

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, OCTOBER 24, 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, Kohus, Lohnes, 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, October 20, 2022.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS (Limited up to a 15 minute period)**

*This portion of the meeting is reserved for comment on items under the Consent Calendar or items that are not on the agenda. 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 Accounting Technician.**

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

**6B. Approve the Examination for Engineering Technician I.**

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

**6C. Approve the Examination for Equipment Attendant.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Equipment Attendant examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (70%) and Oral Interview (30%). Staff is requesting approval for a six-month eligible list.

**6D. Approve the Examination for Library Technician.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Library Technician 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.

**6E. Approve the Examination for Mechanic.**

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

**6F. Approve the Examination for Neighborhood Services Manager.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Neighborhood Services Manager 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.

**6G. Approve the Examination for Policy and Resources Specialist.**

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

**6H. Approve the Examination for Senior Library Technician.**

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

**7. ADMINISTRATIVE MATTERS**

**7A. Approve Proposed Class Specification for Neighborhood Services Manager.**

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

**8. HEARINGS**

**8A. Appeal of Discipline of a Reprographics Specialist.**

*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.*

**8B. Appeal of Discipline of a Torrance Police Officer (6).**

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

**8C. Appeal of Discipline of a Torrance Police Officer (7).**

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

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

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

**8E. Appeal of Discipline of a Torrance Police Officer (9).**

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

**8F. Appeal of Discipline of a Torrance Police Officer (10).**

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

**8G. Appeal of Discipline of a Torrance Police Sergeant.**

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

**9. COMMISSION ORAL COMMUNICATIONS**

**10. ADJOURNMENT**

**10A.** Adjournment of Civil Service Commission Meeting to Monday, November 7, 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 ACCOUNTING TECHNICIAN**

**RECOMMENDATION:**

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

**BACKGROUND/ANALYSIS:**

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

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

The previous examination conducted in 2020 was weighted as follows: Application Review (Qualifying), Written Test (Weighted 60%) and Oral Interview (Weighted 40%). 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   
Inshirah Mabson  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Accounting Technician Class Specification



# ACCOUNTING TECHNICIAN

Class Code:  
1212

Bargaining Unit: Engineers Association  
& Torrance Fiscal Employees  
Association

CITY OF TORRANCE  
Established Date: Jan 1, 1966  
Revision Date: May 1, 2022

## SALARY RANGE

\$25.13 - \$32.11 Hourly  
\$4,355.87 - \$5,565.73 Monthly  
\$52,270.40 - \$66,788.80 Annually

### DEFINITION:

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

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

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

## EXAMPLES OF ESSENTIAL DUTIES:

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

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

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

### **Examples of Other Duties**

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

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

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

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

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

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

None.

### **Knowledge of**

- Principles and practices of financial record keeping including bookkeeping;
- Journal and ledger accounts systems;
- Departmental policies, procedures, systems, programs and functions;
- Office practices and the operation of fiscal office equipment;
- Supervisory principles and practices;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
- Personal computer, other standard office equipment and software applications used by assigned department;
- Customer relations and public relations techniques, including telephone and online customer etiquette;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City Operations.

### **Ability to**

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

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

## **SPECIAL REQUIREMENTS:**

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

### **Physical Requirements**

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

### **Work Environment**

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

## **CAREER LADDER INFORMATION:**

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



**ESTABLISHED/REVISED DATE:**

Established Date: January 1966

Revision Date: February 2017

Revision Date: May 2022

Dept. Review Date: December 2020

Dept. Review Date: October 2022

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

**Honorable Members:**

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

**RECOMMENDATION:**

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

**BACKGROUND/ANALYSIS:**


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

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

The previous examination in 2022 was weighted as follows: Application Review (Qualifying) and Oral Interview (100%). There will be no change in exam types and weights.

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

Respectfully submitted,

By   
\_\_\_\_\_  
Kelsie B. Winders  
Senior Human Resources Analyst

CONCUR:

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

  
\_\_\_\_\_  
Brianne Cohen  
Civil Service Manager



# ENGINEERING TECHNICIAN I

Class Code:  
3102

Bargaining Unit: Engineers Association  
& Torrance Fiscal Employees  
Association

CITY OF TORRANCE  
Revision Date: Sep 1, 1998

## SALARY RANGE

\$23.35 - \$28.37 Hourly  
\$4,047.33 - \$4,917.47 Monthly  
\$48,568.00 - \$59,009.60 Annually

### DEFINITION:

Under immediate supervision, performs field and office technical civil engineering work; performs routine drafting; makes engineering computations; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Engineering Technician I is the entry level class in the technical engineering series. Incumbents are distinguished from the Engineering Technician II in the scope and complexity of work assigned. Incumbents initially work under immediate supervision, progressing to general supervision, as they become able to independently perform the full range of duties associated with this level. Work requires incumbents to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is sometimes necessary.

Receives immediate supervision from assigned Associate Engineer; may receive functional supervision from an Assistant Engineer or Engineering Technician III.

### EXAMPLES OF ESSENTIAL DUTIES:

ATTACHMENT A

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

- Performs field data collection;
- Conducts field and office plan checks;
- Reviews plans to ensure compliance with all applicable regulations and to ensure specific property conditions have been considered;
- Issues permits and provides records and information at the public counter;
- Retrieves information and records for staff members;
- Updates and reproduces maps, blueprints and other drawings;
- Keeps abreast of current engineering principles and practices, technology and regulations that apply to City engineering projects;
- Participates as a member on interdepartmental and intradepartmental teams and committees as required.

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

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

- Attends division and department meetings as required;
- Provide staff technical assistance in the use and maintenance of computers and computer software;
- Perform related duties as required.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

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

Equivalent to graduation from high school, including or supplemented by courses in algebra, geometry and trigonometry and one to two years of experience in civil engineering or related drafting work, surveying work or customer service/permitting work.

(Vocational training in drafting or computer-aided design and drafting is desired).

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

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

#### **Knowledge of**

- Basic computer use and engineering computer applications;
- Nomenclature, symbols, methods, practices and instruments used in engineering drafting, mapping and surveying;
- City codes and ordinances, and various rules and regulations affecting departmental operations;
- Mathematics as applied to technical engineering work, including algebra, geometry and trigonometry.

#### **Ability to**

- Use engineering instruments and engineering computer applications currently in use by the City;
- Interpret field notes and apply them in the performance of routine drafting work;
- Make mathematical and technical computations.
- Read, interpret and/or prepare technical reports, diagrams, maps, drawings, and specifications.
- Exercise tact and diplomacy relative to public inquiries and requests;

- Maintain department records;
- Operate office and other equipment including a computer, calculator, fax machine, blueprint machine, copier, drafting instruments, etc.;
- Understand and carry out oral and written directions;
- Communicate effectively orally and in writing;
- Establish and maintain effective relationships with co-workers, other City departments, individuals from other agencies and the public;
- Learn and utilize new skills and information to improve job performance and efficiency.

## **SPECIAL REQUIREMENTS:**

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

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as drafting, drawings and the use of other office equipment and supplies. Tasks require color and visual perception and discrimination, as well as oral communications ability and the ability to operate a motor vehicle. Tasks are regularly performed without exposure to adverse environmental conditions.

## **CAREER LADDER INFORMATION:**

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

## **ESTABLISHED/REVISED DATE:**

Revised Date: September 1998

Department Review Date: December 2021

Department Review Date: October 2022

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR EQUIPMENT ATTENDANT**

**RECOMMENDATION:**

Recommendation of the Human Resources Staff that your Honorable Body approve conducting the Equipment Attendant examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (70%) and Oral Interview (30%). Staff is requesting approval for a six-month eligible list.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Equipment Attendant. There are currently two (2) vacancies in the General Services Department due to a promotion and a resignation.

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

The previous examination in 2019 was weighted as follows: Application Review (Qualifying), Performance Test (70%) and Oral Interview (30%). There will be no change to the exam types and weights.

This is an entry level position; therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Inshirah Mabson  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Equipment Attendant Class Specification



# EQUIPMENT ATTENDANT

Class Code:  
5704

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Sep 1, 1995

## SALARY RANGE

\$18.70 - \$22.68 Hourly  
\$3,241.33 - \$3,931.20 Monthly  
\$38,896.00 - \$47,174.40 Annually

### DEFINITION:

Under supervision, lubricates, fuels and cleans various types of vehicles, construction and maintenance equipment; performs routine preventative and maintenance work; assists with mechanical repair work; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Mechanic in that the incumbent is not responsible for performing unassisted, skilled mechanical repair work on vehicles or equipment. Equipment Attendant is supervised by and receives work assignments from Fleet Services Supervision. Equipment Attendant may receive work direction from Mechanic and Senior Mechanic.

### EXAMPLES OF ESSENTIAL DUTIES:

- Oils, fuels, lubricates and checks fluid levels on vehicles and equipment in accordance with manufactures specifications;
- Replaces, repairs and balances tires and tubes;
- Inspects and adjusts air and hydraulic brake systems;
- Checks, repairs or replaces lights, mirrors, wiper blades, oil, air and fuel filters, and other vehicle parts requiring routine maintenance;

- Performs simple mechanical work such as replacing spark plugs, water and fuel pumps, and changing valve cover gaskets;
- Assists Mechanics in more complex service and repair of vehicles and equipment;
- Performs road repairs such as exchanging service vehicles, changing flat tires, replacing damaged mirrors, lights, etc.;
- Enters repair orders and keeps records of work completed in automated system;
- Steam cleans, washes and polishes vehicles and equipment;
- Services vehicle cash box, sweeps and cleans vehicle interior and shop floors.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

Two years of experience in lubrication, tire repair, general vehicle and equipment maintenance or repair. No specific education minimum, however, vocational training in the overall repair of vehicles is desirable.

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

A valid Class B California driver's license within six weeks of hire date.

### **Knowledge of**

- Application and uses of oils, greases and other lubricants;
- General operating features of busses, automobiles, trucks and equipment;
- Steam cleaning methods and steam cleaning apparatus;
- Use of basic hand and power tools used in the maintenance of vehicles and equipment;
- Safety rules and precautions related to the use of tools, vehicles and equipment.

### **Ability to**

- Perform routine mechanical repairs and assist Mechanics in more complex repairs and service;
- Safely operate vehicles and equipment, including busses and trucks;
- Repair, change and balance tires;
- Read, understand and work from lubrication charts, maintenance and specification manuals;
- Follow oral and written instructions;
- Complete work orders and maintenance records of service performed;
- Communicate and work effectively with co-workers.

## **ESTABLISHED/REVISED DATE:**

Revised Date: September 1995  
 Department Review: November 2019  
 Dept. Review Date: October 2022



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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR LIBRARY TECHNICIAN**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Library Technician 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.

**BACKGROUND/ANALYSIS:**


There is no current eligible list for the classification of Library Technician. There are vacancies due to separations.

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


The previous examination in 2018 was weighted as follows: Written Test (60%), Performance Test (Qualifying), and Oral Interview (40%). Due to the current environment and to allow for a virtual examination process, it was determined that the following weightings were appropriate for this exam: Application Review (Qualifying) and Oral Interview (100%). The interview will test the candidates' preparation for the position, technical skills, and oral communication skills.

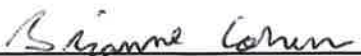
There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

Respectfully submitted,

By   
\_\_\_\_\_  
Kelsie B. Winders  
Senior Human Resources Analyst

CONCUR:

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

  
\_\_\_\_\_  
Brianne Cohen  
Civil Service Manager



# LIBRARY TECHNICIAN

Class Code:  
1182

Bargaining Unit: Torrance Library  
Employees Association

CITY OF TORRANCE  
Revision Date: Sep 1, 2015

## SALARY RANGE

\$20.26 - \$25.84 Hourly  
\$3,511.73 - \$4,478.93 Monthly  
\$42,140.80 - \$53,747.20 Annually

## DEFINITION:

Under general supervision, performs highly specialized library support work, using clerical, technology, and public service skills, which requires independent judgment and functional expertise in library operations utilizing a variety of office machines. May be left in charge of a work unit, and performs related work as required.

## DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Library Technician is the journey level class in the Library support series. The Library Technician is distinguished from the Senior Library Technician in that the Senior Library Technician assists with professional level duties and supervises staff. The Library Technician is distinguished from the Senior Library Page in the scope and complexity of work assigned. Assignments frequently require the exercise of independent judgment and functional expertise in division operations. Public service skills and interpretation of general administrative or operational policies is necessary.

Receives supervision from a designated Senior Librarian, Librarian, or Senior Library Technician. Incumbents may provide functional supervision for assigning, reviewing, training and coordinating the work of lower level classes. Incumbents will routinely be left in charge of a work unit for a period of time.

## **EXAMPLES OF ESSENTIAL DUTIES:**

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

- Enters or modifies data in a complex database with multiple fields to ensure accurate information regarding patron information, fines and fees, library staffing information, and library materials;
- Collects information by researching records or files, and utilizes computer applications to accurately enter, record and retrieve divisional information and to prepare reports such as routine library performance data;
- Provides reference and reader's advisory service and instruction in the use of the library to patrons in person or by phone, utilizing professional reference resources, and library technology;
- Registers borrowers; charges and discharges library materials; and modifies patron records in the Integrated Library System;
- Prepares routine correspondence on procedural or informational matters without review by supervisor;
- Physically processes and prepares materials for circulation;
- Performs copy cataloging by editing or modifying bibliographic data according to established rules;
- Maintains a complex system of inter-related files and records, in physical or digital form, regarding one or more aspects of library operations;
- Responds to inquiries and requests for assistance from City staff and the public involving an understanding of divisional, departmental, and City policies and regulations;
- Resolves problems for customers related to City and Library programs or services by researching records, providing information and taking appropriate action to correct errors or facilitate services;
- Provides reference and reader's advisory service and instruction in the use of the library to patrons utilizing professional reference resources, and library technology;
- May assume responsibility for a Branch library or section of the library in the absence of Senior Librarian, Librarian or Senior Library Technician as necessary;
- May receive checks (excluding Payroll), route and distribute incoming internal and external documents, materials and supplies;
- May research or prepare purchase requisitions, order supplies and maintain inventory as requested.

### **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:*

- Ensures the proper maintenance of department office equipment;
- Assists in maintaining a neat and orderly workplace;
- Attends meetings, workshops and seminars as required or appropriate;
- Performs related duties as assigned.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

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

Bachelor's degree; or Associates degree or equivalent and two (2) years of experience in a library environment; or Library Support Staff Certificate and two (2) years of experience in a library environment; or High School graduation and four (4) years of experience in a library environment.

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

None required.

### **Knowledge of**

- The Dewey Decimal System;
- Practices and procedures of modern library operations, including use of an integrated library system, use of internet or online resources, cataloging, ready reference, and public outreach;
- General reference and readers advisory sources, practices, and procedures;
- City policies and procedures and procedures affecting divisional operations;
- Proper use of English grammar and accurate spelling;
- Mathematics for using a cash register and making proper change;
- Customer relations and public relations techniques, including telephone and online customer etiquette;
- City and department mission, including strategic goals and objective;
- General City operations.

### **Ability to**

- Exercise independent judgment and tact in the applications of rules, regulations, policies, and procedures and in difficult or sensitive situations in person, over the telephone, or in an online environment;
- Apply, interpret and explain City and Department administrative rules and regulations affecting divisional operations;
- Prepare clear and concise correspondence, reports and materials;
- Complete work with minimal supervision and instruction;
- Spell and punctuate correctly, use proper English and make arithmetical computations;
- Operate a variety of office equipment;
- Effectively utilize personal computers, standard office software applications, and specialized library applications;
- Accurately enter data into databases;
- Produce routine reports;
- Communicate effectively orally and in writing;
- Understand and accurately follow complex written and oral instructions;
- Receive money and maintain accurate records of monetary transactions;
- Establish and maintain effective working relationships with co-workers, the public, other City employees and individuals from outside agencies;
- Perform duties courteously and professionally;
- Learn a variety of online databases and library resources, and teach the public basic use of such resources;
- Learn a variety of vendor databases to accurately track acquisitions;
- Learn basic use and structure of MARC (Machine Assisted Readable Cataloging) and RDA (Resource Description and Access) records;
- Learn and utilize new skills and information to improve job performance and efficiency.

## **SPECIAL REQUIREMENTS:**

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

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform skilled repetitive movements, such as typing, filing, data entry, and/or use of calculator, or other office equipment or supplies; may involve extensive VDT exposure. May require the ability to climb up ladders or step stools. Independently lift and carry books weighing up to 10 lbs. Independently move boxes or other materials or equipment of materials weighing up to 10 lbs. from one location to another. Tasks require visual perception and discrimination as well as oral communications ability.

Positions in this classification may be required to work evenings and weekends.

### **CAREER LADDER INFORMATION:**

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

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

Re-Titled/Revised Date: September 2015

Department Review Date: October 2022

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR MECHANIC**

**RECOMMENDATION:**

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

**BACKGROUND/ANALYSIS:**


The current eligible list for the classification of Mechanic is nearly exhausted. There are multiple vacancies in the General Services Department. Therefore, the General Services Department has requested a new recruitment to supplement the existing eligible list. Current vacancies are due to turnover in the department.

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

The previous examination for Mechanic in 2022 was weighted as follows: Application Review (qualifying), Written Test (40%) Performance Test (30%), and Oral Interview (30%). Staff conducted an analysis of previous exam components and it was determined that the knowledge and abilities required for this position can be assessed using the following weightings: Application Review (Qualifying), Performance Test (50%), and Oral Interview (50%).

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

Respectfully submitted,

By   
Inshirah Mabson  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Mechanic Class Specification



# MECHANIC

Class Code:  
5516

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Jul 1, 1998

## SALARY RANGE

\$25.44 - \$28.05 Hourly  
\$4,409.60 - \$4,862.00 Monthly  
\$52,915.20 - \$58,344.00 Annually

### DEFINITION:

Under general supervision, performs skilled mechanical work in the diagnosis, maintenance and repair of automobiles, light duty trucks, motorcycles and light field equipment; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Mechanic is supervised by the Fleet Services Manager and Fleet Services Supervisor.

### EXAMPLES OF ESSENTIAL DUTIES:

- Diagnoses problems and determines the extent of repairs or adjustments needed for automobiles, light duty vehicles, motorcycles and equipment such as mowers and chain saws;
- Maintains, adjusts, repairs, rebuilds and overhauls operating systems including, but not limited to, electrical, charging, starting, fuel, ignition, cooling, air conditioning, heating, suspension, braking and steering systems;
- Maintains, adjusts, repairs, rebuilds and overhauls components including, but not limited to, engines, transmissions, drive shafts, differentials, radiators and bodies;

- Operates computer aided diagnostic equipment, vehicle testing and/or operating equipment;
- Repairs and replaces bodies, housings, brackets and accessories using machining tools and equipment;
- Keeps and enters repair orders and keeps maintenance records of time spent, materials and parts used and type of work performed in an automated system;
- Organizes, cleans and maintains a safe work shop area;
- May assist Senior Mechanics in repair of heavy duty vehicles and equipment;
- May drive vehicles into and out of service bays and perform road tests.

## **QUALIFICATION GUIDELINES:**

### **Experience and Education**

Three years of experience in the repair and maintenance of automobiles and/or power equipment, at least one of which must include experience at the journey level.

Satisfactory completion of a comprehensive automotive technology program or degree may be substituted for two years of the required experience. The program or degree must cover systems such as electrical, computer controlled vehicles, emission, drive-train, cooling, fuel and ignition systems.

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

A valid California driver's license of the appropriate class. Automotive Service Excellence (ASE) certificates are desirable.

## **SPECIAL REQUIREMENTS:**

Must provide own mechanic hand tools, up to one inch, to perform job duties.

## **CAREER LADDER INFORMATION:**

Experienced gained in this classification may serve to meet the qualification guidelines for the classification of Senior Mechanic.

## **ESTABLISHED/REVISED DATE:**

Revised Date: July 1998



Reviewed Date: July 2020

Reviewed Date: April 2022

Reviewed Date: October 2022

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR NEIGHBORHOOD SERVICES MANAGER**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Neighborhood Services Manager 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.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Neighborhood Services Manager.

Anticipating approval by your Honorable Body tonight, and the City Council at their meeting on November 8, 2022, the proposed Class Specification will appropriately reflect the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached class specification.

This is a new position and there have been no previous examinations. It was determined that the following weightings were appropriate for this exam: Application Review (Qualifying) and Oral Interview (100%).

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

Respectfully submitted,

By   
Kelsie B. Winders  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Neighborhood Services Manager Class Specification (Pending Approval of November 8, 2022 Council Item)

## NEIGHBORHOOD SERVICES MANAGER

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### Definition

Under general direction, organizes, manages, and implements the activities, operations, and services of the Neighborhood Services Division; oversees and manages the Housing, Code Enforcement, and Special Programs/Homelessness Units.

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### Distinguishing Characteristics

Distinguished from Community Development Director in that the incumbent is not responsible for managing the entire Department. Distinguished from the supervisory level in that the Supervisors do not manage a Division of the Department. 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 methods and practices. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

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### Supervision Exercised/Received

Receives general direction from the Community Development Director; provides direct supervision to professional and support staff.

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### Examples of Essential Duties

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

- Manages services and activities of the Neighborhood Services Division including Housing, Code Enforcement, and Special Programs/Homelessness Units while implementing and maintaining Federal, State, and local mandates.
- Oversees the operations of the Housing programs, including but not limited to, Section 8 Housing Choice Voucher Program, Emergency Housing Voucher (EHV) Program, VA Supportive Housing (HUD-VASH) Program, and other special housing projects and programs.
- Oversees the operations of all Code Enforcement including the Public Nuisance Abatement, Trash Abatement, Property Maintenance, Commercial Landscape Maintenance, and Temporary Sign enforcement programs and all development code-related violations.
- Oversees the work of staff including assigning, planning, and reviewing work, evaluating work performance, and completing performance evaluations; coordinates activities, maintains standards, selects new employees, trains employees, and recommends and implements discipline.
- Prepares, reviews, and analyzes complicated contracts, legal documents, financial information, and proposals relating to construction, rehabilitation, loan underwriting, compliance monitoring, program requirements, and public service programs as approved by the City Council; negotiates, administers, and monitors applicable contracts between the City and service providers.
- Oversees and participates in the development and administration of the Neighborhood Services Division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies.
- Recommends new Neighborhood Services programs including new construction and other community-wide, neighborhood-based programs, acquisition, rehabilitation, first-time homebuyer, and other programs; coordinates with internal and outside agencies to assess needs of the community and recommend housing and Neighborhood Services programs that can assist in meeting those needs.

- Assesses key strengths, priorities, and gaps in the City's ability to effectively address homelessness and develops strategies to improve the City's response.
- Acts as department liaison with outside agencies, and local, State, and Federal officials.
- Acts as department liaison with internal and external teams, committees, the community and interest groups.
- Performs research, prepares reports and recommendations, and conducts public presentations to the City Council, Commissions, outside agencies, and various diverse technical and non-technical audiences.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
- Conducts complex analyses, researches projects, and studies and reviews analytical activities within the department.
- Ensures compliance of City administrative and departmental policies and procedures and pertinent laws, policies, codes, rules, and regulations.
- Stays abreast of changes and updates to regulations and laws as well as new trends and innovations in affordable housing, homeless services, housing authority, and neighborhood services; reviews, analyzes, and distributes information regarding regulations of affected programs.

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

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

- Attends and participates in professional group meetings.
- Receives and responds to and resolves difficult and sensitive inquiries and complaints.
- Reviews reports and other documents submitted by subordinates.
- Performs related duties as required.

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#### **Qualification Guidelines**

Knowledge of:

- Operational characteristics, services, and activities of affordable housing, code enforcement, and neighborhood services programs.
- Federal, state, and local laws, codes, and regulations pertinent to housing assistance and Neighborhood Services programs.
- Construction plan development, techniques, materials, and methods.
- Techniques used in assessing housing and human service needs of a neighborhood group.
- Principles and practices of program development and administration.
- Budget preparation and administration principles and practices, including grant application and administration methods and techniques.
- Financing techniques for implementing affordable housing in family and senior rental housing, mobile home park conversions, first-time homebuyer programs, acquisition and rehabilitation of rental properties, and owner-occupied housing rehabilitation programs.
- Negotiation and contract administration methods and techniques.
- Literature, periodicals, and other resources concerning current trends in Housing, Code Enforcement, and Special Programs/Homelessness Units.
- Management and supervisory principles and practices.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Computer software applications related to data analysis and report preparation.
- Public administration principles and practices; operations and functions of municipal government.

- High quality public relations and customer service methodology and principles.
- Research and report writing methods and techniques.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- City and Department Mission including strategic goals and objectives.
- General City operations.

Ability to:

- Plan, direct, and oversee the administration and operations of the Neighborhood Services Division, including but not limited to, Housing, Code Enforcement, and Special Programs/Homelessness.
- Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors and vendors.
- Understand, interpret and apply laws, regulations, policies and professional practices; clearly articulate complex concepts, laws, regulations and processes.
- Analyze complex matters, identify and evaluate alternative solutions, project consequences of proposed actions, recommend an appropriate course or action, and implement recommendations in support of goals.
- Effectively present information and respond to questions from board, committee, and commission members, outside groups and organizations, and the general public.
- Develop clear, concise, and comprehensive studies, reports, and agenda items.
- Perform responsible and difficult administrative support duties involving the use of independent judgment and initiative.
- Manage the work of subordinates including coaching staff for improvements and development, training, assigning, monitoring and evaluating work performance, counseling and disciplining staff and resolving grievances.
- Recommend and implement goals and objectives for providing effective services.
- Interpret and apply federal, state, and local policies, laws, and regulations, as well as relevant legislations.
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- Provide day-to-day leadership and work with staff to ensure a high performance, customer service-oriented work environment which supports the City's mission, objectives, and values.
- Exercise judgment and tact in the application of rules, regulations, policies, and procedures in dealing with others in difficult or sensitive situations.
- Consolidate and monitor budget processes for the department.
- Negotiate and administer contracts.
- Coordinate and participate in various complex organizational studies, analyses, and projects.
- Shift priorities as departmental workload demands require.
- Communicate effectively both orally and in writing.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Establish and maintain effective relationships with the City Council, public officials, department heads, staff, community organizations, and others encountered in the course of work.
- Work effectively with community organizations involved in housing and human services and neighborhood services programs.
- Operate a computer and other office equipment, including but not limited to, word processing, spreadsheets, databases, and related software applications utilized in the Department.

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**License and/or Certificate**

Must possess and maintain a Class C California Driver's License.

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**Education and/or Experience**

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

Bachelor's degree in public administration, business administration, social sciences, or a closely related field and five (5) years in a housing or human services program area and/or neighborhood services area, including two years of management or supervisory experience.

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**Special Requirements**

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

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. May be required on occasion to work evenings and weekend and at off-site assignments.

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**Career Ladder Information**

Experience gained in this classification may serve towards meeting the minimum requirements for promotion to Community Development Director.

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR POLICY AND RESOURCES SPECIALIST**

**RECOMMENDATION:**

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

**BACKGROUND/ANALYSIS:**


There is no current eligible list for the classification of Policy and Resources Specialist. There are no current vacancies. However due to a prospective retirement in December 2022, there will be a vacancy in the Public Works Department, Sanitation Division.

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.

There are no previous examinations as this classification was approved by City Council in August 2021 and the incumbents were reclassified to the positions in the Sanitation and Water Divisions.

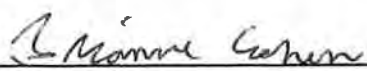
There is not a sufficient pool of internal candidates to qualify, therefore, an open continuous recruitment is recommended.

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Policy and Resources Specialist Class Specification

**6G**



# POLICY AND RESOURCES SPECIALIST

Class Code:  
5750

Bargaining Unit: Torrance Professional  
& Supervisory Association

CITY OF TORRANCE  
Established Date: Jul 1, 2021  
Revision Date: Oct 11, 2022

## 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 sanitation programs or Fire Department budget, finances, and billing of emergency medical services (EMS) 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 or Fire Department Administrative Services 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 sanitation programs or the Fire Department's EMS budget and transport billing services program. 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 sanitation 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 Public Works 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 facilities 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.

### Fire Department

- Assists in the preparation of the annual department operating budget, program modifications, expenditures and revenues monitoring and analysis;
- Develops and manages the EMS division and Emergency Medical Transport (EMT) program budget preparation, expenditures and revenues monitoring;
- Provides EMS and EMT billing revenues forecasts and projections;
- Assists in the preparation of the department capital budget and capital projects; provides capital project updates;
- Tracks, monitors and reports on existing Facilities, Equipment, and Automations Projects (FEAPs); Fire Replacement Funds, and grant projects;
- Maintains the Fire Apparatus Replacement Schedule;
- Serves as liaison with the Finance Department regarding the Department's budget;
- Manages and tracks received donations;
- Writes, reviews, and assists in writing agenda items;
- Prepares cost estimates and analyses related to Fire and EMS programs;
- Designs, implements, and responds to studies and surveys;
- Completes annual Salary Survey; submits travel expense claims, estimates reimbursement, review Cal OES invoices, and tracks reimbursement for strike team fire

- deployments under the California Fire Assistance Agreement; provides estimates to Finance to accrue anticipated reimbursement;
- Develops complex response times and performance analyses;
- Provides oversight of the EMS billing and reimbursement;
- Coordinates with third party billing contractors and Finance department;
- Creates EMT reconciliation and deposit reports used for routine tracking and reconciling of billed transports and received revenue;
- Ensures all Fire department transports are billed, reviews and releases patient care reports for billing, sends reports of billable transports and reconciles monthly with the billing contractor;
- Develops and coordinates EMS billing policies and procedures and conducts periodic audits;
- Submits required quarterly, semiannual or other reports to Department of Health Care Services (DHCS) and serves as liaison between the Fire Department and DHCS;
- Analyzes applicable legislation and monitors AB1705 supplemental payment and reimbursement programs administered through the Medi-cal Emergency Medical Transportation Services program.

## **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.

Three (3) years of progressively responsible professional experience in environmental resources related to water, sanitation or Fire/EMS financial operations, which includes at least one (1) year of lead or supervisory experience of at least one major environmental resources program or Fire/EMS financial operations 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 resource 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;
- City's financial and budget software, capital projects, and grants systems;
- 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, spreadsheets, and database 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

Revised Date: October 2022



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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR SENIOR LIBRARY TECHNICIAN**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Senior Library Technician 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.

**BACKGROUND/ANALYSIS:**


There is no current eligible list for the classification of Senior Library Technician. There are vacancies due to separations.

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

The previous examination in 2018 was weighted as follows: Written Test (60%) and Oral Interview (40%). Due to the current environment and to allow for a virtual examination process, it was determined that the following weightings were appropriate for this exam: Application Review (Qualifying) and Oral Interview (100%). The interview will test the candidates' preparation for the position, technical skills, and oral communication skills.

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

Respectfully submitted,

By   
Kelsie B. Winders  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

**6H**



# LIBRARY TECHNICIAN, SENIOR

Class Code:  
1621

Bargaining Unit: Torrance Library  
Employees Association

CITY OF TORRANCE  
Revision Date: Sep 1, 2015

## SALARY RANGE

\$24.04 - \$31.49 Hourly  
\$4,166.93 - \$5,458.27 Monthly  
\$50,003.20 - \$65,499.20 Annually

### DEFINITION:

Under direction, performs highly complex and specialized library support work, assists the public in basic reference work, supervises support staff, oversees volunteers, and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Senior Library Technician is the advanced journey level class in the Library support series. Distinguished from a Librarian in the education and professional expertise required of a Librarian, and from the Library Technician in that the incumbent assists with professional level duties and supervises subordinates. Work done by the Senior Library Technician requires incumbents to exercise judgment in selecting appropriate guidelines to follow, and in interpreting administrative or operational policies for the public.

Receives supervision from a designated Librarian, Senior Librarian, or Principal Librarian and exercises supervision over lower-level subordinates.

### EXAMPLES OF ESSENTIAL DUTIES:

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

- Provides reference and readers' advisory service and instruction on use of library resources to library patrons in person, online, and by phone;
- Interacts with patrons in a courteous and professional manner and attempts to defuse potentially volatile or sensitive situations to ensure quality customer service;
- Assumes responsibility for a work unit in absence of a Librarian, Senior Librarian, or Library Administration as necessary;
- Performs circulation and service desk duties including check out and discharge of library materials, library card registration and updates of the Integrated Library System, and handling fines and fees;
- Plans, assigns, and coordinates the work of lower-level personnel. Supervisory duties include instructing, assigning, planning and reviewing work; evaluating work performance; selecting and training employees; and recommending or implementing coaching, counseling, or employee discipline;
- Resolves problems for customers related to City and library programs or services by researching records and policies, providing information, and taking appropriate action to correct errors or facilitate services;
- Assists professional staff in reviewing and recommending books and other materials for the collection;
- Develops displays, exhibits, brochures and other promotional items as requested;
- Responds to inquires and requests for assistance from City staff and the public which require an involved understanding of Departmental and City rules policies and regulations;
- Prepares written and statistical reports and routine correspondence with patrons and staff;
- May perform routine cataloging of library materials;
- May present various programs, as requested, including storytelling, shows, crafts and group visits when the Youth Services Librarian is unavailable;
- May reconcile cash received by a Library work unit, balance intake against records, process paperwork to forward to the Finance Department, and make cash deposits with the City Treasurer as requested;
- May receive, review and prioritize orders for library materials, equipment, and supplies as requested including the following: managing budgeted accounts; using the City's finance system to handle purchase orders and payments; conducting inquires to determine the best sources for needed supplies and materials; keeping accurate logs related to acquisitions, maintenance, and contracts; and monitoring inventory stock and supplies.

#### **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:*

- Assists in maintaining a neat and orderly workplace, conducting inventories of materials and supplies, and assisting in inspections;
- Attends meetings, workshops and seminars as required or appropriate;
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

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



Bachelor's degree and one year of experience in a library environment; or Associate's degree or equivalent and three years of experience in a library environment; or Library Support Staff Certificate and three years of experience in a library environment; or High school graduation or equivalent and five years of experience in a library environment.

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

None required.

#### **Knowledge of**

- Practices and procedures of modern library operations, including use of an Integrated Library System and basic reference and readers advisory techniques;
- Use of common filing and indexing systems in libraries, including the Dewey Decimal System;
- Basic use and structure of MARC and DRA records and OCLC;
- Modern office practices and procedures;
- Methods of conducting storytelling programs, and instruction in use of the library;
- City policies and procedures affecting library operations;
- Common purchasing, pricing, shipping, and billing procedures;
- Common bookkeeping practices;
- Public relations and customer service techniques;
- Principles of supervision;
- City and department mission, including strategic goals and objectives;
- General City operations.

#### **Ability to**

- Read, write and comprehend library materials at a college level;
- Perform simple mathematical computations using a calculator, adding machine, cash register, or computer;
- Effectively operate a personal computer and utilize standard office software applications and library specific applications;
- Accurately maintain a complex system of inter-related files and records, including budget, cash, or personnel records;
- Manage allocated funds by reviewing and monitoring expenditures and making recommendations for appropriate uses and budget adjustments;
- Communicate effectively both orally and in writing;
- Follow oral and written instructions;
- Produce detailed reports;
- Establish and maintain effective working relationships with City employees, community organizations, vendors, and the public;
- Supervise subordinates including training, assigning, monitoring and evaluating work, and counseling and disciplining staff;
- Learn and perform routine cataloging;
- Learn and use new skills and information to improve job performance or efficiency.

## **SPECIAL REQUIREMENTS:**

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; some positions require sufficient hand/eye coordination to perform skilled repetitive movements, such as typing, filing, data entry, and/or use of calculator, or other office equipment or supplies; may involve extensive VDT exposure. May require the ability to climb up ladders or step stools. Independently lift and carry books weighing up to 10 lbs. Independently move boxes or other materials or equipment of materials weighing up to 10 lbs. from one location to another. Tasks require

visual perception and discrimination as well as oral communications ability.

Positions in this classification may be required to work evenings and weekends.

### **CAREER LADDER INFORMATION:**

Experience gained in this classification, supplemented by education, may serve to meet the minimum requirements for promotion to Librarian.

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

Re-Titled/Revised Date: September 2015

Department Review Date: October 2022

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

Honorable Members:

**SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR NEIGHBORHOOD SERVICES MANAGER**

**RECOMMENDATION**

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

**BACKGROUND**

On May 24, 2022, City Council adopted the proposed Fiscal Year 2022-23 Operating Budget and Capital Improvement Plan, which included the reorganization of the Community Development Department to establish the Neighborhood Services Division, which includes Housing, Environmental and Noise Abatement, and Special Programs/Homelessness Units. One component of the reorganization includes creating a managerial position. Addition of the proposed Neighborhood Services Manager position will provide for direct oversight of assigned units. The proposed class specification for Neighborhood Services Manager is submitted for your review and approval.

**ANALYSIS**

The Neighborhood Services Manager organizes, manages, and implements the activities, operations, and services of the Neighborhood Services Division, which includes the Housing, Code Enforcement, and Special Programs/Homelessness Units

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

- Manages services and activities of the Neighborhood Services Division including Housing, Code Enforcement, and Special Programs/Homelessness Units while implementing and maintaining Federal, State, and local mandates.
- Oversees the operations of the Housing programs, including but not limited to, Section 8 Housing Choice Voucher Program, Emergency Housing Voucher (EHV) Program, VA Supportive Housing (HUD-VASH) Program, and other special housing projects and programs.
- Oversees the operations of all Code Enforcement including the Public Nuisance Abatement, Trash Abatement, Property Maintenance, Commercial Landscape Maintenance, and Temporary Sign enforcement programs and all development code-related violations.
- Oversees the work of staff including assigning, planning, and reviewing work, evaluating work performance, and completing performance evaluations; coordinates activities, maintains standards, selects new employees, trains employees, and recommends and implements discipline.

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

**Knowledge of**

- Operational characteristics, services, and activities of affordable housing, code enforcement, and neighborhood services programs.
- Federal, state, and local laws, codes, and regulations pertinent to housing assistance and Neighborhood Services programs.
- Techniques used in assessing housing and human service needs of a neighborhood group.
- Principles and practices of program development and administration.
- Management and supervisory principles and practices.

**Ability to**

- Plan, direct, and oversee the administration and operations of the Neighborhood Services Division, including but not limited to, Housing, Code Enforcement, and Special Programs/Homelessness.
- Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors and vendors.
- Understand, interpret and apply laws, regulations, policies and professional practices; clearly articulate complex concepts, laws, regulations and processes.
- Effectively present information and respond to questions from board, committee, and commission members, outside groups and organizations, and the general public.
- Manage the work of subordinates including coaching staff for improvements and development, training, assigning, monitoring and evaluating work performance, counseling and disciplining staff and resolving grievances.

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

- Must possess and maintain a valid California Class C Drivers' License.

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

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

Bachelor's degree in public administration, business administration, social sciences, or a closely related field and five (5) years in a housing or human services program area and/or neighborhood services area, including two years of management or supervisory experience.

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

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

Respectfully submitted,

By 

Kelsie B. Winders  
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi  
Human Resources Manager

NOTED:



Brianne Cohen  
Civil Service Manager

- Attachment    A) Proposed Class Specification Neighborhood Services Manager  
                      B) Fiscal Year 2022-23 Community Development Department Functional Organization Chart

## NEIGHBORHOOD SERVICES MANAGER

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### Definition

Under general direction, organizes, manages, and implements the activities, operations, and services of the Neighborhood Services Division; oversees and manages the Housing, Code Enforcement, and Special Programs/Homelessness Units.

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### Distinguishing Characteristics

Distinguished from Community Development Director in that the incumbent is not responsible for managing the entire Department. Distinguished from the supervisory level in that the Supervisors do not manage a Division of the Department. 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 methods and practices. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

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### Supervision Exercised/Received

Receives general direction from the Community Development Director; provides direct supervision to professional and support staff.

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### Examples of Essential Duties

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

- Manages services and activities of the Neighborhood Services Division including Housing, Code Enforcement, and Special Programs/Homelessness Units while implementing and maintaining Federal, State, and local mandates.
- Oversees the operations of the Housing programs, including but not limited to, Section 8 Housing Choice Voucher Program, Emergency Housing Voucher (EHV) Program, VA Supportive Housing (HUD-VASH) Program, and other special housing projects and programs.
- Oversees the operations of all Code Enforcement including the Public Nuisance Abatement, Trash Abatement, Property Maintenance, Commercial Landscape Maintenance, and Temporary Sign enforcement programs and all development code-related violations.
- Oversees the work of staff including assigning, planning, and reviewing work, evaluating work performance, and completing performance evaluations; coordinates activities, maintains standards, selects new employees, trains employees, and recommends and implements discipline.
- Prepares, reviews, and analyzes complicated contracts, legal documents, financial information, and proposals relating to construction, rehabilitation, loan underwriting, compliance monitoring, program requirements, and public service programs as approved by the City Council; negotiates, administers, and monitors applicable contracts between the City and service providers.
- Oversees and participates in the development and administration of the Neighborhood Services Division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies.
- Recommends new Neighborhood Services programs including new construction and other community-wide, neighborhood-based programs, acquisition, rehabilitation, first-time homebuyer, and other programs; coordinates with internal and outside agencies to assess needs of the community and recommend housing and Neighborhood Services programs that can assist in meeting those needs.

- Assesses key strengths, priorities, and gaps in the City's ability to effectively address homelessness and develops strategies to improve the City's response.
  - Acts as department liaison with outside agencies, and local, State, and Federal officials.
  - Acts as department liaison with internal and external teams, committees, the community and interest groups.
  - Performs research, prepares reports and recommendations, and conducts public presentations to the City Council, Commissions, outside agencies, and various diverse technical and non-technical audiences.
  - Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
  - Conducts complex analyses, researches projects, and studies and reviews analytical activities within the department.
  - Ensures compliance of City administrative and departmental policies and procedures and pertinent laws, policies, codes, rules, and regulations.
  - Stays abreast of changes and updates to regulations and laws as well as new trends and innovations in affordable housing, homeless services, housing authority, and neighborhood services; reviews, analyzes, and distributes information regarding regulations of affected programs.
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**Examples of Other Duties**

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

- Attends and participates in professional group meetings.
  - Receives and responds to and resolves difficult and sensitive inquiries and complaints.
  - Reviews reports and other documents submitted by subordinates.
  - Performs related duties as required.
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**Qualification Guidelines**

Knowledge of:

- Operational characteristics, services, and activities of affordable housing, code enforcement, and neighborhood services programs.
- Federal, state, and local laws, codes, and regulations pertinent to housing assistance and Neighborhood Services programs.
- Construction plan development, techniques, materials, and methods.
- Techniques used in assessing housing and human service needs of a neighborhood group.
- Principles and practices of program development and administration.
- Budget preparation and administration principles and practices, including grant application and administration methods and techniques.
- Financing techniques for implementing affordable housing in family and senior rental housing, mobile home park conversions, first-time homebuyer programs, acquisition and rehabilitation of rental properties, and owner-occupied housing rehabilitation programs.
- Negotiation and contract administration methods and techniques.
- Literature, periodicals, and other resources concerning current trends in Housing, Code Enforcement, and Special Programs/Homelessness Units.
- Management and supervisory principles and practices.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Computer software applications related to data analysis and report preparation.
- Public administration principles and practices; operations and functions of municipal government.

- High quality public relations and customer service methodology and principles.
- Research and report writing methods and techniques.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- City and Department Mission including strategic goals and objectives.
- General City operations.

**Ability to:**

- Plan, direct, and oversee the administration and operations of the Neighborhood Services Division, including but not limited to, Housing, Code Enforcement, and Special Programs/Homelessness.
- Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors and vendors.
- Understand, interpret and apply laws, regulations, policies and professional practices; clearly articulate complex concepts, laws, regulations and processes.
- Analyze complex matters, identify and evaluate alternative solutions, project consequences of proposed actions, recommend an appropriate course or action, and implement recommendations in support of goals.
- Effectively present information and respond to questions from board, committee, and commission members, outside groups and organizations, and the general public.
- Develop clear, concise, and comprehensive studies, reports, and agenda items.
- Perform responsible and difficult administrative support duties involving the use of independent judgment and initiative.
- Manage the work of subordinates including coaching staff for improvements and development, training, assigning, monitoring and evaluating work performance, counseling and disciplining staff and resolving grievances.
- Recommend and implement goals and objectives for providing effective services.
- Interpret and apply federal, state, and local policies, laws, and regulations, as well as relevant legislations.
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- Provide day-to-day leadership and work with staff to ensure a high performance, customer service-oriented work environment which supports the City's mission, objectives, and values.
- Exercise judgment and tact in the application of rules, regulations, policies, and procedures in dealing with others in difficult or sensitive situations.
- Consolidate and monitor budget processes for the department.
- Negotiate and administer contracts.
- Coordinate and participate in various complex organizational studies, analyses, and projects.
- Shift priorities as departmental workload demands require.
- Communicate effectively both orally and in writing.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Establish and maintain effective relationships with the City Council, public officials, department heads, staff, community organizations, and others encountered in the course of work.
- Work effectively with community organizations involved in housing and human services and neighborhood services programs.
- Operate a computer and other office equipment, including but not limited to, word processing, spreadsheets, databases, and related software applications utilized in the Department.

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**License and/or Certificate**

Must possess and maintain a Class C California Driver's License.



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**Education and/or Experience**

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

Bachelor's degree in public administration, business administration, social sciences, or a closely related field and five (5) years in a housing or human services program area and/or neighborhood services area, including two years of management or supervisory experience.

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**Special Requirements**

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

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. May be required on occasion to work evenings and weekend and at off-site assignments.

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**Career Ladder Information**

Experience gained in this classification may serve towards meeting the minimum requirements for promotion to Community Development Director.

