

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, MARCH 13, 2023
REGULAR MEETING
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER
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 Wednesday, March 8, 2023.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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 January 9, 2023, January 23, 2023, and February 6, 2023. (Minutes provided to Commission members only, copies available in the Personnel Building).

6B. Accept and File Employee Transition Report for January and February 2023.

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the months of January and February 2023.

6C. Approve the Examination for Administrative Analyst.

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Administrative Analyst examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (30%), Performance Test (30%), and Oral Interview (40%). Staff is requesting approval for a six-month eligible list.

6D. Approve the Examination for Office Assistant.

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

7. ADMINISTRATIVE MATTERS

7A. Approve Revised Class Specification for Administrative Assistant.

Recommendation of Human Resources Staff that your Honorable Body approve the revised Class Specification for Administrative Assistant and forward it to the City Council for final approval.

7B. Approve Revised Class Specification for Office Assistant.

Recommendation of Human Resources Staff that your Honorable Body approve the revised Class Specification for Office Assistant and forward it to the City Council for final approval.

7C. Approve the Reclassification of Incumbent to Systems Analyst.

Recommendation of Human Resources Staff that your Honorable Body approve the reclassification of Jennifer Vanderhoof, Information Technology Analyst assigned to the Communications and Information Technology (CIT) Department, to the classification of Systems Analyst.

7D. Consider Appeal of Removal of Name from the Building Inspector Eligible List.

Recommendation of Civil Service Staff that your Honorable Body consider the appeal of the removal of a name from the Building Inspector eligible list.

8. HEARINGS

8A. Appeal of Discipline of a Torrance Police Officer (11).

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

9. CLOSED SESSION

No Business to Consider.

10. COMMISSION ORAL COMMUNICATIONS

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, March 27, 2023 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 JANUARY AND FEBRUARY
2023**

RECOMMENDATION:

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the months of January and February 2023.

BACKGROUND/ANALYSIS:

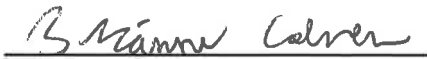
The Employee Transition Report for January and February 2023 is attached for your information and review.

Respectfully submitted,



Neyda Arechiga
Human Resources Technician

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for January and February 2023

**EMPLOYEE TRANSITION REPORT
JANUARY AND FEBRUARY 2023**

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

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Account Clerk	Finance	Accountant	Finance
Administrative Assistant	Fire	Accounting Technician	Finance
Ambulance Operator	Fire	Fire Recruit	Fire
Ambulance Operator	Fire	Fire Recruit	Fire
Ambulance Operator	Fire	Fire Recruit	Fire
Ambulance Operator	Fire	Fire Recruit	Fire
Ambulance Operator	Fire	Fire Recruit	Fire
Bus Operator	Transit	Transit Supervisor	Transit
Cable TV Announcer	City Manager's Office	Assistant Producer Writer	City Manager's Office
Fire Captain	Fire	Battalion Chief	Fire
Office Assistant	Fire	Administrative Assistant	Fire
Office Assistant	General Services	Administrative Assistant	General Services
Maintenance Worker	Public Works	Wastewater Technician	Public Works
Maintenance Worker	Public Works	Wastewater Technician	Public Works
Police Sergeant	Police	Police Lieutenant	Police
Police Sergeant	Police	Police Lieutenant	Police
Recreation Supervisor	Community Services	Senior Recreation Supervisor	Community Services
Transit Dispatcher	Transit	Transit Supervisor	Transit
Transit Equipment Attendant	Transit	Transit Senior Mechanic	Transit
Transit Senior Mechanic	Transit	Transit Fleet Services Supervisor	Transit

INTERNAL TRANSFERS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Administrative Assistant	Public Works	Administrative Assistant	Community Services
Equipment Operator	Public Works	Wastewater Technician	Public Works
Maintenance Worker	Public Works	Maintenance Worker	Community Services
Transit Equipment Attendant	Transit	Maintenance Worker	Transit

NEW HIRES

TITLE	DEPARTMENT
Accounting Technician	Finance
Administrative Assistant	Community Development
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire

NEW HIRES (CONT.)

Ambulance Operator	Fire
Ambulance Operator	Fire
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
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Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Equipment Attendant	General Services
Cable Television Announcer	City Manager's Office
Cable Television Announcer	City Manager's Office
Custodian	General Services
Fire Recruit	Fire
Fire Recruit	Fire
Fire Recruit	Fire
Fire Recruit	Fire
Fire Recruit	Fire
Fire Recruit	Fire
Fire Recruit	Fire
Fire Recruit	Fire
Fire Recruit	Fire
Fire Recruit	Fire
Information Technology Specialist	Communication & Information Technology
Information Technology Specialist	Communication & Information Technology
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Management Aide	City Manager's Office
Management Aide	City Manager's Office
Management Aide	City Manager's Office
Management Aide	Community Development
Park Ranger	Community Services
Park Ranger	Community Services
Permit Technician I	Community Development

NEW HIRES (CONT.)

Police Records Technician	Police
Police Records Technician	Police
Police Recruit	Police
Policy and Resources Specialist	Public Works
Program Leader	Community Services
Program Leader	Community Services
Program Specialist	Community Services
Program Specialist	Community Services
Program Specialist	Community Services
Program Specialist	Community Services
Relief Bus Operator	Transit
Wastewater Technician	Public Works
Water System Operator I	Public Works
Water System Operator I	Public Works
Water System Operator I	Public Works
Workers' Compensation Manager	Finance

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR ADMINISTRATIVE ANALYST

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Administrative Analyst examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (30%), Performance Test (30%), and Oral Interview (40%). Staff is requesting approval for a six-month list eligible list.

BACKGROUND/ANALYSIS:

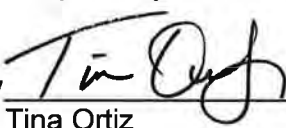
There is a current eligible list of less than five (5) names available for the classification of Administrative Analyst. There is one (1) vacancy in the Fire Department due to a resignation. Therefore, the Fire Department has requested a new recruitment to supplement the existing eligible list. Per Torrance 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. This position is utilized throughout City Departments.

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

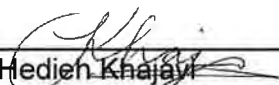
The previous examinations in 2022 and 2021 were weighted as follows: Application Review (Qualifying), Written Test (30%), Performance Test (30%), and Oral Interview (40%). There will be no change in the exam types and weights.

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

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedien Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Administrative Analyst Class Specification



ADMINISTRATIVE ANALYST

Class Code:
1330

Bargaining Unit: Torrance Professional &
Supervisory Association

CITY OF TORRANCE
Revision Date: Jan 1, 2000

SALARY RANGE

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

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

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

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

License and/or Certificate

None.

Knowledge of

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

Ability to

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

SPECIAL REQUIREMENTS:

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

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

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

ESTABLISHED/REVISED DATE:

Revised Date: January 2000
Dept. Review: March 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR OFFICE ASSISTANT

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

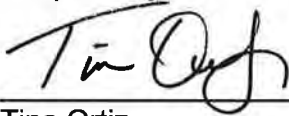
There is no current eligible list for the classification of Office Assistant. There are two (2) current vacancies in the General Services Department and Fire Department due to promotions.

Anticipating approval by your Honorable Body tonight, and the City Council at their meeting on April 11, 2023, the revised 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.

The previous examinations in 2021 and 2019 were weighted as follows: Written Test (50%), Oral Interview (50%), and Performance Test (Qualifying). Staff conducted an analysis of the previous exam components and it was determined that the knowledge and abilities required for this position can be assessed using the following weights: Application Review (Qualifying), Written Test (50%) and Oral Interview (50%).

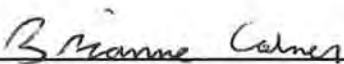
There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Office Assistant Class Specification

6D

OFFICE ASSISTANT

DEFINITION

Under immediate supervision, performs general clerical, customer service, office support required to support the ongoing operations of an assigned function, program and/or work unit; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Office Assistant is the entry level within the office and administrative support series. Incumbents perform a full range of minimal to moderately complex customer service, general clerical and/or office support duties that may require some knowledge of technical concepts and department-specific terminology within a framework of established policies and procedures. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the classification of Administrative Assistant in that incumbents in the latter classification perform more difficult and complex clerical and administrative support duties for the management, staff and operations of an assigned division; work assignments require a higher level of administrative and/or operational knowledge and experience and incumbents exercise a higher level of independent judgment and initiative.

SUPERVISION EXERCISED/ RECEIVED:

Receives general supervision from a Supervising Administrative Assistant, Senior Administrative Assistant or a designated manager; incumbents have no responsibility for the supervision of others.

EXAMPLES OF ESSENTIAL DUTIES

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

- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to City and/or departmental programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Provides front counter assistance; screens office visitors, responds to requests for information, distributes appropriate forms and instructions and/or assists visitors in locating appropriate information and materials;
- Types and proofreads a variety of routine to moderately complex materials including correspondence, forms, memos and reports using a standard format, from verbal instruction, rough draft, dictation or other source documents using a personal computer or typewriter;
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to work assignment;
- Enters data from a variety of sources into departmental and/or City-wide databases; compiles and verifies data for accuracy and completeness; inputs corrections and updates; and generates reports as scheduled and/or requested;
- Opens, sorts, and distributes incoming and outgoing mail;

- Monitors requisitions and maintains inventory of forms and office supplies for assigned area; may monitor supplies budget to ensure adequate funds balance; and may submit requests for service to maintain office equipment;
- Performs other routine clerical tasks including copying/scanning, collating and appropriately distributing a variety of documents and scheduling and setting up meeting rooms and equipment;
- Effectively operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, copier, facsimile machine, and adding machine;
- Serves as back up to other clerical positions and assists others with a variety of support assignments or special projects on an as needed basis.

Examples of Other Duties

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

- Attends division and department meetings as required;
- Serves on various committees as appropriate;
- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- On an urgent basis, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- May perform routine clerical accounting duties such as balancing and posting payments received, verifying and entering time and leave data, entering requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit;
- May assist in updating and maintaining the web page on the City's public and intra-city websites for assigned program or work unit.

QUALIFICATION GUIDELINES

Knowledge of:

- Standard office procedures and practices;
- Telephone etiquette and principles of effective public relations;
- English usage, spelling, grammar, syntax and punctuation;
- Basic principles of business correspondence and report preparation;
- Standard filing and record keeping methods;
- Operation of a personal computer and other standard office equipment .

Ability to:

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Learn and effectively apply the policies and procedures of assigned work unit;
- Maintain attention to detail in a work environment of frequent interruptions;
- Effectively operate a computer and other standard office equipment;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated;
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;
- Maintain accurate files and records;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;

- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Learn City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- Learn City and Department Mission including strategic goals and objectives;
- Learn General City operations.

LICENSE/CERTIFICATION REQUIRED

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

EDUCATION AND EXPERIENCE

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

Graduation from high school or equivalent and one (1) year of experience performing general clerical and customer service work requiring the use of a personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

SPECIAL REQUIREMENTS

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 the classification of Office Assistant may serve to meet minimum qualifications for promotion to the Administrative Assistant.

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

Honorable Members:

SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR ADMINISTRATIVE ASSISTANT


RECOMMENDATION

Recommendation of Human Resources Staff that your Honorable Body approve the revised Class Specification for Administrative Assistant and forward it to the City Council for final approval.

BACKGROUND AND ANALYSIS

During the Civil Service Commission meeting dated February 27, 2023, the Civil Service Commission expressed concern over language in the Office Assistant Class Specification that could possibly deter a candidate from applying for the position. The Civil Service Commission's concern was specifically over the language listed under the Knowledge and Abilities sections, which states a candidate should have the knowledge and ability of "Proper English. The Commission recommended that the Class Specification be revised prior to conducting the examination. The Class Specification for Administrative Assistant and Office Assistant were reviewed by Human Resources and it was determined that the language regarding grammar, spelling, and mathematics was not consistent within other clerical class specifications. Therefore, to maintain consistency with all clerical class specifications, the language has been revised.

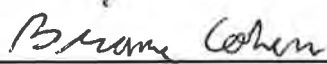
Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachments: A. Revised Class Specification Administrative Assistant
B. Existing Class Specification Administrative Assistant

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of advanced clerical and routine administrative work of a general or specialized nature in support of the operations of an assigned division or departmental function; relieves division management and professional staff of clearly defined and delegated administrative or technical detail; provides information and assistance to other City staff and the general public regarding assigned programs, policies, and procedures serves as point of contact for the division coordinating communication, information, schedules and activities, may provide training and direction to less experienced office support staff; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant is the journey level within the office and administrative support series. Incumbents perform difficult, responsible, and specialized office and administrative support duties requiring a thorough knowledge of departmental regulations, policies, and procedures within a framework of established policies and procedures. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, interacting with and handling complaints from customers, parties of interest, and the public, and in solving non-routine problems based on knowledge gained through experience.

Distinguished from the entry-level classification of Office Assistant in that incumbents perform a variety of advanced clerical and administrative duties in support of the management and operations of an assigned division or departmental function; use a higher level of administrative and/or operations knowledge and experience to perform assigned duties; and exercise a higher level of independent judgment and initiative in the performance of duties and responsibilities.

Distinguished from the Senior Administrative Assistant in that incumbents in the senior-level classification provide routine, but complex administrative and clerical support to a department head or executive manager; and may supervise or provide lead direction to departmental clerical and/or administrative support staff.

SUPERVISION EXERCISED/ RECEIVED:

Receives general supervision from a Senior Administrative Assistant, Supervising Administrative Assistant or a designated manager; incumbents may provide training and/or direction to less experienced office support staff.

EXAMPLES OF ESSENTIAL DUTIES

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

- Types, formats, edits, revises, proofreads and processes a variety of routine to moderately complex materials including correspondence, forms, memorandum, agenda items, 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.
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms 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.
- Answers phones and greets visitors; responds to general 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.
- Performs a variety of general bookkeeping and clerical accounting duties for assigned work division such as balancing and posting payments received, verifying and entering time and leave data, preparing and entering purchase requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit; may serve as custodian for petty cash fund, account expenditures and develop and maintain account activity reports.
- Opens, sorts, and distributes incoming and outgoing mail.
- Ensures that all required supplies are available and that the facility and equipment are in proper working order. Monitors, requisitions and maintains inventory of forms and office supplies for assigned division or function; monitors supplies budget to ensure adequate funds balance; and submits requests for service to maintain facilities and/or office equipment.
- 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.
- Coordinates, makes, processes and confirms transportation and accommodation arrangements for division staff arrangements; checks and processes expense claims.
- 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.
- Effectively operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, copier, facsimile machine, and adding machine.
- Serves as back up to other support positions and assists others with a variety of support assignments or special projects on an as needed basis.

Examples of Other Duties

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

- Upon request, attends meetings for the purpose of preparing minutes, notes or other documentation of actions.
- Attends division and department meetings as required.
- Serves on various committees as appropriate.

- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits.
- May coordinate the work of and provide training and technical direction to less experienced support staff.
- May assist in the preparation of the division budget and monitor budget expenditures in assigned accounts to ensure maintenance of an appropriate funds balances.
- May provide support to one or more commissions with responsibility to arrange and coordinate meetings, create meeting schedules for review and approval; post agendas, and schedules; attend, take, transcribe and properly distribute minutes and verbatim transcripts as requested.
- May provide front counter assistance; screen office visitors, respond to requests for information, distribute appropriate forms and instructions and/or assist visitors in locating appropriate information and materials.
- May update and maintain the division or department's web page on the City's public and intra-city websites.

QUALIFICATION GUIDELINES

Knowledge of:

- Standard office procedures and practices;
- Departmental policies, procedures, systems, programs and functions;
- Telephone etiquette and principles of effective public relations;
- ~~Proper written and spoken English including spelling, grammar and punctuation;~~
- ~~Business math principles;~~
- English usage, spelling, grammar, syntax and punctuation and business math;
- Principles and practices of business correspondence and report preparation;
- Basic methods of budget preparation and financial record keeping;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
- Working knowledge of a personal computer, other standard office equipment and software applications used by assigned department;
- 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:

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures and applicable federal, state, and local laws, codes and regulations;
- Maintain attention to detail in a work environment of frequent interruptions;
- Effectively operate a computer and other standard office equipment and use word processing, spreadsheet and database software applications;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated and independently prepare correspondence and memorandum from brief instructions;
- ~~Spell correctly, use proper English and accurately make basic arithmetic calculations;~~

- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;
- Establish and maintain a variety of specialized files and records;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Work independently and follow through on assignments to ensure accuracy;
- Work under pressure to meet multiple and simultaneous deadlines.

LICENSE/CERTIFICATION REQUIRED

Possession of a valid California Class C Driver License and safe driving record may be required for assignment to some positions in the classification.

EDUCATION AND EXPERIENCE

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

Graduation from high school or equivalent and three (3) years of increasingly responsible clerical and customer service experience. Specialized training in office skills and effective use of standard office software is highly desirable.

SPECIAL REQUIREMENTS

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 the classification of Administrative Assistant may serve to meet minimum qualifications for promotion to Senior Administrative Assistant or Human Resources Technician.



ADMINISTRATIVE ASSISTANT

Class Code:
1133

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Revision Date: Oct 1, 2014

SALARY RANGE

\$22.88 - \$28.56 Hourly
\$3,965.87 - \$4,950.40 Monthly
\$47,590.40 - \$59,404.80 Annually

DEFINITION:

Under general supervision, performs a variety of advanced clerical and routine administrative work of a general or specialized nature in support of the operations of an assigned division or departmental function; relieves division management and professional staff of clearly defined and delegated administrative or technical detail; provides information and assistance to other City staff and the general public regarding assigned programs, policies, and procedures serves as point of contact for the division coordinating communication, information, schedules and activities, may provide training and direction to less experienced office support staff; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Administrative Assistant is the journey level within the office and administrative support series. Incumbents perform difficult, responsible, and specialized office and administrative support duties requiring a thorough knowledge of departmental regulations, policies, and procedures within a framework of established policies and procedures. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, interacting with and handling complaints from customers, parties of interest, and the public, and in solving non-routine problems based on knowledge gained through experience.

Distinguished from the entry-level classification of Office Assistant in that incumbents perform a variety of advanced clerical and administrative duties in support of the management and operations of an assigned division or departmental function; use a higher level of administrative and/or operations knowledge and experience to perform assigned duties; and exercise a higher level of independent judgment and initiative in the performance of duties

and responsibilities.

Receives general supervision from a Senior Administrative Assistant, Supervising Administrative Assistant or a designated manager; incumbents may provide training and/or direction to less experienced office support staff.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Types, formats, edits, revises, proofreads and processes a variety of routine to moderately complex materials including correspondence, forms, memorandum, agenda items, 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;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms 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;
- Answers phones and greets visitors; responds to general 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;
- Performs a variety of general bookkeeping and clerical accounting duties for assigned work division such as balancing and posting payments received, verifying and entering time and leave data, preparing and entering purchase requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit; may serve as custodian for petty cash fund, account expenditures and develop and maintain account activity reports;
- Opens, sorts, and distributes incoming and outgoing mail;
- Ensures that all required supplies are available and that the facility and equipment are in proper working order. Monitors, requisitions and maintains inventory of forms and office supplies for assigned division or function; monitors supplies budget to ensure adequate funds balance; and submits requests for service to maintain facilities and/or office equipment;
- 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 assign;
- Coordinates, makes, processes and confirms transportation and accommodation arrangements for division staff arrangements; checks and processes expense claims;
- 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;

- Effectively operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, copier, facsimile machine, and adding machine;
- Serves as back up to other support positions and assists others with a variety of support assignments or special projects on an as needed basis.

Examples of Other Duties

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

- Upon request, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- Attends division and department meetings as required.
- Serves on various committees as appropriate;
- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- May coordinate the work of and provide training and technical direction to less experienced support staff;
- May assist in the preparation of the division budget and monitor budget expenditures in assigned accounts to ensure maintenance of an appropriate funds balances;
- May provide support to one or more commissions with responsibility to arrange and coordinate meetings, create meeting schedules for review and approval; post agendas, and schedules; attend, take, transcribe and properly distribute minutes and verbatim transcripts as requested;
- May provide front counter assistance; screen office visitors, respond to requests for information, distribute appropriate forms and instructions and/or assist visitors in locating appropriate information and materials;
- May update and maintain the division or department's web page on the City's public and intra-city websites.

QUALIFICATION GUIDELINES:

Education and Experience

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

Graduation from high school or equivalent and three (3) years of increasingly responsible clerical and customer service experience. Specialized training in office skills and effective use of standard office software is highly desirable.

License and/or Certificates

Possession of a valid California Class C Driver License and safe driving record may be required for assignment to some positions in the classification.

Knowledge of

- Standard office procedures and practices;
- Departmental policies, procedures, systems, programs and functions;
- Telephone etiquette and principles of effective public relations;
- Proper written and spoken English including spelling, grammar and punctuation;
- Business math principles;
- Principles and practices of business correspondence and report preparation;
- Basic methods of budget preparation and financial record keeping;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
- Working knowledge of a personal computer, other standard office equipment and software applications used by assigned department;

- 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

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures and applicable federal, state, and local laws, codes and regulations;
- Maintain attention to detail in a work environment of frequent interruptions;
- Effectively operate a computer and other standard office equipment and use word processing, spreadsheet and database software applications;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated and independently prepare correspondence and memorandum from brief instructions;
- Spell correctly, use proper English and accurately make basic arithmetic calculations;
- Establish and maintain a variety of specialized files and records;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Work independently and follow through on assignments to ensure accuracy;
- Work under pressure to meet multiple and simultaneous deadlines.

SPECIAL REQUIREMENTS:

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 the classification of Administrative Assistant may serve to meet minimum qualifications for promotion to Senior Administrative Assistant or Human Resources Technician.

ESTABLISHED/REVISED DATE:

Revised: October 2014

Dept. Review: June 2022

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

Honorable Members:

SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR OFFICE ASSISTANT

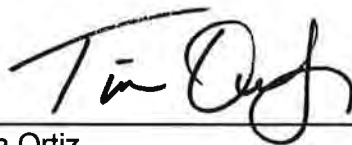
RECOMMENDATION

Recommendation of Human Resources Staff that your Honorable Body approve the revised Class Specification for Office Assistant and forward it to the City Council for final approval.

BACKGROUND AND ANALYSIS

During the Civil Service Commission meeting dated February 27, 2023, the Civil Service Commission expressed concern over language in the Office Assistant Class Specification that could possibly deter a candidate from applying for the position. The Civil Service Commission's concern was specifically over the language listed under the Knowledge and Abilities sections, which states a candidate should have the knowledge and ability of "Proper English. The Commission recommended that the Class Specification be revised prior to conducting the examination. The Class Specification for Administrative Assistant and Office Assistant were reviewed by Human Resources and it was determined that the language regarding grammar, spelling, and mathematics was not consistent within other clerical class specifications. Therefore, to maintain consistency with all clerical class specifications, the language has been revised.

Respectfully submitted,

By 

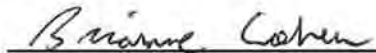
Tina Ortiz
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachments: A. Revised Class Specification Office Assistant
B. Existing Class Specification Office Assistant

OFFICE ASSISTANT

DEFINITION

Under immediate supervision, performs general clerical, customer service, office support required to support the ongoing operations of an assigned function, program and/or work unit; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Office Assistant is the entry level within the office and administrative support series. Incumbents perform a full range of minimal to moderately complex customer service, general clerical and/or office support duties that may require some knowledge of technical concepts and department-specific terminology within a framework of established policies and procedures. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the classification of Administrative Assistant in that incumbents in the latter classification perform more difficult and complex clerical and administrative support duties for the management, staff and operations of an assigned division; work assignments require a higher level of administrative and/or operational knowledge and experience and incumbents exercise a higher level of independent judgment and initiative.

SUPERVISION EXERCISED/ RECEIVED:

Receives general supervision from a Supervising Administrative Assistant, Senior Administrative Assistant or a designated manager; incumbents have no responsibility for the supervision of others.

EXAMPLES OF ESSENTIAL DUTIES

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

- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to City and/or departmental programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Provides front counter assistance; screens office visitors, responds to requests for information, distributes appropriate forms and instructions and/or assists visitors in locating appropriate information and materials;
- Types and proofreads a variety of routine to moderately complex materials including correspondence, forms, memos and reports using a standard format, from verbal instruction, rough draft, dictation or other source documents using a personal computer or typewriter;
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to work assignment;
- Enters data from a variety of sources into departmental and/or City-wide databases; compiles and verifies data for accuracy and completeness; inputs corrections and updates; and generates reports as scheduled and/or requested;
- Opens, sorts, and distributes incoming and outgoing mail;

- Monitors requisitions and maintains inventory of forms and office supplies for assigned area; may monitor supplies budget to ensure adequate funds balance; and may submit requests for service to maintain office equipment;
- Performs other routine clerical tasks including copying/scanning, collating and appropriately distributing a variety of documents and scheduling and setting up meeting rooms and equipment;
- Effectively operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, copier, facsimile machine, and adding machine;
- Serves as back up to other clerical positions and assists others with a variety of support assignments or special projects on an as needed basis.

Examples of Other Duties

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

- Attends division and department meetings as required;
- Serves on various committees as appropriate;
- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- On an urgent basis, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- May perform routine clerical accounting duties such as balancing and posting payments received, verifying and entering time and leave data, entering requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit;
- May assist in updating and maintaining the web page on the City's public and intra-city websites for assigned program or work unit.

QUALIFICATION GUIDELINES

Knowledge of:

- Standard office procedures and practices;
- Telephone etiquette and principles of effective public relations;
- ~~Proper written and spoken English including spelling, grammar and punctuation~~
- English usage, spelling, grammar, syntax and punctuation;
- Basic principles of business correspondence and report preparation;
- Standard filing and record keeping methods;
- Operation of a personal computer and other standard office equipment .

Ability to:

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Learn and effectively apply the policies and procedures of assigned work unit;
- Maintain attention to detail in a work environment of frequent interruptions;
- Effectively operate a computer and other standard office equipment;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated;
- ~~Spell correctly, use proper English and accurately make basic arithmetic calculations;~~
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;
- Maintain accurate files and records;

- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;

- Learn City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- Learn City and Department Mission including strategic goals and objectives;
- Learn General City operations.

LICENSE/CERTIFICATION REQUIRED

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

EDUCATION AND EXPERIENCE

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

Graduation from high school or equivalent and one (1) year of experience performing general clerical and customer service work requiring the use of a personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

SPECIAL REQUIREMENTS

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 the classification of Office Assistant may serve to meet minimum qualifications for promotion to the Administrative Assistant.



OFFICE ASSISTANT

Class Code:
1122

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Revision Date: Nov 1, 2014

SALARY RANGE

\$18.73 - \$23.90 Hourly
\$3,246.53 - \$4,142.67 Monthly
\$38,958.40 - \$49,712.00 Annually

DEFINITION:

Under immediate supervision, performs general clerical, customer service, office support required to support the ongoing operations of an assigned function, program and/or work unit; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Office Assistant is the entry level within the office and administrative support series. Incumbents perform a full range of minimal to moderately complex customer service, general clerical and/or office support duties that may require some knowledge of technical concepts and department-specific terminology within a framework of established policies and procedures. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the classification of Administrative Assistant in that incumbents in the latter classification perform more difficult and complex clerical and administrative support duties for the management, staff and operations of an assigned division; work assignments require a higher level of administrative and/or operational knowledge and experience and incumbents exercise a higher level of independent judgment and initiative.

Receives general supervision from a Supervising Administrative Assistant, Senior

Attachment B

Administrative Assistant or a designated manager; incumbents have no responsibility for the supervision of others.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to City and/or departmental programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Provides front counter assistance; screens office visitors, responds to requests for information, distributes appropriate forms and instructions and/or assists visitors in locating appropriate information and materials;
- Types and proofreads a variety of routine to moderately complex materials including correspondence, forms, memos and reports using a standard format, from verbal instruction, rough draft, dictation or other source documents using a personal computer or typewriter;
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to work assignment;
- Enters data from a variety of sources into departmental and/or City-wide databases; compiles and verifies data for accuracy and completeness; inputs corrections and updates; and generates reports as scheduled and/or requested;
- Opens, sorts, and distributes incoming and outgoing mail;
- Monitors, requisitions and maintains inventory of forms and office supplies for assigned area; may monitor supplies budget to ensure adequate funds balance; and may submit requests for service to maintain office equipment;
- Performs other routine clerical tasks including copying/scanning, collating and appropriately distributing a variety of documents and scheduling and setting up meeting rooms and equipment;
- Effectively operates a variety of office equipment including a personal computer, typewriter, calculator, telephone, copier, facsimile machine, and adding machine;
- Serves as back up to other clerical positions and assists others with a variety of support assignments or special projects on an as needed basis.

Examples of Other Duties

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

- Attends division and department meetings as required;
- Serves on various committees as appropriate;
- Upon request, may deliver documents and or packages on an urgent or as needed basis to locations within the City limits;
- On an urgent basis, attends meetings for the purpose of preparing minutes, notes or other documentation of actions;
- May perform routine clerical accounting duties such as balancing and posting payments received, verifying and entering time and leave data, entering requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit;
- May assist in updating and maintaining the web page on the City's public and intra-city websites for assigned program or work unit.

QUALIFICATION GUIDELINES:

Education and Experience

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

Graduation from high school or equivalent and one (1) year of experience performing general clerical and customer service work requiring the use of a personal computer and other standard office equipment; specialized training in office skills and effective use of standard office software is highly desirable.

License and/or Certificates

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

Knowledge of

- Standard office procedures and practices;
- Telephone etiquette and principles of effective public relations;
- Proper written and spoken English including spelling, grammar and punctuation;
- Basic principles of business correspondence and report preparation;
- Standard filing and record keeping methods;
- Operation of a personal computer and other standard office equipment.

Ability to

- Communicate tactfully and effectively in person and on the phone;
- Understand and follow oral and written instructions;
- Learn and effectively apply the policies and procedures of assigned work unit;
- Maintain attention to detail in a work environment of frequent interruptions;
- Effectively operate a computer and other standard office equipment;
- Accurately type a variety of documents from printed materials, rough draft and/or as dictated;
- Spell correctly, use proper English and accurately make basic arithmetic calculations;
- Maintain accurate files and records;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Shift priorities as departmental workload demands require;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Learn City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- Learn City and Department Mission including strategic goals and objectives;
- Learn General City operations.

SPECIAL REQUIREMENTS:

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 the classification of Office Assistant may serve to meet minimum qualifications for promotion to the Administrative Assistant.

ESTABLISHED/REVISED DATE:

Revised Date: October 2014

Reviewed Date: February 2023

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

Honorable Members:

SUBJECT: APPROVE THE RECLASSIFICATION OF INCUMBENT TO SYSTEMS ANALYST

RECOMMENDATION:

Recommendation of Human Resources Staff that your Honorable Body approve the reclassification of Jennifer Vanderhoof, Information Technology Analyst assigned to the Communications and Information Technology (CIT) Department, to the classification of Systems Analyst.

BACKGROUND:

The CIT Director requested a review of one Information Technology Analyst position to determine the appropriate classification level. Over time, as staffing changes occurred, the incumbent Information Technology (IT) Analyst gained additional technical knowledge, expertise, and direction exercised, and has been performing duties identified in the Systems Analyst class specification.

At their December 20, 2022 meeting, the City Council approved a reorganization of the CIT Department to better serve the City.

In reviewing the scope and level of responsibility, it was determined that an IT Analyst position be reclassified to the Systems Analyst position due to the nature and scope of her current duties. In reviewing the reporting structure, it was determined that this IT Analyst has supervision over four (4) Helpdesk Information Technology Specialists. This IT Analyst has provided guidance and training while delegating work assignments and implementing the assessment of goals and objectives in the development of these Specialists. This IT Analyst has also been a project lead for implementation, as well as system support, of hardware and software platforms utilized by different departments throughout the City. Therefore, Human Resources Staff recommends that the incumbent, Jennifer Vanderhoof, be reclassified from IT Analyst to Systems Analyst.

The Systems Analyst position is assigned to the Supervisory unit represented by Torrance Professional & Supervisory Association (TPSA), who has been advised of this action and concurs with this recommendation.

ANALYSIS:

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

Criterion #1

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

The incumbent is performing the duties and has the experience and education required of the proposed classification of Systems Analyst.

Criterion #2

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

Jennifer Vanderhoof was hired as a Programmer Assistant in 2002. She was promoted to Information Technology Specialist in 2004 and then to Information Technology Analyst in 2006. Ms. Vanderhoof has assumed over time the responsibilities and duties of the Systems Analyst classification such as being the primary support and maintaining hardware and software systems utilized throughout the City and City Departments. She has worked as a lead in implementing departmental applications and has performed updates as well as made changes to ensure the systems are functioning properly. She also supervises four (4) IT Specialists and provides oversight over the Helpdesk unit in CIT.

Criterion #3

“That the change of duties has occurred gradually over time.”

The incumbent currently performs the full range of duties as required. Ms. Vanderhoof has assumed higher-level duties and responsibilities while working in the CIT Department.

Criterion #4

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

The study revealed that the change of duties described in this report has occurred with no intent to circumvent the examination process. The incumbent duties have changed over time as the structure of the Department and the functions within the Department changed.

Criterion #5

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

The salary range for the classification of IT Analyst is \$38.13 at the first step and \$51.12 at the top step. The following chart shows the salary relationships between the existing classification and the new classification with respect to the top step.

Classification	Top Step of Information Technology Analyst	Top Step of Systems Analyst	% Difference vs. Top Step Proposed
Pay Comparison	\$51.12	\$56.38	11%

Criterion #6

“That no current eligible list exists for the new class.”

There is currently no eligible list for the classification of Systems Analyst in the CIT Department. There is a current eligible list for the classification of Systems Analyst in the Police Department, which will expire in April 2023.

SUMMARY:

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

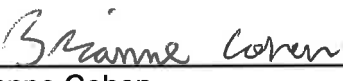
In addition, Torrance Municipal Code Section 14.2.3, Allocation of New Positions; Reallocations (Attachment D), states that Human Resources Staff, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

- Attachment:
- A) Class Specification – Information Technology Analyst
 - B) Class Specification – Systems Analyst
 - C) Policy on Transfer of Incumbent Employees without Examination
 - D) Torrance Municipal Code Section 14.2.3
 - E) CIT Department Organization Chart



INFORMATION TECHNOLOGY ANALYST

Class Code:
1525

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Oct 1, 2005

SALARY RANGE

\$38.13 - \$51.12 Hourly
\$6,609.20 - \$8,860.80 Monthly
\$79,310.40 - \$106,329.60 Annually

DEFINITION:

Under direction, performs professional and technical duties in one of the following areas: 1) Applications and Programming, 2) Network Operations, 3) IT User Support, 4) IT Network Support.

Applications and Programming supports multiple computer application subsystems including system analysis, computer program implementations, support and maintenance of subsystems, enhancement of ongoing systems, and development of computer logic flowcharts for analysis and integration into a computer program.

Network Operations maintains, tests, monitors, troubleshoots and provides "on-call" technical support of the City's Local and Wide Area Networks (LANs and WANs), and all related network software and hardware.

IT User Support supervises staff and coordinates the installation, testing, implementation, and maintenance for all reported IT hardware and software problems, or system problems and training.

IT Network Support coordinates the maintenance, testing, monitoring, security and troubleshooting for all centralized server IT hardware and software.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Attachment A

Distinguished from Systems Analyst in the level and complexity of the systems and projects assigned, the scope of work performed, and the assigned area of responsibility. Assignments at this level are generally limited in scope and are set within procedural frameworks established by higher level positions. Work requires the incumbent to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results.

Receives direction from Systems Analyst or management staff. May provide direct supervision to Information Technology Specialist staff.

EXAMPLES OF ESSENTIAL DUTIES:

The following describes the principal responsibilities and functions; however, they may vary depending upon assignment, and are not all-inclusive.

- Assist in the analysis of client requirements for new and existing systems, makes subsequent recommendations, and designs appropriate systems to improve automation of City processes and client productivity.
- Plans and conducts training sessions for users and CIT staff as needed.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide the highest level of customer service to our users.
- Maintains up-to-date, accurate maintenance records of all information technology and network components and an inventory of all system hardware and software including charges for labor and parts.
- Implements, maintains, and updates backup and recovery programs to ensure system recovery can be achieved in the event of a serious failure, to include backing up and storing of backup storage data medium as required by department and legal standards.

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

Applications and Programming

- Prepares specifications for revision of existing computer programs, including operating procedures for users and computer operating personnel.
- Prepares test materials for each program and reviews the results.
- Analyzes problems and prepares concept design specifications for existing system; trouble-shoots existing and new program applications.
- Researches, recommends and implements application upgrades, enhancements, and required modifications to keep current and meet the end-user needs.
- Prepares detailed documentation and flow charts.

Network Operations

- Maintains and configures Local Area Networks (LANs) and Wide Area Networks (WANs) utilizing various network management applications and common industry diagnostic tools and technologies;
- Acts proactively and reactively to monitor network activity, in order to maintain optimum performance, minimize down-time, and insure optimum network performance and security.
- Installs, configures and maintains network equipment such as, but not limited to, routers, switches, hubs, and other related equipment and cabling schemes.

IT User Support

- Plans and directs the work of staff. Instructs, assigns, plans and reviews work, coordinates activities, maintains standards, allocates personnel and provides input on performance evaluations. Assists in the selection of new employees, acts on employee problems, recommends and implements employee discipline.
- Provides training, advice and assistance as needed.
- Handles non-routine or complex installation, testing, implementation, and maintenance for all reported IT hardware and software problems, network or system problems and training.
- Provides technical user support and training.
- Monitors computer activity to maintain optimum performance.
- Performs regular security audits, to safeguard equipment and system.
- Manages and administers user passwords.

IT Network Support

- Handles non-routine or complex maintenance, testing, monitoring, security and troubleshooting and technical support for all centralized and server IT hardware and software.
- Administers and maintains email accounts, internet access, and server room.
- Monitors computer use activity to maintain optimum performance.
- Performs security audits to safeguard equipment and system.
- Assists in the research of new technical solutions to improve the City's network functions.
- When assigned as supervisor, coordinates day-to-day operations including assignment of work, training, advice and assistance as needed.

Examples of Other Duties

The following are duties generally performed by incumbents in this position but are not considered to be the principal job duties:

- May serve as project leader for user or department specific information technology or network requirements.
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

An Associate's degree in Data Processing or Computer Sciences or a Certificate in Data Processing;

Applications and Programming:

Three years of progressively responsible information technology experience consisting of systems design, program design, coding, testing, implementing and documenting business application systems currently in use by the City.

Network Operations:

Three years of journey level related experience LAN/WAN and telecommunications in an information technology organization with at least two years of professional technical experience working with network operations and equipment currently in use by the City.

IT User Support:

Three years of journey level related experience in technical computer support with at least two years of professional technical experience working with computer equipment and software currently in use by the City.

IT Network Support:

Three years of journey level experience in computer support with at least two years of professional technical experience working with computer equipment and network software currently in use by the City.

Licenses and/or Certificates

Must possess and maintain an appropriate California driver's license. Professional certification in applications, hardware and systems used by the City is highly desirable.

Knowledge of

- Data modeling, process modeling, form design, and control procedures.
- Project organization necessary to achieve objectives, controls resources, and report status.
- Data input methods and control techniques used for computer processing.
- Proper English usage, spelling, grammar and punctuation.
- Federal, State, County, and Municipal laws, regulations, rules, policies, and procedures pertaining to department operations.
- General City operations.
- LAN, WAN, Internet, and Intranet networking characteristics, protocols, technologies, applications, and integration concepts;

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

Application and Programming

- Computer systems and applications.
- Computer programming and control languages currently in use by the City of Torrance.
- Database organization, access, and retrieval techniques.
- Principles of conducting a business system analysis, design, and specifications including the analysis of office procedures, equipment and methods.
- Forms design and report layouts.
- Application and data security.

Network Operations

- Contemporary network environments, hardware platforms, topologies and operating structures, and related equipment and tools;
- Current Federal, State and local legislation pertaining to network technology;
- Routing, switching and hub concepts, circuit and packet switching, broadcast vs. collision domains, network address translation and configurations, and firewall technology;
- Network traffic variances, performance parameters, traffic collisions, packet types and network security/privacy procedures.

IT User Support

- Computer integration to communication devices, control systems, and other computerized devices.
- Computer security, software flaws, and patches.
- Helpdesk technologies.

IT Network Support

- Computer integration to communication devices, control systems, and other computerized devices.
- Computer security, software flaws, and patches.
- Centralized computer hardware design, fault tolerance, and capacity planning.

Ability to

- Understand and carry out complex oral and written instructions; comprehend and make inferences from written material.
- Anticipate problems, develop solutions, to implement a plan of action; reason both logically and creatively.
- Follow-through on assignments including providing feedback and continual refinement.
- Exercise independent action and judgment within established guidelines.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Perform several tasks simultaneously, prioritize and meet deadlines.
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.
- Communicate effectively orally and in writing.
- Deal tactfully and effectively with the public.

SPECIAL REQUIREMENTS:

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

Requires the ability to perform data or information entry into a keyboard device and the ability to remain in a sitting position for extended periods of time. Also requires some walking and climbing, some lifting and carrying objects of moderate weight (up to 50 pounds) and/or the operation of vehicles or tools in which manipulative skills and sufficient hand/eye coordination to perform semi-skilled repetitive movements are used. Tasks require sound and visual perception and discrimination. Tasks are regularly performed without exposure to adverse environmental conditions.

Must be available to respond emergency call outs during and after normal work hours.

CAREER LADDER INFORMATION:

Experience gained in this classification in addition to training and course work may serve to meet the qualification guidelines for Systems Analyst, Information Technology Manager or Communications Manager.

ESTABLISHED/REVISED DATE:

Revised Date: October 2005
Reviewed Date: May 2019



SYSTEMS ANALYST

Class Code:
3458

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Mar 1, 2008

SALARY RANGE

\$46.39 - \$56.38 Hourly
\$8,040.93 - \$9,772.53 Monthly
\$96,491.20 - \$117,270.40 Annually

DEFINITION:

Under direction, performs advanced system analysis and design, analysis of functional and conceptual work-flow procedures and conversion into requirement specifications, development of solutions ranging from routine to complex, design and procedure documentation, and trains system users in one of the following areas:

Applications and Programming: supports computer application systems and subsystems.

Network Operations: supports Local and Wide Area Networks and related network software and hardware.

IT User Support: coordinates and performs support activities related to computer installation, Helpdesk problems and training.

IT Network Support: coordinates and performs support activities related to the centralized server IT hardware and software.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Systems Analyst is distinguished from the Division Manager in that the incumbent does not have responsibility for an entire Division; and distinguished from the Information Technology Analyst by the level and complexity of the systems and projects assigned and for supervisory responsibility of lower level staff. As experience accrues, incumbents may act as a Project Lead in the development of complex projects and are expected to bring projects to conclusion. Work is reviewed intermittently while in progress and upon completion for overall results. Work may require the development of recommendations consistent with directives, policies and regulations.

Receives direction from higher level department and/or management staff and may provide supervision to lower level staff.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Confers with user department personnel to ascertain specific design requirements;
- Coordinates joint activities of project teams, consisting of city staff and vendors, in implementing and maintaining systems;
- Provides guidance for significant project phases such as planning, design, or testing;
- Provides problem analysis support to diagnose and remedy problems in operating procedures, hardware and system software;
- Conducts detailed systems analysis and design studies and prepares concept and design specifications for functional sub-systems;
- Establishes and reviews procedures and evaluates new or revised technology solutions to ascertain that standards are being maintained;
- 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 and implementing employee discipline. Providing training, advice and assistance as needed;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

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

Applications and Programming

- Prepares specifications for revision of existing computer programs, including operating procedures for users and computer operating personnel;
- Research, plan and implement new departmental applications and technologies;
- Prepares test material for each program and reviews the results;
- Analyzes problems and prepares concept design specifications for existing system; trouble-shoots existing and new program applications;
- Researches, recommends and implements applications upgrades, enhancements, and required modifications to keep current and meet the end-user needs;
- Prepares detailed documentation and flow charts;
- Develop custom statistical summary reports utilizing systems currently in use by the City (such as: Access, SQL, and/or Crystal reports. Database Management Systems (DBMS) import and export techniques.

Network Operations

- Maintains and configures Local Area Networks (LANs) and Wide Area Networks (WANs) utilizing various network management applications and common industry diagnostic tools and technologies;
- Acts proactively and reactively to monitor network activity, in order to maintain optimum performance, minimize down-time, and insure optimum network performance and security;
- Installs, configures and maintains network equipment such as, but not limited to, routers, switches, hubs, and other related equipment and cabling schemes.

IT User Support

- Handles non-routine or complex installation, testing, implementation, and maintenance for all reported IT hardware and software problems, network or system problems and training;
- Provides technical user support and training;
- Monitors computer activity to maintain optimum performance;
- Performs regular security audits to safeguard equipment and system;
- Manages and administers user passwords.

IT Network Support

- Handles non-routine or complex maintenance, testing, monitoring, security and troubleshooting and technical support for all centralized and server IT hardware and software;
- Administers and maintains email accounts, internet access, and server room;
- Monitors computer use activity to maintain optimum performance;
- Performs security audits to safeguard equipment and system;
- Assists in the research of new technical solutions to improve the City's network functions.

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.

- Serves as project leader responsible for systems analysis and design for a complex or broad functional application;
- Facilitates joint business or technical staff analysis and design working sessions;
- Prepares annual operational budgets, authorizes expenditures, forecasts inventory replacement funding, and drafts capital projects and program modifications;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

An Associate's degree in Data Processing or Computer Sciences or a Certificate in Data Processing and;

Applications and Programming: Five years of progressively responsible information technology experience consisting of systems design, program design, coding, testing, implementing and documenting business application systems currently in use by the City.

Network Operations: Five years of journey level related experience LAN/WAN and telecommunications in an information technology organization with at least two years of professional technical experience working with network operations and equipment currently in use by the City.

IT User Support: Five years of journey level related experience in technical computer support with at least two years of professional technical experience working with computer equipment and software currently in use by the City.

IT Network Support: Five years of journey level experience in computer support with at least two years of professional technical experience working with computer equipment and network software currently in use by the City.

License and/or Certificates

Must possess and maintain an appropriate California driver's license. Professional certification in applications, hardware and systems used by the City is highly desirable.

Knowledge of

- Flow charting, data and process modeling, traffic analysis, form design, and control and measurement procedures;
- Research techniques, methods, procedures and reporting methods;
- Data input methods and control techniques used for computer processing;
- Mainframe, minicomputers, personal computer, LANS, and WANS;
- Application security and privacy techniques;
- Methods of structured systems analysis and design, and information engineering;
- Proper English usage, spelling, grammar and punctuation;
- City policies and procedures affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City Operations;
- Applicable local, State and Federal laws and regulations;
- Project organization necessary to achieve objectives, controls resources, and report status;
- LAN, WAN, Internet, and Intranet networking characteristics, protocols, technologies, applications, and integration concepts;
- Principles and application of statistical methods;
- Principles and practices of personnel management and supervision;
- Facilitation of work groups and design teams.

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

Application and Programming

- Computer systems and applications;
- Data base organization access and retrieval techniques;
- Principles of conducting a business system analysis, design, and specifications including the analysis of office procedures, equipment and methods;
- Forms design and report layouts;
- Application and data security.

Network Operations

- Contemporary network environments, hardware platforms, topologies and operating structures, and related equipment and tools;
- Current Federal, State and local legislation pertaining to network technology;
- Routing, switching and hub concepts, circuit and packet switching, broadcast vs. collision domains, network address translation and configurations, and firewall technology;
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- Helpdesk technologies.

IT Network Support

- Computer integration to communication devices, control systems, and other computerized devices;
- Computer security, software flaws, and patches;
- Centralized computer hardware design, fault tolerance, and capacity planning.

Ability to

- Understand and carry out complex oral and written instructions;
- Analyze, interpret and present research findings to prepare design specifications;

- Conceive and develop a variety of solutions to functional problems and transform abstract ideas to easily understood procedures;
- Develop data and process models using structured analysis and design, and information engineering techniques;
- Produce written documents in the English language with clearly organized thoughts with proper sentence construction, punctuation, and grammar.
- Comprehend and make inferences from written material;
- Utilize industry standard diagnostic and management tools;
- Communicate orally in the English language with customers, clients, and the public in face-to-face, one-on-one and group settings;
- Review and check the work products of others to ensure conformance to standards;
- Anticipate problems, develop solutions, and implement a plan of action; reason both logically and creatively;
- Follow-through on assignments including providing feedback and continual refinement;
- Exercise independent action and judgment within established guidelines;
- Learn and utilize new skills and information to improve job performance and efficiency;
- Perform several tasks simultaneously, prioritize and meet deadlines;
- Maintain confidentiality and exercise sound judgment;
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.

SPECIAL REQUIREMENTS:

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

Requires entering of data or information into a keyboard device and the ability to remain in a sitting position for extended periods of time. Also requires some walking and climbing, some lifting and carrying objects of moderate weight (up to 50 pounds) and/or the operation of vehicles or tools in which manipulative skills and sufficient hand/eye coordination to perform semi-skilled repetitive movements are used. Tasks require sound and visual perception and discrimination. Tasks are regularly performed without exposure to adverse environmental conditions.

CAREER LADDER INFORMATION:

Experience gained in this classification, in addition to training and course work, may serve to meet the qualification guidelines for Information Technology Manager, Communications Manager, or Communications and Information Technology Director.

ESTABLISHED/REVISED DATE:

Revised Date: March 2008

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

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

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

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

Torrance Municipal Code

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

(Amended by O-3486)

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

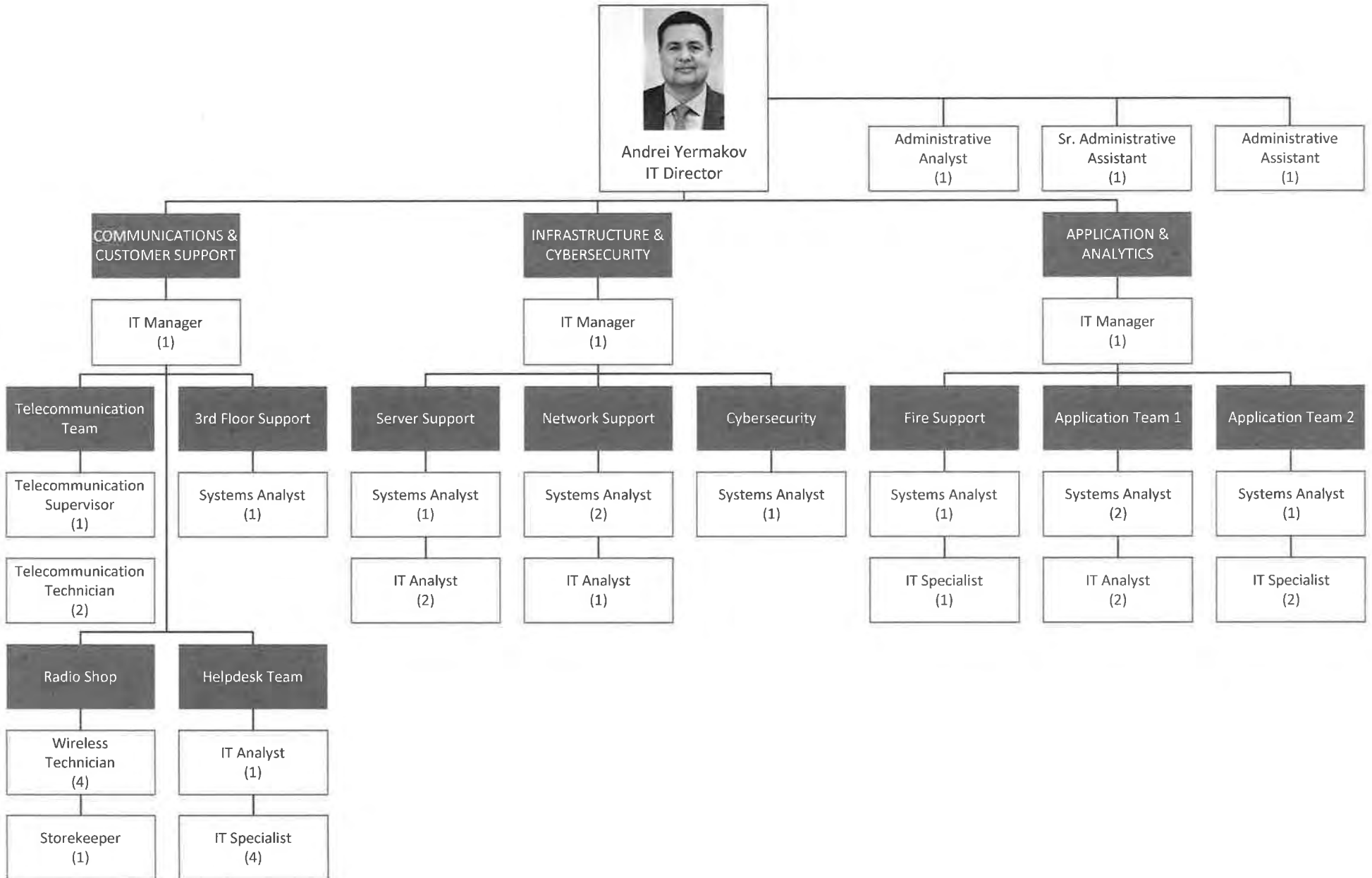
- a) Any employee shall have the right to the consideration of any request he may have with respect to a change in the classification of his position. He shall submit his request in writing to his department head, who shall make recommendations and comments as to what action should be taken. The request,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

CITY OF TORRANCE

Organizational Chart

Communications & Information Technology

Attachment E



Honorable Chair and Members of
the Civil Service Commission
City Hall
Torrance, CA 90503

Honorable Members:

SUBJECT: CONSIDER APPEAL OF REMOVAL OF NAME FROM THE BUILDING INSPECTOR ELIGIBLE LIST.

RECOMMENDATION

Recommendation of Civil Service Staff that your Honorable Body consider the appeal of the removal of a name from the Building Inspector eligible list.

BACKGROUND / ANALYSIS

Pursuant to Torrance Municipal Code Section 14.17.6, a candidate who "declines a permanent appointment may be stricken from the eligible list and shall be restored at the discretion of the Civil Service Commission upon written request stating reasons for the declination or for failure to respond to communication" (Attachment A).

On January 26, 2023, Civil Service promulgated the eligible list for the position of Building Inspector, which will expire on July 25, 2023. Jon Habegger placed in rank four on the eligible list.

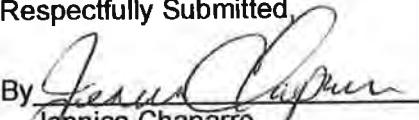
On March 01, 2023, Mr. Habegger declined a verbal conditional job offer for the Building Inspector position in the Community Development Department.

On March 02, 2023, Civil Service informed Mr. Habegger that he was being removed from the Building Inspector eligible list as a result of him declining a permanent appointment to the position and provided Mr. Habegger information regarding the right to appeal his removal from the eligible list (Attachment B).

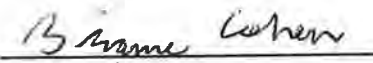
Civil Service staff received a request from Mr. Habegger dated March 06, 2023, to appeal the removal of his name from the Building Inspector eligible list (Attachment C).

The Commission's authority in this matter will be to determine if Mr. Habegger should be reinstated to the Building Inspector eligible list after declining a verbal job offer for a permanent appointment to the position.

Respectfully Submitted,

By 
Jennica Chaparro
Human Resources Analyst

CONCUR:


Brianne Cohen
Civil Service Manager

Attachment A: Torrance Municipal Code Section 14.17.6
Attachment B: Removal from Eligible List Letter, dated March 02, 2023
Attachment C: Mr. Habegger's Letter of Appeal, dated March 06, 2023

14.17.6 STRIKING FROM LIST; RESTORATION.

(Added by O-3486)

The name of any certified eligible who declines a permanent appointment may be stricken from the eligible list and shall be restored at the discretion of the Civil Service Commission upon written request stating reasons for the declination or for the failure to respond to a communication. Notwithstanding the above, if any person on the eligible list declines three (3) times, his name shall be automatically removed from the list subject to appeal to the Commission. The Commission may retain the candidate on the eligible list if it determines his continued eligibility is in the best interest of the City and would promote the availability of candidates of the highest quality and fitness.

March 2, 2023

Candidate ID: 46984437

[REDACTED]

Dear Jon,

This letter is to notify you that your name has been removed from the eligible list for the position of BUILDING INSPECTOR. Pursuant to Torrance Municipal Code Section 14.17.6, a candidate who "declines a permanent appointment may be stricken from the eligible list and shall be restored at the discretion of the Civil Service Commission upon written request stating reasons for the declination or for failure to respond to communication."

If you want to appeal this removal from the eligible list to the Civil Service Commission, please submit a written notice of appeal with the reasons why you should be restored to the eligible list within 5 business days of the date of this notice, by Thursday, March 09, 2023, at 5:30 p.m. You may submit this response by postal mail, email, or fax: City of Torrance, Civil Service Commission, ATTN: Brianne Cohen, Civil Service Manager, 3231 Torrance, CA 90503; CivilServiceCommission@TorranceCA.Gov; FAX (310) 618-2726.

If you have any questions, please contact Jennica Chaparro at (310) 618-2967 or JChaparro@TorranceCA.Gov.

Civil Service Division of the City Manager's Office
City of Torrance | 3231 Torrance Blvd | Torrance CA 90503
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ATTACHMENT B

March 6, 2023

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City of Torrance Civil Service Commission
Attn: Brianne Cohen, Civil Service Manager
3231 Torrance Blvd,
Torrance, California 90503

Dear Ms. Cohen,

I am writing to appeal the decision of the City of Torrance Civil Service Commission to remove me from the eligible list for the Building Inspector position. I would like to request that the commission restore me to the eligible list based on the following reasons.

I have a strong record of experience and qualifications that make me a highly qualified candidate for the Building Inspector position. I have worked as a contractor for the past 30 years and have received excellent performance evaluations from my previous clients. Additionally, I have completed relevant coursework and training that directly applies to the responsibilities of the position.

I would like to clarify that I am a business owner currently under contract for a job that has been delayed due to the recent weather conditions, and must fulfill my obligations to my client before I can begin working with the City of Torrance. I understand the importance of fulfilling contractual obligations and would never consider violating the terms of my agreement.

I understand the importance of the civil service process and the need to maintain fairness and impartiality in the selection of candidates. However, I believe that my removal from the eligible list was unjustified and unfairly denied me the opportunity to be considered for the position in the near future.

Therefore, I respectfully request that the City of Torrance Civil Service Commission restore me to the eligible list for the Building Inspector position, taking into consideration my contractual obligations. Thank you for your attention to this matter.

Sincerely,

Jon Habegger

ATTACHMENT C