

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, NOVEMBER 14, 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 STAFF 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, November 10, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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 Civil Service Commission Minutes.

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of September 26, 2022 and October 3, 2022. (Minutes provided to Commission members only, copies available in the Personnel Building).

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

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

6C. Approve the Examination for Administrative Services Manager.

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

6D. Approve the Examination for Building Inspector.

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

6E. Approve the Examination for Facilities Services Supervisor.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Facilities Services Supervisor examination on a promotional 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.

6F. Approve the Examination for Police Services Supervisor.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Police Services Supervisor examination on a promotional 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 Revised Class Specification for Facilities Services Supervisor.

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

8. HEARINGS

No business to consider.

9. COMMISSION ORAL COMMUNICATIONS

10. ADJOURNMENT

10A. Adjournment of Civil Service Commission Meeting to Monday, November 21, 2022 at 6:00 p.m.

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

Honorable Members:

SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR OCTOBER 2022

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

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

Respectfully submitted,



Neyda Arechiga
Human Resources Technician

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for October 2022

**EMPLOYEE TRANSITION REPORT
OCTOBER 2022**

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

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Accounting Technician	Finance	Buyer	Finance
Librarian	Community Services	Senior Librarian	Community Services
Planning Assistant	Community Development	Planning Associate	Community Development
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Program Leader	Community Services	Management Aide (Intern II)	Community Services
Program Leader	Community Services	Program Specialist	Community Services
Program Leader	Community Services	Program Specialist	Community Services
Program Leader	Community Services	Program Specialist	Community Services
Program Leader	Community Services	Program Specialist	Community Services
Program Leader	Community Services	Program Specialist	Community Services
Program Leader	Community Services	Senior Program Specialist	Community Services
Program Specialist	Community Services	Senior Program Specialist	Community Services
Program Specialist	Community Services	Senior Program Specialist	Community Services
Program Specialist	Community Services	Senior Program Specialist	Community Services
Transit Supervisor	Transit	Senior Business Manager	Transit
Water System Operator III	Public Works	Water Operations Supervisor	Public Works

NEW HIRES

TITLE	DEPARTMENT
Accountant	Finance
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Cable Television Announcer	City Manager's Office
Cable Television Production Assistant	City Manager's Office
Cable Television Production Assistant	City Manager's Office
Custodian	General Services
Custodian	General Services
Deputy City Treasurer	City Treasurer's Office
Fleet Services Supervisor	General Services
Legal Counselor I	City Attorney's Office
Lifeguard	Community Services
Maintenance Worker	Public Works
Management Aide (Intern II)	City Manager's Office
Police Records Technician	Police

NEW HIRES (CONT.)

Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Senior Electrical Inspector	Community Development
Senior Program Specialist	Community Services
Senior Program Specialist	Community Services
Theater Technician	General Services
Theater Technician	General Services
Theater Technician	General Services
Theater Technician	General Services
Transit Dispatcher	Transit

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR ADMINISTRATIVE SERVICES MANAGER

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Administrative Services Manager. There is one (1) vacancy due to a new budgeted position in the Police Department.

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

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

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

Respectfully submitted,

By 

Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Manager



Brianne Cohen
Civil Service Manager

Attachment: A) Administrative Services Manager Class Specification



ADMINISTRATIVE SERVICES MANAGER

Class Code:
5340

Bargaining Unit: Executive &
Management Employees

CITY OF TORRANCE
Established Date: Oct 1, 2003
Revision Date: Oct 1, 2020

SALARY RANGE

\$10,789.00 - \$12,947.00 Monthly
\$129,468.00 - \$155,364.00 Annually

DEFINITION:

Under general direction, manages, develops, and implements administrative functions, projects, and programs for the Department. Performs a variety of difficult and complex professional and analytical assignments in support of department and citywide programs; performs related duties as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Administrative Services Manager is distinguished from the Department Head in that the incumbent is not responsible for managing the entire Department. Distinguished from Police Captains in that an incumbent does not have Bureau responsibility and does not act for the Chief of Police or Deputy Chief in their absence. Distinguished from Administrative Analysts and Police Services Supervisors in that the Administrative Analysts and Police Services Supervisors do not have administrative responsibility over a Division within 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 require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Receives general direction from a higher-level manager or Department Director; provides direct supervision to professional and support staff.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Manages, develops, administers and strategically plans key department administrative functions, projects, and programs.
- Develops, implements and evaluates plans, policies and procedures to achieve annual goals and objectives.
- Administers and monitors department programs to achieve goals, objectives, and work standards.
- Participates in the preparation and administration of the department's operating budget.
- Plans and directs the work of staff including: training, assigning, reviewing, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, participating in the selection of new employees, acting on employee problems and recommending employee discipline.
- Conducts complex analyses, researches projects, and studies and reviews analytical activities within the department.
- Researches, recommends, coordinates and participates in grant preparation and administration.
- Composes comprehensive, concise and effective reports on complex matters to diverse technical and non-technical audiences.
- Prepares reports and recommendations for City Council and commission agenda items.
- Attends and conducts meetings as required.
- Implements and maintains Federal, State, and local mandates.
- Oversees and participates in a variety of organizational and operational studies.
- Provides advice and interpretation regarding personnel policies, practices, procedures and memoranda of understanding.
- 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 recommends action on a variety of administrative matters including personnel actions and employee relations matters.
- Participates in investigations and makes recommendations regarding discipline and grievance matters and harassment and discrimination complaints.
- Participates in the development, implementation, and evaluation of personnel policies, procedures and programs.
- Coordinates with Human Resources staff regarding Worker Compensation matters.
- Ensures compliance of City administrative and departmental policies and procedures and pertinent laws, policies, rules and regulations.
- Stays abreast of current developments in public administration and management; applicable ordinances, laws and regulations; and advanced research techniques and information 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.

- Participate on external committees, boards and task forces etc., as appropriate.
- Negotiates and administers contracts with vendors and outside agencies.
- Receives and responds to and resolves difficult and sensitive inquiries and complaints.
- Develops and reviews reports and other documents submitted by subordinates.
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

Any combination of education and experience that 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 or a closely related field and five (5) years of progressively responsible professional experience with a public agency that includes performing administrative analysis, interagency coordination, development and maintenance of procedures and systems, which includes at least one (1) year of management or supervisory experience.

License and/or Certificates

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

Incumbents assigned to Police Communications Division must complete the following requirements within one year of appointment:

- Completion of a Peace Officer Standards and Training (POST) Public Safety Dispatcher Certificate.

Incumbents assigned to Police Records must complete the following requirements within one year of appointment:

- Certified as a California Peace Officers Standards and Training (POST) Records Supervisor.
- Certified as a California Law Enforcement Telecommunications System (CLETS) Trainer.
- Completion of the California POST Course - Public Records Act - 10730.

Completion of the California POST Seminars - Civilian Management and Advances Civilian Management are highly desirable.

Knowledge of

- Public administration principles and practices; operations and functions of municipal government.
- Management and supervisory principles and practices.
- 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.
- Applicable Federal, State, and local regulations.
- High quality customer service methodology and principles.
- Research and report writing methods and techniques.
- Computer software applications related to data analysis and report preparation.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.

Ability to

- Public administration principles and practices; operations and functions of municipal government.
- Perform responsible and difficult administrative support duties involving the use of independent judgment and initiative.
- Recommend and implement goals and objectives for providing effective services.
- Analyze complex issues, evaluate alternative solutions, develop sound conclusions, and recommend a course of action.

- Coordinate and participate in various complex organizational studies, analyses, and projects.
- Consolidate and monitor budget processes for the department.
- Administer contracts.
- Plan, organize, assign coordinate and manage the activities of professional and support staff, and outside contractors.
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- Develop, understand, interpret laws and execute rules, regulations, policies and procedures.
- Present proposals and recommendations effectively in public meetings.
- Develop clear, concise, and comprehensive studies, reports, and agenda items.
- Exercise judgment and tact in the application of rules, regulations, policies, and procedures in dealing with others in difficult or sensitive situations.
- Shift priorities as departmental workload demands require.
- Maintain confidentiality and exercise sound judgment.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective relationships with the City Council, public officials, department heads, staff, community organizations, and others encountered in the course of work.
- Operate a computer and other office equipment

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.

CAREER LADDER INFORMATION:

Knowledge gained in this classification in addition to related work experience, training and coursework may serve towards meeting the minimum requirements for promotion to Director.

ESTABLISHED/REVISED DATE:

Revised Date: December 2011

Revised Date: October 2017

Revised Date: October 2020

Department Review Date: January 2022

Department Review Date: November 2022

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR BUILDING INSPECTOR

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Building Inspector. There is a vacancy due to promotion.

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 attached class specification.

The previous examination in 2019 were weighted as follows: Application Review (Qualifying), Written Test (60%), Performance Test/Work Sample (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

Attachment: A) Building Inspector Class Specification

6D



INSPECTOR, BUILDING

Class Code:
3531

Bargaining Unit: Engineers Association
& Torrance Fiscal Employees
Association

CITY OF TORRANCE
Revision Date: May 1, 1996

SALARY RANGE

\$28.92 - \$37.85 Hourly
\$5,012.80 - \$6,560.67 Monthly
\$60,153.60 - \$78,728.00 Annually

DEFINITION:

Under general supervision, to inspect less complex building and structures, such as residential buildings, in all phases of construction, alteration and repair for compliance to City codes and applicable state laws, as well as adherence to plans, specifications and safety regulations; to determine that buildings or any other structures and land usage are in conformity with health and safety regulations; to issue permits; to assist in enforcing environmental regulations and to do related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Building Inspector receives supervision from either the Building Inspection Supervisor or the Environmental Quality Administrator.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Inspects less complex buildings and structures for conformance to building and related codes.
- Checks methods of construction and quality of materials.
- Issues correction notices.
- Keeps records and submits reports.
- Checks routine plans and specifications for compliance with State law and codes regulating buildings as adopted by the City.
- Rechecks conformance of plans to correction sheets.
- Consults with and advises the public, contractors and builders regarding building laws and requirements.
- Issues building, electrical, plumbing, mechanical and any other permits as required.
- Determines that buildings or any other structures and land usage are in conformity with health and safety or zoning regulations.
- Assists in the enforcement of environmental regulations pertaining to matters such as signs, oil wells, noise, litter, or any other pollutant to the environment.
- Issues building permits and tracks information using computer software.

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:

Equivalent to graduation from high school. A minimum of three years of building trades construction work in any of the recognized building trades, OR three years experience working a public counter within a municipal or county building department charged with enforcing codes or municipal laws and processing permits, OR two years previous experience as a building inspector for a municipal or county building department.

Knowledge of

- Building, electrical, plumbing, mechanical, and related codes and laws;
- Basic principles and techniques of structural building inspection;
- Building materials, accepted safety standards and modern methods of building construction;
- Permit issuance guidelines;
- Building permit issuance software currently used by the Industry.

Ability to

- Analyze, interpret, and check building plans and specifications for compliance to City codes and other applicable laws and for minor structural requirements;
- Prepare clear and comprehensive written reports and correction sheets;
- Maintain cooperative working relationships with engineers, architects, contractors and the general public;
- Obtain compliance to City codes and other applicable laws for less complex buildings and structures erected, altered or repaired.

SPECIAL REQUIREMENTS:

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

Depending upon assignment, a valid class C California Driver's License may be required. An International Conference of Building Officials Inspector certificate or certificate of Inspection Technology is desirable.

CAREER LADDER INFORMATION:

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

ESTABLISHED /REVISED DATE:

Revised Date: May 1996

Department Review Date: October 2019

Department Review Date: November 2022

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR FACILITIES SERVICES SUPERVISOR

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Facilities Services Supervisor examination on a promotional 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 Facilities Services Supervisor. There is one vacancy due to a resignation.

Anticipating approval by your Honorable Body tonight, and the City Council at their meeting on December 6, 2022, the proposed Class Specification, reviewed by the General Services Department, 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.

Staff recommends conducting the examination for Facilities Services Supervisor on a promotional basis, provided that a minimum of eight (8) applications from City employees are filed and accepted. If less than eight (8) applications are filed and accepted, the promotional examination will be canceled and the examination will be conducted on an open basis.

The previous examination in 2011 was weighted as follows: Written/Supervisory Test (40%), and Oral Interview (60%). 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) and Oral Interview (100%).

There is a sufficient pool of internal candidates to qualify; therefore, a promotional recruitment is recommended.

Respectfully submitted,

By 
Inshirah Mabson
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager

6E

Attachment: A) Facilities Services Supervisor Class Specification (Pending Approval of December 6, 2022 Council Item)

FACILITIES SERVICES SUPERVISOR

Definition

Under direction of the Administrative Services Manager, plans, organizes, and supervises the activities of Custodial Services; and does related work as required.

Distinguishing Characteristics

Distinguished from the Administrative Services Manager in that the incumbent is not responsible for the overall operation of the Administrative Services Division. Distinguished from Senior Custodian in that the incumbent is responsible for the operation of Custodial Services rather than only the supervision of a single crew.

Supervision Exercised/Received

Position will provide general supervisor to Custodial staff.

Examples of Essential Duties

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

- Plans, organizes, and supervises the work of custodial employees involved in building security, cleaning of the interiors of City buildings, and preparation of City facilities for civic and work functions;
- Ensures security of City buildings;
- Coordinates the inventory and distribution of custodial supplies and equipment;
- Coordinates the preparation of City facilities for civic, public, and special functions including furniture set-ups, procuring necessary items, and installing room decorations;
- Resolves user departments' custodial problems and complaints;
- Performs a variety of general schedule record-keeping for the processing of payroll;
- Researches, selects, and requisitions supplies, monitors work performance to ensure quality control;
- Determines need for contract services and monitors service for quality and contract compliance; oversees record keeping systems concerning supplies and labor;
- Requests electrical and other type repair work as necessary from other divisions or departments;
- Ensures custodial equipment is in working order;
- Assigns, schedules, monitors, and evaluates work;
- Prepares written reports

Knowledge of

- Efficient and effective methods of cleaning and maintaining building interiors and fixtures;
- Cleaning materials, disinfectants, and equipment used in custodial work;
- Supervisory principles and practices;
- Inventory system for custodial supplies.

Ability to:

- Coordinate and direct the preparation of City facilities for civic, public, and special functions;
- Ensuring the security of City buildings by locking City Facilities;
- Ensure division work performance meets quality standards;
- Select, requisition, and test custodial supplies and equipment;
- Estimate necessary quantities of custodial supplies and equipment;
- Respond tactfully and constructively to user department requests and complaints;
- Communicate effectively both orally and in writing;
- Prepare written reports including cost comparison reports and maintains division records;
- Effectively operates a variety of office equipment including a personal computer, calculator, telephone, copier, and facsimile machine;
- Establish and maintain effective working relationships with others;
- Supervise the work of subordinate staff including coordinating, assigning, scheduling, monitoring and evaluating work; hiring and training, counseling and disciplining staff; and processing grievances.

License or Certificates

A valid California Class 3 Driver's License.

Qualification Guidelines

Education and Experience

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

Five years of progressively responsible experience in the maintenance of building interiors in clean, orderly and secure condition, to include two years supervisory experience. It is desirable that the supervisory experience include building security and coordinating and directing the preparation of facilities for meetings and special functions.

No specific education minimum.

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 environment involving moving from one area of the office to another. Requires sufficient hand/eye coordination to perform repetitive movements necessary to operate City equipment. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Career Ladder Information

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

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR POLICE SERVICES SUPERVISOR

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Police Services Supervisor examination on a promotional 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 Police Services Supervisor. There is one (1) vacancy due to a new budgeted position in the Police Department.

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

The previous examination in 2020 were weighted as follows: Application Review (Qualifying) and Oral Interview (100%). There will be no change to the exam types and weights.

There is a sufficient pool of internal candidates to qualify; therefore, staff recommends conducting the examination for Police Services Supervisor on a promotional basis provided that a minimum of eight (8) applications are filed and accepted from City employees. If less than eight (8) applications are filed and accepted, the promotional examination will be canceled and the examination will be conducted on an open basis.

Respectfully submitted,

By 
Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager

Attachment: A) Police Services Supervisor Class Specification



POLICE SERVICES SUPERVISOR

Class Code:
1124

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Established Date: Dec 1, 2010
Revision Date: Nov 1, 2020

SALARY RANGE

\$30.72 - \$39.22 Hourly
\$5,324.80 - \$6,798.13 Monthly
\$63,897.60 - \$81,577.60 Annually

DEFINITION:

Under general direction, plans, directs and supervises the operations of the Jail, Property Room, Police Records, Traffic, and Animal Control sections of the Police Department, and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Police Services Supervisor is distinguished from the Police Sergeant or Police Lieutenant in that the incumbents are civilian and are primarily responsible for administrative functions of an assigned section. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

Receives direction from higher-level staff. Provides direction to lower-level staff such as Police Services Officer, Police Records Technician, Police Cadets, and support staff.

EXAMPLES OF ESSENTIAL DUTIES:

ATTACHMENT A

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

- Organizes, plans, and oversees the day-to-day operations of an assigned section.
- Supervises staff, including instructing, assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed.
- Assists with functions performed by line staff as necessary to maintain adequate service levels.
- Participates in the development of related goals, objectives, policies, and procedures.
- Implements and maintains operational procedures consistent with established practices and Government/Penal Code requirements.
- Determines section training needs, develops, implements and coordinates training programs for assigned personnel and oversees training of new staff.
- Institutes procedures to ensure accuracy; modifies or recommends modifications to systems or processes to improve accuracy and efficiency.
- Ensures operations are maintained within established budget, and directs the allocation of resources to accomplish objectives.
- Receives and responds to difficult customer service inquiries and complaints.
- Responds to inquiries and provides assistance to department personnel regarding section activities and procedures.
- Acts as a liaison to other law enforcement agencies regarding section related responsibilities; and keeps superiors informed of events that may have an impact on the department or City.
- Completes assigned routine and administrative tasks such as preparing work schedules and completing payroll documents.
- Reviews filed reports and citations prepared to ensure completeness and accuracy, directs necessary corrections, and refers reports to higher level personnel.
- Observes and enforces strict adherence to safety regulations and safe work practices.
- Responds to emergency calls during work and after normal working hours.
- Manages inventory and obtains/compiles bids for goods or services.

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

Jail

- Assists the Services Division Commander to manage the overall operations of the Jail Facility;
- Supervises and monitors the daily operation of the City's Type I Jail Facility;
- Ensures compliance with policies, procedures and regulations as established by the department, the jail manual, the Penal Code, California Standards and Training for Corrections (S.T.C.) operations and training mandates, and other applicable law enforcement codes and regulations;
- Assists in the care and custody of prisoners; monitors jail bookings; photographs and fingerprints prisoners; ensures the proper transfer of in-custodies, and the transfer of appropriate paperwork to other agencies;
- Trains, supervises, and evaluates Police Services Officers in the proper procedures for handling prisoners;
- Maintains accurate records of jail operations;
- Oversees the maintenance of the jail facility and equipment within, including but not limited to routine maintenance of the Livescan and Data Master Breathalyzer systems; coordinates the security, maintenance, and cleanliness of the jail;
- Reviews crime reports taken at the front desk for legal elements, accuracy, and completeness;
- Responds to complaints and conducts initial investigations;
- Recommends improvements to the jail operations and jail manual as appropriate.

Property

- Supervises daily operation of the Property Room;
- Oversees the maintenance of the property facility and equipment within;
- Monitors safety and security of the Property Room and staff;
- Ensures compliance with applicable Federal, State, and Local laws and ordinances;

- Supervises the destruction of narcotics, drugs, and firearms not returned to the owners;
- Prioritizes and assigns work to staff; resolves procedural and work related problems;
- Recommends improvements to Property Room operations.
- Supervises Motor Transport and Court Liaison personnel.

Police Records

- Supervises the daily operation of the Records Division relative to coding, data entry, maintenance, retrieval, purging, sealing, scanning and storing of police records and reports such as crime, arrest, and accident reports;
- Makes recommendations for recordkeeping policies, procedures and systems to improve operations and ensure compliance with new and existing laws;
- Trains staff on proper systems and procedures to ensure compliance with laws, court decisions, rules and regulations relating to the use and confidentiality of police records;
- Approves release or inspection of police reports and monitors collection of fees at public counter;
- Responds to non-routine questions and information requests;
- Compiles or verifies statistical information/reports generated from computerized system;
- Complies with court orders for subpoenaed records;
- Tests and monitors automated recordkeeping programs to ensure accuracy.

Traffic

- Directs and assigns work relating to the Parking Enforcement and crossing guard functions;
- Determines need for services;
- Inspects workstations to observe and evaluate performance;
- Handles public relations, post storage hearings and investigates claims and complaints;
- Maintains time records and logs; prepares a variety of reports;
- May occasionally perform the duties of Police Services Officer (Parking Enforcement) or Crossing Guard;
- Supervises and coordinates special events such as the Armed Forces Day Celebration & Parade and the Fourth of July Celebration.

Animal Control

- Plans, schedules, assigns, and evaluates personnel involved in enforcing ordinances and laws pertaining to animals and issues citations;
- Receives and responds to inquiries and complaints from citizens involving animals throughout the City;
- Reviews and investigates the more complex cases involving enforcement of animal control regulations requiring knowledge of court decisions or intent of the law;
- Assists and advises on the capture of animals requiring the use of a tranquilizer gun;
- Institutes necessary legal action for violations of State and City regulations;
- Inspects commercial and private kennels, pet stores, and pet and grooming shops to ensure conformance to laws and ordinances; explains violations and need for correction of poor sanitary conditions, inadequate food and over-crowded conditions;
- Maintains liaison with public law enforcement and wildlife agencies such as State Department of Fish and Game and other counties, cities, and community groups for the purpose of resolving problems including citizen complaints, level of service response time and interpretation of code sections;
- Initiates and maintains an active volunteer programs to support operations.

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:

- Requests criminal filings and appears in court when required;
- Attends division, department, and community meetings as required;
- Performs special assignments and related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a law enforcement environment in the specific area of assignment.

One year of supervisory or lead work experience is preferred.

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

License and/or Certificates

A valid California Motor Vehicle Operator's License (Class C) of the appropriate class or grade.

Complete a basic supervisory course within one year of appointment.

Incumbents assigned to Police Records must complete within one (1) year of appointment: Police Officer Standards and Training (POST) Records Supervisor Course and Public Records Act Course, CLETS Basic Course, and the CLETS Train and Trainer Course.

Incumbents assigned to Animal Control must complete within one (1) year of appointment: State Humane Association's Animal Control Law Enforcement Training Academy – Basic.

Incumbents assigned to Jail must possess:

Corrections Officer Core Course (as described in Section 1020).

Supervisory Core Course (as described in Section 181, Title 15, CCR) *within one (1) year of appointment.*

Knowledge of

- Principles of supervision, training and employee relations;
- Police procedures, rules, regulations and terminology and law enforcement codes as related to assigned functions;
- Computerized law enforcement and public safety information systems;
- Municipal codes, police policy and procedures, penal code, vehicles codes, health and safety codes and business and professional code;
- Basic English, grammar, spelling, punctuation, vocabulary, and arithmetic;
- Courtroom and hearing practices;
- Report writing techniques;
- Effective interviewing techniques;
- Effective safety principles and practices;
- City policies and procedures affecting departmental operations;
- City, Department, and Division mission, including strategic goals and objectives;
- General City operations.

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

Police Records

- Penal, government and other laws and codes pertaining to the management, reporting and dissemination of criminal and related records and other information. County and municipal ordinances and procedures relating to records, warrants, and public counter functions;
- Computerized law enforcement and public safety information systems;

- Office practices, procedures, and clerical techniques involved in classifying, indexing, processing, filing, retrieving, and controlling a large volume of records and reports;
- State mandated file purging requirements relative to police records;
- Laws pertaining to privacy and security of criminal history records and laws governing the release of crime report information under the Public Records Act to specific public agencies and the general public;
- Uses of automated data or word processing equipment utilized in records systems.

Animal Control

- State and local laws and ordinances related to animals.
- Various breeds, behaviors, habits, care, feeding and shelter of various wild and domestic animals.
- Common infectious and contagious diseases of animals, their symptoms and first aid treatment.
- Equipment and methods appropriate for wildlife abatement and control.
- Types and uses of equipment carried on an animal control vehicle for various types of field calls.
- Departmental procedures pertinent to the impoundment, treatment and sheltering of domestic and wild animals and placement of stray or abandoned animals.

Ability to

- Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work as well as training, counseling, disciplining staff and handling grievances;
- Supervise and motivate personnel in a high stress environment;
- Analyze and interpret laws, codes, ordinances and administrative rules and regulations;
- Inspire confidence in subordinate personnel and new employees in training;
- Promote cooperative team work and customer service values among employees;
- Deal constructively with conflict and develop effective resolutions;
- Quickly assess a situation and take appropriate action under stressful and emergency conditions;
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly;
- Communicate effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints;
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality;
- Understand and interpret rules, regulations and laws related to assigned function;
- Deal tactfully and effectively with the public;
- Interpret, apply and explain section related laws, codes, regulations, and policies;
- Compose, compile and maintain correspondence, special studies, statistical analyses, and reports;
- Understand and carry out oral and written directions;
- Establish and maintain effective working relationships with subordinates, coworkers, management, other city employees, public officials, employees from other agencies, and the general public;
- Operate modern office equipment, computers and software applications;
- Implement and adhere to City and department rules, regulations and policies that govern assigned services and operations;
- Learn and utilize new skills and information to improve job performance and efficiency.

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

- Use controlled substances to tranquilize or medicate animals.
- Identify and describe various types and breeds of domestic and wild animals.
- Work alone under adverse condition including dangerous locations and in proximity to sick and injured animals and irate citizens.

SPECIAL REQUIREMENTS:

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

Must be able and willing to work rotating shifts and holidays.

Must be able to successfully pass a background investigation.

Requires the ability to drive to specific locations; work outdoors and possible exposure to variable weather conditions. Frequently required to walk, stand, stoop, kneel and use arms, legs, and back to lift and or move up to 50 pounds. Requires back and leg coordination to stoop, kneel, crouch, bend and crawl. Requires use of arms to reach and carry and use of hands to operate, finger and handle objects and controls. Requires sound and visual perception and discrimination, as well as oral communications ability.

Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to accurately perceive sounds.

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 Administrative Services Manager.

ESTABLISHED/REVISED DATE:

Established Date: December 2010

Revised Date: January 2015

Revised Date: January 2017

Revised Date: November 2020

Department Review Date: November 2022

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

Honorable Members:

SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR FACILITIES SERVICES SUPERVISOR

RECOMMENDATION

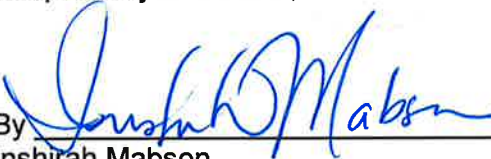
Recommendation of Human Resources Staff that your Honorable Body approve the revised class specification for Facilities Services Supervisor and forward it to the City Council for approval.

BACKGROUND AND ANALYSIS

The General Services Director requested that staff modify the Distinguishing Characteristics/Supervision Exercised/Received and Education and Experience sections of the class specification for the position of Facilities Services Supervisor. This position will now report to the Department's Administrative Services Manager and provide supervision over Custodial Staff. Additionally, this position requires two (2) years of recent paid work experience conducting custodial work.

Staff has met and conferred with the Torrance Professional and Supervisory Association (TPSA) who concurs in the recommendation that is before your Honorable Body.

Respectfully submitted,


By _____

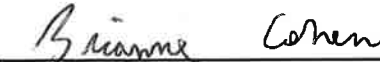
Inshirah Mabson
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Manager

NOTED:



Brianne Cohen
Civil Service Manager

Attachments: A. Revised Class Specification Facilities Services Supervisor
B. Existing Class Specification Facilities Services Supervisor

FACILITIES SERVICES SUPERVISOR

Definition

Under direction of the Administrative Services Manager, plans, organizes, and supervises the activities of Custodial Services; and does related work as required.

Distinguishing Characteristics

Distinguished from the Administrative Services Manager in that the incumbent is not responsible for the overall operation of the Administrative Services Division. Distinguished from Senior Custodian in that the incumbent is responsible for the operation of Custodial Services rather than only the supervision of a single crew.

Supervision Exercised/Received

Position will provide general supervisor to Custodial staff.

Examples of Essential Duties

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

- Plans, organizes, and supervises the work of custodial employees involved in building security, cleaning of the interiors of City buildings, and preparation of City facilities for civic and work functions;
- Ensures security of City buildings;
- Coordinates the inventory and distribution of custodial supplies and equipment;
- Coordinates the preparation of City facilities for civic, public, and special functions including furniture set-ups, procuring necessary items, and installing room decorations;
- Resolves user departments' custodial problems and complaints;
- Performs a variety of general schedule record-keeping for the processing of payroll;
- Researches, selects, and requisitions supplies, monitors work performance to ensure quality control;
- Determines need for contract services and monitors service for quality and contract compliance; oversees record keeping systems concerning supplies and labor;
- Requests electrical and other type repair work as necessary from other divisions or departments;
- Ensures custodial equipment is in working order;
- Assigns, schedules, monitors, and evaluates work;
- Prepares written reports

Knowledge of

- Efficient and effective methods of cleaning and maintaining building interiors and fixtures;
- Cleaning materials, disinfectants, and equipment used in custodial work;
- Supervisory principles and practices;
- Inventory system for custodial supplies.

Ability to:

- Coordinate and direct the preparation of City facilities for civic, public, and special functions;
- Ensuring the security of City buildings by locking City Facilities;
- Ensure division work performance meets quality standards;
- Select, requisition, and test custodial supplies and equipment;
- Estimate necessary quantities of custodial supplies and equipment;
- Respond tactfully and constructively to user department requests and complaints;
- Communicate effectively both orally and in writing;
- Prepare written reports including cost comparison reports and maintains division records;
- Effectively operates a variety of office equipment including a personal computer, calculator, telephone, copier, and facsimile machine;
- Establish and maintain effective working relationships with others;
- Supervise the work of subordinate staff including coordinating, assigning, scheduling, monitoring and evaluating work; hiring and training, counseling and disciplining staff; and processing grievances.

License or Certificates

A valid California Class 3 Driver's License.

Qualification Guidelines

Education and Experience

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

Five years of progressively responsible experience in the maintenance of building interiors in clean, orderly and secure condition, to include two years supervisory experience. It is desirable that the supervisory experience include building security and coordinating and directing the preparation of facilities for meetings and special functions.

No specific education minimum.

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 environment involving moving from one area of the office to another. Requires sufficient hand/eye coordination to perform repetitive movements necessary to operate City equipment. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Career Ladder Information

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

FACILITIES SERVICES SUPERVISOR

DEFINITION

Under direction of the General Services Director, plans, organizes, and supervises the activities of the Custodial Division; and does related work as required.

DISTINGUISHING CHARACTERISTICS

Distinguished from the General Services Director in that the incumbent is not responsible for the overall operation of the General Services Department. Distinguished from Senior Custodian in that the incumbent is responsible for the operation of the Custodial Division rather than only the supervision of a single crew.

EXAMPLE OF DUTIES

- Plans, organizes, and supervises the work of custodial employees involved in building security, cleaning of the interiors of City buildings, and preparation of City facilities for civic and work functions;
- Ensures security of City buildings;
- Coordinates the inventory and distribution of custodial supplies and equipment;
- Coordinates the preparation of City facilities for civic, public, and special functions including furniture set-ups, procuring necessary items, and installing room decorations;
- Resolves user departments' custodial problems and complaints;
- Researches, selects, and requisitions supplies, monitors work performance to ensure quality control;
- Determines need for contract services and monitors service for quality and contract compliance; oversees record keeping systems concerning supplies and labor;
- Prepares and monitors division annual budget;
- Requests electrical and other type repair work as necessary from other divisions or departments;
- Ensures custodial equipment is in working order;
- Assigns, schedules, monitors, and evaluates work;
- Prepares written reports.

MINIMUM QUALIFICATIONS

Knowledge of:

Efficient and effective methods of cleaning and maintaining building interiors and fixtures;
Cleaning materials, disinfectants, and equipment used in custodial work;
Supervisory principles and practices;
Inventory system for custodial supplies;

Ability to:

Coordinates and direct the preparation of City facilities for civic, public, and special functions;
Supervise the security of City buildings;
Ensure division work performance meets quality standards;

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Facilities Services Supervisor

Select, requisition, and test custodial supplies and equipment;
Estimate necessary quantities of custodial supplies and equipment;
Respond tactfully and constructively to user department requests and complaints;
Communicate effectively both orally and in writing;
Prepare written reports including cost comparison reports and maintains division records;
Develop an annual budget;
Establish and maintain effective working relationships with others;
Supervise the work of subordinate staff including coordinating, assigning, scheduling, monitoring and evaluating work; hiring and training, counseling and disciplining staff; and processing grievances.

LICENSE REQUIRED

A valid California Class 3 Driver's License.

EXPERIENCE

Five years of progressively responsible experience in the maintenance of building interiors in clean, orderly and secure condition, to include two years supervisory experience. It is desirable that the supervisory experience include building security and coordinating and directing the preparation of facilities for meetings and special functions.

EDUCATION

No specific minimum.

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