implementation of or changes to: integrated waste management, municipal solid waste; street sweeping, and organics waste diversion;
- Develops and implements waste water and storm water programs; including all required regulatory reporting;
- Coordinates City-wide household hazardous waste collection program in conjunction with other public and private agencies;
- Coordinates City's Construction and Demolition ordinance and works with contractors to ensure compliance;
- Serves as City liaison with CalRecycle and submits annual reports to CalRecycle and LARA;
- Participates in professional organizations such as LARA, SWANA, SBCOG and various task forces to promote City programs;
- Analyzes applicable legislation and keeps abreast of laws, rules, regulations, trends and innovations applicable to assigned area of specialty with focus on SB1383, AB939, AB341 and AB1826;
- Conducts public outreach and public education activities, including public speaking and creating of multi-media educational materials.

Water

- Acts as liaison to the Water Commission and Metropolitan Water District Director, prepare and coordinate meetings, prepare and present reports to the Commission.
- Attends meetings with outside agencies, such as Metropolitan Water District (MWD), where workshops are held about major policy, programmatic, regulatory or legislative matters that could impact Torrance Municipal Water (TMW).
- Acts as program manager for water use efficiency and conservation for the City, and also attend meetings with MWD, the West Basin Municipal Water District (WBMWD), the Water Replenishment District (WRD) and other agencies for conservation efforts in the area.
- Attends meetings with WRD, WBMWD, WRD and other agencies to consider and discuss future projects and programs that impact the City and the region.
- Assists in preparing pricing and service agreements between the City and WRD, and also between the City and the Torrance Refining Company and other agencies as needed.
- Manages groundwater rights for the City, overseeing the conjunctive use carryover each year, and facilitates acquiring additional groundwater rights by lease or purchase.
- Develops the Urban Water Management Plan for TMW and other water resource, strategic and business plans, initiatives and studies
- Serves on regional boards or committees as needed, and develops collaborative partnerships with other agencies.

QUALIFICATION GUIDELINES:

EXPERIENCE AND EDUCATION

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:

Bachelor's Degree from a college or university in Public Administration, Business Administration, Public Policy, Environmental Planning, Biology, or a related field and three (3) years of progressively responsible professional experience in environmental resources which includes at least one (1) year of lead or supervisory experience of at least one major environmental resources program.

LICENSE

A valid California driver's license.

Knowledge of:

- Applicable Federal, State, and local regulations pertaining to assigned areas of responsibility;
- Trends, practices and technology in environmental resources sustainability;
- Program development and implementation principles and practices;
- Budget preparation and administration principles and practices;
- Grant application and administration methods and techniques;
- Negotiation and contract administration methods and techniques;
- Project management methods and practices;
- Research and report writing methods and techniques.
- Principles and practices of supervision;
- Computer software applications related to data analysis and report preparation;
- Public relations and customer service techniques, including telephone etiquette;
- Comprehensive understanding of city functions, policies, practices and procedures;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations.

Ability to:

- Plan and organize environmental resources management programs;
- Analyze trends, metrics and complex problems to develop short and long-range plans;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and prepare effective written reports and oral presentations; present proposals, recommendations and technical information clearly, logically and persuasively;
- Communicate effectively both orally and in writing on routine or controversial subjects;
- Develop clear, concise, and comprehensive studies, reports, and agenda items;
- Utilize word processing and spreadsheet applications;
- Establish and maintain effective relationships with the City Council, Commissioners, public officials, department heads, staff, community organizations, and others encountered in the course of work.

SPECIAL REQUIREMENTS:

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

Job duties are generally performed in an office environment. Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another. While performing the job duties employee is regularly required to sit. Requires sufficient hand-eye coordination to perform semi-skilled repetitive movements, such as use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 25 pounds with or without assistance and with or without the use of devices or equipment used to aid the lifting process. While performing the duties of this job, the noise level in the work environment is usually quiet. Tasks are regularly performed without exposure to adverse environmental conditions.

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Established Date: July 2021

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

Honorable Members:

SUBJECT: APPROVE THE RECLASSIFICATION OF INCUMBENT TO POLICY AND RESOURCES SPECIALIST

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body approve the reclassification of Neli Mileva, Senior Administrative Analyst, to the classification of Policy and Resources Specialist.

BACKGROUND:

The Fire Department underwent an expansion of services in their emergency services operations in 2021, which included the implementation of an emergency services transportation program. The program has greatly expanded since its implementation and the Senior Administrative Analyst incumbent has been given an increase in level of responsibility and the duties have been expanded beyond the general administrative support of the Fire Department. Therefore the Fire Department determined that the classification of Senior Administrative Analyst who oversees their budget and financial operations required an upgrade to the classification of Policy and Resources Specialist.

At their December 14, 2021 meeting, the City Council approved a reorganization of the Fire Department's administrative staff, which upgraded 1.0 Senior Administrative Analyst position to 1.0 Policy and Resources Specialist position.

In reviewing the scope and level of responsibility, it was determined that the Senior Administrative Analyst incumbent should be reclassified to the Policy and Resources Specialist position due to the nature and scope of her current duties. In reviewing the complexity of duties, it was determined that the Policy and Resources Specialist classification assumes more higher levels of responsibility. The Senior Administrative Analyst in the Fire Department has assumed more complex responsibilities and duties such as the following: EMT program budget preparation and management; expenditures and billing revenue monitoring, oversight; tracking applicable legislative matters and ensuring transports are billed and the City receives its EMT revenue while expenditures are monitored and controlled. Therefore, Staff recommends that the incumbent, Neli Mileva, be reclassified to Policy and Resources Specialist.

The Policy and Resources Specialist classification is assigned to the Torrance Professional & Supervisory Association (TPSA), who has been advised of this action and concurs with this recommendation.

ANALYSIS:

The methodology of the study included an analysis of the level of responsibility and knowledge, skills and ability requirements in the performance of the duties. An analysis of each factor relative to the reclassification of the incumbent to this classification is explained below in accordance with the Transfer of Incumbents Employees Without Examination Policy. The Civil Service Commission Policy on Transfer of Incumbent Employees Without Examination (Attachment D) establishes six criteria for considering a transfer of incumbents to positions that are reclassified or reallocated.

Criterion #1

"Determination of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training required."

The incumbent is performing the duties and has the experience and education required of the proposed classification of Policy and Resource Specialist.

Criterion #2

"That the incumbents have been in the position for a sufficient period of time to have become proficient in performing the duties of the new class."

Neli Meliva was hired as a Administrative Analyst in 2000 and was promoted to the position of Senior Administrative Analyst in 2004. Due to the additional duties and the tasks required to maintain efficiency with the EMS transportation program, Ms. Mileva has assumed responsibility of some of the more complex financial and budgetary duties that affects the Fire Department's Transportation program.

Criterion #3

"That the change of duties has occurred gradually over time."

The incumbent currently performs the full range of duties as required. Ms. Mileva has assumed the higher-level duties and responsibilities required of a Policy and Resources Specialist.

Criterion #4

"That there is no evidence the change was created as a subterfuge to circumvent the examination process."

The study revealed that the change of duties described in this report has occurred with no intent to circumvent the examination process. The incumbent's duties have changed over time due to the expansion of the Fire Department's emergency services division and the need for more complex and higher level responsibilities.

Criterion #5

"That the salary level of the new position is a consideration in making a determination."

The salary range for the classification of Administrative Analyst is \$27.65 at the first step and \$44.65 at the top step. The following chart shows the salary relationships between the existing classification and the new classification with respect to the top step.

Classification	Top Step of Administrative Analyst	Top Step of Policy and Resources Specialist	% Difference vs. Top Step Proposed
Pay Comparison	\$44.65	\$61.71	28%

Criterion #6

"That no current eligible list exists for the new class."

There is currently no eligible list for the classification of Policy and Resources Specialist.

SUMMARY:

Based on analysis of the factors, it is clearly demonstrated that all of the factors have been adhered to in consideration of the allocation of the incumbent to the proposed classification without examination.

In addition, Torrance Municipal Code Section 14.2.3, Allocation of New Positions; Reallocations (Attachment E), states that Staff, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission.

Respectfully submitted,


By 

Tina Ortiz
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Manager



Brianne Cohen
Civil Service Manager

- Attachment:
- A) Class Specification – Senior Administrative Analyst
 - B) Class Specification – Policy and Resources Specialist
 - C) Fire Department Organization Chart
 - D) Policy on Transfer of Incumbent Employees without Examination
 - E) Torrance Municipal Code Section 14.2.3



ADMINISTRATIVE ANALYST

Class Code:
1330

Bargaining Unit: Torrance Professional &
Supervisory Association

CITY OF TORRANCE
Revision Date: Jan 1, 2000

SALARY RANGE

\$27.65 - \$44.54 Hourly
\$4,792.67 - \$7,720.27 Monthly
\$57,512.00 - \$92,643.20 Annually

DEFINITION:

Under direction provides staff assistance of a generalized and/or specialized nature to City Manager, Department Director, Department Manager and/or City boards or commissions. Performs assignments ranging from routine administrative to more complex and varied professional, confidential and/or specialized nature. Supports management/supervisory staff with problem resolution, research and data compilation and report preparation; performs related duties as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Assignments entail various areas of day to day business operations within a specific department or defined areas of operation or specialty. Work requires the ability to identify and initiate steps to secure required information and to make independent decisions within a limited scope for assigned projects or delegated areas of responsibility. Work is performed under general direction. As experience accrues, more complex work assignments require a higher degree of initiative, the ability to make independent and sound decisions and performance with greater autonomy requiring minimal instruction or assistance. Progression from the entry, mid/journey and senior levels of the class is contingent upon the ongoing acquisition and demonstration of core competencies associated with the successively higher performance expectations.

Entry Level: Performs the basic duties of the class. Typically handles more routine departmental or division administrative and analytical work that requires a minimum of previous administrative or analytical experience. Assignments are made under immediate supervision and work is reviewed to ensure compliance with instructions.

Journey/Intermediate Level: Distinguished from entry level by the increased complexity of assignments, broader range of duties, and greater independence with which employee is expected to operate. Requires prior professional level administrative, business and analytical experience. Works under limited supervision with greater flexibility in achieving specified objectives. Work review is occasional in progress and upon completion.

Senior Level: Distinguished from the Entry and Journey/Intermediate levels by the greater complexity and responsibility of the assignments received and the increased independence with which the employee is expected to operate. Incumbent is expected to exercise significantly more independent judgment and decision making. Requires substantial knowledge of and interface within a specific area of operation or specialty and prior experience in municipal government. Work is performed with periodic to minimal supervision.

Receives direction from City Manager, Department Head or Division Manager.

EXAMPLES OF ESSENTIAL DUTIES:

The following duties represent the principal job duties ranging from the entry to senior level of the class; however, they may not be present in all areas of assigned operation or specialty, nor are they all-inclusive. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

- Provides staff assistance of a generalized nature as well as in areas of specialty such as finance, engineering, transportation, public services, and grants management;
- Researches and provides administrative solutions requiring knowledge of records management, forms control, systems and procedures analysis and statistical analysis;
- Conducts studies and surveys, and produces reports, written and oral, recommending appropriate courses of action;
- Prepares written correspondence, agenda items, documents and presentation material;
- Acts as resource to public, City departments and other organizations for inquiries, complaints, or dissemination of general information including public presentations; requires effective written and oral communications, judgment and tact and a broad understanding of City policy and procedures and/or area of specialty;
- Interprets and applies rules, regulations, and policies; monitors and keeps abreast with current developments or proposed changes, legally and internally;
- Coordinates various programs and projects, overseeing, implementation and administration, which may include budget preparation and tracking, expenditure control, internal training/communication, and public relations;
- Assists with Departmental day to day operations such as RFP's, contract administration, grant preparation, and personnel related matters.

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.

- Researches and locates appropriate vendor contacts;
- Manages petty cash;
- Processes purchase requisitions;
- Reviews and processes expense reports;
- Coordinates recruitment and temporary staffing requirements with Human Resources Division/Civil Service.

QUALIFICATION GUIDELINES:

Education and Experience

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

A Bachelor's Degree from a college or university in Public Administration, Business Administration, or a related field and at least one-year of related professional experience or 2 years of related college course work and 4 years of progressively responsible administrative or analytical experience.

License and/or Certificate

None.

Knowledge of

- Principles and practices of public and/or business administration;
- Principles and practices of office management, modern office equipment and software applications;
- Organizational effectiveness theory and practices, including general, procedural and statistical analysis;
- Research methodologies & resources, including Internet and report writing;
- Professional public relations skills, principles and practices, including both written and oral presentation;
- Principles and practices of budget preparation;
- Applicable local, State and Federal laws and regulations;
- General customer service techniques.

Ability to

- Prepare and organize data for professional reports and/or presentations using various research resources and modern software applications including word processing, spreadsheet, presentation, and database;
- Conduct data collection, and analysis;
- Compute, interpret and compile statistics;
- Research, interpret, and apply policy and procedure, City ordinances, administrative rules and regulations, and/or legal compliance requirement;
- Apply functional reasoning, rational judgment and creativity to resolve problems and accomplish diversified work assignments;
- Communicate effectively orally and in writing, including clear and convincing oral presentations;
- Establish and maintain effective working relationships with others and exercise tact and diplomacy;
- Plan, organize and direct programs or projects;
- Adapt to shifting priorities;
- Maintain confidentiality and exercise sound judgment.

SPECIAL REQUIREMENTS:

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

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; requires sufficient hand/eye coordination to

perform repetitive movements, such as typing, filing, and the use of commonly used office machines and supplies; may involve extensive VDT exposure. Tasks require visual perception and discrimination as well as oral communication ability.

ESTABLISHED/REVISED DATE:

Revised Date: January 2000
Dept. Review: February 2022

POLICY AND RESOURCES SPECIALIST

Definition

Under direction, performs a variety of difficult and complex professional and analytical assignments in support of ~~Public Works Department enterprise-funded operations; water and environmental resources department programs;~~ provides project management for various programs; develops, implements, and coordinates comprehensive plans, programs, and policies in accordance with Federal, State and local legislation and mandates; and performs related duties as required.

Distinguishing Characteristics

The Policy and Resources Specialist is distinguished from a ~~Public Works Division Manager~~ in that the incumbent is not responsible for managing a Division. Distinguished from the Senior Administrative Analyst in that the incumbent has administrative responsibility over ~~Public Works enterprise-funded water and environmental resources department programs~~ and may have supervisory duties. At this level, incumbents work with only occasional instruction or assistance. Work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures and guidelines; analysis of various operating budgets and legislative information; and may involve the development of recommendations consistent with directives, policies and regulations.

Supervision Exercised/Received

Receives direction from a Department Manager. May exercise supervision over assigned professional staff and/or office support staff, but this task is ancillary to the primary focus of the classification.

Examples of Essential Duties

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

- Develops, implements, and coordinates assigned Department ~~enterprise-funded water and environmental resources~~ program activities to ensure achievement of City and division objectives within assigned areas of responsibility;
- Assists in the preparation of the annual budget of assigned Division; and monitors program and/or project budgets performance against the annual department budget;
- Analyzes, formulates and collaborates with stakeholders in the development and implementation of strategies, policies and procedures in support of the program goals and objectives;
- Conducts research and complex analyses, develops recommendations, and prepares reports for management;
- ~~Oversees and conducts complex analysis of rates studies, develops recommended rates, prepares corresponding report, and presents the recommendation at Proposition 218 hearings.~~
- Manages and coordinates the selection of outside consultants and the use of professional services agreements for technical studies;

Class Designation: Civil Service

- Negotiates purchase agreements and contracts; coordinates Requests for Proposals and manages contract administration; researches and prepares grant funding applications;
- Monitors State and Federal legislation and regulations affecting the Department's activities; manages local, State and Federal legislative consultants; provides information and advice on legislative and regulatory issues to City Council, Commissions, management, and staff including positions on legislation consistent with Department interests;
- Ensures the City's compliance with local, state and federal regulatory agencies related to assigned program areas;
- Conducts quantitative and qualitative analyses, establishes metrics and prepares reports with recommendations for courses of action to improve service-level delivery;
- Evaluates operating costs for efficiencies related to programs in an operating department;
- Serves as liaison to other departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations;
- Represents the City in professional organizations and various task forces to promote City programs and may make presentations outside agencies, businesses, community associations, and neighborhood groups;
- Prepares written reports and makes formal oral presentations to managers, executives, City Council, City Commissions and community-based organizations as necessary;
- Responds to inquiries, provides information and assistance to the public and City staff on assigned program area.

Examples of Other Duties

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

- May supervise, train or evaluate assigned staff;
- Receives and responds to and resolves difficult and sensitive inquiries and complaints;
- Develops and reviews reports and other documents submitted by subordinates;
- Performs other related duties as required.

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

Sanitation

- ~~Develops programs and policy recommendations for the implementation of or changes to: integrated waste management, municipal solid waste, street sweeping, and organics waste diversion.~~
- ~~Develops and implements waste water and storm water programs; including all required regulatory reporting.~~
- ~~Coordinates City-wide household hazardous waste collection program in conjunction with other public and private agencies.~~
- ~~Coordinates City's Construction and Demolition ordinance and works with contractors to ensure compliance.~~
- ~~Serves as City liaison with CalRecycle and submits annual reports to CalRecycle and LARA.~~
- ~~Participates in professional organizations such as LARA, SWANA, SBCOG and various~~

Class Designation: Civil Service

~~task forces to promote City programs.~~

- ~~• Analyzes applicable legislation and keeps abreast of laws, rules, regulations, trends and innovations applicable to assigned area of specialty with focus on SB1383, AB939, AB341 and AB1826.~~
- ~~• Conducts public outreach and public education activities, including public speaking and creating of multi-media educational materials.~~

Water

- ~~• Acts as liaison to the Water Commission and Metropolitan Water District Director, prepare and coordinate meetings, prepare and present reports to the Commission.~~
- ~~• Attends meetings with outside agencies, such as Metropolitan Water District (MWD), where workshops are held about major policy, programmatic, regulatory or legislative matters that could impact Torrance Municipal Water (TMW).~~
- ~~• Acts as program manager for water use efficiency and conservation for the City, and also attend meetings with MWD, the West Basin Municipal Water District (WBMWD), the Water Replenishment District (WRD) and other agencies for conservation efforts in the area.~~
- ~~• Attends meetings with WRD, WBMWD, WRD and other agencies to consider and discuss future projects and programs that impact the City and the region.~~
- ~~• Assists in preparing pricing and service agreements between the City and WRD, and also between the City and the Torrance Refining Company and other agencies as needed.~~
- ~~• Manages groundwater rights for the City, overseeing the conjunctive use carryover each year, and facilitates acquiring additional groundwater rights by lease or purchase.~~
- ~~• Develops the Urban Water Management Plan for TMW and other water resource, strategic and business plans, initiatives and studies~~
- ~~• Serves on regional boards or committees as needed, and develops collaborative partnerships with other agencies.~~

Qualification Guidelines

Knowledge of:

- Applicable Federal, State, and local regulations pertaining to assigned areas of responsibility;
- Trends, practices and technology in environmental resources sustainability;
- Program development and implementation principles and practices;
- Budget preparation and administration principles and practices;
- Grant application and administration methods and techniques;
- Negotiation and contract administration methods and techniques;
- Project management methods and practices;
- Research and report writing methods and techniques;
- Principles and practices of supervision;
- Computer software applications related to data analysis and report preparation;
- Public relations and customer service techniques, including telephone etiquette;
- Comprehensive understanding of city functions, policies, practices and procedures;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;

Class Designation: Civil Service

- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- General City operations.

Ability to:

- Plan, organize, and manage ~~environmental resources management~~ departmental programs;
- Analyze trends, metrics and complex problems to develop short and long-range plans;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and prepare effective written reports and oral presentations; present proposals, recommendations and technical information clearly, logically and persuasively;
- Communicate effectively both orally and in writing on routine or controversial subjects;
- Develop clear, concise, and comprehensive studies, reports, and agenda items;
- Utilize word processing and spreadsheet applications;
- Establish and maintain effective relationships with the City Council, Commissioners, public officials, department heads, staff, community organizations, and others encountered in the course of work.

EXPERIENCE AND EDUCATION

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:

Bachelor's Degree from a college or university in Public Administration, Business Administration, Public Policy, ~~Environmental Planning, Biology,~~ or a related field and three (3) years of progressively responsible professional experience in ~~environmental resources~~ program management which includes at least one (1) year of lead or supervisory experience of at least one major ~~environmental resources~~ program.

LICENSE

A valid California driver's license.

SPECIAL REQUIREMENTS:

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

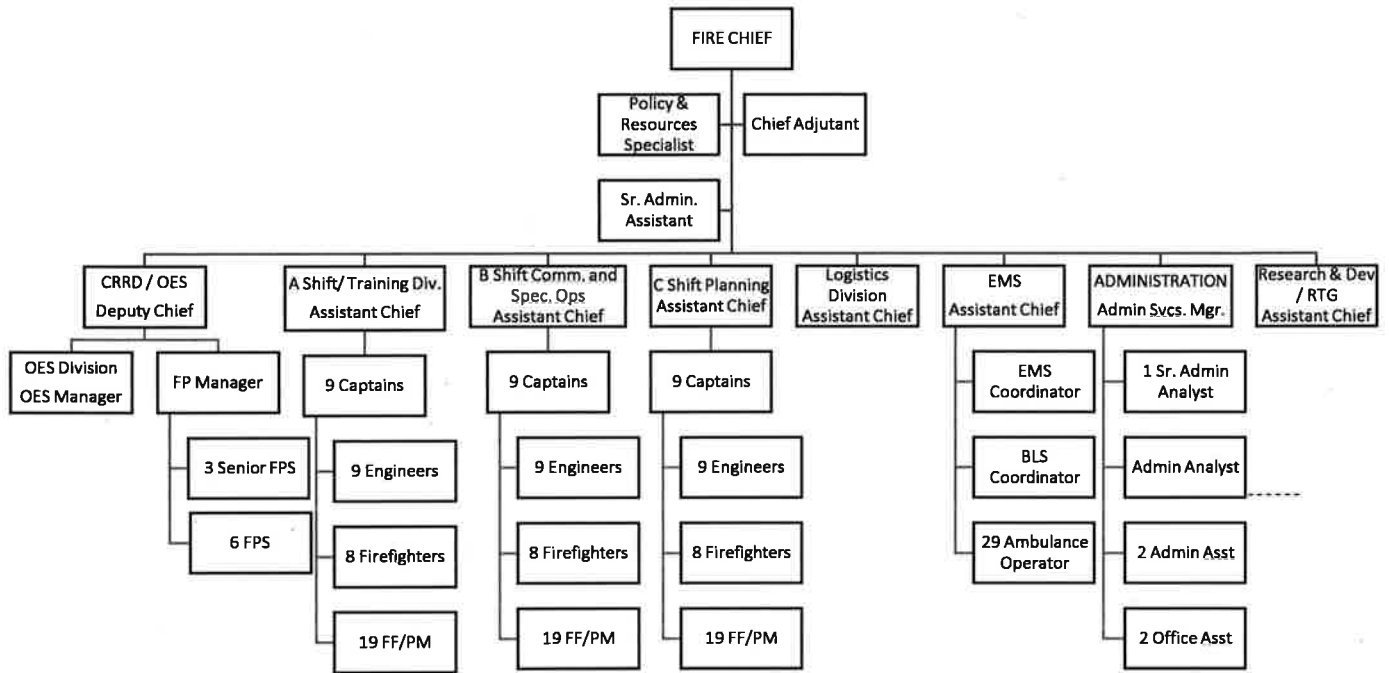
Job duties are generally performed in an office environment. Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another. While performing the job duties employee is regularly required to sit. Requires sufficient hand-eye coordination to perform semi-skilled repetitive movements, such as use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 25 pounds with or without assistance and with or without the use of devices or equipment used to aid the lifting process. While performing the duties of this job, the noise level in the work environment is usually quiet. Tasks are regularly performed without exposure to adverse environmental conditions.

CAREER LADDER INFORMATION:

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

1.1.3 Organizational Design

Revision Date: 08/18/2022



POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

The following criteria shall be adhered to by the Civil Service Commission when considering requests for transfers of incumbents when positions are reclassified or reallocated under the provisions of Torrance Municipal Code Section 14.2.3.

1. Determinations of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training required.
2. That the incumbent has been in the position for a sufficient period of time to have become proficient in performing the duties of the new class.
3. That the change of duties has occurred gradually over time.
4. That there is no evidence the change was created as a subterfuge to circumvent the examination process.
5. That the salary level of the new position is a consideration in making a determination.
6. That no current eligible list exists for the new class.

Adopted July 12, 1982
Modified May 12, 1997
Modified May 24, 2021

Torrance Municipal Code

SECTION 14.2.3. - ALLOCATION OF NEW POSITIONS; RE-ALLOCATIONS.

(Amended by O-3486)

The Personnel Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission. The Commission shall submit its action on such recommendation to the City Council. The City Council shall make the final decision.

- a) Any employee shall have the right to the consideration of any request he may have with respect to a change in the classification of his position. He shall submit his request in writing to his department head, who shall make recommendations and comments as to what action should be taken. The request, with departmental recommendations, shall be submitted to the Personnel Director for review with a copy of such recommendation returned to the employee.
- b) A department head or a representative of a recognized employee organization may initiate a request for a study of an individual position or positions by submitting such request to the Personnel Director for review and recommendation.
- c) When new positions are created, when the duties and responsibilities of the existing positions change, or when the classification plan is amended, the Civil Service Commission shall allocate or re-allocate the affected positions in the same manner as the original allocations are made. When the classification or allocation of a position is changed in accordance with this rule and the new status of the position is approximately equal to its former status, the Civil Service Commission may approve the transfer of the incumbent of the position in its former status to the position in its new status. When the new status of such a position is higher than the former status, the Civil Service Commission may approve the promotion of the incumbent of the position in its former status to the position in its new status if the employee passes successfully a promotional examination of the same degree of difficulty as an open competitive examination for the same class.