

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, APRIL 10, 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 Thursday, April 6, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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 February 27, 2023 and March 13, 2023. (*Minutes provided to Commission members only, copies available in the Personnel Building*).

6B. Accept and File Employee Transition Report for March 2023.

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of March 2023.

6C. Approve the Examination for Administrative Assistant.

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

6D. Approve the Examination for Deputy City Clerk II.

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

6E. Approve the Examination for Lead Maintenance Worker (Trees Unit).

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

6F. Approve the Examination for Lead Ranger.

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

6G. Approve the Examination for Police Services Supervisor.

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

6H. Approve the Examination for Senior Welder.

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

6I. Approve the Examination for Storekeeper.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Storekeeper examination on an open continuous 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 Proposed Class Specification for Information Technology Manager - Applications and Analytics.

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Information Technology Manager – Applications and Analytics and forward it to the City Council for approval.

7B. Approve Proposed Class Specification for Information Technology Manager – Communications and Customer Service.

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Information Technology Manager – Communications and Customer Service and forward it to the City Council for approval.

7C. Approve Proposed Class Specification for Information Technology Manager – Infrastructure and Cybersecurity.

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Information Technology Manager – Infrastructure and Cybersecurity and forward to the City Council for approval.

7D. Approve Proposed Class Specification for Lead Ranger.

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

7E. Approve Revised Class Specification for Deputy City Attorney II.

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Deputy City Attorney II and forward it to the City Council for approval.

7F. Approve Revised Class Specification for Police Services Supervisor.

Recommendation of the Human Resources Director that your Honorable Body Approve the revised class specification for Police Services Supervisor and forward it to the City Council for approval.

7G. Approve the Reclassification of Incumbent to Administrative Assistant.

Recommendation of the Human Resources Director that your Honorable Body approve the reclassification of Marlene Hansen, Office Assistant assigned to the City Clerk’s Office, to the classification of Administrative Assistant.

8. HEARINGS

8A. Appeal of Discipline of a Police Services Officer.

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

9. CLOSED SESSION

No Business to Consider.

10. COMMISSION ORAL COMMUNICATIONS

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, April 24, 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 MARCH 2023

RECOMMENDATION:

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of March 2023.

BACKGROUND/ANALYSIS:

The Employee Transition Report for March 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 March 2023

**EMPLOYEE TRANSITION REPORT
MARCH 2023**

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

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Apprentice Relief Bus Operator	Transit	Relief Bus Operator	Transit
Assistant to the City Manager	City Manager's Office	Deputy City Manager	City Manager's Office
Fire Fighter	Fire	Fire Engineer	Fire
Fire Fighter	Fire	Fire Engineer	Fire
Fire Fighter	Fire	Fire Engineer	Fire
Fire Fighter	Fire	Fire Engineer	Fire
Human Resources Manager	City Manager's Office	Human Resources Director	City Manager's Office
Lead Maintenance Worker	Community Services	Park Services Supervisor	Community Services
Maintenance Worker	Community Services	Lead Maintenance Worker	Community Services
Maintenance Worker	Community Services	Lead Maintenance Worker	Community Services
Maintenance Worker	Public Works	Lead Maintenance Worker	Community Services
Public Safety Dispatcher	Police	Public Safety Communications Supervisor	Police
Relief Bus Operator	Transit	Bus Operator	Transit
Senior Business Manager	Police	Administrative Services Manager	Police
Senior Custodian	General Services	Facilities Services Supervisor	General Services
Transit Equipment Attendant	Transit	Transit Senior Mechanic	Transit

NEW HIRES

TITLE	DEPARTMENT
Box Office Attendant	General Services
Bus Operator	Transit
Bus Operator	Transit
Bus Operator	Transit
Bus Operator	Transit
Custodian	General Services
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Police Records Technician	Police
Recreation Supervisor	Community Services
Sanitation Equipment Operator	Public Works
Traffic Signal Technician	Public Works

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR ADMINISTRATIVE ASSISTANT

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Administrative Assistant. There is currently one (1) vacancy due to an upcoming retirement in the City Manager's Office. This position is utilized throughout City Departments.

Anticipating approval by 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 the attached Class Specification.

The examination in 2021 was weighted as follows: Application Review (Qualifying), Written Test (25%), Performance Test (25%) and Oral Interview (50%). In 2022 the examination weights were as follows: Application Review (Qualifying), Written Test (40%) and Oral Interview (60%). There will be no change in the exam types and weights.

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

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Administrative Assistant Class Specification (Pending Approval of April 11, 2023 Council Item)

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.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR DEPUTY CITY CLERK II

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Deputy City Clerk II. There is one vacancy due to resignation.

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

The previous examination in 2019 and 2018 were weighted as follows: Application Review (Qualifying), Written Test (30%), Writing Exercise (30%), and Oral Interview (40%). For this examination process there will be a change to the exam components. The written test will not be administered since the level of expertise can be better assessed through the performance test.

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) Deputy City Clerk II Class Specification



CITY CLERK II, DEPUTY

Class Code:
1125

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Aug 1, 2017

SALARY RANGE

\$33.29 - \$46.95 Hourly
\$5,770.27 - \$8,138.00 Monthly
\$69,243.20 - \$97,656.00 Annually

DEFINITION:

Under direction, plans, organizes and manages the Legislative and Elections Management or the Citywide Records Management sections of the City Clerk's Office; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is the supervisory/senior level in the series and is distinguished from the Deputy City Clerk III in that the incumbent is primarily responsible for supervising a functional unit of the City Clerk's Office not the overall daily operation of the department. This classification is distinguished from lower level administrative support positions by a higher level of administrative knowledge and experience required for successful performance of the full range of assigned duties; supervisory and/or lead responsibility for clerical and/or administrative staff; a greater complexity of work assignments; a higher level of independent judgment and initiative exercised in the performance of assignments; and a potential for greater impact of erroneous decisions on operating costs and schedules of a City department.

Receives direction from the Deputy City Clerk III and the City Clerk. Exercises direct supervision over assigned office support positions.

EXAMPLES OF ESSENTIAL DUTIES:

ATTACHMENT A

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

- *The following duties represent the principal job duties; however, they may vary depending upon actual assignment and are not all-inclusive;*
- Supervises staff including instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed;
- Organizes, plans, and oversees the day-to-day operations of an assigned section;
- Assists with functions performed by line staff as necessary to maintain adequate service levels;
- Participates in the development of related goals, objectives, policies, and procedures;
- Determines section training needs, develops, implements and coordinates training programs for assigned personnel and oversees training of new staff;
- Institutes procedures to ensure accuracy; modifies or recommends modifications to systems or processes to improve accuracy and efficiency;
- Ensures operations are maintained within established budget, and directs the allocation of resources to accomplish objectives;
- Receives and responds to difficult or complex customer service inquiries and complaints;
- Responds to non-routine inquiries and information requests, and provides assistance to department personnel regarding section activities and procedures;
- Makes recommendations and implements changes of policies, procedures and systems to improve operations and ensure compliance with new and existing laws;
- Performs research, data gathering and analysis for written reports to the City Clerk, City Manager and City Council, and performs specialized research of Council legislative history;
- Represents the City in contacts with citizen groups, boards, commissions, governmental officials and the public;
- Serves as a public notary for City documents; signs warrants; attests to agreements, contracts and various other documents.

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

Records Management

- Plans, organizes and oversees the city-wide records management program and document imaging system;
- Coordinates records retention, off-site retrieval of records, and destruction of records with city departments, in accordance with legal requirements and records management policies and procedures;
- Responds to complex and difficult requests including Public Records Act requests and requests of a sensitive and confidential nature, such as subpoenas;
- Acts as well as requests for records and information from other departments;
- Oversees the implementation and maintenance of computer databases for records retrieval and conducts workshops and produces informational pieces on use of systems; informs and provides the public with new methods of obtaining public information;
- Directs and supervises records and imaging activities;
- Trains department staff in software use, retrieval procedures and records management policies and procedures;
- Monitors expiration dates of ongoing documents;
- Coordinates municipal code codification of all adopted ordinances, procedures for recordation, and processing of deeds, easements, and charter amendments.

Legislative & Elections

- Coordinates and supervises the agenda review process including review of the agenda and agenda reports for compliance with internal procedures, local policies and state law;

- Coordinates and supervises agenda follow-up including preparation of official resolutions, ordinances, minutes, codification of the municipal code, official letters from the council, council report referrals, and legislative history databases;
- Writes procedural manuals, trains employees and the public on access to public information and holds workshops for candidates, committee members, commissioners and employees;
- Performs research, data gathering and analysis for written reports and performs specialized research of Council legislative history;
- Assists the City Clerk in the preparation and execution of municipal elections;
- Assists City Clerk with Codification of the City's Municipal Code.

Examples of Other Duties

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

- Attends department, City Council and Commission meetings, as required;
- Serves on various committees, as appropriate;
- Attends trainings and certification programs;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

EDUCATION AND EXPERIENCE:

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

Graduation from a college or university with a Bachelor's degree in Public Administration, Business Administration, or a related field; and three years of increasingly responsible experience in a City Clerk's Office or in a similar government setting which included coordinating a comprehensive records management program involving the maintenance, retention and disposition of a wide variety of records; or an equivalent combination of related education and experience may be substituted.

One year of experience in a supervisory or lead capacity is preferred.

LICENSES AND CERTIFICATIONS

Possession of a valid Class C California Driver's License and a safe driving record.

A valid Notary Public License must be obtained prior to the completion of the probationary period and maintained thereafter.

Designation as a Certified Municipal Clerk (CMC) and/or Certified Records Manager (CRM) is highly desirable.

Knowledge of:

- Laws, regulations, policies and procedures governing the legislative and public records functions of municipalities including the Brown Act, the Maddy Act, the Elections Code, the Fair Political Practices;
- Code (FPPC), the Public Records Act, Notary Public regulations, other government codes, municipal and policies and procedures, and the City Charter;
- Legal requirements of local, state and federal laws relating to records retention and destruction;
- Principles, practices and procedures of automated and manual records management, retrieval and storage including micrographics, electronic imaging, automated

- information retrieval systems and computer systems and software related to maintaining municipal records;
- Principles of leadership, supervision and training;
- Principles of project management;
- Software applications currently in use by the City, including records management, word-processing, spreadsheet and database applications;
- Modern office procedures, and document preparation for optical scanning of records;
- Business correspondence and report preparation, proper written and spoken English including spelling, grammar and punctuation;
- Customer service principles and practices;
- City and Department Mission statements including strategic goals and objectives;
- Applicable local, State and Federal regulations, City codes, ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- General City operations.

Ability to:

- Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work as well as training, counseling, disciplining staff and handling grievances;
- Interpret, apply and explain general administrative and departmental policies and procedures, applicable federal, state, and local laws, codes, and regulations;
- Implement and adhere to City and department rules, regulations and policies that govern assigned services and operations;
- Analyze, identify and correct problems in records management;
- Design and develop accurate record keeping systems;
- Deal constructively with conflict and develop effective resolutions;
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly;
- Respond tactfully, clearly, concisely, and appropriately to inquiries from coworkers, management, other City employees, public officials, representatives from other agencies, and the general public;
- Establish and maintain effective working relationships with subordinates, coworkers, management, other city employees, public officials, employees from other agencies, and the general public;
- Communicate effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints;
- Maintain a friendly and pleasant attitude and deal tactfully, politely and effectively with Council members, Commissioners, senior staff, employees, retirees and the general public;
- Act independently, follow through to ensure accuracy, exercise sound judgment within established guidelines and maintain confidentiality;
- Compose, compile and maintain correspondence, special studies, statistical analysis, and prepare and edit reports;
- Plan and organize information in a manner that facilitates understanding by employees and the public;
- Use proper English grammar and spell correctly;
- Communicate effectively both orally and in writing;
- Understand and carry out complex oral and written instructions;
- Operate office equipment including computers and supporting word processing, spreadsheet, database applications, and specialized programs related to department operations;
- Lift and carry moderate to heavy objects;
- Learn and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS:

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

Physical Requirements

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and often under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to lift and carry objects weighing up to 35 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to twenty feet with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, and to kneel and/or crouch to retrieve files and other items.

Work Environment

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

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Deputy City Clerk III.

ESTABLISHED /REVISED DATE:

Re-Titled/Revised Date: May 2015
Re-Titled/Revised Date: August 2017
Dept. Review Date: March 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR LEAD MAINTENANCE WORKER (TREES UNIT)

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Lead Maintenance Worker (Trees Unit). There is one (1) current vacancy within the Public Works Department due to a separation.

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

The previous examination in 2021 was weighted as follows: Application Review (Qualifying), Performance Test (40%), and an Oral Interview (60%). Staff conducted an analysis of previous exam components, and it was determined that the knowledge and abilities required for this position can be assessed using the following weights: Application Review (Qualifying), Performance Test (30%), and Oral Interview (70%).

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

Respectfully submitted,

By 
Anaïd Navarro
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Lead Maintenance Worker Class Specification



MAINTENANCE WORKER, LEAD

Class Code:
5610

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Mar 1, 2009

SALARY RANGE

\$22.98 - \$27.96 Hourly
\$3,983.20 - \$4,846.40 Monthly
\$47,798.40 - \$58,156.80 Annually

DEFINITION:

Under general supervision, assists, leads, instructs, directs and monitors the work of a small crew engaged in the maintenance and repair of parks, parkways, medians, trees, recreational and park facilities and City properties; and in the construction, repair and maintenance of City streets; develops and maintains a variety of time and materials records and reports; and performs related work as required in one of the following areas:

- **Park Services:** Leads, instructs, assists, and ensures the safety of a small crew engaged in the care and maintenance of landscape activities or the installation, maintenance and repair of City park facilities and equipment within assigned City parks, and oversees and assists with the inspection, maintenance and basic repair of irrigation systems and park and recreational facilities and equipment.
- **Streetscape:** Leads, instructs, assists, and ensures the safety of a small crew engaged in the care and maintenance of landscape and trees on assigned City medians and parkways; oversees and assists with the calibration, maintenance and basic repair of irrigation systems at those sites; and plans and establishes traffic safety patterns to ensure the safety of the crew and the public.
- **Street Operations:** Leads, instructs, assists and ensures the safety of crews engaged in the construction, repair and maintenance of City streets, sumps and ditches; and performs a variety of skilled construction, maintenance and/or trades work; transports and safely operates a variety of vehicles, tools and complex equipment.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is the lead classification within the Maintenance Worker series. Incumbents in this classification are distinguished from the Maintenance Worker by the responsibility for crew leadership and the safety of assigned work sites; the ability to perform the full range of duties and tasks related to area of assignment; greater complexity of work assignments; a higher level of independent judgment and initiative exercised in the

performance of assignments; and the potential impact of erroneous decisions on worker and public safety and operating schedules.

This classification is distinguished from the classifications of Parks Services Supervisor and Public Works Supervisor as these classifications have full supervisory responsibility for the performance of multiple crews engaged in the work of their work division; while the Lead Maintenance Worker has responsibility for the leadership of an assigned crew and job site safety; full supervisory responsibility for crew performance remains with the division supervisor.

Receives general supervision from the Public Works Supervisor or a Park Services Supervisor; may provide technical supervision to Maintenance Worker.

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.

- Leads, instructs and assists an assigned crew engaged in the maintenance and repair of parks, parkways, medians, trees, recreational and park facilities and City properties or in the construction, repair and maintenance of City streets, sumps and ditches;
- Confers with supervisor relative to crew member performance and on deviations from work schedules or assignments;
- Safely transports and operates a variety of vehicles, equipment, and hand and/or power tools related to area of assignment;
- Cleans, greases and visually inspects assigned equipment daily to ensure safe operation;
- Conducts pre and post trip inspection on assigned equipment and tools; reports the need for mechanical maintenance and repair to the supervisor;
- Oversees field maintenance of tools and equipment;
- Develops and maintains time and materials records and prepares periodic and special reports;
- Organizes worksite to ensure availability of needed tools, equipment and materials and to ensure job site safety;
- Responds to requests and inquiries received from the general public and refers for more in-depth responses, as appropriate.

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

Park Services

- Leads, instructs and assists an assigned crew engaged in the planting, cultivation, and maintenance of trees, shrubs, ground cover and grass in assigned City parks and in the inspection, maintenance and basic repair of park and recreational facilities and equipment;
- Oversees and assists a variety of grounds maintenance activities including, mowing, edging, cultivating, planting, and fertilizing lawns and landscaped areas; and the staking of trees as necessary;
- Identifies need for pest, disease and weed control; may assist with the application of pesticides by assisting a certified applicator or makes referral for appropriate treatment;
- Directs and/or Installs, maintains and repairs water lines, irrigation and sprinkler systems; changes and adjusts heads and calibrates automatic control systems.

Streetscape

- Leads, instructs and assists an assigned crew engaged in the planting, cultivation, and maintenance of trees, shrubs, ground cover and grass on assigned City medians and parkways;

- Identifies need for pest, disease and weed control; may assist with the application of pesticides by assisting a certified applicator or makes referral for appropriate treatment;
- Prepares trees for removal, removes roots and stumps using a stump grinding machine;
- Operates all power equipment necessary to perform tree trimming/landscape operations including: aerial truck, chipper, root grinder, stump grinder, backhoe, skip loader, water truck, and chain saws;
- Uses axes, power or hand saws and other basic trimming tools to prune trees, remove limbs and branches;
- Responds to emergency calls for tree removal and trimming, and takes appropriate action;
- Calibrates, maintains and performs basic repair of irrigation systems at assigned job sites; refers as appropriate for specialized repair;
- Plans and establishes traffic safety patterns, setting up and removing signage, cones and barricades as appropriate to ensure job site and public safety.

Street Operations:

- Leads, instructs and assists an assigned crew engaged in the construction, repair and maintenance of City streets; cutting out, backfilling and compacting patching material; and rolling areas with oil, rock, asphalt and other permanent paving materials after excavations have settled to fill and holes, ditches and cracks in City streets;
- Plans and establishes traffic safety patterns, setting up and removing signage, cones and barricades as appropriate to ensure job site and public safety;
- Develops and maintains time and materials records and prepares periodic and special reports.

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:

- Conducts equipment safety training;
- Responds to emergency calls during work and may be subject to call out during non work hours;
- Performs other job-related duties as required.

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:

Formal or informal education which ensures the ability to read and write at a level necessary for successful job performance; and a minimum of three (3) years of responsible experience performing landscaping, construction and/or maintenance duties comparable to that of a Maintenance Worker that includes completion of required training and attainment of required proficiency and certifications.

License and/or Certificates

Possess and maintain a valid California Driver license of appropriate class or grade with appropriate endorsements as required by work assignment.

Park Services: California driver license class A is required for Park assignments.

Streetscape: California driver license class B is required for some of the equipment operated or hauled in this division.

Street Operations: California driver license class A is required.

Knowledge of

- Basic methods and proper and effective use of hand and power tools, materials and equipment used in maintenance, construction trades and/or gardening;
- Work safety and basic first aid practices;
- Principles of supervision;
- Basic mathematics;
- Standard departmental work procedures;
- Effective public service techniques;
- Defensive driving practices;
- City and Department Mission including strategic goals and objectives; and
- General City operations.

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

Park Services:

- Proper care and maintenance of plants, trees, grasses, flowers and shrubs;
- Park maintenance procedures;
- Modern methods, techniques, and materials used for landscaping, grounds;
- Plant pests and diseases, and methods of control and eradication;
- Water line and irrigation system installation, maintenance and repair.

Streetscape:

- Proper care and maintenance of plants, trees, grasses, flowers and shrubs including planting, pruning, shaping, trimming and maintenance methods and procedures for different tree species;
- Modern methods, techniques, materials used for landscaping, and grounds;
- Water line and irrigation system installation, maintenance and repair;
- Traffic control rules and regulations;
- Tree pruning and removal techniques;
- Common and botanical names of trees;
- Various kinds of soil preparation in planting work and the use of different kinds of fertilizers;
- Insects, parasites and fungi, and the pesticide sprays or other means for their extermination;
- Customer service principles;
- Tree trimming guidelines according to ANSI (American National Standards Institute) and ISA (International Society of Arboriculture);
- Safety guidelines according to OSHA (Occupational Safety and Health Administration);
- Safety practices related to the use of chain saws and other power tools, vehicle and equipment operation, heavy lifting, and general field operations;
- Proper use and maintenance of hand tools, power tools and equipment used in tree maintenance.

Street Operations

- Methods, terminology, tools and equipment used in street construction and repair;
- Characteristics and uses of concrete, asphalt and a variety of paving materials;
- Standard safety practices and devices used in street construction and repair projects;
- Traffic control rules and regulations.

Ability to

- Plan, schedule, inspect, monitor and assist the work of an assigned crew;
- Read and interpret plans and specifications;
- Physically perform sustained manual labor;
- Safely and skillfully operate hand tools, mechanical equipment, power tools and equipment required to complete work assignments;
- Operate vehicles with automatic transmissions observing legal and defensive driving practices;
- Effectively follow oral and written instructions;
- Identify and effectively resolve technical problems related to work assignments;
- Understand, follow and instruct others on work safety procedures and practices;
- Develop and maintain time and material records and produce a variety of reports;
- Establish and maintain effective work relationships with the general public, co-workers, and those contacted during the course of work;
- Safely and skillfully operate hand tools, mechanical equipment, power tools and equipment required to complete work assignments.

SPECIAL REQUIREMENTS:

Physical Requirements

On a daily basis, the essential duties of this classification require the ability to climb ladders; to stoop, kneel, crawl and crouch, to reach, to stand for long periods of time and to sit for extended periods while operating vehicles and equipment; to walk; to lift, push, pull and carry objects weighing up to 50 pounds and up to 100 pounds with assistance; to use finger dexterity and hand strength to operate and grasp tools and equipment; the repetitive use of feet and hands to operate vehicles and/or equipment; to feel attributes of objects by touch; to verbally exchange ideas and information; to hear to receive verbal detailed information and instruction; to see at arms length to twenty feet with a good field of vision and the ability to distinguish basic colors and shades of color; and to maintain body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces.

Work Environment

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

CAREER LADDER INFORMATION:

Experience gained in the classification of Lead Maintenance Worker may serve to meet minimum qualifications for promotion to Public Works Supervisor or Parks Services Supervisor.

ESTABLISHED/REVISED DATE:

Revised Date: March 2009

Reviewed Date: April 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR LEAD RANGER

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

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

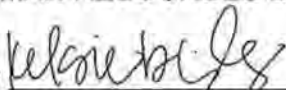
Anticipating approval by your Honorable Body tonight, and the City Council at their meeting on April 25, 2023, the proposed Class Specification will appropriately reflect the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached class specification.

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


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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

LEAD RANGER

Definition:

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

Distinguishing Characteristics:

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

Supervision Exercised/Received:

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

Examples of Essential Duties:

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

- Responds to service requests; maintains daily log of activities; completes other reports as directed.
- Reviews daily public reporting on animal control issues.
- Receives and responds to inquiries and complaints involving animals throughout the City.
- Patrols City to conduct proactive enforcement of animal control, park use, and parking ordinances and laws.
- Conducts and supports preliminary investigations of animal abuse and neglect; provides follow up support and expertise in ongoing investigations to the Torrance Police Department.
- Prepares and issues notices of violation, administrative citations, corrective notices, orders to comply, or appropriate documentation for non-compliance and counseling of individuals regarding violations, nuisance, or other infractions with animals; and discusses requirements and solutions for conformance with responsible parties.
- Maintains records of violation notices, barking, nuisance and dangerous dog reports, and lost and found animals.
- Provides humane education and resources to the public regarding the requirements for pet licensing and vaccinations.
- Captures both domestic and wild animals, using equipment and methods appropriate for animal abatement and control; may require running and climbing fences.
- Rescues trapped and injured animals; impounds animals, collects, and disposes of dead animals.
- Develops and prepares reports, correspondence, and other materials that relate to functions being performed.
- Assists in the training of new and subordinate personnel.

- Performs daily safety inspections of equipment.
- Responds to emergency calls during work and after normal working hours.
- Assists with City and Department sponsored community events, including event patrol, parking control, and set-up/break-down work.
- Uses computerized database to enter or retrieve case information, such as nuisance reporting, animal license, ownership, quarantine, or bite records.
- Reports criminal activity and/or vandalism to the Torrance Police Department.
- Provides support to other City departments with animal issues.
- Assists with daily briefings.

Examples of Other Duties:

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

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

Qualification Guidelines**Knowledge of:**

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

Ability to:

- Respond to calls, questions, and complaints in a courteous and professional manner.
- Handle domestic and wild animals of various sizes and temperaments properly and humanely.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Work independently under adverse condition including dangerous locations and in proximity to sick and injured animals and agitated-citizens.
- Make field and office investigations and inspections to ascertain facts and ensure compliance with applicable codes, ordinances, and regulations.
- Research, interpret, explain, and apply applicable codes, ordinances, and regulations.
- Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.
- Operate a City vehicle.

- Ride a bike.
- Use a two-way radio.
- Utilize handheld electronic hardware and software for animal control case management.
- Consistently maintain composure and exercise sound judgment, especially under stressful conditions.
- Learn about City attractions and services.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Use first aid to procedures and treatments.
- Identify and describe various types and breeds of domestic and wild animals.
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly.
- Interact firmly yet diplomatically with the public in order to assure compliance with applicable codes, ordinances, and regulations.
- Read maps to locate field calls.
- Compose, compile, and maintain correspondence and reports.
- Follow verbal and written instructions and procedures.
- Provide effective customer service.
- Communicate effectively both orally and in writing.
- Establish and maintain tactful, cooperative, and effective working relationships with those contacted in the course of work.
- Assist with City and Department sponsored community events, including event supervision, patrol, parking control, and set-up/break-down work.

Education and Experience:

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

Graduation from high school or equivalent.

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

Lead or supervisory experience is highly desirable.

Licenses and Certificates

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

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

Special Requirements

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

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

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

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

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

Career Ladder Information:

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

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR POLICE SERVICES SUPERVISOR

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

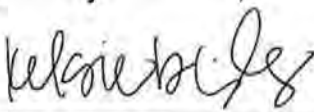
There is no current eligible list for the classification of Police Services Supervisor. There is one (1) vacancy due to a newly budgeted position in the Police Department.

Anticipating approval by 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.

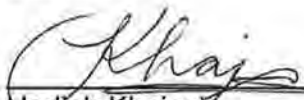
The previous examination in 2020 was weighted as follows: Application Review (Qualifying) and Oral Interview (100%). There will be no change to the exam types and weights.

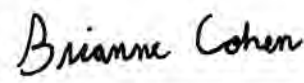
There is a sufficient pool of internal candidates to qualify; therefore, staff recommends conducting the examination for Police Services Supervisor on a promotional basis provided that a minimum of eight (8) applications are filed and accepted from City employees. If less than eight (8) applications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

Respectfully submitted,

By 
Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Police Services Supervisor Class Specification (Pending Approval of April 11, 2023 Council Item)

POLICE SERVICES SUPERVISOR

Definition

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

Distinguishing Characteristics

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

Supervision Exercised/Received

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

Examples of Essential Duties

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

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

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

Community Affairs

- Coordinates community events and programs;
- Oversees the Volunteer Program; recruits and trains qualified volunteers for various assignments; tracks and evaluates the contribution of volunteers;
- Facilitates the implementation of new volunteer activities and assignments;
- Maintains liaison with other volunteer-utilizing programs in the community and assists in community-wide efforts to recognize and promote volunteering;
- Organizes and assists with programs and activities that create opportunities for department members and community members, including youth, to interact in a positive setting;
- Develops methods to educate community members on general law enforcement operations so they may understand the work that officers do to keep the community safe;
- Assists in reviewing the use of department social media to report back on the resources being used, the effectiveness of the content, and trends.

Jail

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

Property

- Supervises daily operation of the Property Room;
- Oversees the maintenance of the property facility and equipment within;
- Monitors safety and security of the Property Room and staff;
- Ensures compliance with applicable Federal, State, and Local laws and ordinances;
- Supervises the destruction of narcotics, drugs, and firearms not returned to the owners;
- Prioritizes and assigns work to staff; resolves procedural and work related problems;
- Recommends improvements to Property Room operations.
- Supervises Motor Transport and Court Liaison personnel.

Police Records

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

Traffic

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

Examples of Other Duties

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

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

Qualification Guidelines:

Knowledge of

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

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

Police Records

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

Ability to

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

License and/or Certificates:

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

Complete a basic supervisory course within one year of appointment.

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

Incumbents assigned to Jail must complete within one (1) year of appointment:
Corrections Officer Core Course (as described in Section 1020).
Supervisory Core Course (as described in Section 181, Title 15, CCR).

Education and Experience:

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

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a law enforcement environment that has provided the knowledge, skills, and abilities necessary in the specific area of assignment.

One year of supervisory or lead work experience is preferred.

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

Special Requirements

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

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

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

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

Career Ladder Information

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

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SENIOR WELDER

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Senior Welder examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Exam (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 Senior Welder. There is one (1) vacancy due to a retirement.

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

The previous examination in 2015 was weighted as follows: Written (30%), Performance (40%) and Oral (30%). 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), Performance Exam (50%) and Oral Interview (50%).

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

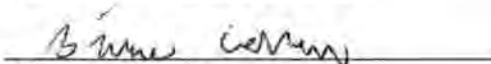
Respectfully submitted,


Irshirah Mabson

Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Senior Welder

6H



WELDER, SENIOR

Class Code:
5524

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: May 1, 2004

SALARY RANGE

\$31.55 - \$34.83 Hourly
\$5,468.67 - \$6,037.20 Monthly
\$65,624.00 - \$72,446.40 Annually

DEFINITION:

Under direction, performs a range of routine to complex/highly skilled repairs and fabrication; executes the technical functions and responsibilities of the welding operation; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from the Fleet Services Supervisor in that the incumbent is not responsible for the supervision of personnel engaged in the servicing and repair of vehicular, fire apparatus, and other equipment including welding repairs. At this level, incumbents work with only occasional instruction or assistance; work is reviewed upon completion for overall results. Work involves frequent interpretation of policies, procedures and guidelines, and may involve the development of recommendations consistent with directives, policies and regulations.

Receives direction from the Fleet Services Supervisor.

EXAMPLES OF ESSENTIAL DUTIES:

ATTACHMENT A

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

- Performs skilled welding and brazing processes such as oxy-acetylene, electric arc, metallic inert gas (MIG), and tungsten inert gas (TIG);
- Fabricates parts and weldments;
- Designs parts and works from sketches or blueprints;
- Repairs damaged equipment, performs welding or fabrication as needed on City facilities, vehicles and equipment, including Fire Apparatus;
- Performs mobile welding and mechanical repairs;
- Maintains shop equipment;
- Prepares work orders and reviews maintenance reports;
- Performs daily safety inspections of equipment and machinery;
- Works closely with vendors, contractors and other departments as required during projects, repairs and change orders;
- Organizes, cleans, and maintains a safe work shop area.

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:

- Coordinates, inspects, and approves the work of outside contractors and vendors and orients them to the City's equipment and facilities;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

Four years of full-time journey level welding and fabricating experience.

License or Certificate

Valid California class C driver's license.

Knowledge of

- Metals, welding processes and procedures, design and fabrication used in the repair and fabrication of ferrous and non-ferrous metals;
- Types of arc welding electrodes, amperage-polarity setting gas regulator settings, flow meter settings as determined by application;
- Oxy-acetylene regulator settings and proper tip sizes as determined by work requirements;
- Common and special tools and equipment used in welding processes, design and fabrication;
- Basic drafting skills;
- Safety rules and precautions related to the use of tools, vehicles and equipment;
- Proper procedures in lifting or moving heavy objects;
- City policies and procedures affecting departmental operations.

Ability to

- Use hand tools and welding equipment;
- Use oxy-acetylene equipment to heat, cut and fit where necessary in the use of welding application;
- Operate a variety of shop equipment such as power shear, power brake lathe, mill power saws, roll, brake, mill, lathe, drill press, pipe threaders, tap-die, nibbler and related power tools;
- Fabricate to needed specifications;

- Read, understand and interpret blueprints, schematics, drawings, maps, and work orders;
- Perform mathematical computations using variables and formulas; take measurements; compute cost estimates;
- Learn and use automated Fleet Maintenance Management System software;
- Read and write at the appropriate level;
- Follow oral and written instructions;
- Communicate effectively, both orally and in writing;
- Follow work safety procedures and practices;
- Establish and maintain effective working relationships with fellow employees and the general public;
- Learn and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS:

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

Requires the ability to exert a considerable amount of force frequently to lift, carry, push, pull or otherwise move objects and to stoop, crouch, climb and lift in the performance of manual labor; to operate a variety of tools, equipment and vehicles; to work around electrical currents and/or hazardous materials in a safe manner. Tasks require color and visual perception and discrimination, as well as the ability to communicate orally. May be subject to uncomfortable working conditions including exposure to dust, noise, heat or cold, toxic agents and chemicals, and performing work in confined spaces.

CAREER LADDER INFORMATION:

Experience gained in this classification, in addition to other requirements, may serve to meet the minimum requirements for promotion to Fleet Services Supervisor.

Revised Date: May 2004

Review Date: April 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR STOREKEEPER

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Storekeeper examination on an open continuous 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 a current eligibility list for the classification of Storekeeper-Part-Time, within the Transit Department. The General Services Department would like to conduct a recruitment for a full-time Storekeeper position that is specific to the work performed in the Fleet Services Division.

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

The previous examination in 2019 was weighted as follows: Application Review (Qualifying), Written Test (40%) and Oral interview (60%). 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), Witten Test (50%) and Oral Interview (50%).

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

Respectfully submitted,

By 
Inshirah Mabson
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Storekeeper Class Specification



STOREKEEPER

Class Code:
1152

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Sep 1, 2017

SALARY RANGE

\$20.46 - \$24.89 Hourly
\$3,546.40 - \$4,314.27 Monthly
\$42,556.80 - \$51,771.20 Annually

DEFINITION:

Under general supervision receives, checks, stores, issues, and maintains inventories of equipment, materials and supplies; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Storekeeper is distinguished from Auto Parts Storekeeper in that the incumbent is not primarily responsible for receiving, checking, storing, issuing and maintaining inventories of vehicular related equipment, materials and supplies. Storekeeper is distinguished from Buyer in that the incumbent is not responsible for performing professional level duties by purchasing and sourcing of materials supplies, equipment and services for multiple City Departments.

Receives direction from the Warehouse Supervisor, or other higher level supervisory staff in assigned department/division.

EXAMPLES OF ESSENTIAL DUTIES:

ATTACHMENT A

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

- Receive, inspect and accept a variety of materials, equipment and supplies delivered to a City department;

- Fills out appropriate inventory control records and places material in appropriate storage shelf or bin;
- Issues requisitioned material or supplies to department personnel and maintains inventory records in accordance with established policy and procedures;
- Monitors inventory supply levels and reorders when levels are low;
- Performs inventory of supplies and materials; including providing security for the inventory;
- Maintain logs and records of materials received, issued and in stock;
- Reconciles City issued purchasing card billing statements;
- Enter data into computer inventory system;
- Uses an Electronic Data Processing (EDP) inventory control and purchase order system;
- Directs or assists in the maintenance of a perpetual inventory of stock;
- Disposes of obsolete/surplus equipment or materials in accordance with established policies and procedures;
- Maintains shelves and goods in clean and orderly condition;
- Places orders with established sources to replenish issued inventory items as required;
- Establishes sources/vendors for supplies for a specific department.

Examples of Other Duties

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

- Attends division and department meetings as required;
- May create inventory levels for both supplies and parts and reorders when levels are low;
- May perform minor refurbishment of stock shelf inventory or routine maintenance including disassembly and cleaning of items being taken from service prior to being placed in storage;
- Perform related duties as required.

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:

Formal or informal education which ensures the ability to read and write at a level necessary for successful job performance and one year of experience in receiving, storing, or issuing stock.

Computer operation experience related to inventory control is desirable.

License and/or Certificates

Valid California Class C Drivers' License. Must obtain a Forklift Operator Certification within one year of hire.

Knowledge of

- Principles of storekeeping and requisitioning;
- Methods of receiving, storing, issuing, maintaining and keeping records of materials, supplies and equipment;
- Principles of recordkeeping and billing procedures;
- Effective customer service techniques;
- Proper methods of receiving and storing varied supplies, parts, tools and equipment;
- Safe lifting techniques, safety precautions and procedures;

- Warehousing and purchasing procedures;
- Basic math operations such as addition, subtraction, multiplication and division;
- Basic computer programs such as Microsoft Word, Outlook, and Excel.

Ability to

- Maintain accurate inventory control and other types of records;
- Conduct inquiries and locate the best sources of supplies for required parts and assemblies;
- Effectively follow oral and written instructions;
- Speak, read, and write English;
- Perform mathematical calculations in determining percentages and price extensions and when checking numbers between invoices and bills of lading;
- Establish and maintain effective and cooperative working relationships with City employees and the general public;
- Provide effective customer service;
- Operate office equipment, such as a personal computer and calculator, and warehouse equipment, such as a forklift and hand truck.

SPECIAL REQUIREMENTS:

Work is regularly performed indoors in a warehouse or storeroom environment. Physical demands include standing, walking, sitting, and working at a computer terminal. May be exposed to smoke, fumes, gas, dirt, dust, grease, oil, chemicals and inclement weather. Due to the nature of work assignments, incumbents must be able to use both hands, arms, and legs; stoop, bend, and lift up to 50 pounds; climb stairs, ladders, and work at heights above 10 feet; requires speaking, hearing, and the ability to distinguish colors.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements to Warehouse Supervisor.

ESTABLISHED/REVISED DATE:

Revised Date: September 2017

Dept. Reviewed Date: April 2023

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

Honorable Members:

SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR INFORMATION TECHNOLOGY MANAGER – APPLICATIONS AND ANALYTICS

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Information Technology Manager – Applications and Analytics and forward it to the City Council for approval.

BACKGROUND

On February 7, 2023, City Council approved the Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications. As part of the program modifications, the Communications & Information Technology (CIT) Department proposed the following modifications: Deletion of 1.0 Communications Manager with the addition of 2.0 Information Technology Managers. The CIT Department is undergoing a re-organization to better serve the City and its Departments with their communication and technology needs, as well as address cybersecurity.

ANALYSIS

After review of the CIT department's structure, the CIT Director created three divisions within the department to more effectively support the technological needs of the City. The Applications and Analytics Division was established to provide a more comprehensive support system in the areas of departmental information technology applications, software and hardware. The Information Technology Manager – Applications and Analytics will oversee a centralized customer support system that provides implementation, programming, and maintenance of applications utilized throughout the City. This classification will manage the day to day operations of the Applications and Analytics Division.

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

- Responsible for the design, development, implementation, integration, monitoring, and maintenance of the City's business applications, including client-server, web, and mobile platforms.
- Develop reports, data-driven analytical platforms, and statistical analysis solutions that help the City departments and community with business decisions and information transparency.
- Implements change controls and quality assurance protocols for effective and responsive applications support and development.
- Develop and produce system documentation, instructional, procedural manuals, and systems architectural design.
- Create and administrate technology adoption programs, such as end-user training and effective support strategies.

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

Knowledge of

- Principles and methods of systems analysis, design, and best practice development methodologies and tools.
- System automation techniques, including scripting or programming languages.
- Cloud and on-premise-based systems and services, including SaaS architectures and design principles.
- Applications security concepts.
- Systems integration and optimization concepts and techniques.

Ability to

- Serve as a subject matter expert in the CIT Department's Applications and Analytics designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new information technology systems;
- Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise, comprehensive correspondence, reports, studies, and other written materials.

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

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

Certifications in enterprise applications development, GIS technologies, cybersecurity, database management, Microsoft Power Platform, or programming languages are highly desired.

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

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

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or information security and over seven years of enterprise applications development and support in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

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

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

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment
- A) Proposed Class Specification Information Technology Manager – Applications and Analytics
 - B) City Council Item 9D – February 7, 2023
 - C) Communications and Information Technology Organizational Charts (Current and Proposed)

INFORMATION TECHNOLOGY MANAGER – APPLICATIONS AND ANALYTICS

Definition

Under direction, plans, organizes, and manages the activities of the Applications and Analytics Division in the Communication and Information Technology Department. Responsible for planning, development, implementation, and support for the City's current and future business applications, including planning, design, implementation, and maintenance; architects enterprise solutions; business intelligence, data analytics, and other data-driven management principles; performs related duties as required. Provides expert professional advice and internal consulting to departments on technology solutions to meet their business and operating needs.

Distinguishing Characteristics

Distinguished from the Information Technology Director, the incumbent is not responsible for managing the entire Department. Distinguished from the Systems Analyst and Information Technology Analyst in that the incumbent does not routinely perform detailed development, programming, implementation, and direct support tasks. Work is performed within a broad framework of general policy and requires creativity and resourcefulness from past knowledge and experience to accomplish goals and objectives and apply software development and applications support concepts.

Supervision Exercised/Received

Receives general direction from the Information Technology Director and supervises subordinate Communications and Information Technology staff through Supervisors and Systems Analysts.

Examples of Essential Duties

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

- Responsible for the design, development, implementation, integration, monitoring, and maintenance of the City's business applications, including client-server, web, and mobile platforms.
- Lead and motivate teams, and manage complex projects and portfolios.
- Develop reports, data-driven analytical platforms, and statistical analysis solutions that help the City departments and community with business decisions and information transparency.
- Implements change controls and quality assurance protocols for effective and responsive applications support and development.
- Plans, assigns, coordinates and manages, through supervisors, the daily operations of the Division.
- Manages the work of professional Applications & Analytics Division personnel, including assigning, planning, and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Monitors staff's performance and coaches for improvement and development.
- Develops and implements division policies and procedures.
- Prepares reports and makes recommendations on current and proposed projects.
- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.

- Develop and produce system documentation, instructional, procedural manuals, and systems architectural design.
- Create and administrate technology adoption programs, such as end-user training and effective support strategies.
- Oversees the GIS technologies development, including map creation, data sets, reports, and integration with other systems.
- Coordinates with the Information Technology Director and City management to prioritize projects and user requests.
- Manages the architectural planning, design, development, implementation and maintenance of a wide variety of technology solutions and services applicable to assigned areas of responsibility; manages and participates in the development of customer requirements and the evaluation of products and services to meet customer needs; reviews and approves general systems approaches to the solution of business and operating problems; works with City managers to prioritize development and enhancement requests.
- Regularly monitors project status and systems performance metrics to ensure results consistent with customer expectations. Coordinates projects with other City departments and agencies as required.
- Responsible for the Division service requests, project tracking, and staff workload in the ITSM system.
- Participates in interdepartmental and intradepartmental teams, committees, and boards as required. Prepare and presents reports and presentations.
- Keeps abreast of current information technology principles and practices, regulations, and literature that apply to City operations.
- Develops and administers division budget; reviews and coordinates financial sources for funding projects.
- Meets with internal and external customers to review current and future development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information systems activities with other departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to other departments as needed.

Examples of Other Duties

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

- Assists in establishing a departmental disaster plan as part of a City-wide disaster plan.
- May perform duties of subordinates as needed.
- May participate in emergency callouts and after-hour support coordination.
- Participates in EOC operations as required.
- Participates on City teams that may not be technology related.

Qualification Guidelines

Knowledge of

- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- Principles and methods of systems analysis, design, and best practice development methodologies and tools.

- System automation techniques, including scripting or programming languages.
- Cloud and on-premise-based systems and services, including SaaS architectures and design principles.
- Applications security concepts.
- Disaster planning and business recovery concepts and techniques.
- Systems integration and optimization concepts and techniques.
- Principles and practices of public administration include budgeting, purchasing, and maintaining public records.
- Research and analysis methods and techniques.
- Principles and practices of effective management and supervision.

Ability to

- Serve as a subject matter expert in the CIT Department's Applications and Analytics designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new information technology systems;
- Plan, manage, supervise, assign, delegate, review, and evaluate the work of staff carrying out the functional and program responsibilities applicable to the designated section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise, comprehensive correspondence, reports, studies, and other written materials.
- Communicate clearly and effectively and convey understanding to technical and non-technical audiences orally and in writing.
- Represent the City effectively in dealings with contractors, consultants, vendors, and representatives of other agencies.
- Present proposals and recommendations clearly, logically, and persuasively.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Ensure safety and professional work standards are met.
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations, and the public.

Education and Experience

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

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or information security and over seven years of enterprise applications development and support in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

Experience in the following areas is highly desirable: Application development using programming languages such as JavaScript, Python, and .NET technologies; system integrations, REST API; database administration and management such as Microsoft SQL Server; and Microsoft Power Platform technologies and SharePoint.

License or Certificates

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

Certifications in enterprise applications development, GIS technologies, cybersecurity, database management, Microsoft Power Platform, or programming languages are highly desired.

Special Requirements

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

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

Work is primarily performed indoors in an office setting. Work involves frequently changing work priorities and the ability to meet deadlines. There will be off-site assignments and attendance at off-site meetings and conferences. Work may be required on evenings and weekends as needed.

Career Ladder Information

Experience gained in this classification may serve to meet the qualification guidelines for Information Technology Director.

Council Meeting of
February 7, 2023

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

Members of the Council:

SUBJECT: Finance – Approve Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications. Expenditure: Not-to-exceed \$763,159 (General and Non-General Fund).

RECOMMENDATION

Recommendation of the Finance Director that City Council

1. Approve the recommended Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications, and;
2. Increase General Fund Operating Fund Revenue Budget by \$769,527, and;
3. Appropriate \$570,621 to the General Fund Operating Fund Expenditure Budget, and;
4. Appropriate \$69,447 to the Sanitation Fund Expenditure Budget, and;
5. Appropriate \$35,118 to the Transit Fund Expenditure Budget.

Funding

Funding is available in the General Fund, Sanitation Fund, and Transit Fund Balances.

BACKGROUND/ANALYSIS

On December 6, 2022, staff presented the Fiscal Year 2022-23 First Quarter Budget Review Report to the Finance and Governmental Operations Committee ("Committee"). The full version of this report has been published to the City of Torrance ("City") Finance Department website which can be accessed using the following link:

<https://www.torranceca.gov/government/finance/budget-review-reports>. During this meeting, staff presented program modification as an introduction, but did not recommend their approval as it was anticipated approval would take place at a later meeting.

On December 20, 2022, the City Council accepted and filed the First Quarter Budget Review Report, and consistent with the December 6, 2022 Committee meeting, did not approve the program modifications at that time.

Staff are now recommending Council's approval of all program modifications contained in the Fiscal Year 2022-23 Budget Review Report, with the exception of the staffing transfer between Finance and City Treasurer. At the December 20, 2022 Council meeting, it was requested by Council this transfer be deferred until the newly hired Deputy City Treasurer has passed probation. Staff will return at a later date to seek approval of this program modification.

The combined fiscal impact of the proposed program modifications is a net savings of \$6,368 for the City, as shown in the table below. The full detail of all program modifications can be found after this summary table.

#	Department	Proposed Modification	Fiscal Impact	Source	Status
1	City Clerk	Convert 2.0 Office Assistants to 2.0 Administrative Assistants	\$ 28,082	General Fund	Recommended for approval
2	City Manager	Convert 1.0 Assistant to the City Manager to 1.0 Deputy City Manager; adjust non-wage budget	\$ 62,682	General Fund	Recommended for approval
3	City Manager	Add 1.0 Staff Assistant	\$ 87,973	Non-General Fund	Recommended for approval
4	Communications & Information Technology	Delete 1.0 Communications Manager, Delete 1.0 Information Technology Specialist, Delete 1.0 Information Technology Analyst, Add 2.0 Information Technology Manager, Add 1.0 Systems Analyst	\$ 135,016	General Fund	Recommended for approval
5	Community Development	Convert 5.0 Environmental Quality Officers to 5.0 Code Enforcement Officers and Convert 2.0 Senior Environmental Quality Officers to 2.0 Senior Code Enforcement Officers	\$ -	General Fund	Recommended for approval
6	Community Services	Convert 1.0 Senior Administrative Assistant to 1.0 Supervising Administrative Assistant	\$ 16,405	General Fund	Recommended for approval
7	Community Services	Delete 1.0 Senior Recreation Supervisor, Add 0.2 Program Coordinator, and add 0.3 Program Specialist	\$ (104,247)	General Fund	Recommended for approval
8	Community Services	Delete 1.0 Office Assistant, Add 1.0 Administrative Assistant	\$ 14,041	General Fund	Recommended for approval
9	Finance	Transfer 1.0 Account Clerk and 1.0 Accounting Technician to City Treasurer	\$ -	General Fund	Deferred to a later date
10	Fire	Increase Budget to Fund Enrollment in California Department of Healthcare Services' Ground Emergency Medical Transport Intergovernmental Transfer Program for Public Providers	\$ (350,885)	General Fund	Recommended for approval
11	Public Works	Convert 4.0 Maintenance Works to 4.0 Sanitation Equipment Operators	\$ 69,447	Non-General Fund	Recommended for approval
12	Transit	Convert 1.0 Senior Business Manager – Transit Planning to 1.0 Transit Planning Manager	\$ 35,118	Non-General Fund	Recommended for approval
Total Proposed Amendments			\$ (6,368)	Net Savings	
Total General Fund Impact			\$ (198,906)	Net Savings	
Total Non-General Fund Impact			\$ 192,538	Net Cost	

City Clerk

Convert 2.0 Full Time Equivalent ("FTE") Office Assistants to 2.0 FTE Administrative Assistants – \$28,082 (General Fund)

The City Clerk's Office is seeking to convert 2.0 FTE Office Assistants to 2.0 FTE Administrative Assistants. Historically, Office Assistants have been staffed for carrying out clerical support tasks, however, the limited job specifications for the position no longer meet the administrative needs of the department. Upgrading the Office Assistant positions to Administrative Assistant positions will provide increased flexibility in assigning tasks, facilitate staff development and allow for cross-training across the department's three divisions including the Administration Division, Records & Electronic Content Management System Division, and Legislative/Elections Division.

City Manager

Convert 1.0 FTE Assistant to the City Manager to 1.0 FTE Deputy City Manager and Adjust Non-Wage Budget – \$62,682 (General Fund)

The City Manager's Office is seeking to convert 1.0 FTE Assistant to the City Manager to 1.0 FTE Deputy City Manager. Due to the efforts put forth by the staff in this position, their value to the City and the need to retain them, the City Manager is recommending the creation of a new Deputy City Manager job classification with a salary reference point between the existing classifications of Assistant to the City Manager and Assistant City Manager. The current reference points for the Assistant to the City Manager and Assistant City Manager classifications are \$13,584 and \$20,749, respectively. As such, the recommended reference point for this newly proposed job classification is \$17,167. This modification will allow for continued advancements in homelessness response and an expanded emphasis on workforce professional development. The cost impact of this change is a total of \$45,682.

In July 2021, staff received approval from the City Council to establish a Friendship City program. A Friendship City designation is an established relationship between two cities that is mutually beneficial. In some cities, a Friendship City is often used as a first step in building a long-term relationship and is less formal than a Sister City relationship. Friendship City relationships are used to foster cooperative agreements for advancing economic development, commerce, trade, culture, education, climate action, and many other fields which promote collaboration for achieving common interests. The Friendship City program is also a way for participating cities to initiate a ceremonial relationship with foreign municipalities. These relationships allow for increased global cooperation and communication at the municipal level. Friendship City relationships may include the exchange of correspondence between elected officials and business leaders regarding areas of mutual interest.

Over the years, various international cities have expressed interest in developing relationships with the City. The concept of Friendship City relationships is appealing in that it offers a less formal opportunity for two cities to explore similarities and differences and can easily be terminated if necessary. Mayor Chen has been contacted by representatives of the City of Changhua in Taiwan and by the Consulate General of the Republic of Korea in Los Angeles, both expressing interest in establishing a relationship with the City. The cost impact of implementing this program is \$5,000.

City Council has also requested increased efforts to lure and retain businesses. Staff expects to complete a Request for Qualifications in the second quarter of Fiscal Year 2022-23. Thereafter, staff will present an item to City Council with recommended selections and the proposed criteria for selected vendors to be eligible for draft compensation schedules. The cost impact of this program is about \$40,000, however, only \$12,000 is needed to fund this effort.

Add 1.0 FTE Staff Assistant (Homeless Services) – \$87,973 (Non-General Fund)

In recent years, the number of individuals experiencing homelessness in California and Los Angeles County has increased significantly. The City Manager's Office has worked to develop strategic solutions for a coordinated response to this issue to address specific community concerns. At the beginning of 2021, the City retained a dedicated homeless outreach worker through an agreement with Harbor Interfaith Services to assist those experiencing homelessness with the necessary resources and support for obtaining permanent housing. Additionally, in June 2021, the Torrance City Council approved a temporary housing pilot program intended to provide housing stability for unsheltered individuals in Torrance while they move towards permanent housing.

Today, the 3290 Temporary Housing Village has 40 residents living in "tiny homes" with access to shared restrooms, showers, and three meals per day. To ensure the City continues to provide high quality wraparound services, the City Manager's Office is seeking to add 1.0 FTE Staff Assistant to carry out dedicated outreach coordination, case management, housing navigation, documentation assistance, and community education. To offset the associated costs for adding this new position, the City has secured funding through the HOME Investment Partnerships American Rescue Plan Program, a federal program established to reduce homelessness and increase housing stability across the country.

Communications & Information Technology

Convert 1.0 FTE Communications Manager to 1.0 FTE Information Technology Manager, Convert 1.0 FTE Information Technology Analyst to 1.0 FTE Information Technology Manager, and Convert 1.0 FTE Information Technology Specialist to 1.0 FTE Systems Analyst – \$135,016 (General Fund)

In 2021, the City Manager leveraged vacancy savings to complete a comprehensive assessment of the Communications & Information Technology ("CIT") Department which identified several program deficiencies. To address these deficiencies, CIT is seeking to reorganize the department to better serve the City and the community in a fast-changing technological world. More specifically, the proposed reorganization will allow the department to establish well-balanced areas of responsibilities and improve cybersecurity posture to ensure the City follows and complies with industry security standards.

The proposed restructuring within CIT consists of the following:

- Convert 1.0 FTE Communications Manager to 1.0 FTE Information Technology Manager to oversee Centralized Customer Support, as well as radio shop and communications operations – (\$6,689) Savings
- Convert 1.0 FTE Information Technology Analyst to 1.0 FTE Information Technology Manager to oversee Enterprise Applications & Analytics – \$77,293
- Convert 1.0 FTE Information Technology Specialist to 1.0 FTE Systems Analyst dedicated to Infrastructure & Cybersecurity – \$64,412

This proposed program modification results in a total budget increase of \$135,016 within the CIT Department. However, the City Manager recommends funding the Cybersecurity System Analyst (\$175,288) through SST revenue so as to not impact the department's General Fund Operating Fund budget. The net budget impact (to the General Fund Operating Fund) of these changes after accounting for contributions through SST revenue is a budget decrease of \$40,272. The CIT reorganization is an effort to realize the full potential of its resources that align with the City's technological needs. All CIT operations will adhere to the Information Technology Infrastructure Library methodology adopted by most fortune 500 businesses and large municipal agencies. Furthermore, the efficiency of the department will be measured by the new Information Technology Service Management system, which is anticipated to go live by the end of the 2022.

Community Development

Convert 5.0 FTE Environmental Quality Officers to 5.0 FTE Code Enforcement Officers and Convert 2.0 FTE Senior Environmental Quality Officers to 2.0 FTE Senior Code Enforcement Officers – \$0

The Community Development Department worked with Human Resources and the Engineers and Torrance Fiscal Employees Association to establish the new classifications of Code Enforcement Officer and Senior Code Enforcement Officer. These new classifications will be approved by the Civil Service Commission and City Council in parallel to this budget action. Staff is recommending all FTE in the current Environmental Quality Officer and Senior Environmental Quality Officer classifications be converted to Code Enforcement Officer and Senior Code Enforcement Officer. As positions turn over and become vacant, staff will recruit under the new classifications to improve enforcement efforts throughout the community.

Community Services

Convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant – \$16,405 (General Fund)

The Community Services Department is seeking to convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant to allow for a higher level of responsibilities to be assigned to this position and designate the incumbent to oversee the administrative functions for each of the five (5) divisions within Community Services. Having a primary point person will ensure accurate and consistent review of work and the coordination of complex processes departmentwide (i.e., City Council agenda items; correspondence and interoffice communications; grant administration, funding proposals, etc.).

The incumbent currently in the Senior Administrative Assistant position is vital to ensuring consistency of all reporting throughout the department, assists with controlling the greater impact of erroneous mistakes that can happen, and operates under the same scope of responsibilities and authority as a Supervising Administrative Assistant, except for supervisory authority. In order to increase organizational efficiencies within Community Services, the department proposes the following modifications:

- Convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant and provide appropriate funding to accomplish this upgrade.

- Re-assign the current Office and Administrative Assistants to be supervised directly by the Supervising Administrative Assistant for guidance, training, and delegation of work assignments.
- Implement the goals and objectives for assessing employee development and conduct annual performance evaluations for subordinate staff.

Since the Office and Administrative Assistants cannot be directly supervised due to their satellite locations, the Supervising Administrative Assistant will work collaboratively with Division Managers to identify areas of weakness and department inefficiencies.

Delete 1.0 FTE Senior Recreation Supervisor and Add 0.2 FTE Program Coordinator and 0.3 FTE Senior Program Specialist – (\$104,247) Savings (General Fund)

The Cultural Services Division is seeking a reduction of redundant supervisory staff to increase availability and scope of direct program delivery staff. It should be noted that the department currently has internal candidates which can potentially assist to address the proposed addition of 0.2 FTE Program Coordinator and 0.3 FTE Senior Program Specialist, and the Senior Recreation Supervisor position being proposed for deletion is currently vacant.

Convert 1.0 FTE Office Assistant to 1.0 FTE Administrative Assistant – \$14,041 (General Fund)

The Cultural Services Division is seeking to convert 1.0 FTE Office Assistant to 1.0 FTE Administrative Assistant. The current scope of the position in this area exceeds the job specifications of Office Assistant and changing to Administrative Assistant is necessary to allow for more independent work to be completed and increased coverage levels.

Fire

Increase Budget to Fund Enrollment in California Department of Healthcare Services' Ground Emergency Medical Transport Intergovernmental Transfer Program for Public Providers – (\$350,885) Savings (General Fund)

The Torrance Fire Department ("TFD") Emergency Medical Transport ("EMT") program is currently enrolled in the California Department of Healthcare Services' ("DHCS") Ground Emergency Medical Transport ("GEMT") Quality Assurance Fee ("QAF") program, which provides supplemental Medi-Cal payments to GEMT providers. The GEMT QAF program currently imposes a fee of \$34.02 for each transport (regardless of the payor category), but results in a reimbursement per Medi-Cal transport of \$220.80 (1,318 transports per year). The TFD EMT program FY2022-23 expenditure budget needs to be increased by an estimated amount of \$158,125 in order to pay the estimated QAF program fees for the first two quarters of the fiscal year (based on 2,324 transports done by TFD EMT for the period of July 2022 – September 2022). Moreover, the Fire Department's revenue budget will also need to be increased to reflect the revenue generated from this program. Using the reimbursement rate of \$220.80 and 659 estimated transports for half of a year, the revenue budget is recommended to be increased by \$145,507.

The GEMT QAF fee program is expected to end December 2022 and will be replaced by the new Medi-Cal program – Public Providers-GEMT Intergovernmental Transfers ("PP-GEMT IGT") – for public providers only. This new program seeks to ensure that all public GEMT providers that service Medi-Cal beneficiaries receive sufficient reimbursement. The new PP-

GEMT IGT program will eliminate the per-transport fee of \$34.02 and will instead result in quarterly payments of approximately \$130,258. Although the expenditures are expected to be higher under the new program, the expected reimbursement is also expected to increase. Reimbursement for each Medi-Cal transport under the new program is expected to be \$946.92. Thus, if this program is approved and the City enrolls to begin January 2023 as anticipated, an additional \$260,517 will need to be added to the TFD EMT program FY2022-23 expense budget to pay the quarterly contributions for the last two quarters of the fiscal year. In addition to this increased expenditure budget, the revenue budget will need to be increased assuming the same 659 transports receiving \$946.92 in reimbursement for January 2023 through June 2023. This translates to an increase in the revenue budget of \$624,020.

The total cost impact of this proposed program modification to the TFD EMT program FY2022-23 expense budget (for both the old and new program) is \$418,642. The total modification for the revenue budget (for both the old and new program) is \$769,527. In subsequent fiscal years, the TFD EMT expense budget will need to be increased to \$521,034 annually to support the contribution costs of the PP-GEMT IGT program for the entire fiscal year. This will also generate an anticipated annual revenue of \$1,248,041 as well. The PP-GEMT IGT program is mandatory for public providers, although enrolling as a funding entity is voluntary. However, since the non-federal share of the PP-GEMT IGT Program is intended to be funded through voluntary contributions by public providers, should DHCS determine that the projected amount of voluntary contributions is not sufficient to support the implementation of the program, the program will not continue in future periods.

Public Works

Convert 4.0 FTE Maintenance Worker to 4.0 FTE Sanitation Equipment Operator – \$69,447 (Non-General Fund)

The Public Works Department is seeking to convert 4.0 FTE Maintenance Worker ("MW") positions to 4.0 FTE Sanitation Equipment Operator ("SEO") positions to maintain adequate service levels in the Sanitation Division. Currently, there is a total of 33 budgeted positions assigned to waste collection, comprised of 25.0 FTE SEO positions and 8.0 FTE MW positions. SEOs operate a variety of vehicles for the daily collection of: (1) residential refuse, recycling and organics; (2) residential large items; and (3) illegally dumped items. Additionally, SEOs are responsible for collecting containers at all City facilities.

Despite the 25.0 FTE SEO positions, there are regular and daily occurrences of scheduled and unscheduled absences that occur the Sanitation Division. This typically requires the department to "move-up" 4.0 FTE MWs on a daily basis to provide adequate daily collection services and ensure the City complies with Los Angeles County public health regulations. This operational impact initiated a management review of current budgeted staffing levels to re-evaluate and determine the appropriate number of budgeted positions needed to address the scheduled and unscheduled absences. Staff determined that minimum daily staffing requires 29.0 FTE SEOs and 4.0 FTE MWs to maintain sufficient staffing levels, and also ensure we continue to provide a high level of service to the community.

Accordingly, Public Works is requesting to convert 4.0 FTE MWs to 4.0 FTE SEOs. This would increase SEO positions from 25.0 FTE to 29.0 FTE and decrease MW positions from 8.0 FTE to 4.0 FTE, while keeping the total of 33.0 FTE budgeted positions unchanged. The remaining 4.0 FTE MWs will be assigned to deliver, build, and collect waste collection containers and

assist with large item and illegally dumped collections, as they do now. The cost to convert 4.0 FTE MWs to 4.0 FTE SEOs is approximately \$69,447 per fiscal year including benefits and will be paid through the Sanitation Operating Fund (Enterprise Fund). This amount will be included in the upcoming Solid Waste rate study and Proposition 218 hearing expected to take place in early 2023.

Transit

Convert 1.0 FTE Senior Business Manager (Transit Planning) to 1.0 FTE Transit Planning Manager – \$35,118 (Non-General Fund)

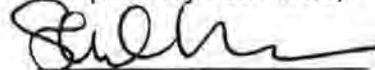
In 2021, the Senior Business Manager (Transit Planning) position was created in the Transit Department. This position focused on run-cutting, continuous schedule development as well as planning and preparation for route restructuring in anticipation of the opening of the Mary K. Giordano Regional Transit Center, the launch of Line 13 (Metro's former Line 130) and the expansion of Line 10. When the position was created, the compensation was set at a rate comparable to a Senior Transportation Planner; however, a review of the responsibilities and requirements of the position indicates a need to upgrade the position to a Transit Planning Manager. Due to the ongoing expansion of service, coordination of short-range and long-range planning projects such as the integration with Metro-C-Line extension to the South Bay, expansion of service to the Mary K. Giordano Regional Transit Center and micro-transit service, an upgrade of the position is appropriate in comparison to positions in other agencies with similar scope and compensation. In addition, this position would be the assigned liaison for coordinating with internal City departments, transit agencies and other partner organizations, and civic and community groups to promote Torrance Transit.

A survey of comparable positions shows that the current pay range is 24.6% below average at Minimum and 44.7% below average at Maximum. The Transit Director recommends that the current Senior Business Manager (Transit Planning) position is upgraded to a Transit Planning Manager and the compensation be set at the same range as other Transit Managers. This pay range would be within 1% of the maximum pay range for comparable Transit Planning Manager positions and allow for internal equity among Transit Management staff.

CONCLUSION

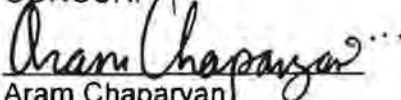
In conclusion, it is recommended that City Council approve the Fiscal Year 2022-23 First Quarter Budget Review Report Program modifications and necessary budget adjustments.

Respectfully submitted,



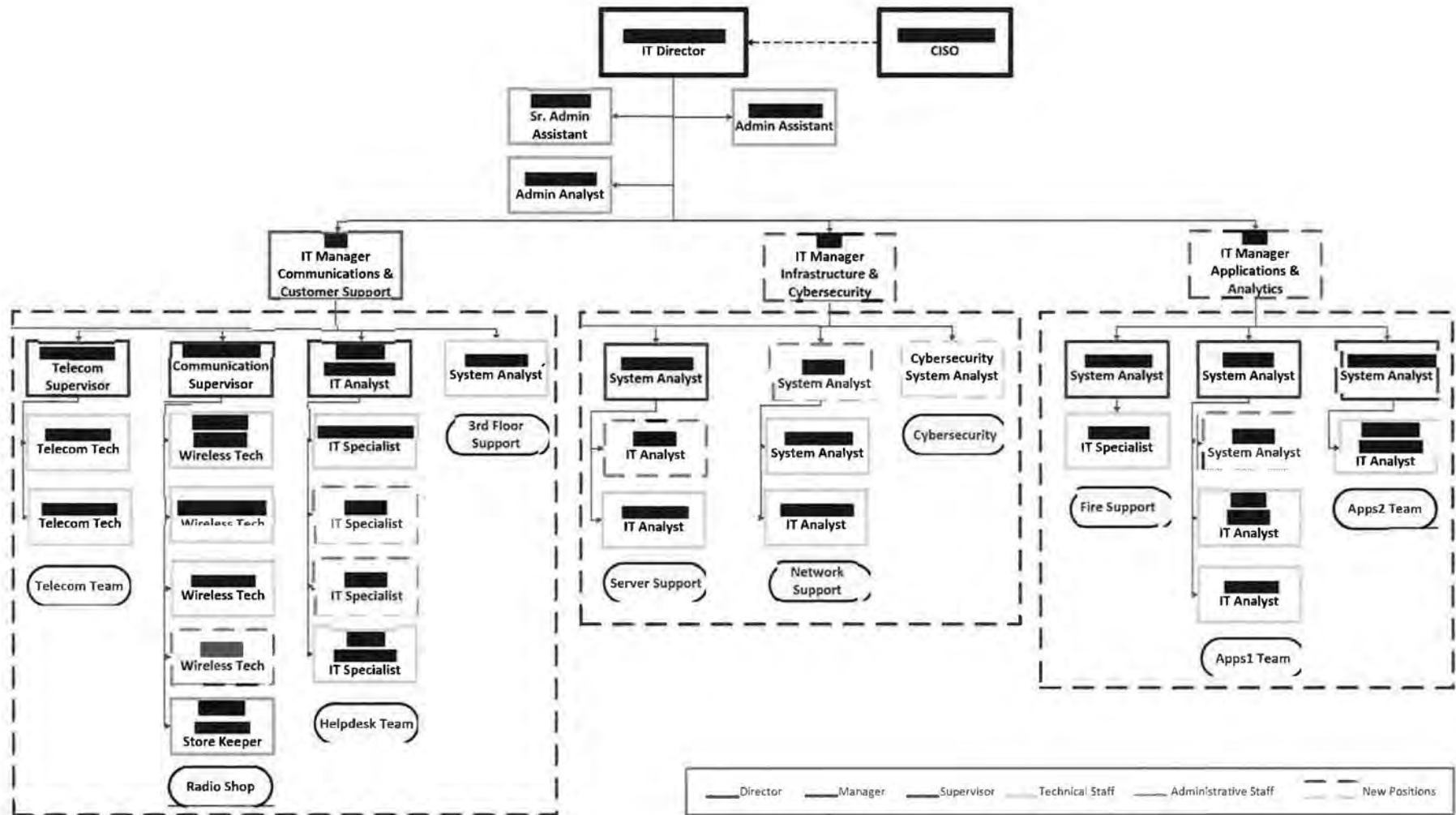
Sheila Poisson
Finance Director

CONCUR:



Aram Chaparyan
City Manager

CIT Department Proposed Org Chart



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

Honorable Members:

SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR INFORMATION TECHNOLOGY MANAGER – COMMUNICATIONS AND CUSTOMER SERVICE

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Information Technology Manager – Communications and Customer Service and forward it to the City Council for approval.

BACKGROUND

On February 7, 2023, City Council approved the Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications. As part of the program modifications, the Communications & Information Technology (CIT) Department proposed the following modifications: Deletion of 1.0 Communications Manager with the addition of 2.0 Information Technology Managers. The CIT Department is undergoing a re-organization to better serve the City and its Departments with their communication and technology needs, as well as address cybersecurity.

ANALYSIS

After review of the CIT department's structure, the CIT Director created three divisions within the department to more effectively support the technological needs of the City. The Communications and Customer Service Division was established to provide a more comprehensive support system in the areas of Telecommunications, Wireless systems, and Helpdesk assistance. The Information Technology Manager – Communication and Customer Service will oversee a centralized customer support system, as well as the radio shop and communications operations. This classification will manage the day to day operations of the Communications and Customer Service Division.

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

- Responsible for providing high-quality planning and project management services, including needs, analysis, development, and implementation oversight of large-scale technology projects; responsible for asset management, support services, equipment upgrades, and replacement rollouts.
- Responsible for supporting City's desktops, laptops, mobile devices, business telephone and voicemail systems, radios, wireless communications, and cabling.
- Monitors and evaluates performance against service response and quality standards based on analysis of user support data and results of service calls.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Implements change controls and quality assurance protocols for effective and responsive technologies replacement and support.

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

Knowledge of

- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- End-point security concepts and best practices.
- Communications technologies, including wireless/radio, telecommunications, and enterprise telephone systems.

Ability to

- Serve as a subject matter expert in the CIT Communications and Customer Service designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new communication systems.
- Plan, manage, supervise, assign, delegate, review, and evaluate the work of staff carrying out the functional and program responsibilities applicable to the designated section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.

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

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

Certifications in communication systems or technologies and management principles related to customer support are highly desired.

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

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

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or project management and over seven years of customer service support in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

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

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

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment
- A) Proposed Class Specification Information Technology Manager – Communications and Customer Service
 - B) City Council Item 9D – February 7, 2023
 - C) Communications and Information Technology Organizational Charts (Current and Proposed)

INFORMATION TECHNOLOGY MANAGER – COMMUNICATIONS AND CUSTOMER SERVICE

Definition

Under direction, plans, organizes and manages the operations of the Communications and Customer Support Division in the Communication and Information Technology (CIT) Department. Responsible for planning, development, implementation, and support of the City's current and future communications involving telecommunications, wireless/radio, and cabling; providing responsive and high-quality technical support for desktop and enterprise software/applications, hardware, systems, level 1 network services and problem resolution needs to all City staff; and performs related duties as required. Provides expert professional advice and internal consulting to departments on technology solutions to meet their business and operating needs.

Distinguishing Characteristics

Distinguished from the Information Technology Director, the incumbent is not responsible for managing the entire department. The incumbent does not routinely perform detailed direct support tasks and is distinguished from lower-level supervisors in that the supervisors do not have administrative responsibility over a department division. Work is performed within a broad framework of general policy and requires creativity and resourcefulness from past knowledge and experience to accomplish goals and objectives and apply the delivery of service-centered support services concepts.

Supervision Exercised/Received

Receives general direction from the Information Technology Director and supervises subordinate Communications and Information Technology staff through Supervisors.

Examples of Essential Duties

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

- Responsible for providing high-quality planning and project management services, including needs, analysis, development, and implementation oversight of large-scale technology projects; responsible for asset management, support services, equipment upgrades, and replacement rollouts.
- Responsible for supporting the City's desktops, laptops, mobile devices, business telephone and voicemail systems, radios, wireless communications, and cabling.
- Monitors and evaluates performance against service response and quality standards based on analysis of user support data and results of service calls.
- Lead and motivate teams and manage complex projects and portfolios.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Implements change controls and quality assurance protocols for effective and responsive technologies replacement and support.
- Plans, assigns, coordinates and manages, through supervisors, the daily operations of the Division.
- Manages the work of Communications and Customer Support staff, including assigning, planning, and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Coaches staff for professional growth and trains on current technologies.
- Develops and implements division policies and procedures.
- Prepares reports and makes recommendations on current and proposed projects.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.
- Develops and produce system documentation, instructional, procedural manuals, and architectural design of the Division-supported technologies.
- Creates and administrate technology adoption programs, such as end-user training and effective support strategies.
- Coordinates with the Information Technology Director and City management to prioritize projects and user requests.
- Manages and participates in developing customer requirements and evaluating products and services to meet customer needs; reviews and approves general systems approaches solving of business and operating problems; works with City managers to prioritize development and enhancement requests.
- Regularly monitors project status and systems performance metrics to ensure results consistent with customer expectations. Coordinates projects with other City departments and agencies as required.
- Responsible for the Division service requests, project tracking, and staff workload in the ITSM system.
- Participates in interdepartmental and intradepartmental teams, committees, and boards as required. Prepare and presents reports and presentations.
- Keeps abreast of current information technology principles and practices, regulations, and literature that apply to City operations.
- Develops and administers division budget; reviews and coordinates financial sources for funding projects.
- Meets with internal and external customers to review current and future development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information systems activities with other departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to other departments as needed.

Examples of Other Duties

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

- Assists in establishing a departmental disaster plan as part of a City-wide disaster plan.
- May perform duties of subordinates as needed.
- May participate in emergency callouts and after-hour support coordination.
- Participates in EOC operations as required.
- Participates on City teams that may not be technology related.

Qualification Guidelines

Knowledge of

- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- End-point security concepts and best practices.

- Principles and practices of public administration include budgeting, purchasing, and maintaining public records.
- Research and analysis methods and techniques.
- Communications technologies, including wireless/radio, telecommunications, and enterprise telephone systems.

Ability to

- Serve as a subject matter expert in the CIT Communications and Customer Service designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new communication systems.
- Plan, manage, supervise, assign, delegate, review, and evaluate the work of staff carrying out the functional and program responsibilities applicable to the designated section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise, comprehensive correspondence, reports, studies, and other written materials.
- Communicate clearly and effectively and convey understanding to technical and non-technical audiences orally and in writing.
- Represent the City effectively in dealings with contractors, consultants, vendors, and representatives of other agencies.
- Present proposals and recommendations clearly, logically, and persuasively.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Ensure safety and professional work standards are met.
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations, and the public.

Education and Experience

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

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or project management and over seven years of customer service support in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

Experience in the following areas is highly desirable: Office 365 productivity suite administration and support; SharePoint administration; desktop and mobile device management systems, such as SCCM, Intune, or similar; software and operating systems deployment techniques, including scripting or programming languages; and cloud-based communication solutions and telephone systems.

License or Certificates

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

Certifications in communication systems or technologies and management principles related to customer support are highly desired.

Special Requirements

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

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

Work is primarily performed indoors in an office setting. Work involves frequently changing work priorities and the ability to meet deadlines. There will be off-site assignments and attendance at off-site meetings and conferences. Work may be required on evenings and weekends as needed.

Career Ladder Information

Experience gained in this classification may serve to meet the qualification guidelines for Information Technology Director.

Council Meeting of
February 7, 2023

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

Members of the Council:

SUBJECT: Finance – Approve Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications. Expenditure: Not-to-exceed \$763,159 (General and Non-General Fund).

RECOMMENDATION

Recommendation of the Finance Director that City Council

1. Approve the recommended Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications, and;
2. Increase General Fund Operating Fund Revenue Budget by \$769,527, and;
3. Appropriate \$570,621 to the General Fund Operating Fund Expenditure Budget, and;
4. Appropriate \$69,447 to the Sanitation Fund Expenditure Budget, and;
5. Appropriate \$35,118 to the Transit Fund Expenditure Budget.

Funding

Funding is available in the General Fund, Sanitation Fund, and Transit Fund Balances.

BACKGROUND/ANALYSIS

On December 6, 2022, staff presented the Fiscal Year 2022-23 First Quarter Budget Review Report to the Finance and Governmental Operations Committee ("Committee"). The full version of this report has been published to the City of Torrance ("City") Finance Department website which can be accessed using the following link:

<https://www.torranceca.gov/government/finance/budget-review-reports>. During this meeting, staff presented program modification as an introduction, but did not recommend their approval as it was anticipated approval would take place at a later meeting.

On December 20, 2022, the City Council accepted and filed the First Quarter Budget Review Report, and consistent with the December 6, 2022 Committee meeting, did not approve the program modifications at that time.

Staff are now recommending Council's approval of all program modifications contained in the Fiscal Year 2022-23 Budget Review Report, with the exception of the staffing transfer between Finance and City Treasurer. At the December 20, 2022 Council meeting, it was requested by Council this transfer be deferred until the newly hired Deputy City Treasurer has passed probation. Staff will return at a later date to seek approval of this program modification.

The combined fiscal impact of the proposed program modifications is a net savings of \$6,368 for the City, as shown in the table below. The full detail of all program modifications can be found after this summary table.

#	Department	Proposed Modification	Fiscal Impact	Source	Status
1	City Clerk	Convert 2.0 Office Assistants to 2.0 Administrative Assistants	\$ 28,082	General Fund	Recommended for approval
2	City Manager	Convert 1.0 Assistant to the City Manager to 1.0 Deputy City Manager; adjust non-wage budget	\$ 62,682	General Fund	Recommended for approval
3	City Manager	Add 1.0 Staff Assistant	\$ 87,973	Non-General Fund	Recommended for approval
4	Communications & Information Technology	Delete 1.0 Communications Manager, Delete 1.0 Information Technology Specialist, Delete 1.0 Information Technology Analyst, Add 2.0 Information Technology Manager, Add 1.0 Systems Analyst	\$ 135,016	General Fund	Recommended for approval
5	Community Development	Convert 5.0 Environmental Quality Officers to 5.0 Code Enforcement Officers and Convert 2.0 Senior Environmental Quality Officers to 2.0 Senior Code Enforcement Officers	\$ -	General Fund	Recommended for approval
6	Community Services	Convert 1.0 Senior Administrative Assistant to 1.0 Supervising Administrative Assistant	\$ 16,405	General Fund	Recommended for approval
7	Community Services	Delete 1.0 Senior Recreation Supervisor, Add 0.2 Program Coordinator, and add 0.3 Program Specialist	\$ (104,247)	General Fund	Recommended for approval
8	Community Services	Delete 1.0 Office Assistant, Add 1.0 Administrative Assistant	\$ 14,041	General Fund	Recommended for approval
9	Finance	Transfer 1.0 Account Clerk and 1.0 Accounting Technician to City Treasurer	\$ -	General Fund	Deferred to a later date
10	Fire	Increase Budget to Fund Enrollment in California Department of Healthcare Services' Ground Emergency Medical Transport Intergovernmental Transfer Program for Public Providers	\$ (350,885)	General Fund	Recommended for approval
11	Public Works	Convert 4.0 Maintenance Works to 4.0 Sanitation Equipment Operators	\$ 69,447	Non-General Fund	Recommended for approval
12	Transit	Convert 1.0 Senior Business Manager - Transit Planning to 1.0 Transit Planning Manager	\$ 35,118	Non-General Fund	Recommended for approval
Total Proposed Amendments			\$ (6,368)	Net Savings	
Total General Fund Impact			\$ (198,906)	Net Savings	
Total Non-General Fund Impact			\$ 192,538	Net Cost	

City Clerk

Convert 2.0 Full Time Equivalent ("FTE") Office Assistants to 2.0 FTE Administrative Assistants – \$28,082 (General Fund)

The City Clerk's Office is seeking to convert 2.0 FTE Office Assistants to 2.0 FTE Administrative Assistants. Historically, Office Assistants have been staffed for carrying out clerical support tasks, however, the limited job specifications for the position no longer meet the administrative needs of the department. Upgrading the Office Assistant positions to Administrative Assistant positions will provide increased flexibility in assigning tasks, facilitate staff development and allow for cross-training across the department's three divisions including the Administration Division, Records & Electronic Content Management System Division, and Legislative/Elections Division.

City Manager

Convert 1.0 FTE Assistant to the City Manager to 1.0 FTE Deputy City Manager and Adjust Non-Wage Budget – \$62,682 (General Fund)

The City Manager's Office is seeking to convert 1.0 FTE Assistant to the City Manager to 1.0 FTE Deputy City Manager. Due to the efforts put forth by the staff in this position, their value to the City and the need to retain them, the City Manager is recommending the creation of a new Deputy City Manager job classification with a salary reference point between the existing classifications of Assistant to the City Manager and Assistant City Manager. The current reference points for the Assistant to the City Manager and Assistant City Manager classifications are \$13,584 and \$20,749, respectively. As such, the recommended reference point for this newly proposed job classification is \$17,167. This modification will allow for continued advancements in homelessness response and an expanded emphasis on workforce professional development. The cost impact of this change is a total of \$45,682.

In July 2021, staff received approval from the City Council to establish a Friendship City program. A Friendship City designation is an established relationship between two cities that is mutually beneficial. In some cities, a Friendship City is often used as a first step in building a long-term relationship and is less formal than a Sister City relationship. Friendship City relationships are used to foster cooperative agreements for advancing economic development, commerce, trade, culture, education, climate action, and many other fields which promote collaboration for achieving common interests. The Friendship City program is also a way for participating cities to initiate a ceremonial relationship with foreign municipalities. These relationships allow for increased global cooperation and communication at the municipal level. Friendship City relationships may include the exchange of correspondence between elected officials and business leaders regarding areas of mutual interest.

Over the years, various international cities have expressed interest in developing relationships with the City. The concept of Friendship City relationships is appealing in that it offers a less formal opportunity for two cities to explore similarities and differences and can easily be terminated if necessary. Mayor Chen has been contacted by representatives of the City of Changhua in Taiwan and by the Consulate General of the Republic of Korea in Los Angeles, both expressing interest in establishing a relationship with the City. The cost impact of implementing this program is \$5,000.

City Council has also requested increased efforts to lure and retain businesses. Staff expects to complete a Request for Qualifications in the second quarter of Fiscal Year 2022-23. Thereafter, staff will present an item to City Council with recommended selections and the proposed criteria for selected vendors to be eligible for draft compensation schedules. The cost impact of this program is about \$40,000, however, only \$12,000 is needed to fund this effort.

Add 1.0 FTE Staff Assistant (Homeless Services) – \$87,973 (Non-General Fund)

In recent years, the number of individuals experiencing homelessness in California and Los Angeles County has increased significantly. The City Manager's Office has worked to develop strategic solutions for a coordinated response to this issue to address specific community concerns. At the beginning of 2021, the City retained a dedicated homeless outreach worker through an agreement with Harbor Interfaith Services to assist those experiencing homelessness with the necessary resources and support for obtaining permanent housing. Additionally, in June 2021, the Torrance City Council approved a temporary housing pilot program intended to provide housing stability for unsheltered individuals in Torrance while they move towards permanent housing.

Today, the 3290 Temporary Housing Village has 40 residents living in "tiny homes" with access to shared restrooms, showers, and three meals per day. To ensure the City continues to provide high quality wraparound services, the City Manager's Office is seeking to add 1.0 FTE Staff Assistant to carry out dedicated outreach coordination, case management, housing navigation, documentation assistance, and community education. To offset the associated costs for adding this new position, the City has secured funding through the HOME Investment Partnerships American Rescue Plan Program, a federal program established to reduce homelessness and increase housing stability across the country.

Communications & Information Technology

Convert 1.0 FTE Communications Manager to 1.0 FTE Information Technology Manager, Convert 1.0 FTE Information Technology Analyst to 1.0 FTE Information Technology Manager, and Convert 1.0 FTE Information Technology Specialist to 1.0 FTE Systems Analyst – \$135,016 (General Fund)

In 2021, the City Manager leveraged vacancy savings to complete a comprehensive assessment of the Communications & Information Technology ("CIT") Department which identified several program deficiencies. To address these deficiencies, CIT is seeking to reorganize the department to better serve the City and the community in a fast-changing technological world. More specifically, the proposed reorganization will allow the department to establish well-balanced areas of responsibilities and improve cybersecurity posture to ensure the City follows and complies with industry security standards.

The proposed restructuring within CIT consists of the following:

- Convert 1.0 FTE Communications Manager to 1.0 FTE Information Technology Manager to oversee Centralized Customer Support, as well as radio shop and communications operations – (\$6,689) Savings
- Convert 1.0 FTE Information Technology Analyst to 1.0 FTE Information Technology Manager to oversee Enterprise Applications & Analytics – \$77,293
- Convert 1.0 FTE Information Technology Specialist to 1.0 FTE Systems Analyst dedicated to Infrastructure & Cybersecurity – \$64,412

This proposed program modification results in a total budget increase of \$135,016 within the CIT Department. However, the City Manager recommends funding the Cybersecurity System Analyst (\$175,288) through SST revenue so as to not impact the department's General Fund Operating Fund budget. The net budget impact (to the General Fund Operating Fund) of these changes after accounting for contributions through SST revenue is a budget decrease of \$40,272. The CIT reorganization is an effort to realize the full potential of its resources that align with the City's technological needs. All CIT operations will adhere to the Information Technology Infrastructure Library methodology adopted by most fortune 500 businesses and large municipal agencies. Furthermore, the efficiency of the department will be measured by the new Information Technology Service Management system, which is anticipated to go live by the end of the 2022.

Community Development

Convert 5.0 FTE Environmental Quality Officers to 5.0 FTE Code Enforcement Officers and Convert 2.0 FTE Senior Environmental Quality Officers to 2.0 FTE Senior Code Enforcement Officers – \$0

The Community Development Department worked with Human Resources and the Engineers and Torrance Fiscal Employees Association to establish the new classifications of Code Enforcement Officer and Senior Code Enforcement Officer. These new classifications will be approved by the Civil Service Commission and City Council in parallel to this budget action. Staff is recommending all FTE in the current Environmental Quality Officer and Senior Environmental Quality Officer classifications be converted to Code Enforcement Officer and Senior Code Enforcement Officer. As positions turn over and become vacant, staff will recruit under the new classifications to improve enforcement efforts throughout the community.

Community Services

Convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant – \$16,405 (General Fund)

The Community Services Department is seeking to convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant to allow for a higher level of responsibilities to be assigned to this position and designate the incumbent to oversee the administrative functions for each of the five (5) divisions within Community Services. Having a primary point person will ensure accurate and consistent review of work and the coordination of complex processes departmentwide (i.e., City Council agenda items; correspondence and interoffice communications; grant administration, funding proposals, etc.).

The incumbent currently in the Senior Administrative Assistant position is vital to ensuring consistency of all reporting throughout the department, assists with controlling the greater impact of erroneous mistakes that can happen, and operates under the same scope of responsibilities and authority as a Supervising Administrative Assistant, except for supervisory authority. In order to increase organizational efficiencies within Community Services, the department proposes the following modifications:

- Convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant and provide appropriate funding to accomplish this upgrade.

- Re-assign the current Office and Administrative Assistants to be supervised directly by the Supervising Administrative Assistant for guidance, training, and delegation of work assignments.
- Implement the goals and objectives for assessing employee development and conduct annual performance evaluations for subordinate staff.

Since the Office and Administrative Assistants cannot be directly supervised due to their satellite locations, the Supervising Administrative Assistant will work collaboratively with Division Managers to identify areas of weakness and department inefficiencies.

Delete 1.0 FTE Senior Recreation Supervisor and Add 0.2 FTE Program Coordinator and 0.3 FTE Senior Program Specialist – (\$104,247) Savings (General Fund)

The Cultural Services Division is seeking a reduction of redundant supervisory staff to increase availability and scope of direct program delivery staff. It should be noted that the department currently has internal candidates which can potentially assist to address the proposed addition of 0.2 FTE Program Coordinator and 0.3 FTE Senior Program Specialist, and the Senior Recreation Supervisor position being proposed for deletion is currently vacant.

Convert 1.0 FTE Office Assistant to 1.0 FTE Administrative Assistant – \$14,041 (General Fund)

The Cultural Services Division is seeking to convert 1.0 FTE Office Assistant to 1.0 FTE Administrative Assistant. The current scope of the position in this area exceeds the job specifications of Office Assistant and changing to Administrative Assistant is necessary to allow for more independent work to be completed and increased coverage levels.

Fire

Increase Budget to Fund Enrollment in California Department of Healthcare Services' Ground Emergency Medical Transport Intergovernmental Transfer Program for Public Providers – (\$350,885) Savings (General Fund)

The Torrance Fire Department ("TFD") Emergency Medical Transport ("EMT") program is currently enrolled in the California Department of Healthcare Services' ("DHCS") Ground Emergency Medical Transport ("GEMT") Quality Assurance Fee ("QAF") program, which provides supplemental Medi-Cal payments to GEMT providers. The GEMT QAF program currently imposes a fee of \$34.02 for each transport (regardless of the payor category), but results in a reimbursement per Medi-Cal transport of \$220.80 (1,318 transports per year). The TFD EMT program FY2022-23 expenditure budget needs to be increased by an estimated amount of \$158,125 in order to pay the estimated QAF program fees for the first two quarters of the fiscal year (based on 2,324 transports done by TFD EMT for the period of July 2022 – September 2022). Moreover, the Fire Department's revenue budget will also need to be increased to reflect the revenue generated from this program. Using the reimbursement rate of \$220.80 and 659 estimated transports for half of a year, the revenue budget is recommended to be increased by \$145,507.

The GEMT QAF fee program is expected to end December 2022 and will be replaced by the new Medi-Cal program – Public Providers-GEMT Intergovernmental Transfers ("PP-GEMT IGT") – for public providers only. This new program seeks to ensure that all public GEMT providers that service Medi-Cal beneficiaries receive sufficient reimbursement. The new PP-

GEMT IGT program will eliminate the per-transport fee of \$34.02 and will instead result in quarterly payments of approximately \$130,258. Although the expenditures are expected to be higher under the new program, the expected reimbursement is also expected to increase. Reimbursement for each Medi-Cal transport under the new program is expected to be \$946.92. Thus, if this program is approved and the City enrolls to begin January 2023 as anticipated, an additional \$260,517 will need to be added to the TFD EMT program FY2022-23 expense budget to pay the quarterly contributions for the last two quarters of the fiscal year. In addition to this increased expenditure budget, the revenue budget will need to be increased assuming the same 659 transports receiving \$946.92 in reimbursement for January 2023 through June 2023. This translates to an increase in the revenue budget of \$624,020.

The total cost impact of this proposed program modification to the TFD EMT program FY2022-23 expense budget (for both the old and new program) is \$418,642. The total modification for the revenue budget (for both the old and new program) is \$769,527. In subsequent fiscal years, the TFD EMT expense budget will need to be increased to \$521,034 annually to support the contribution costs of the PP-GEMT IGT program for the entire fiscal year. This will also generate an anticipated annual revenue of \$1,248,041 as well. The PP-GEMT IGT program is mandatory for public providers, although enrolling as a funding entity is voluntary. However, since the non-federal share of the PP-GEMT IGT Program is intended to be funded through voluntary contributions by public providers, should DHCS determine that the projected amount of voluntary contributions is not sufficient to support the implementation of the program, the program will not continue in future periods.

Public Works

Convert 4.0 FTE Maintenance Worker to 4.0 FTE Sanitation Equipment Operator – \$69,447 (Non-General Fund)

The Public Works Department is seeking to convert 4.0 FTE Maintenance Worker ("MW") positions to 4.0 FTE Sanitation Equipment Operator ("SEO") positions to maintain adequate service levels in the Sanitation Division. Currently, there is a total of 33 budgeted positions assigned to waste collection, comprised of 25.0 FTE SEO positions and 8.0 FTE MW positions. SEOs operate a variety of vehicles for the daily collection of: (1) residential refuse, recycling and organics; (2) residential large items; and (3) illegally dumped items. Additionally, SEOs are responsible for collecting containers at all City facilities.

Despite the 25.0 FTE SEO positions, there are regular and daily occurrences of scheduled and unscheduled absences that occur the Sanitation Division. This typically requires the department to "move-up" 4.0 FTE MWs on a daily basis to provide adequate daily collection services and ensure the City complies with Los Angeles County public health regulations. This operational impact initiated a management review of current budgeted staffing levels to re-evaluate and determine the appropriate number of budgeted positions needed to address the scheduled and unscheduled absences. Staff determined that minimum daily staffing requires 29.0 FTE SEOs and 4.0 FTE MWs to maintain sufficient staffing levels, and also ensure we continue to provide a high level of service to the community.

Accordingly, Public Works is requesting to convert 4.0 FTE MWs to 4.0 FTE SEOs. This would increase SEO positions from 25.0 FTE to 29.0 FTE and decrease MW positions from 8.0 FTE to 4.0 FTE, while keeping the total of 33.0 FTE budgeted positions unchanged. The remaining 4.0 FTE MWs will be assigned to deliver, build, and collect waste collection containers and

assist with large item and illegally dumped collections, as they do now. The cost to convert 4.0 FTE MWs to 4.0 FTE SEOs is approximately \$69,447 per fiscal year including benefits and will be paid through the Sanitation Operating Fund (Enterprise Fund). This amount will be included in the upcoming Solid Waste rate study and Proposition 218 hearing expected to take place in early 2023.

Transit

Convert 1.0 FTE Senior Business Manager (Transit Planning) to 1.0 FTE Transit Planning Manager – \$35,118 (Non-General Fund)

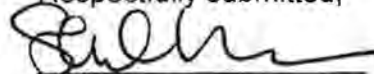
In 2021, the Senior Business Manager (Transit Planning) position was created in the Transit Department. This position focused on run-cutting, continuous schedule development as well as planning and preparation for route restructuring in anticipation of the opening of the Mary K. Giordano Regional Transit Center, the launch of Line 13 (Metro's former Line 130) and the expansion of Line 10. When the position was created, the compensation was set at a rate comparable to a Senior Transportation Planner; however, a review of the responsibilities and requirements of the position indicates a need to upgrade the position to a Transit Planning Manager. Due to the ongoing expansion of service, coordination of short-range and long-range planning projects such as the integration with Metro-C-Line extension to the South Bay, expansion of service to the Mary K. Giordano Regional Transit Center and micro-transit service, an upgrade of the position is appropriate in comparison to positions in other agencies with similar scope and compensation. In addition, this position would be the assigned liaison for coordinating with internal City departments, transit agencies and other partner organizations, and civic and community groups to promote Torrance Transit.

A survey of comparable positions shows that the current pay range is 24.6% below average at Minimum and 44.7% below average at Maximum. The Transit Director recommends that the current Senior Business Manager (Transit Planning) position is upgraded to a Transit Planning Manager and the compensation be set at the same range as other Transit Managers. This pay range would be within 1% of the maximum pay range for comparable Transit Planning Manager positions and allow for internal equity among Transit Management staff.

CONCLUSION

In conclusion, it is recommended that City Council approve the Fiscal Year 2022-23 First Quarter Budget Review Report Program modifications and necessary budget adjustments.

Respectfully submitted,



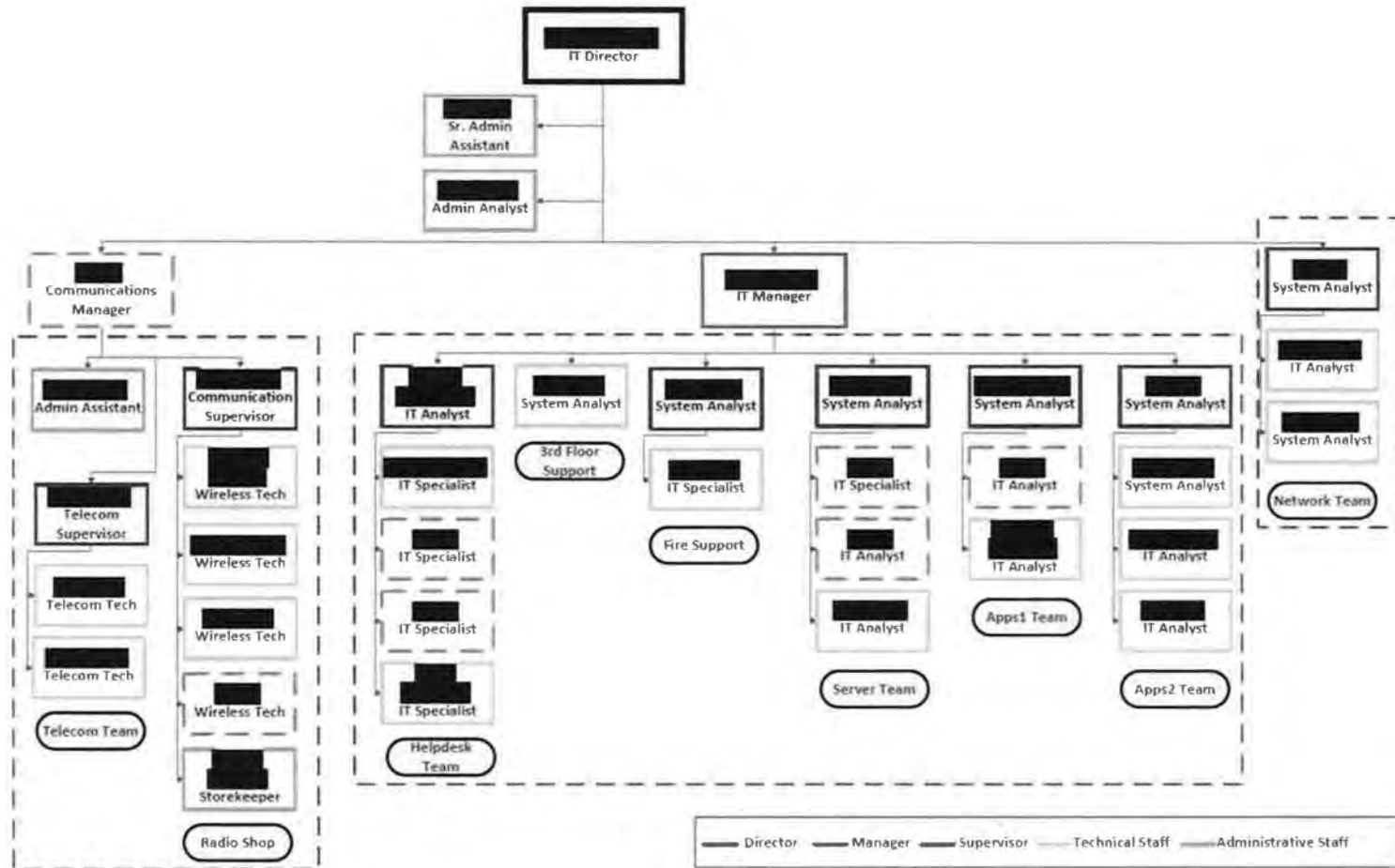
Sheila Poisson
Finance Director

CONCUR:



Aram Chaparyan
City Manager

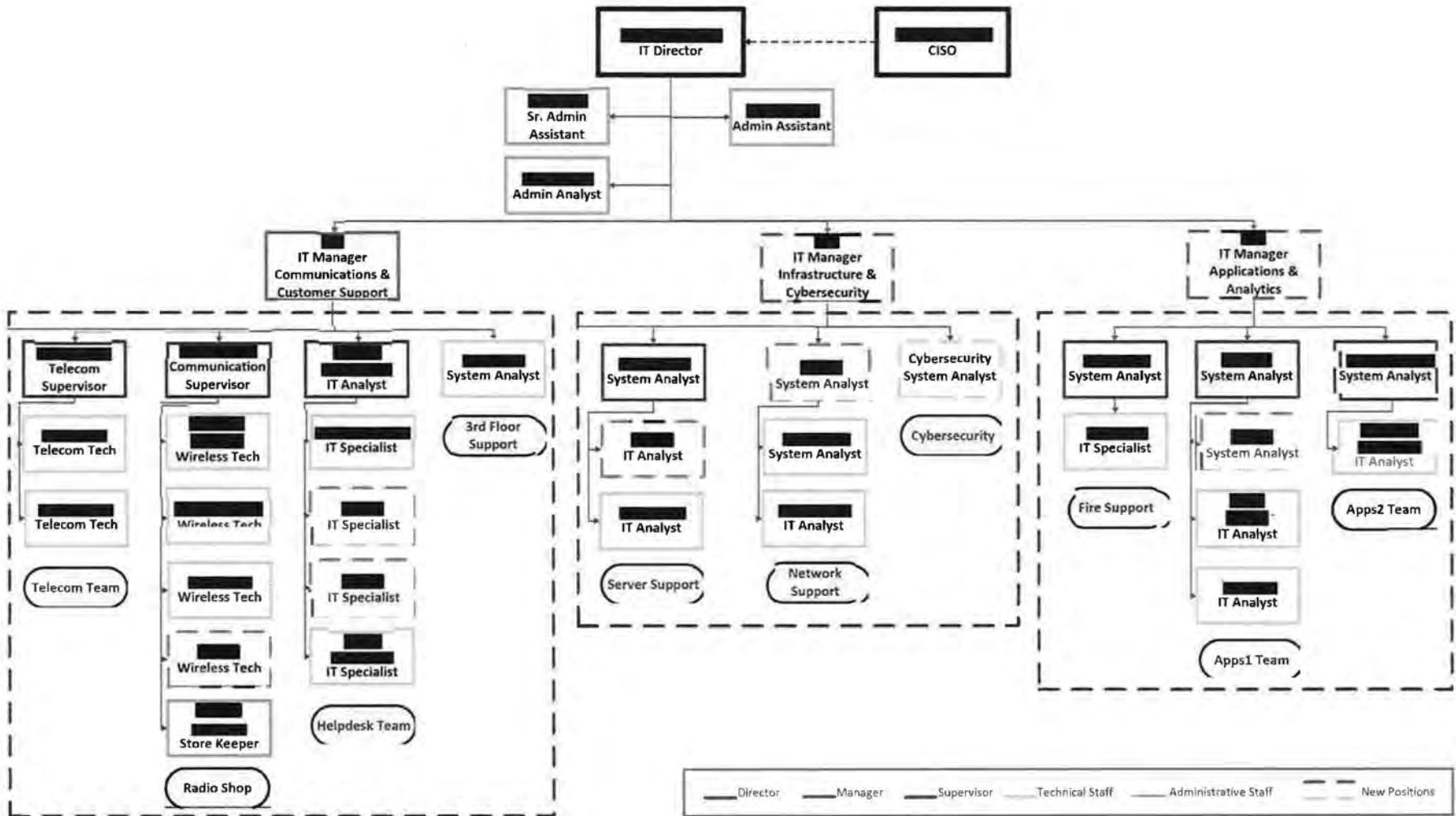
CIT Department Current Org Chart



ATTACHMENT C

November 8, 2022

CIT Department Proposed Org Chart



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

Honorable Members:

**SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR INFORMATION
TECHNOLOGY MANAGER – INFRASTRUCTURE AND CYBERSECURITY**

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Information Technology Manager – Infrastructure and Cybersecurity and forward it to the City Council for approval.

BACKGROUND

On February 7, 2023, City Council approved the Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications. As part of the program modifications, the Communications & Information Technology (CIT) Department proposed the following modifications: Deletion of 1.0 Communications Manager with the addition of 2.0 Information Technology Managers. The CIT Department is undergoing a re-organization to better serve the City and its Departments with their communication and technology needs, as well as address cybersecurity.

ANALYSIS

After review of the CIT department's structure, the CIT Director created three divisions within the department to more effectively support the technological needs of the City. The Infrastructure and Cybersecurity Division was established to provide a more comprehensive support system in the areas of server support, network support and cybersecurity. The Information Technology Manager – Infrastructure and Cybersecurity will oversee a centralized support system that provides development, implementation and planning of the City's data center, network operations and cybersecurity. This classification will manage the day to day operations of the Infrastructure and Cybersecurity Division.

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

- Responsible for the design, development, installation, monitoring, and maintenance of the City's computing infrastructure, including cloud computing systems and enterprise-wide cloud strategies, network architecture, data, wireless and WAN/LAN networks, key enterprise systems such as email and messaging, data storage technologies, account and access management and associated systems, cloud-based system solutions, protocols and processes that support the City's technology environment; manages operations of the data center.
- Responsible for implementing security controls and developing the City Cybersecurity Plan with CISO and IT Director.
- Monitors, evaluates, prioritizes, and recommends the use of Information Technology resources to maximize benefits in meeting the Information Technology goals of the City.

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

Knowledge of

- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- Enterprise network security management design principles and practices and related methodologies, tools, and software.
- Disaster planning and business recovery concepts and techniques.
- Systems integration and optimization design concepts and techniques.

Ability to

- Serve as a subject matter expert in the CIT Department's Infrastructure & Cybersecurity designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new information technology systems;
- Plan, manage, supervise, assign, delegate, review, and evaluate the work of staff carrying out the functional and program responsibilities applicable to the designated section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.

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

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

Certifications in enterprise system management, network architecture, and cybersecurity are highly desired.

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


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

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or information security and over seven years of enterprise network management in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

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

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

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment
- A) Proposed Class Specification Information Technology Manager – Infrastructure and Cybersecurity
 - B) City Council Item 9D – February 7, 2023
 - C) Communications and Information Technology Organizational Charts (Current and Proposed)

INFORMATION TECHNOLOGY MANAGER – INFRASTRUCTURE AND CYBERSECURITY

Definition

Under direction, plans, organizes and manages the activities of the Infrastructure and Cybersecurity Division in the Communication and Information Technology Department. Responsible for planning, development, implementation, and support for the City's current and future Information Technology systems, data center, cybersecurity, and network operations; performs related duties as required. Provides expert professional advice and internal consulting to departments on technology solutions to meet their business and operating needs.

Distinguishing Characteristics

Distinguished from the Information Technology Director, the incumbent is not responsible for managing the entire Department. Distinguished from the Systems Analyst and Information Technology Analyst in that the incumbent does not routinely perform detailed development, programming, implementation, and direct support tasks. Work is performed within a broad framework of general policy and requires creativity and resourcefulness from past knowledge and experience to accomplish goals and objectives and apply IT concepts in developing plans and strategies.

Supervision Exercised/Received

Receives general direction from the Information Technology Director and supervises subordinate Communications and Information Technology staff through Supervisors and Systems Analysts.

Examples of Essential Duties

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

- Responsible for the design, development, installation, monitoring, and maintenance of the City's computing infrastructure, including cloud computing systems and enterprise-wide cloud strategies, network architecture, data, wireless and WAN/LAN networks, key enterprise systems such as email and messaging, data storage technologies, account and access management and associated systems, cloud-based system solutions, protocols and processes that support the City's technology environment; manages operations of the data center.
- Responsible for implementing security controls and developing the City Cybersecurity Plan with CISO and IT Director.
- Plans, assigns, coordinates and manages, through supervisors, the daily operations of the Division.
- Manages the work of professional Infrastructure & Cybersecurity Division personnel, including assigning, planning, and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Monitors staff's performance and coaches for improvement and development.
- Develops and implements division policies and procedures.
- Prepares reports and makes recommendations on current and proposed projects.
- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and City's

mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.

- Monitors, evaluates, prioritizes, and recommends the use of Information Technology resources to maximize benefits in meeting the Information Technology goals of the City.
- Coordinates with the Information Technology Director and City management to prioritize projects and user requests.
- Manages the architectural planning, design, development, implementation and maintenance of a wide variety of technology solutions and services applicable to assigned areas of responsibility; manages and participates in the development of customer requirements and the evaluation of products and services to meet customer needs; reviews and approves general systems approaches to the solution of business and operating problems; works with City managers to prioritize development and enhancement requests.
- Regularly monitors project status and systems performance metrics to ensure results consistent with customer expectations. Coordinates projects with other City departments and agencies as required.
- Responsible for the Division service requests, project tracking, and staff workload in the ITSM system.
- Participates in interdepartmental and intradepartmental teams, committees, and boards as required. Prepare and presents reports and presentations.
- Keeps abreast of current information technology principles and practices, regulations, and literature that apply to City operations.
- Develops and administers division budget; reviews and coordinates financial sources for funding projects.
- Meets with internal and external customers to review current and future development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information systems activities with other departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to other departments as needed.

Examples of Other Duties

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

- Assists in establishing a departmental disaster plan as part of a City-wide disaster plan.
- May perform duties of subordinates as needed.
- May participate in emergency callouts and after-hour support coordination.
- Participates in EOC operations as required.
- Participates on City teams that may not be technology related.

Qualification Guidelines

Knowledge of

- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- Principles and methods of systems analysis, design, and best practice development methodologies and tools.
- System automation techniques, including scripting or programming languages.

Class Designation: Civil Service

- Cloud-based systems and services, including network architectures and design principles and methods.
- Database and collaboration systems management systems and software.
- Enterprise network security management design principles and practices and related methodologies, tools, and software.
- Disaster planning and business recovery concepts and techniques.
- Systems integration and optimization design concepts and techniques.
- Principles and practices of public administration include budgeting, purchasing, and maintaining public records.
- Research and analysis methods and techniques.
- Principles and practices of effective management and supervision.

Ability to

- Serve as a subject matter expert in the CIT Department's Infrastructure & Cybersecurity designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new information technology systems.
- Plan, manage, supervise, assign, delegate, review, and evaluate the work of staff carrying out the functional and program responsibilities applicable to the designated section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise, comprehensive correspondence, reports, studies, and other written materials.
- Communicate clearly and effectively and convey understanding to technical and non-technical audiences orally and in writing.
- Represent the City effectively in dealings with contractors, consultants, vendors, and representatives of other agencies.
- Present proposals and recommendations clearly, logically, and persuasively.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Ensure safety and professional work standards are met.
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations, and the public.

Education and Experience

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

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or information security and over seven years of enterprise network management in the government or business environment, including at least three years

of supervisory and project management experience; or an equivalent combination of training and experience.

License or Certificates

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

Certifications in enterprise system management, network architecture, and cybersecurity are highly desired.

Special Requirements

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

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

Work is primarily performed indoors in an office setting. Work involves frequently changing work priorities and the ability to meet deadlines. There will be off-site assignments and attendance at off-site meetings and conferences. Work may be required on evenings and weekends as needed.

Career Ladder Information

Experience gained in this classification may serve to meet the qualification guidelines for Information Technology Director.

Council Meeting of
February 7, 2023

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

Members of the Council:

SUBJECT: Finance – Approve Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications. Expenditure: Not-to-exceed \$763,159 (General and Non-General Fund).

RECOMMENDATION

Recommendation of the Finance Director that City Council

1. Approve the recommended Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications, and;
2. Increase General Fund Operating Fund Revenue Budget by \$769,527, and;
3. Appropriate \$570,621 to the General Fund Operating Fund Expenditure Budget, and;
4. Appropriate \$69,447 to the Sanitation Fund Expenditure Budget, and;
5. Appropriate \$35,118 to the Transit Fund Expenditure Budget.

Funding

Funding is available in the General Fund, Sanitation Fund, and Transit Fund Balances.

BACKGROUND/ANALYSIS

On December 6, 2022, staff presented the Fiscal Year 2022-23 First Quarter Budget Review Report to the Finance and Governmental Operations Committee ("Committee"). The full version of this report has been published to the City of Torrance ("City") Finance Department website which can be accessed using the following link:

<https://www.torranceca.gov/government/finance/budget-review-reports>. During this meeting, staff presented program modification as an introduction, but did not recommend their approval as it was anticipated approval would take place at a later meeting.

On December 20, 2022, the City Council accepted and filed the First Quarter Budget Review Report, and consistent with the December 6, 2022 Committee meeting, did not approve the program modifications at that time.

Staff are now recommending Council's approval of all program modifications contained in the Fiscal Year 2022-23 Budget Review Report, with the exception of the staffing transfer between Finance and City Treasurer. At the December 20, 2022 Council meeting, it was requested by Council this transfer be deferred until the newly hired Deputy City Treasurer has passed probation. Staff will return at a later date to seek approval of this program modification.

The combined fiscal impact of the proposed program modifications is a net savings of \$6,368 for the City, as shown in the table below. The full detail of all program modifications can be found after this summary table.

#	Department	Proposed Modification	Fiscal Impact	Source	Status
1	City Clerk	Convert 2.0 Office Assistants to 2.0 Administrative Assistants	\$ 28,082	General Fund	Recommended for approval
2	City Manager	Convert 1.0 Assistant to the City Manager to 1.0 Deputy City Manager; adjust non-wage budget	\$ 62,682	General Fund	Recommended for approval
3	City Manager	Add 1.0 Staff Assistant	\$ 87,973	Non-General Fund	Recommended for approval
4	Communications & Information Technology	Delete 1.0 Communications Manager, Delete 1.0 Information Technology Specialist, Delete 1.0 Information Technology Analyst, Add 2.0 Information Technology Manager, Add 1.0 Systems Analyst	\$ 135,016	General Fund	Recommended for approval
5	Community Development	Convert 5.0 Environmental Quality Officers to 5.0 Code Enforcement Officers and Convert 2.0 Senior Environmental Quality Officers to 2.0 Senior Code Enforcement Officers	\$ -	General Fund	Recommended for approval
6	Community Services	Convert 1.0 Senior Administrative Assistant to 1.0 Supervising Administrative Assistant	\$ 16,405	General Fund	Recommended for approval
7	Community Services	Delete 1.0 Senior Recreation Supervisor, Add 0.2 Program Coordinator, and add 0.3 Program Specialist	\$ (104,247)	General Fund	Recommended for approval
8	Community Services	Delete 1.0 Office Assistant, Add 1.0 Administrative Assistant	\$ 14,041	General Fund	Recommended for approval
9	Finance	Transfer 1.0 Account Clerk and 1.0 Accounting Technician to City Treasurer	\$ -	General Fund	Deferred to a later date
10	Fire	Increase Budget to Fund Enrollment in California Department of Healthcare Services' Ground Emergency Medical Transport Intergovernmental Transfer Program for Public Providers	\$ (350,885)	General Fund	Recommended for approval
11	Public Works	Convert 4.0 Maintenance Works to 4.0 Sanitation Equipment Operators	\$ 69,447	Non-General Fund	Recommended for approval
12	Transit	Convert 1.0 Senior Business Manager – Transit Planning to 1.0 Transit Planning Manager	\$ 35,118	Non-General Fund	Recommended for approval
Total Proposed Amendments			\$ (6,368)	Net Savings	
Total General Fund Impact			\$ (198,906)	Net Savings	
Total Non-General Fund Impact			\$ 192,538	Net Cost	

City Clerk

Convert 2.0 Full Time Equivalent ("FTE") Office Assistants to 2.0 FTE Administrative Assistants – \$28,082 (General Fund)

The City Clerk's Office is seeking to convert 2.0 FTE Office Assistants to 2.0 FTE Administrative Assistants. Historically, Office Assistants have been staffed for carrying out clerical support tasks, however, the limited job specifications for the position no longer meet the administrative needs of the department. Upgrading the Office Assistant positions to Administrative Assistant positions will provide increased flexibility in assigning tasks, facilitate staff development and allow for cross-training across the department's three divisions including the Administration Division, Records & Electronic Content Management System Division, and Legislative/Elections Division.

City Manager

Convert 1.0 FTE Assistant to the City Manager to 1.0 FTE Deputy City Manager and Adjust Non-Wage Budget – \$62,682 (General Fund)

The City Manager's Office is seeking to convert 1.0 FTE Assistant to the City Manager to 1.0 FTE Deputy City Manager. Due to the efforts put forth by the staff in this position, their value to the City and the need to retain them, the City Manager is recommending the creation of a new Deputy City Manager job classification with a salary reference point between the existing classifications of Assistant to the City Manager and Assistant City Manager. The current reference points for the Assistant to the City Manager and Assistant City Manager classifications are \$13,584 and \$20,749, respectively. As such, the recommended reference point for this newly proposed job classification is \$17,167. This modification will allow for continued advancements in homelessness response and an expanded emphasis on workforce professional development. The cost impact of this change is a total of \$45,682.

In July 2021, staff received approval from the City Council to establish a Friendship City program. A Friendship City designation is an established relationship between two cities that is mutually beneficial. In some cities, a Friendship City is often used as a first step in building a long-term relationship and is less formal than a Sister City relationship. Friendship City relationships are used to foster cooperative agreements for advancing economic development, commerce, trade, culture, education, climate action, and many other fields which promote collaboration for achieving common interests. The Friendship City program is also a way for participating cities to initiate a ceremonial relationship with foreign municipalities. These relationships allow for increased global cooperation and communication at the municipal level. Friendship City relationships may include the exchange of correspondence between elected officials and business leaders regarding areas of mutual interest.

Over the years, various international cities have expressed interest in developing relationships with the City. The concept of Friendship City relationships is appealing in that it offers a less formal opportunity for two cities to explore similarities and differences and can easily be terminated if necessary. Mayor Chen has been contacted by representatives of the City of Changhua in Taiwan and by the Consulate General of the Republic of Korea in Los Angeles, both expressing interest in establishing a relationship with the City. The cost impact of implementing this program is \$5,000.

City Council has also requested increased efforts to lure and retain businesses. Staff expects to complete a Request for Qualifications in the second quarter of Fiscal Year 2022-23. Thereafter, staff will present an item to City Council with recommended selections and the proposed criteria for selected vendors to be eligible for draft compensation schedules. The cost impact of this program is about \$40,000, however, only \$12,000 is needed to fund this effort.

Add 1.0 FTE Staff Assistant (Homeless Services) – \$87,973 (Non-General Fund)

In recent years, the number of individuals experiencing homelessness in California and Los Angeles County has increased significantly. The City Manager's Office has worked to develop strategic solutions for a coordinated response to this issue to address specific community concerns. At the beginning of 2021, the City retained a dedicated homeless outreach worker through an agreement with Harbor Interfaith Services to assist those experiencing homelessness with the necessary resources and support for obtaining permanent housing. Additionally, in June 2021, the Torrance City Council approved a temporary housing pilot program intended to provide housing stability for unsheltered individuals in Torrance while they move towards permanent housing.

Today, the 3290 Temporary Housing Village has 40 residents living in "tiny homes" with access to shared restrooms, showers, and three meals per day. To ensure the City continues to provide high quality wraparound services, the City Manager's Office is seeking to add 1.0 FTE Staff Assistant to carry out dedicated outreach coordination, case management, housing navigation, documentation assistance, and community education. To offset the associated costs for adding this new position, the City has secured funding through the HOME Investment Partnerships American Rescue Plan Program, a federal program established to reduce homelessness and increase housing stability across the country.

Communications & Information Technology

Convert 1.0 FTE Communications Manager to 1.0 FTE Information Technology Manager, Convert 1.0 FTE Information Technology Analyst to 1.0 FTE Information Technology Manager, and Convert 1.0 FTE Information Technology Specialist to 1.0 FTE Systems Analyst – \$135,016 (General Fund)

In 2021, the City Manager leveraged vacancy savings to complete a comprehensive assessment of the Communications & Information Technology ("CIT") Department which identified several program deficiencies. To address these deficiencies, CIT is seeking to reorganize the department to better serve the City and the community in a fast-changing technological world. More specifically, the proposed reorganization will allow the department to establish well-balanced areas of responsibilities and improve cybersecurity posture to ensure the City follows and complies with industry security standards.

The proposed restructuring within CIT consists of the following:

- Convert 1.0 FTE Communications Manager to 1.0 FTE Information Technology Manager to oversee Centralized Customer Support, as well as radio shop and communications operations – (\$6,689) Savings
- Convert 1.0 FTE Information Technology Analyst to 1.0 FTE Information Technology Manager to oversee Enterprise Applications & Analytics – \$77,293
- Convert 1.0 FTE Information Technology Specialist to 1.0 FTE Systems Analyst dedicated to Infrastructure & Cybersecurity – \$64,412

This proposed program modification results in a total budget increase of \$135,016 within the CIT Department. However, the City Manager recommends funding the Cybersecurity System Analyst (\$175,288) through SST revenue so as to not impact the department's General Fund Operating Fund budget. The net budget impact (to the General Fund Operating Fund) of these changes after accounting for contributions through SST revenue is a budget decrease of \$40,272. The CIT reorganization is an effort to realize the full potential of its resources that align with the City's technological needs. All CIT operations will adhere to the Information Technology Infrastructure Library methodology adopted by most fortune 500 businesses and large municipal agencies. Furthermore, the efficiency of the department will be measured by the new Information Technology Service Management system, which is anticipated to go live by the end of the 2022.

Community Development

Convert 5.0 FTE Environmental Quality Officers to 5.0 FTE Code Enforcement Officers and Convert 2.0 FTE Senior Environmental Quality Officers to 2.0 FTE Senior Code Enforcement Officers – \$0

The Community Development Department worked with Human Resources and the Engineers and Torrance Fiscal Employees Association to establish the new classifications of Code Enforcement Officer and Senior Code Enforcement Officer. These new classifications will be approved by the Civil Service Commission and City Council in parallel to this budget action. Staff is recommending all FTE in the current Environmental Quality Officer and Senior Environmental Quality Officer classifications be converted to Code Enforcement Officer and Senior Code Enforcement Officer. As positions turn over and become vacant, staff will recruit under the new classifications to improve enforcement efforts throughout the community.

Community Services

Convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant – \$16,405 (General Fund)

The Community Services Department is seeking to convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant to allow for a higher level of responsibilities to be assigned to this position and designate the incumbent to oversee the administrative functions for each of the five (5) divisions within Community Services. Having a primary point person will ensure accurate and consistent review of work and the coordination of complex processes departmentwide (i.e., City Council agenda items; correspondence and interoffice communications; grant administration, funding proposals, etc.).

The incumbent currently in the Senior Administrative Assistant position is vital to ensuring consistency of all reporting throughout the department, assists with controlling the greater impact of erroneous mistakes that can happen, and operates under the same scope of responsibilities and authority as a Supervising Administrative Assistant, except for supervisory authority. In order to increase organizational efficiencies within Community Services, the department proposes the following modifications:

- Convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant and provide appropriate funding to accomplish this upgrade.

- Re-assign the current Office and Administrative Assistants to be supervised directly by the Supervising Administrative Assistant for guidance, training, and delegation of work assignments.
- Implement the goals and objectives for assessing employee development and conduct annual performance evaluations for subordinate staff.

Since the Office and Administrative Assistants cannot be directly supervised due to their satellite locations, the Supervising Administrative Assistant will work collaboratively with Division Managers to identify areas of weakness and department inefficiencies.

Delete 1.0 FTE Senior Recreation Supervisor and Add 0.2 FTE Program Coordinator and 0.3 FTE Senior Program Specialist – (\$104,247) Savings (General Fund)

The Cultural Services Division is seeking a reduction of redundant supervisory staff to increase availability and scope of direct program delivery staff. It should be noted that the department currently has internal candidates which can potentially assist to address the proposed addition of 0.2 FTE Program Coordinator and 0.3 FTE Senior Program Specialist, and the Senior Recreation Supervisor position being proposed for deletion is currently vacant.

Convert 1.0 FTE Office Assistant to 1.0 FTE Administrative Assistant – \$14,041 (General Fund)

The Cultural Services Division is seeking to convert 1.0 FTE Office Assistant to 1.0 FTE Administrative Assistant. The current scope of the position in this area exceeds the job specifications of Office Assistant and changing to Administrative Assistant is necessary to allow for more independent work to be completed and increased coverage levels.

Fire

Increase Budget to Fund Enrollment in California Department of Healthcare Services' Ground Emergency Medical Transport Intergovernmental Transfer Program for Public Providers – (\$350,885) Savings (General Fund)

The Torrance Fire Department ("TFD") Emergency Medical Transport ("EMT") program is currently enrolled in the California Department of Healthcare Services' ("DHCS") Ground Emergency Medical Transport ("GEMT") Quality Assurance Fee ("QAF") program, which provides supplemental Medi-Cal payments to GEMT providers. The GEMT QAF program currently imposes a fee of \$34.02 for each transport (regardless of the payor category), but results in a reimbursement per Medi-Cal transport of \$220.80 (1,318 transports per year). The TFD EMT program FY2022-23 expenditure budget needs to be increased by an estimated amount of \$158,125 in order to pay the estimated QAF program fees for the first two quarters of the fiscal year (based on 2,324 transports done by TFD EMT for the period of July 2022 – September 2022). Moreover, the Fire Department's revenue budget will also need to be increased to reflect the revenue generated from this program. Using the reimbursement rate of \$220.80 and 659 estimated transports for half of a year, the revenue budget is recommended to be increased by \$145,507.

The GEMT QAF fee program is expected to end December 2022 and will be replaced by the new Medi-Cal program – Public Providers-GEMT Intergovernmental Transfers ("PP-GEMT IGT") – for public providers only. This new program seeks to ensure that all public GEMT providers that service Medi-Cal beneficiaries receive sufficient reimbursement. The new PP-

GEMT IGT program will eliminate the per-transport fee of \$34.02 and will instead result in quarterly payments of approximately \$130,258. Although the expenditures are expected to be higher under the new program, the expected reimbursement is also expected to increase. Reimbursement for each Medi-Cal transport under the new program is expected to be \$946.92. Thus, if this program is approved and the City enrolls to begin January 2023 as anticipated, an additional \$260,517 will need to be added to the TFD EMT program FY2022-23 expense budget to pay the quarterly contributions for the last two quarters of the fiscal year. In addition to this increased expenditure budget, the revenue budget will need to be increased assuming the same 659 transports receiving \$946.92 in reimbursement for January 2023 through June 2023. This translates to an increase in the revenue budget of \$624,020.

The total cost impact of this proposed program modification to the TFD EMT program FY2022-23 expense budget (for both the old and new program) is \$418,642. The total modification for the revenue budget (for both the old and new program) is \$769,527. In subsequent fiscal years, the TFD EMT expense budget will need to be increased to \$521,034 annually to support the contribution costs of the PP-GEMT IGT program for the entire fiscal year. This will also generate an anticipated annual revenue of \$1,248,041 as well. The PP-GEMT IGT program is mandatory for public providers, although enrolling as a funding entity is voluntary. However, since the non-federal share of the PP-GEMT IGT Program is intended to be funded through voluntary contributions by public providers, should DHCS determine that the projected amount of voluntary contributions is not sufficient to support the implementation of the program, the program will not continue in future periods.

Public Works

Convert 4.0 FTE Maintenance Worker to 4.0 FTE Sanitation Equipment Operator – \$69,447 (Non-General Fund)

The Public Works Department is seeking to convert 4.0 FTE Maintenance Worker ("MW") positions to 4.0 FTE Sanitation Equipment Operator ("SEO") positions to maintain adequate service levels in the Sanitation Division. Currently, there is a total of 33 budgeted positions assigned to waste collection, comprised of 25.0 FTE SEO positions and 8.0 FTE MW positions. SEOs operate a variety of vehicles for the daily collection of: (1) residential refuse, recycling and organics; (2) residential large items; and (3) illegally dumped items. Additionally, SEOs are responsible for collecting containers at all City facilities.

Despite the 25.0 FTE SEO positions, there are regular and daily occurrences of scheduled and unscheduled absences that occur the Sanitation Division. This typically requires the department to "move-up" 4.0 FTE MWs on a daily basis to provide adequate daily collection services and ensure the City complies with Los Angeles County public health regulations. This operational impact initiated a management review of current budgeted staffing levels to re-evaluate and determine the appropriate number of budgeted positions needed to address the scheduled and unscheduled absences. Staff determined that minimum daily staffing requires 29.0 FTE SEOs and 4.0 FTE MWs to maintain sufficient staffing levels, and also ensure we continue to provide a high level of service to the community.

Accordingly, Public Works is requesting to convert 4.0 FTE MWs to 4.0 FTE SEOs. This would increase SEO positions from 25.0 FTE to 29.0 FTE and decrease MW positions from 8.0 FTE to 4.0 FTE, while keeping the total of 33.0 FTE budgeted positions unchanged. The remaining 4.0 FTE MWs will be assigned to deliver, build, and collect waste collection containers and

assist with large item and illegally dumped collections, as they do now. The cost to convert 4.0 FTE MWs to 4.0 FTE SEOs is approximately \$69,447 per fiscal year including benefits and will be paid through the Sanitation Operating Fund (Enterprise Fund). This amount will be included in the upcoming Solid Waste rate study and Proposition 218 hearing expected to take place in early 2023.

Transit

Convert 1.0 FTE Senior Business Manager (Transit Planning) to 1.0 FTE Transit Planning Manager – \$35,118 (Non-General Fund)

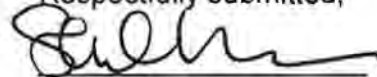
In 2021, the Senior Business Manager (Transit Planning) position was created in the Transit Department. This position focused on run-cutting, continuous schedule development as well as planning and preparation for route restructuring in anticipation of the opening of the Mary K. Giordano Regional Transit Center, the launch of Line 13 (Metro's former Line 130) and the expansion of Line 10. When the position was created, the compensation was set at a rate comparable to a Senior Transportation Planner; however, a review of the responsibilities and requirements of the position indicates a need to upgrade the position to a Transit Planning Manager. Due to the ongoing expansion of service, coordination of short-range and long-range planning projects such as the integration with Metro-C-Line extension to the South Bay, expansion of service to the Mary K. Giordano Regional Transit Center and micro-transit service, an upgrade of the position is appropriate in comparison to positions in other agencies with similar scope and compensation. In addition, this position would be the assigned liaison for coordinating with internal City departments, transit agencies and other partner organizations, and civic and community groups to promote Torrance Transit.

A survey of comparable positions shows that the current pay range is 24.6% below average at Minimum and 44.7% below average at Maximum. The Transit Director recommends that the current Senior Business Manager (Transit Planning) position is upgraded to a Transit Planning Manager and the compensation be set at the same range as other Transit Managers. This pay range would be within 1% of the maximum pay range for comparable Transit Planning Manager positions and allow for internal equity among Transit Management staff.

CONCLUSION

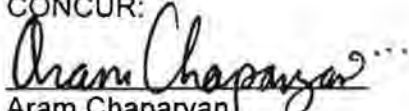
In conclusion, it is recommended that City Council approve the Fiscal Year 2022-23 First Quarter Budget Review Report Program modifications and necessary budget adjustments.

Respectfully submitted,



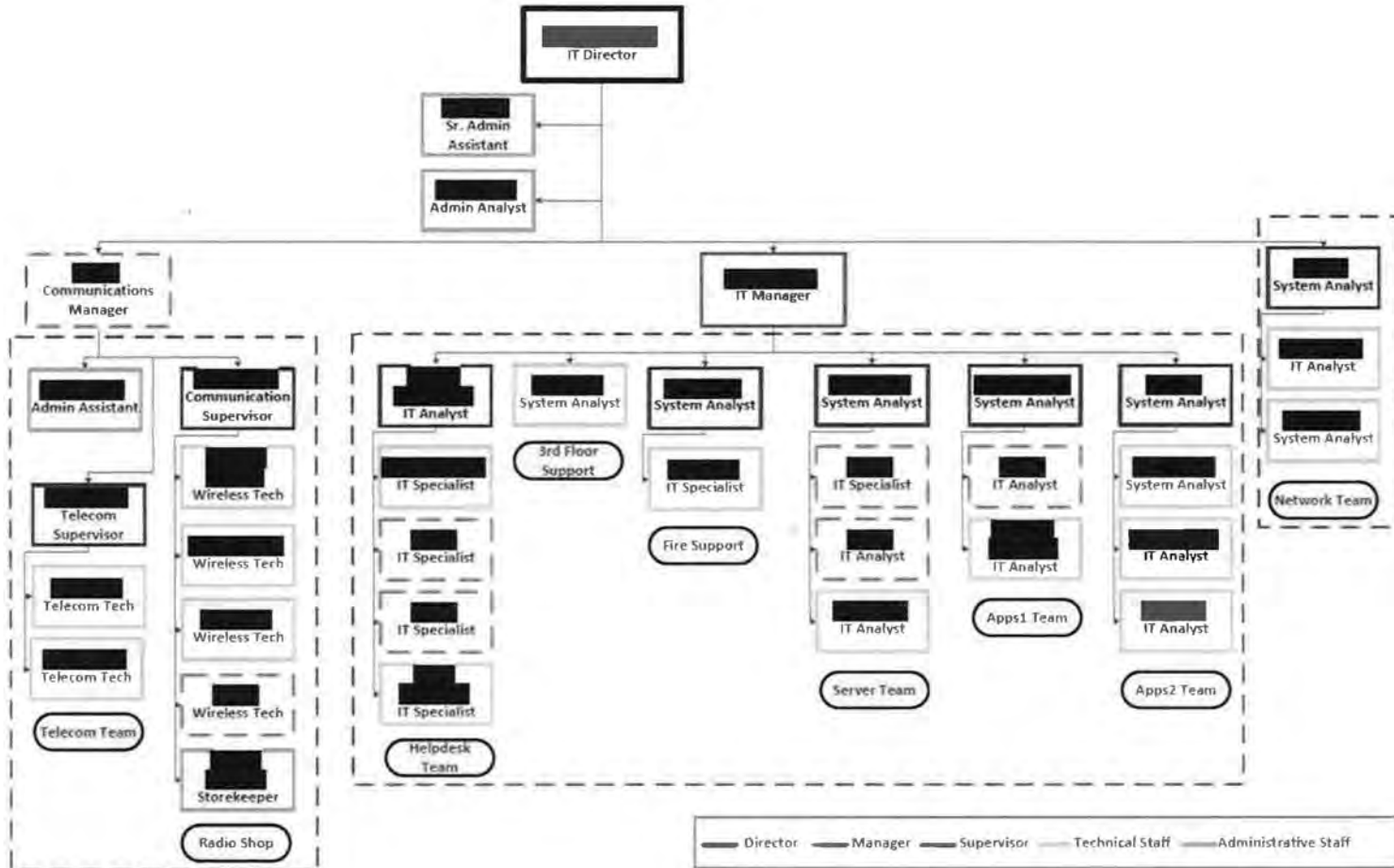
Sheila Poisson
Finance Director

CONCUR:



Aram Chaparyan
City Manager

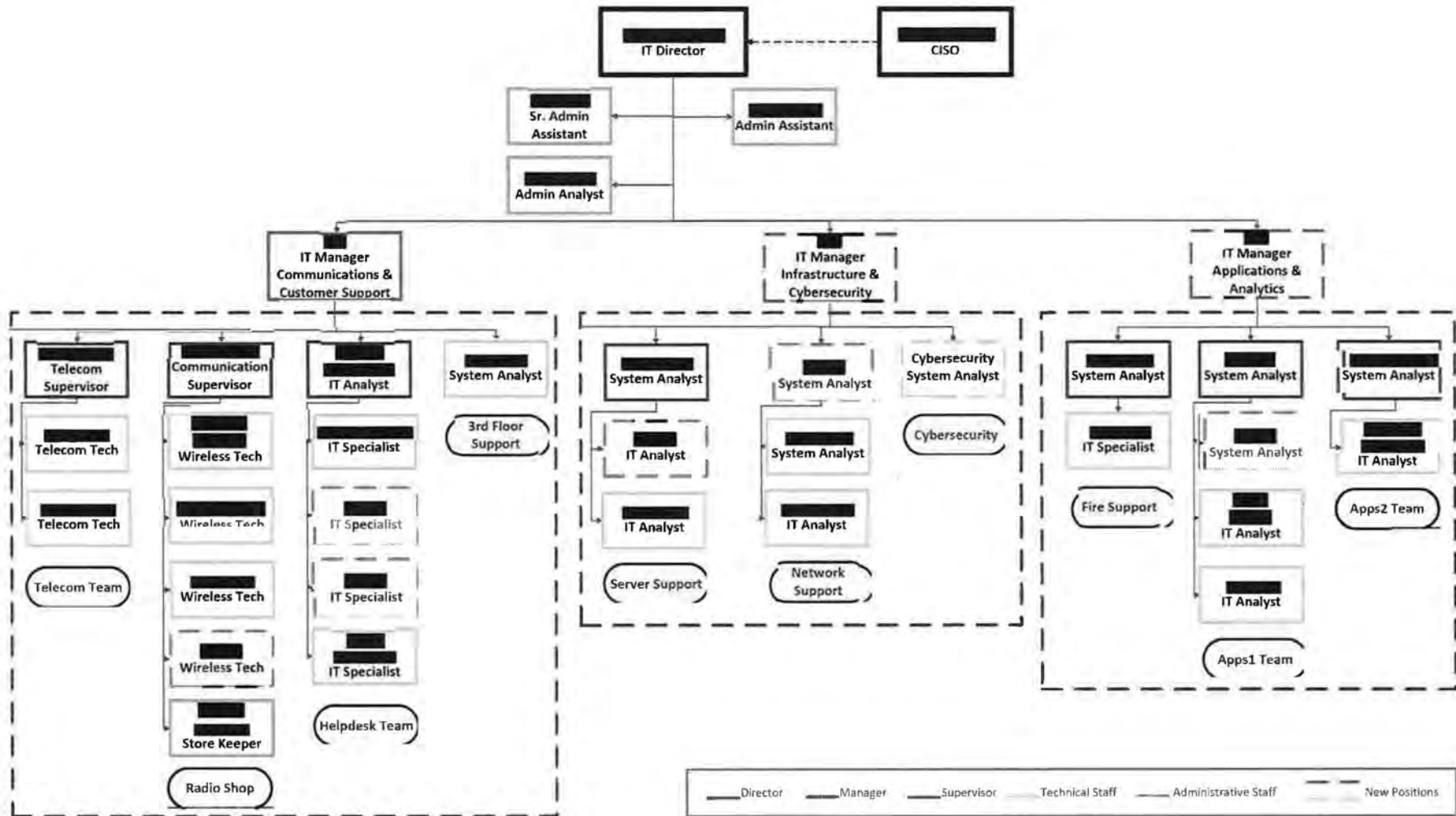
CIT Department Current Org Chart



ATTACHMENT C

November 8, 2022

CIT Department Proposed Org Chart



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

Honorable Members:

SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR LEAD RANGER

RECOMMENDATION

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

BACKGROUND

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

ANALYSIS

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

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

- Reviews daily public reporting on animal control issues;
- Responds to service requests; maintains daily log of activities; completes other reports as directed;
- Receives and responds to inquiries and complaints involving animals throughout the City;
- Patrols City to conduct proactive enforcement of animal control, park use, and parking ordinances and laws;
- Conducts and supports preliminary investigations of animal abuse and neglect; provides follow up support and expertise in ongoing investigations to the Torrance Police Department.
- Prepares and issues notices of violation, administrative citations, corrective notices, orders to comply, or appropriate documentation for non-compliance and counseling of individuals regarding violations, nuisance, or other infractions with animals; and discusses requirements and solutions for conformance with responsible parties
- Maintains records of violation notices, barking, nuisance and dangerous dog reports, and lost and found animals;

- Provides humane education and resources to the public regarding the requirements for pet licensing and vaccinations;
- Captures both domestic and wild animals, using equipment and methods appropriate for animal abatement and control; may require running and climbing fences;
- Rescues trapped and injured animals; impounds animals, collects and disposes of dead animals;
- Develops and prepares reports, correspondence, and other materials that relate to functions being performed.

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

Knowledge of

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

Ability to

- Respond to calls, questions, and complaints in a courteous and professional manner.
- Handle domestic and wild animals of various sizes and temperaments properly and humanely.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Work independently under adverse condition including dangerous locations and in proximity to sick and injured animals and agitated citizens.
- Make field and office investigations and inspections to ascertain facts and ensure compliance with applicable codes, ordinances, and regulations.
- Research, interpret, explain, and apply applicable codes, ordinances, and regulations.
- Enforce pertinent codes ordinances, laws and regulations with impartiality and efficiency.
- Compose, compile, and maintain correspondence and reports.

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

- Must possess and maintain an appropriate, valid California driver's license.
- Incumbents must complete the following requirements within one year of appointment:*
- California Peace Officer Standards and Training (POST) PC 832 Arrest and Firearms Course.

The **Experience and Education Section** describes the required experience and certification for the position as follows: *Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way of obtaining the necessary know/edge and abilities is:*

Graduation from high school or equivalent.

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

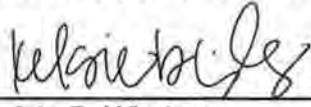
Lead or supervisory experience is highly desirable.

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

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

Respectfully submitted,

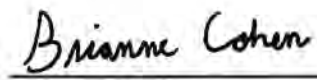
HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment
- A) Proposed Class Specification Lead Ranger
 - B) Current Organizational Chart of the Community Services Department
 - C) Proposed Organizational Chart of the Community Services Department

LEAD RANGER

Definition:

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

Distinguishing Characteristics:

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

Supervision Exercised/Received:

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

Examples of Essential Duties:

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

- Responds to service requests; maintains daily log of activities; completes other reports as directed.
- Reviews daily public reporting on animal control issues.
- Receives and responds to inquiries and complaints involving animals throughout the City.
- Patrols City to conduct proactive enforcement of animal control, park use, and parking ordinances and laws.
- Conducts and supports preliminary investigations of animal abuse and neglect; provides follow up support and expertise in ongoing investigations to the Torrance Police Department.
- Prepares and issues notices of violation, administrative citations, corrective notices, orders to comply, or appropriate documentation for non-compliance and counseling of individuals regarding violations, nuisance, or other infractions with animals; and discusses requirements and solutions for conformance with responsible parties.
- Maintains records of violation notices, barking, nuisance and dangerous dog reports, and lost and found animals.
- Provides humane education and resources to the public regarding the requirements for pet licensing and vaccinations.
- Captures both domestic and wild animals, using equipment and methods appropriate for animal abatement and control; may require running and climbing fences.
- Rescues trapped and injured animals; impounds animals, collects, and disposes of dead animals.
- Develops and prepares reports, correspondence, and other materials that relate to functions being performed.
- Assists in the training of new and subordinate personnel.

- Performs daily safety inspections of equipment.
- Responds to emergency calls during work and after normal working hours.
- Assists with City and Department sponsored community events, including event patrol, parking control, and set-up/break-down work.
- Uses computerized database to enter or retrieve case information, such as nuisance reporting, animal license, ownership, quarantine, or bite records.
- Reports criminal activity and/or vandalism to the Torrance Police Department.
- Provides support to other City departments with animal issues.
- Assists with daily briefings.

Examples of Other Duties:

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

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

Qualification Guidelines**Knowledge of:**

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

Ability to:

- Respond to calls, questions, and complaints in a courteous and professional manner.
- Handle domestic and wild animals of various sizes and temperaments properly and humanely.
- Quickly assess a situation and take appropriate action under stressful and emergency conditions.
- Work independently under adverse condition including dangerous locations and in proximity to sick and injured animals and agitated-citizens.
- Make field and office investigations and inspections to ascertain facts and ensure compliance with applicable codes, ordinances, and regulations.
- Research, interpret, explain, and apply applicable codes, ordinances, and regulations.
- Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.
- Operate a City vehicle.

- Ride a bike.
 - Use a two-way radio.
 - Utilize handheld electronic hardware and software for animal control case management.
 - Consistently maintain composure and exercise sound judgment, especially under stressful conditions.
 - Learn about City attractions and services.
 - Learn and utilize new skills and information to improve job performance and efficiency.
 - Use first aid to procedures and treatments.
 - Identify and describe various types and breeds of domestic and wild animals.
 - Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly.
 - Interact firmly yet diplomatically with the public in order to assure compliance with applicable codes, ordinances, and regulations.
 - Read maps to locate field calls.
 - Compose, compile, and maintain correspondence and reports.
 - Follow verbal and written instructions and procedures.
 - Provide effective customer service.
 - Communicate effectively both orally and in writing.
 - Establish and maintain tactful, cooperative, and effective working relationships with those contacted in the course of work.
 - Assist with City and Department sponsored community events, including event supervision, patrol, parking control, and set-up/break-down work.
-

Education and Experience:

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

Graduation from high school or equivalent.

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

Lead or supervisory experience is highly desirable.

Licenses and Certificates

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

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

Special Requirements

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

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

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

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

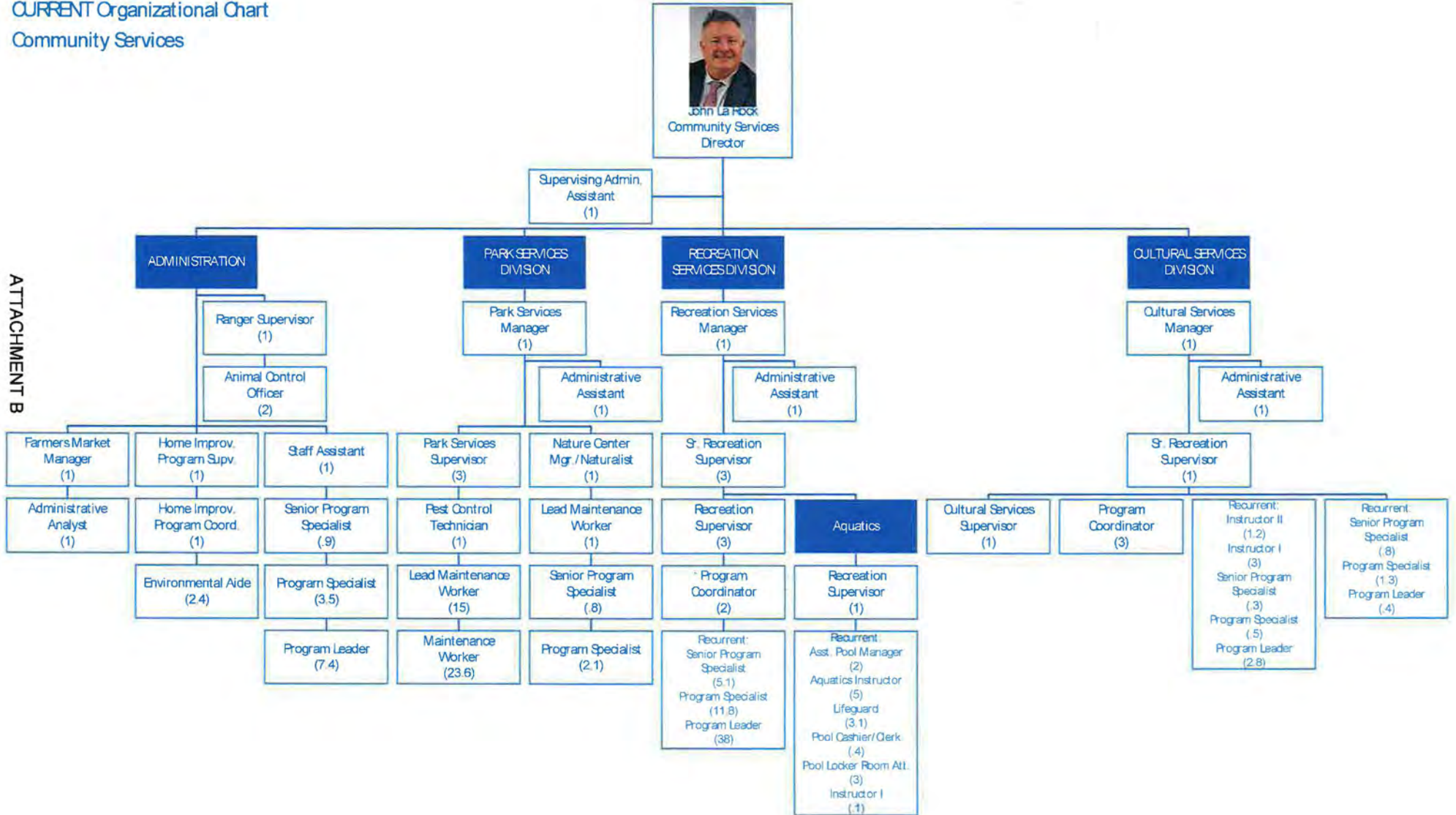
Requires the ability to frequently drive to specific locations; work outdoors and possible exposure to variable weather conditions. Frequently required to walk, stand, stoop, kneel and use arms, legs, and back to lift and or move up to 50 pounds. Requires use of arms to reach and carry and use of hands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

Career Ladder Information:

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

CITY OF TORRANCE
CURRENT Organizational Chart
Community Services

ATTACHMENT B



CITY OF TORRANCE
 Organizational Chart
 Community Services



LIBRARY SERVICES

City Librarian
 (1)
 Assistant City Librarian
 (1)

ADMINISTRATION

Administrative Assistant
 (1)

YOUTH SERVICES

CHILDREN'S
 Sr. Librarian
 (1)
 Librarian (6)
 Sr. Library Technician (1)
 Library Technician (1)
 Sr. Library Page (1)

OUTREACH SERVICES

HENDERSON
 Sr. Librarian
 (1)
 Librarian (1)

EL RETIRO
 Sr. Librarian
 (1)
 Librarian (1)

N. TORRANCE
 Sr. Librarian
 (1)
 Sr. Library Technician (1)
 Library Technician (1)
 Library Page (1)
 Sr. Library Page (.5)

S.E. TORRANCE
 Sr. Librarian
 (1)
 Sr. Library Technician (1)
 Library Technician (1)
 Library Page (1)
 Sr. Library Page (.5)

WALTERIA
 Sr. Librarian
 (1)
 Sr. Library Technician (1)
 Library Technician (1)
 Library Page (1)
 Sr. Library Page (.5)

CULTURAL & INFO SERVICES

Sr. Librarian (1)

REFERENCE

Sr. Library Technician (1.5)

Librarian (5)

AUDIO VISUAL

Librarian (.5)

Sr. Library Page (.5)

Sr. Library Technician (1)
 Sr. Library Page (1.5)

Library Technician (1)

Sr. Library Technician (1)
 Library Page (1)

Library Technician (1)

Sr. Library Technician (1)
 Sr. Library Page (.5)
 Sr. Library Page (1.5)

Library Technician (1)

CITY OF TORRANCE
 Organizational Chart
 Community Services



LIBRARY SERVICES

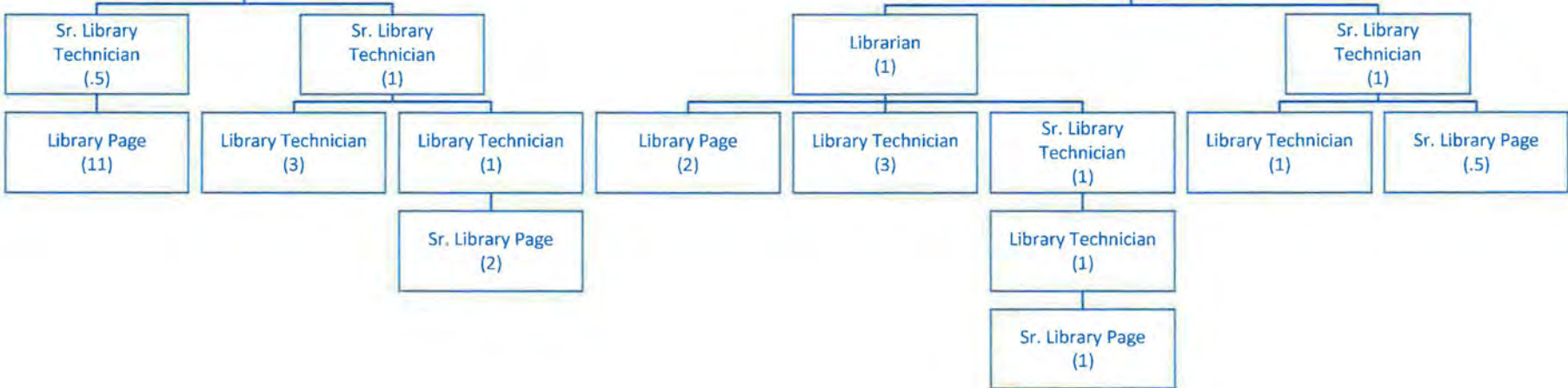
City Librarian
 (1)

Assistant City
 Librarian
 (1)

TECHNICAL SERVICES

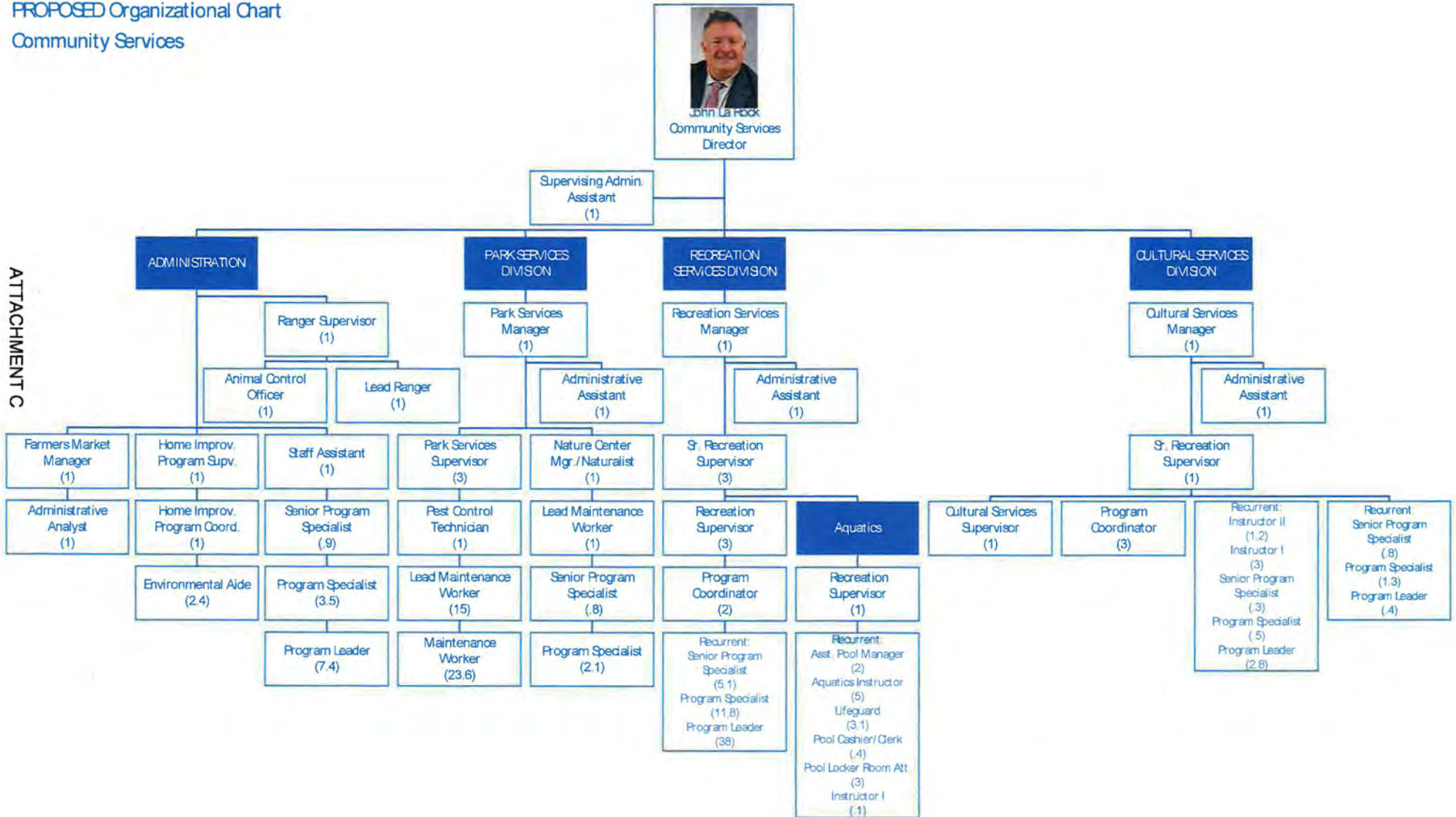
CIRCULATION

TECHNICAL
 PROCESSING

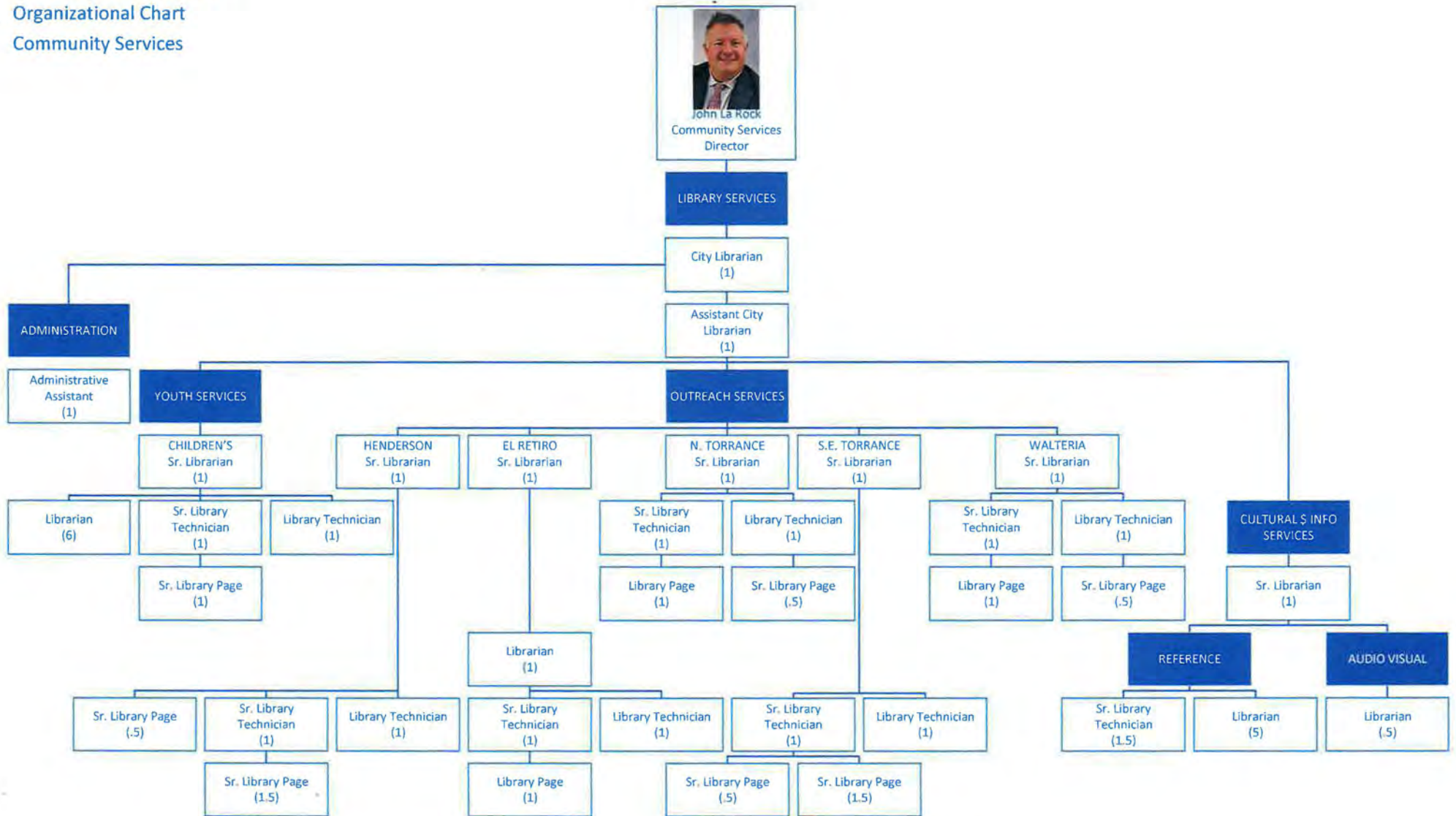


CITY OF TORRANCE
PROPOSED Organizational Chart
Community Services

ATTACHMENT C



CITY OF TORRANCE
 Organizational Chart
 Community Services



CITY OF TORRANCE
 Organizational Chart
 Community Services



LIBRARY SERVICES

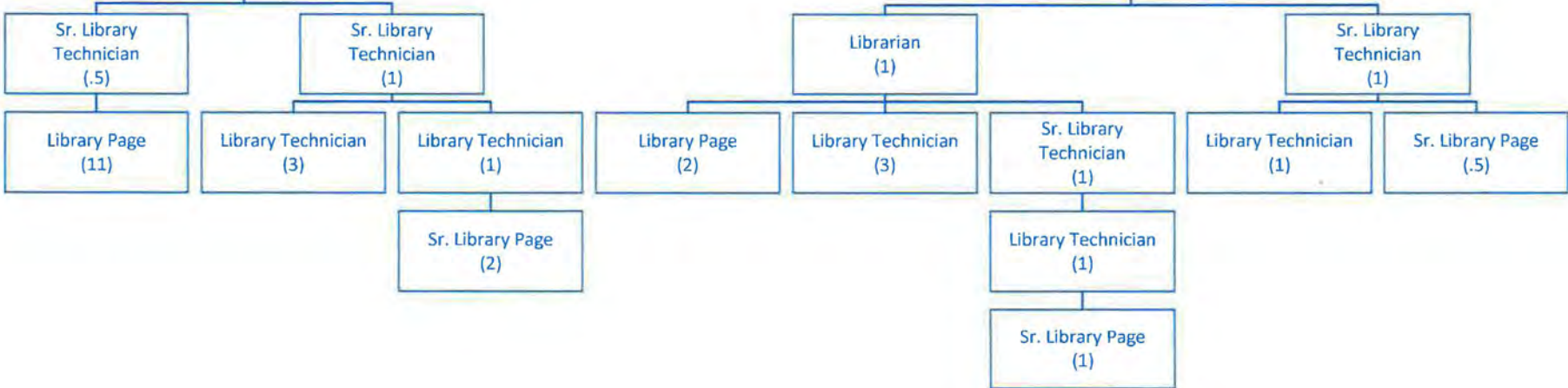
City Librarian
 (1)

Assistant City Librarian
 (1)

TECHNICAL SERVICES

CIRCULATION

TECHNICAL PROCESSING



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

Honorable Members:

**SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR DEPUTY CITY
ATTORNEY II**

RECOMMENDATION


Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Deputy City Attorney II and forward it to the City Council for approval.

BACKGROUND AND ANALYSIS

The class specification for Deputy City Attorney II was last revised in 1995. The City Attorney requested that staff review the Duties section of the class specification for Deputy City Attorney II to ensure that it accurately reflects the duties of the position. Staff determined that changes to the class specification are required to reflect the needs of the position. The **Supervision Exercised/Received** and **Duties** sections were revised to address the lead capacity and training functions of the position.

Respectfully submitted,

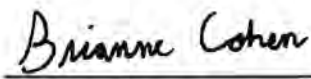
HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment A) Revised Class Specification Deputy City Attorney II
 B) Existing Class Specification Deputy City Attorney II
 C) Organizational Chart of the City Attorney's Office

DEPUTY CITY ATTORNEY II

Definition

Under general direction, performs a wide variety of duties involving infractions and misdemeanors, civil litigation, general municipal practice. Positions in this classification may be assigned to one or more specialized areas of legal practice.

Distinguishing Characteristics

Deputy City Attorney II is the journey-level class in the professional legal series. Distinguished from the Deputy City Attorney I class in that the Deputy City Attorney I is the entry-level class in the professional legal series and requires regular supervision and training. Distinguished from the Deputy City Attorney III class, in that the Deputy City Attorney III is assigned supervisory ~~and training~~ responsibilities over a program or a division, and is a specialist in one or more challenging areas of legal practice.

Supervision Exercised/Received

~~The Deputy City Attorney II will typically be working under the supervision of a Deputy City Attorney III or an Assistant City Attorney.~~

Receives general direction from the Assistant City Attorney or Deputy City Attorney III; may serve as a lead and provide training to professional and support staff.

Examples of Essential Duties

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

- Marshals facts, conducts legal research and analyzes applicable legal issues.
- Represents a division, a department or the City at departmental, interdepartmental board, committee, commission, council, professional and community meetings.
- Acts as a legal advisor to one or more departments.
- Provides oral and written advice and opinions.
- Drafts, reviews and amends correspondence, memoranda, agenda reports, written opinions, real property transactional documents, ordinances, resolutions, contracts and other legal documents.
- Reviews and checks specifications, special assessment proceedings, and insurance.
- Approves legal documents as to form.
- Reviews claims and complaints; interviews clients and witnesses; and directs factual investigations, in order to formulate defense or to initiate legal action.
- Reviews police reports, traffic accident reports, and requests for complaints to determine sufficiency for issuance of criminal complaints.
- Conducts criminal pretrial and arraignments, tries infractions and misdemeanors; handles appeals and otherwise assists in all phases of criminal prosecutions.
- Prepares and conducts all phases of city litigation; prepares pleadings and law-and-motion, trial and appellate briefs.
- Develops strategy, arguments and evidence in preparation for presentation of case; represents the City in administrative hearings, depositions, arbitration, trials and appeals.
- Maintains calendars and docketing information for litigation and other matters.
- Assures effective and efficient use of budgeted funds, personnel, materials, facilities and time, within assigned areas of responsibility; performs cost-control activities; monitors revenue and expenditures to assure sound fiscal control.
- May lead and direct the work of ~~clerical employees~~ professional and support staff, making detailed work assignments, frequently reviewing work in progress and carefully reviewing completed work.

- May train other staff members in a variety of areas.
- Participates actively in continuing professional education programs relevant to the attorney's practice.
- Prepares a variety of studies, reports and related information for decision making purposes.
- Performs other related duties as assigned.

Examples of Other Duties

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

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

Qualification Guidelines

Knowledge of

- Substantive law, procedures and rules of evidence applicable to administrative, civil, criminal and general municipal matters;
- Principles, methods and practices of investigation, legal research, legal analysis and drafting;
- Modern office equipment including computers and applicable software applications;
- ~~IBM-compatible personal computers for computer-assisted legal research, word processing, data collection and analysis, electronic mail and other purposes;~~
- ~~Other appropriate office technologies, such as telephone voice mail, telecopiers and copy machines.~~
- Basic principles and practices of supervision.
- Public administration principles and practices; operations and functions of municipal government.
- Research and report writing methods and techniques.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- City and Department Mission including strategic goals and objectives.
- General City operations.

Ability to

- Acquire knowledge of local, state and federal law relating to municipal government;
- Define issues; research facts and law; analyze and draw appropriate logical and legal conclusions from statements of fact, law and argument;
- Evaluate alternatives, employ independent judgment and make sound recommendations;
- Draft legal documents;
- Complete work in a timely manner;
- Operate modern office equipment, computers, and software applications;
- Maintain case files and other recordkeeping systems;
- Present oral and written statements of fact, law and argument in clear and logical form;
- Communicate and persuade effectively orally and in writing;
- Establish and maintain tactful, cooperative, and effective working relationships with those contacted in the course of work ~~the public, the judicial system, city officials, all levels of City employees and adversaries;~~
- Supervise the work of subordinate staff including: coordinating, assigning, monitoring and evaluating work, hiring, training, counseling and disciplining staff; and processing grievances.

License and/or Certificate

Active membership in the State Bar of California is required.

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

Education and/or Experience

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

Graduation from an accredited or approved law school with a Juris Doctor degree or equivalent. Three years of full-time experience in the practice of law is required. Trial experience or experience in one or more of the following areas of substantive law: constitutional law; finance; personnel; planning and zoning; public contracts; public works; and tort law is preferred.

~~Familiarity with Lexis, Westlaw or other computer-assisted legal research services; Windows; Microsoft office software, such as Microsoft Word for Windows, Excel, Access, and Powerpoint; WordPerfect 5.1 or better for DOS or Windows.~~

Special Requirements

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

~~Active membership in the State Bar of California is required.~~

~~A valid California driver's license of the appropriate class or grade may be required depending upon position assignment.~~

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

Career Ladder Information

Experience gained in this classification may serve towards meeting the minimum requirements for promotion to Deputy City Attorney III.



ATTORNEY II, DEPUTY CITY

Class Code:
1411

Bargaining Unit: Executive &
Management Employees

CITY OF TORRANCE
Revision Date: Sep 1, 1995

SALARY RANGE

\$11,583.00 - \$13,899.00 Monthly
\$138,996.00 - \$166,788.00 Annually

DEFINITION:

Under general direction, performs a wide variety of duties involving infractions and misdemeanors, civil litigation, general municipal practice. Positions in this classification may be assigned to one or more specialized areas of legal practice.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Deputy City Attorney II is the journey-level class in the professional legal series. Distinguished from the Deputy City Attorney I class in that the Deputy City Attorney I is the entry-level class in the professional legal series and requires regular supervision and training. Distinguished from the Deputy City Attorney III class, in that the Deputy City Attorney III is assigned supervisory and training responsibilities over a program or a division, and is a specialist in one or more challenging areas of legal practice. The Deputy City Attorney II will typically be working under the supervision of a Deputy City Attorney III or an Assistant City Attorney.

EXAMPLES OF ESSENTIAL DUTIES:

- Marshals facts, conducts legal research and analyzes applicable legal issues;
- Represents a division, a department or the City at departmental, interdepartmental board, committee, commission, council, professional and community meetings;

- Acts as a legal advisor to one or more departments;
- Provides oral and written advice and opinions;
- Drafts, reviews and amends correspondence, memoranda, agenda reports, written opinions, real property transactional documents, ordinances, resolutions, contracts and other legal documents;
- Reviews and checks specifications, special assessment proceedings, and insurance;
- Approves legal documents as to form;
- Reviews claims and complaints; interviews clients and witnesses; and directs factual investigations, in order to formulate defense or to initiate legal action;
- Reviews police reports, traffic accident reports, and requests for complaints to determine sufficiency for issuance of criminal complaints;
- Conducts criminal pretrial and arraignments, tries infractions and misdemeanors, handles appeals and otherwise assists in all phases of criminal prosecutions;
- Prepares and conducts all phases of city litigation; prepares pleadings and law-and-motion, trial and appellate briefs;
- Develops strategy, arguments and evidence in preparation for presentation of case; represents the City in administrative hearings, depositions, arbitration, trials and appeals;
- Maintains calendars and docketing information for litigation and other matters;
- Assures effective and efficient use of budgeted funds, personnel, materials, facilities and time, within assigned areas of responsibility; performs cost-control activities; monitors revenue and expenditures to assure sound fiscal control;
- May direct the work of clerical employees, making detailed work assignments, frequently reviewing work in progress and carefully reviewing completed work;
- Participates actively in continuing professional education programs relevant to the attorney's practice;
- Prepares a variety of studies, reports and related information for decision-making purposes;
- Performs other related duties as assigned.

QUALIFICATION GUIDELINES:

Education and Experience

Graduation from an accredited or approved law school with a Juris Doctor degree or equivalent. Three years full-time experience in the practice of law is required. Trial experience or experience in one or more of the following areas of substantive law: constitutional law; finance; personnel; planning and zoning; public contracts; public works; and tort law is preferred.

Familiarity with Lexis, Westlaw or other computer-assisted legal research services; Windows; Microsoft office software, such as Microsoft Word for Windows, Excel, Access, and Powerpoint; WordPerfect 5.1 or better for DOS or Windows.

License and/or Certificates

Active membership in the State Bar of California is required.

A valid California driver's license of the appropriate class or grade may be required depending upon position assignment.

Knowledge of

- Substantive law, procedures and rules of evidence applicable to administrative, civil, criminal and general municipal matters;
- Principles, methods and practices of investigation, legal research, legal analysis and drafting;

- IBM-compatible personal computers for computer-assisted legal research, word-processing, data collection and analysis, electronic mail and other purposes;
- Other appropriate office technologies, such as telephone voice mail, telecopiers and copy machines.

Ability to

- Acquire knowledge of local, state and federal law relating to municipal government;
- Define issues; research facts and law; analyze and draw appropriate logical and legal conclusions from statements of fact, law and argument;
- Evaluate alternatives, employ independent judgment and make sound recommendations;
- Draft legal documents;
- Complete work in a timely manner;
- Maintain case files and other recordkeeping systems;
- Present oral and written statements of fact, law and argument in clear and logical form;
- Communicate and persuade effectively orally and in writing;
- Establish and maintain tactful, cooperative and effective working relationships with the public, the judicial system, city officials, all levels of City employees and adversaries;
- Provide clear work instructions.

CAREER LADDER INFORMATION:

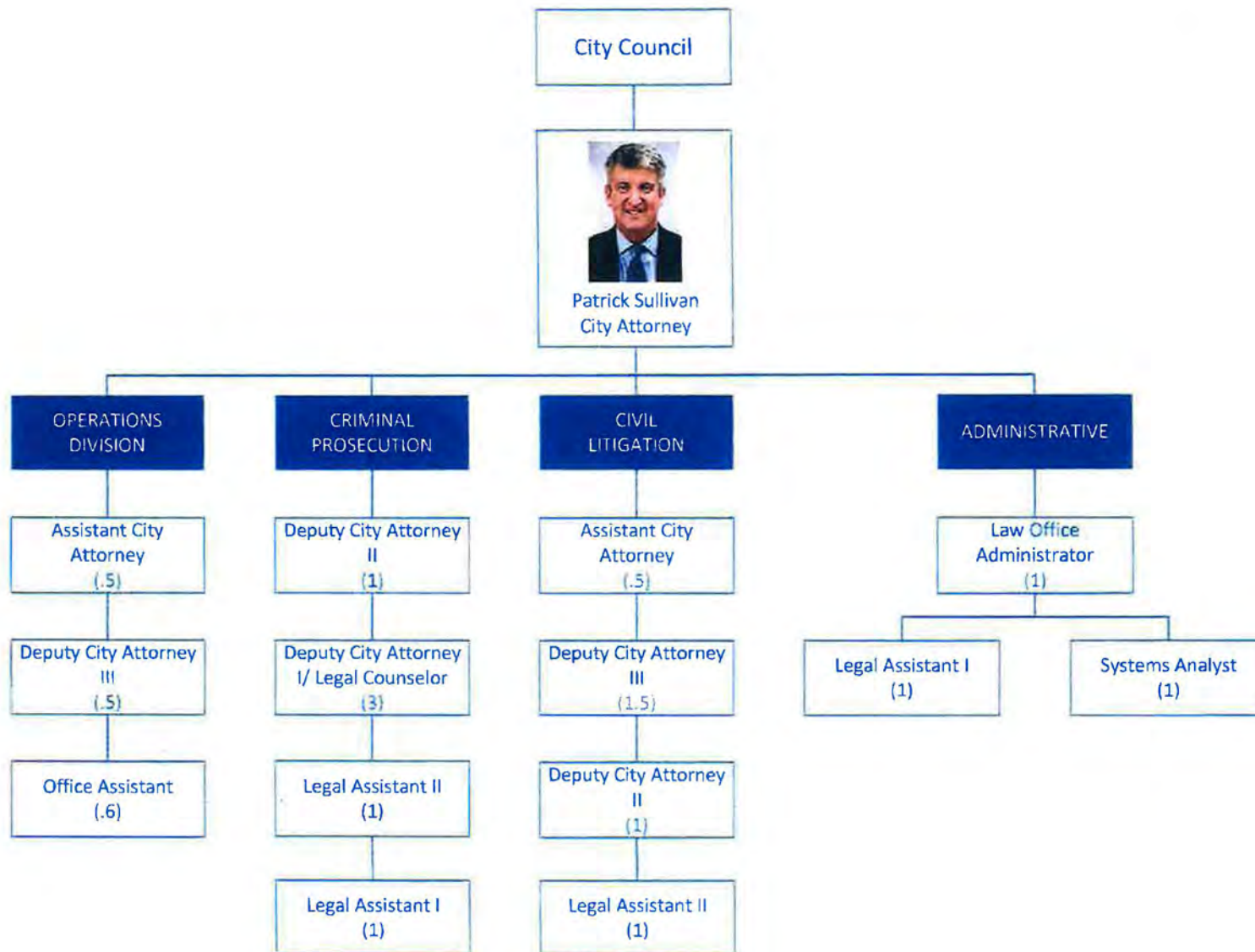
Revised Date: September 1995

CITY OF TORRANCE

Organizational Chart

City Attorney

ATTACHMENT C



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

Honorable Members:

**SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR POLICE SERVICES
SUPERVISOR**

RECOMMENDATION

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

BACKGROUND AND ANALYSIS

At their May 24, 2022 meeting, the City Council adopted the proposed Fiscal Year 2022-23 Operating Budget and Capital Improvement Plan, which included a reorganization of the Police Department, reorganizing the Community Affairs Division from having a sworn Police Sergeant to a civilian Police Services Supervisor. This reorganization will also improve employee development and create promotional opportunities for civilian staff.

The class specification for Police Services Supervisor was last revised in 2020 and staff determined that additions and minor changes to the class specification are required to reflect the current duties and responsibilities.

Staff has met and conferred with representatives from Torrance Professional and Supervisory Association (TPSA) who concur in the recommendation before your Honorable Body.

The Definition section was expanded to include the Community Affairs Division.

Addition of duty statements listed below to the Examples of Duties section:

Community Affairs

- Coordinates community events and programs;
- Oversees the Volunteer Program; recruits and trains qualified volunteers for various assignments; tracks and evaluates the contribution of volunteers;
- Facilitates the implementation of new volunteer activities and assignments;
- Maintains liaison with other volunteer-utilizing programs in the community and assists in community-wide efforts to recognize and promote volunteering;
- Organizes and assists with programs and activities that create opportunities for department members and community members, including youth, to interact in a positive setting;
- Develops methods to educate community members on general law enforcement operations so they may understand the work that officers do to keep the community safe;

- Assists in reviewing the use of department social media to report back on the resources being used the effectiveness of the content, and trends.

The License and/or Certificate section was revised to add the requirement that incumbents must obtain the listed certifications within one year of appointment.

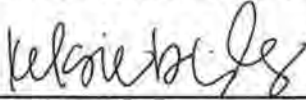
The Education and Experience section was revised to state:

- Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a law enforcement environment that has provided the knowledge, skills, and abilities necessary in the specific area of assignment.

The Animal Control Unit language was removed as the transition from the Police Department to the Community Services Department is complete.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment
- A) Revised Class Specification Police Services Supervisor
 - B) Existing Class Specification Police Services Supervisor
 - C) Organizational Chart of the Police Department

POLICE SERVICES SUPERVISOR

Definition

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

Distinguishing Characteristics

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

Supervision Exercised/Received

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

Examples of Essential Duties

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

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

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

Community Affairs

- Coordinates community events and programs;
- Oversees the Volunteer Program; recruits and trains qualified volunteers for various assignments; tracks and evaluates the contribution of volunteers;
- Facilitates the implementation of new volunteer activities and assignments;
- Maintains liaison with other volunteer-utilizing programs in the community and assists in community-wide efforts to recognize and promote volunteering;
- Organizes and assists with programs and activities that create opportunities for department members and community members, including youth, to interact in a positive setting;
- Develops methods to educate community members on general law enforcement operations so they may understand the work that officers do to keep the community safe;
- Assists in reviewing the use of department social media to report back on the resources being used, the effectiveness of the content, and trends.

Jail

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

Property

- Supervises daily operation of the Property Room;
- Oversees the maintenance of the property facility and equipment within;
- Monitors safety and security of the Property Room and staff;
- Ensures compliance with applicable Federal, State, and Local laws and ordinances;
- Supervises the destruction of narcotics, drugs, and firearms not returned to the owners;
- Prioritizes and assigns work to staff; resolves procedural and work related problems;
- Recommends improvements to Property Room operations.
- Supervises Motor Transport and Court Liaison personnel.

Police Records

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

Traffic

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

Animal Control

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

Examples of Other Duties

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

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

Qualification Guidelines:

Knowledge of

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

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

Police Records

- Penal, government and other laws and codes pertaining to the management, reporting and dissemination of criminal and related records and other information.
- County and municipal ordinances and procedures relating to records, warrants, and public counter functions.
- ~~Computerized law enforcement and public safety information systems.~~
- Office practices, procedures, and clerical techniques involved in classifying, indexing, processing, filing, retrieving, and controlling a large volume of records and reports.
- State mandated file purging requirements relative to police records.
- Laws pertaining to privacy and security of criminal history records and laws governing the release of crime report information under the Public Records Act to specific public agencies and the general public;
- Uses of automated data or word processing equipment utilized in records systems.

Animal Control

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

Ability to

- Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work as well as training, counseling, disciplining staff and handling grievances;
- Supervise and motivate personnel in a high stress environment;
- Analyze and interpret laws, codes, ordinances and administrative rules and regulations;
- Inspire confidence in subordinate personnel and new employees in training;

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

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

Animal Control

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

License and/or Certificates:

Must possess and maintain a Class C California Driver's License. ~~A valid California Motor Vehicle Operator's License (Class C) of the appropriate class or grade.~~

Complete a basic supervisory course within one year of appointment.

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

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

*Incumbents assigned to Jail must **complete within one (1) year of appointment** possess:*
Corrections Officer Core Course (as described in Section 1020).
Supervisory Core Course (as described in Section 181, Title 15, CCR) ~~within one (1) year of appointment.~~

Education and Experience:

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

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a law enforcement environment that has provided the knowledge, skills, and abilities necessary in the specific area of assignment.

One year of supervisory or lead work experience is preferred.

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

Special Requirements

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

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

~~Must be able to successfully pass a background investigation.~~

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

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

Career Ladder Information

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



POLICE SERVICES SUPERVISOR

Class Code:
1124

Bargaining Unit: Torrance Professional
& Supervisory Association

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

SALARY RANGE

\$31.95 - \$40.79 Hourly
\$5,538.00 - \$7,070.27 Monthly
\$66,456.00 - \$84,843.20 Annually

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

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

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

Jail

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

Property

- Supervises daily operation of the Property Room;
- Oversees the maintenance of the property facility and equipment within;
- Monitors safety and security of the Property Room and staff;

- Ensures compliance with applicable Federal, State, and Local laws and ordinances;
- Supervises the destruction of narcotics, drugs, and firearms not returned to the owners;
- Prioritizes and assigns work to staff; resolves procedural and work related problems;
- Recommends improvements to Property Room operations.
- Supervises Motor Transport and Court Liaison personnel.

Police Records

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

Traffic

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

Animal Control

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

One year of supervisory or lead work experience is preferred.

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

License and/or Certificates

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

Complete a basic supervisory course within one year of appointment.

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

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

Incumbents assigned to Jail must possess:

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

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

Knowledge of

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

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

Police Records

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

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

Animal Control

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

Ability to

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

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

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

SPECIAL REQUIREMENTS:

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

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

Must be able to successfully pass a background investigation.

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

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Established Date: December 2010

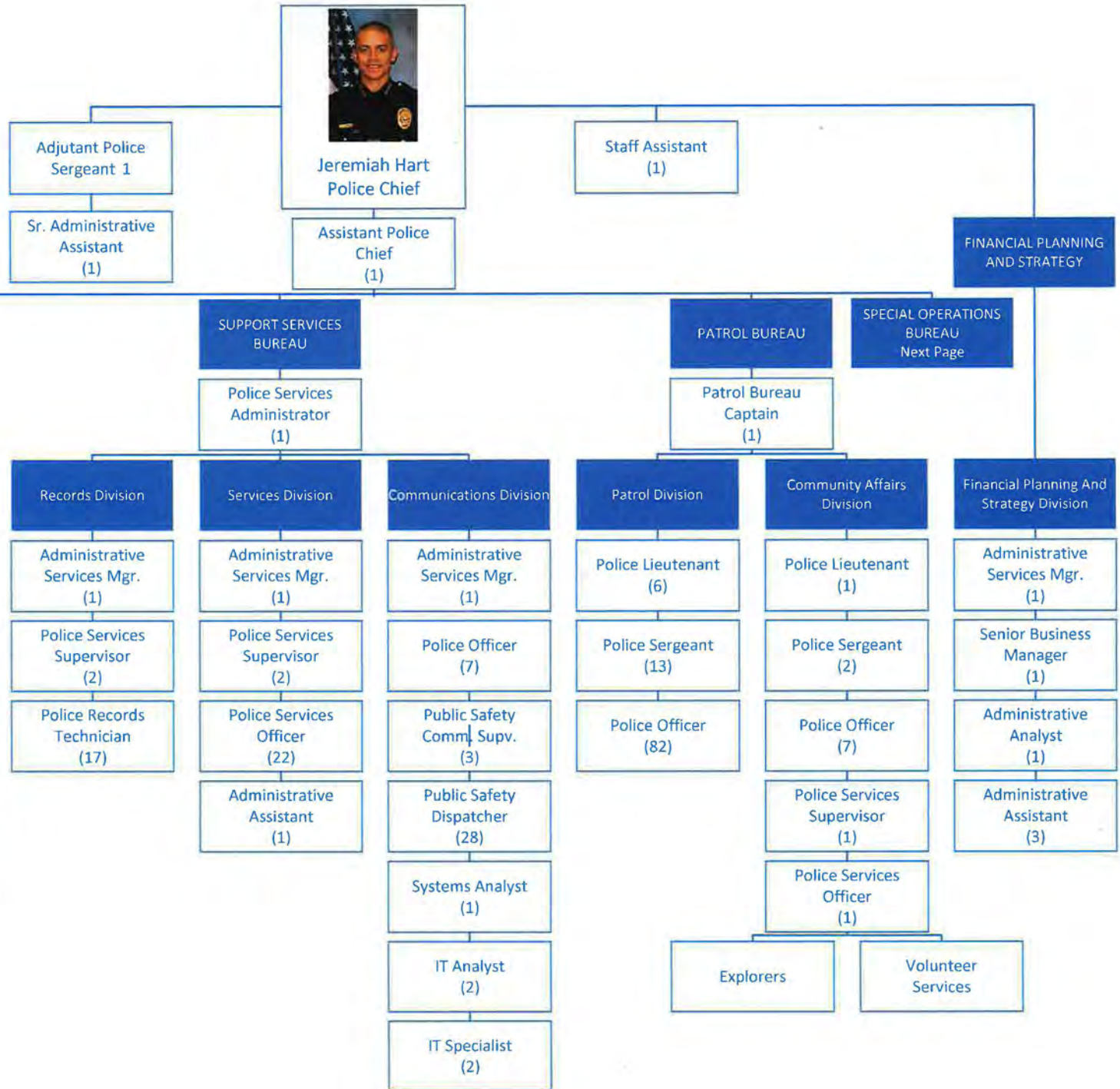
Revised Date: January 2015

Revised Date: January 2017

Revised Date: November 2020

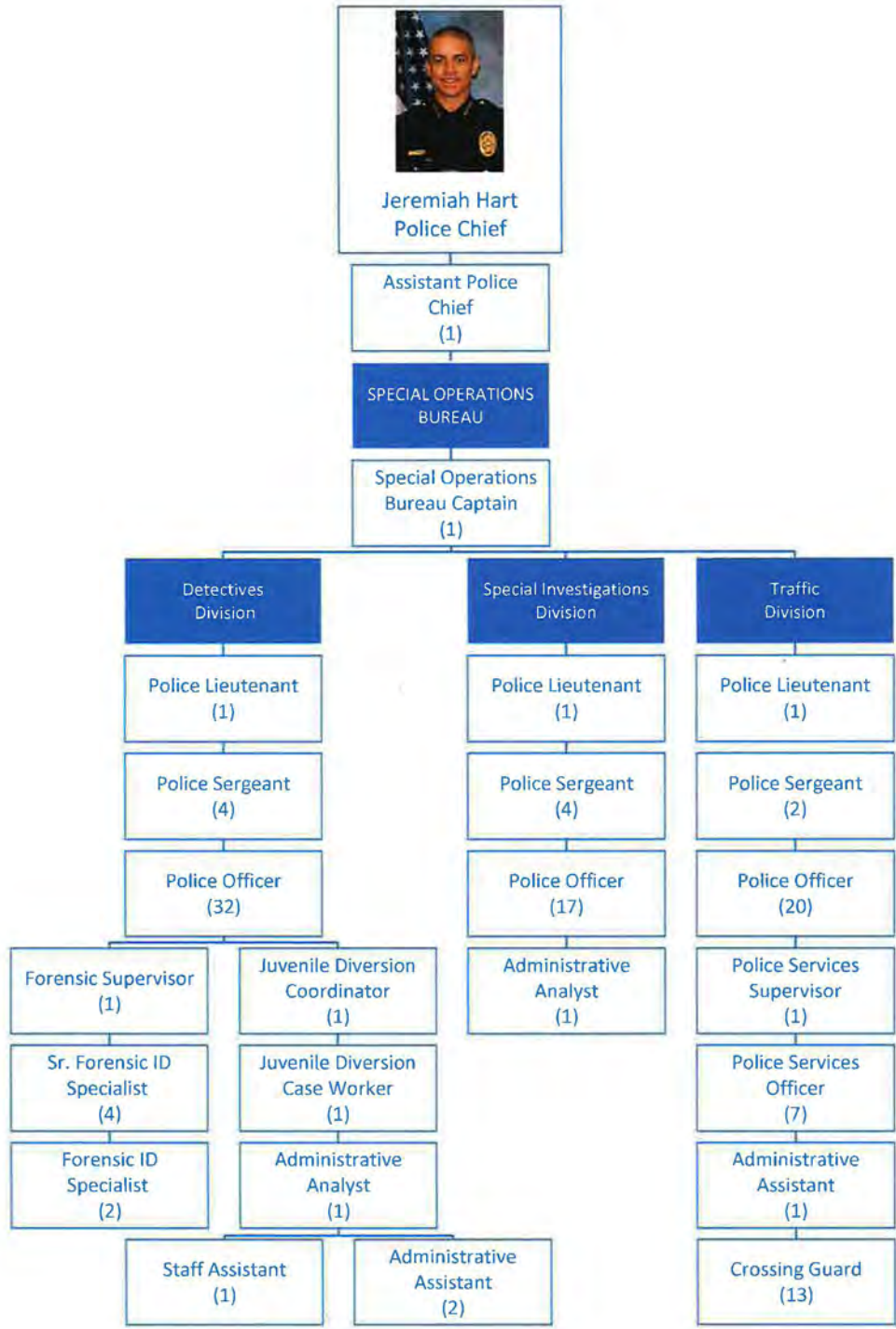
Department Review Date: November 2022

CITY OF TORRANCE
Organizational Chart
Police Department



ATTACHMENT C

CITY OF TORRANCE
 Organizational Chart
 Police Department



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

Honorable Members:

SUBJECT: APPROVE THE RECLASSIFICATION OF INCUMBENT TO ADMINISTRATIVE ASSISTANT

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve the reclassification of Marlene Hansen, Office Assistant assigned to the City Clerk's Office, to the classification of Administrative Assistant.

BACKGROUND:

The City Clerk requested a review of the Office Assistant positions to determine the appropriate classification level. Due to staffing changes over time, the Office Assistant in the City Clerk's Office have gained technical knowledge and expertise and have been performing duties identified in the Administrative Assistant class specification. There is currently one incumbent in the Office Assistant classification that has been meeting the needs of the City Clerk's Office at the level of Administrative Assistant.

At their February 7, 2023 meeting, the City Council approved a staffing modification of the City Clerk's Office, which upgraded 2.0 Office Assistant positions to 2.0 Administrative Assistant positions (Attachment E). Due to this modification, the City Clerk has requested that one (1) current Office Assistant position be reclassified to one (1) of the Administrative Assistant positions.

Upon review of the scope and level of responsibility of the position, it was determined that the Office Assistant position should be reclassified to the Administrative Assistant position. As the Office Assistant classification in the City Clerk's Office has evolved, the need for an Administrative Assistant position is necessary to provide increased administrative duties, allow for flexibility in assigning tasks, facilitate staff development, and provide an opportunity for cross-training across the Department's divisions. The current Office Assistant incumbent has become increasingly responsible in providing training to new team members, logging and handling public records requests, assisting the City's contract process, providing guidance to other department's regarding the Office's operations and responsibilities, and has expert knowledge of the different software platforms utilized in the City Clerk's Office. Therefore, the Human Resources Director recommends that the incumbent, Marlene Hansen, be reclassified from Office Assistant to Administrative Assistant.

The Administrative Assistant position is assigned to the Torrance Clerical Employees Association (TCEA), 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 Administrative Assistant.

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."

Marlene Hansen was hired as an Office Assistant in 2002. She has worked a multitude of assignments within the City Clerk's Office and has been providing more complex administrative support. She currently performs duties of the Administrative Assistant.

Criterion #3

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

The incumbent currently performs the full range of duties as required. Ms. Hansen has assumed the higher-level duties and responsibilities while working in the City Clerk's Office.

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 changed 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 Office Assistant is \$18.73 at the first step and \$23.90 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 Office Assistant	Top Step of Administrative Assistant	% Difference vs. Top Step Proposed
Pay Comparison	\$23.90	\$28.56	19%

Criterion #6

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


There is currently no eligible list for the classification of Administrative Assistant.

SUMMARY:

Based on analysis, it is evident that all of the factors listed within the Transfer of Incumbent Employees Without Examination Policy have been met and the consideration of the allocation of the incumbent to the proposed classification without examination is warranted.

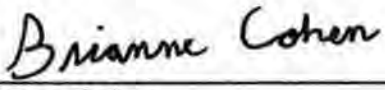
In addition, Torrance Municipal Code Section 14.2.3, Allocation of New Positions; Reallocations (Attachment D), states that the Human Resources Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

- Attachment:
- A) Class Specification – Office Assistant
 - B) Class Specification – Administrative Assistant
 - C) Policy on Transfer of Incumbent Employees without Examination
 - D) Torrance Municipal Code Section 14.2.3
 - E) City Council Item 9D – February 7, 2023
 - F) City Clerk Office Organizational Charts (Current and Proposed)

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.

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.

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.

Council Meeting of
February 7, 2023

Honorable Mayor and Members
 of the City Council
 City Hall
 Torrance, California

Members of the Council:

SUBJECT: Finance – Approve Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications. Expenditure: Not-to-exceed \$763,159 (General and Non-General Fund).

RECOMMENDATION

Recommendation of the Finance Director that City Council

1. Approve the recommended Fiscal Year 2022-23 First Quarter Budget Review Report Program Modifications, and;
2. Increase General Fund Operating Fund Revenue Budget by \$769,527, and;
3. Appropriate \$570,621 to the General Fund Operating Fund Expenditure Budget, and;
4. Appropriate \$69,447 to the Sanitation Fund Expenditure Budget, and;
5. Appropriate \$35,118 to the Transit Fund Expenditure Budget.

Funding

Funding is available in the General Fund, Sanitation Fund, and Transit Fund Balances.

BACKGROUND/ANALYSIS

On December 6, 2022, staff presented the Fiscal Year 2022-23 First Quarter Budget Review Report to the Finance and Governmental Operations Committee ("Committee"). The full version of this report has been published to the City of Torrance ("City") Finance Department website which can be accessed using the following link:

<https://www.torranceca.gov/government/finance/budget-review-reports>. During this meeting, staff presented program modification as an introduction, but did not recommend their approval as it was anticipated approval would take place at a later meeting.

On December 20, 2022, the City Council accepted and filed the First Quarter Budget Review Report, and consistent with the December 6, 2022 Committee meeting, did not approve the program modifications at that time.

Staff are now recommending Council's approval of all program modifications contained in the Fiscal Year 2022-23 Budget Review Report, with the exception of the staffing transfer between Finance and City Treasurer. At the December 20, 2022 Council meeting, it was requested by Council this transfer be deferred until the newly hired Deputy City Treasurer has passed probation. Staff will return at a later date to seek approval of this program modification.

The combined fiscal impact of the proposed program modifications is a net savings of \$6,368 for the City, as shown in the table below. The full detail of all program modifications can be found after this summary table.

#	Department	Proposed Modification	Fiscal Impact	Source	Status
1	City Clerk	Convert 2.0 Office Assistants to 2.0 Administrative Assistants	\$ 28,082	General Fund	Recommended for approval
2	City Manager	Convert 1.0 Assistant to the City Manager to 1.0 Deputy City Manager; adjust non-wage budget	\$ 62,682	General Fund	Recommended for approval
3	City Manager	Add 1.0 Staff Assistant	\$ 87,973	Non-General Fund	Recommended for approval
4	Communications & Information Technology	Delete 1.0 Communications Manager, Delete 1.0 Information Technology Specialist, Delete 1.0 Information Technology Analyst, Add 2.0 Information Technology Manager, Add 1.0 Systems Analyst	\$ 135,016	General Fund	Recommended for approval
5	Community Development	Convert 5.0 Environmental Quality Officers to 5.0 Code Enforcement Officers and Convert 2.0 Senior Environmental Quality Officers to 2.0 Senior Code Enforcement Officers	\$ -	General Fund	Recommended for approval
6	Community Services	Convert 1.0 Senior Administrative Assistant to 1.0 Supervising Administrative Assistant	\$ 16,405	General Fund	Recommended for approval
7	Community Services	Delete 1.0 Senior Recreation Supervisor, Add 0.2 Program Coordinator, and add 0.3 Program Specialist	\$ (104,247)	General Fund	Recommended for approval
8	Community Services	Delete 1.0 Office Assistant, Add 1.0 Administrative Assistant	\$ 14,041	General Fund	Recommended for approval
9	Finance	Transfer 1.0 Account Clerk and 1.0 Accounting Technician to City Treasurer	\$ -	General Fund	Deferred to a later date
10	Fire	Increase Budget to Fund Enrollment in California Department of Healthcare Services' Ground Emergency Medical Transport Intergovernmental Transfer Program for Public Providers	\$ (350,885)	General Fund	Recommended for approval
11	Public Works	Convert 4.0 Maintenance Works to 4.0 Sanitation Equipment Operators	\$ 69,447	Non-General Fund	Recommended for approval
12	Transit	Convert 1.0 Senior Business Manager – Transit Planning to 1.0 Transit Planning Manager	\$ 35,118	Non-General Fund	Recommended for approval
Total Proposed Amendments			\$ (6,368)	Net Savings	
Total General Fund Impact			\$ (198,906)	Net Savings	
Total Non-General Fund Impact			\$ 192,538	Net Cost	

City Clerk

Convert 2.0 Full Time Equivalent ("FTE") Office Assistants to 2.0 FTE Administrative Assistants – \$28,082 (General Fund)

The City Clerk's Office is seeking to convert 2.0 FTE Office Assistants to 2.0 FTE Administrative Assistants. Historically, Office Assistants have been staffed for carrying out clerical support tasks, however, the limited job specifications for the position no longer meet the administrative needs of the department. Upgrading the Office Assistant positions to Administrative Assistant positions will provide increased flexibility in assigning tasks, facilitate staff development and allow for cross-training across the department's three divisions including the Administration Division, Records & Electronic Content Management System Division, and Legislative/Elections Division.

City Manager

Convert 1.0 FTE Assistant to the City Manager to 1.0 FTE Deputy City Manager and Adjust Non-Wage Budget – \$62,682 (General Fund)

The City Manager's Office is seeking to convert 1.0 FTE Assistant to the City Manager to 1.0 FTE Deputy City Manager. Due to the efforts put forth by the staff in this position, their value to the City and the need to retain them, the City Manager is recommending the creation of a new Deputy City Manager job classification with a salary reference point between the existing classifications of Assistant to the City Manager and Assistant City Manager. The current reference points for the Assistant to the City Manager and Assistant City Manager classifications are \$13,584 and \$20,749, respectively. As such, the recommended reference point for this newly proposed job classification is \$17,167. This modification will allow for continued advancements in homelessness response and an expanded emphasis on workforce professional development. The cost impact of this change is a total of \$45,682.

In July 2021, staff received approval from the City Council to establish a Friendship City program. A Friendship City designation is an established relationship between two cities that is mutually beneficial. In some cities, a Friendship City is often used as a first step in building a long-term relationship and is less formal than a Sister City relationship. Friendship City relationships are used to foster cooperative agreements for advancing economic development, commerce, trade, culture, education, climate action, and many other fields which promote collaboration for achieving common interests. The Friendship City program is also a way for participating cities to initiate a ceremonial relationship with foreign municipalities. These relationships allow for increased global cooperation and communication at the municipal level. Friendship City relationships may include the exchange of correspondence between elected officials and business leaders regarding areas of mutual interest.

Over the years, various international cities have expressed interest in developing relationships with the City. The concept of Friendship City relationships is appealing in that it offers a less formal opportunity for two cities to explore similarities and differences and can easily be terminated if necessary. Mayor Chen has been contacted by representatives of the City of Changhua in Taiwan and by the Consulate General of the Republic of Korea in Los Angeles, both expressing interest in establishing a relationship with the City. The cost impact of implementing this program is \$5,000.

City Council has also requested increased efforts to lure and retain businesses. Staff expects to complete a Request for Qualifications in the second quarter of Fiscal Year 2022-23. Thereafter, staff will present an item to City Council with recommended selections and the proposed criteria for selected vendors to be eligible for draft compensation schedules. The cost impact of this program is about \$40,000, however, only \$12,000 is needed to fund this effort.

Add 1.0 FTE Staff Assistant (Homeless Services) – \$87,973 (Non-General Fund)

In recent years, the number of individuals experiencing homelessness in California and Los Angeles County has increased significantly. The City Manager's Office has worked to develop strategic solutions for a coordinated response to this issue to address specific community concerns. At the beginning of 2021, the City retained a dedicated homeless outreach worker through an agreement with Harbor Interfaith Services to assist those experiencing homelessness with the necessary resources and support for obtaining permanent housing. Additionally, in June 2021, the Torrance City Council approved a temporary housing pilot program intended to provide housing stability for unsheltered individuals in Torrance while they move towards permanent housing.

Today, the 3290 Temporary Housing Village has 40 residents living in "tiny homes" with access to shared restrooms, showers, and three meals per day. To ensure the City continues to provide high quality wraparound services, the City Manager's Office is seeking to add 1.0 FTE Staff Assistant to carry out dedicated outreach coordination, case management, housing navigation, documentation assistance, and community education. To offset the associated costs for adding this new position, the City has secured funding through the HOME Investment Partnerships American Rescue Plan Program, a federal program established to reduce homelessness and increase housing stability across the country.

Communications & Information Technology

Convert 1.0 FTE Communications Manager to 1.0 FTE Information Technology Manager, Convert 1.0 FTE Information Technology Analyst to 1.0 FTE Information Technology Manager, and Convert 1.0 FTE Information Technology Specialist to 1.0 FTE Systems Analyst – \$135,016 (General Fund)

In 2021, the City Manager leveraged vacancy savings to complete a comprehensive assessment of the Communications & Information Technology ("CIT") Department which identified several program deficiencies. To address these deficiencies, CIT is seeking to reorganize the department to better serve the City and the community in a fast-changing technological world. More specifically, the proposed reorganization will allow the department to establish well-balanced areas of responsibilities and improve cybersecurity posture to ensure the City follows and complies with industry security standards.

The proposed restructuring within CIT consists of the following:

- Convert 1.0 FTE Communications Manager to 1.0 FTE Information Technology Manager to oversee Centralized Customer Support, as well as radio shop and communications operations – (\$6,689) Savings
- Convert 1.0 FTE Information Technology Analyst to 1.0 FTE Information Technology Manager to oversee Enterprise Applications & Analytics – \$77,293
- Convert 1.0 FTE Information Technology Specialist to 1.0 FTE Systems Analyst dedicated to Infrastructure & Cybersecurity – \$64,412

This proposed program modification results in a total budget increase of \$135,016 within the CIT Department. However, the City Manager recommends funding the Cybersecurity System Analyst (\$175,288) through SST revenue so as to not impact the department's General Fund Operating Fund budget. The net budget impact (to the General Fund Operating Fund) of these changes after accounting for contributions through SST revenue is a budget decrease of \$40,272. The CIT reorganization is an effort to realize the full potential of its resources that align with the City's technological needs. All CIT operations will adhere to the Information Technology Infrastructure Library methodology adopted by most fortune 500 businesses and large municipal agencies. Furthermore, the efficiency of the department will be measured by the new Information Technology Service Management system, which is anticipated to go live by the end of the 2022.

Community Development

Convert 5.0 FTE Environmental Quality Officers to 5.0 FTE Code Enforcement Officers and Convert 2.0 FTE Senior Environmental Quality Officers to 2.0 FTE Senior Code Enforcement Officers – \$0

The Community Development Department worked with Human Resources and the Engineers and Torrance Fiscal Employees Association to establish the new classifications of Code Enforcement Officer and Senior Code Enforcement Officer. These new classifications will be approved by the Civil Service Commission and City Council in parallel to this budget action. Staff is recommending all FTE in the current Environmental Quality Officer and Senior Environmental Quality Officer classifications be converted to Code Enforcement Officer and Senior Code Enforcement Officer. As positions turn over and become vacant, staff will recruit under the new classifications to improve enforcement efforts throughout the community.

Community Services

Convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant – \$16,405 (General Fund)

The Community Services Department is seeking to convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant to allow for a higher level of responsibilities to be assigned to this position and designate the incumbent to oversee the administrative functions for each of the five (5) divisions within Community Services. Having a primary point person will ensure accurate and consistent review of work and the coordination of complex processes departmentwide (i.e., City Council agenda items; correspondence and interoffice communications; grant administration, funding proposals, etc.).

The incumbent currently in the Senior Administrative Assistant position is vital to ensuring consistency of all reporting throughout the department, assists with controlling the greater impact of erroneous mistakes that can happen, and operates under the same scope of responsibilities and authority as a Supervising Administrative Assistant, except for supervisory authority. In order to increase organizational efficiencies within Community Services, the department proposes the following modifications:

- Convert 1.0 FTE Senior Administrative Assistant to 1.0 FTE Supervising Administrative Assistant and provide appropriate funding to accomplish this upgrade.

- Re-assign the current Office and Administrative Assistants to be supervised directly by the Supervising Administrative Assistant for guidance, training, and delegation of work assignments.
- Implement the goals and objectives for assessing employee development and conduct annual performance evaluations for subordinate staff.

Since the Office and Administrative Assistants cannot be directly supervised due to their satellite locations, the Supervising Administrative Assistant will work collaboratively with Division Managers to identify areas of weakness and department inefficiencies.

Delete 1.0 FTE Senior Recreation Supervisor and Add 0.2 FTE Program Coordinator and 0.3 FTE Senior Program Specialist – (\$104,247) Savings (General Fund)

The Cultural Services Division is seeking a reduction of redundant supervisory staff to increase availability and scope of direct program delivery staff. It should be noted that the department currently has internal candidates which can potentially assist to address the proposed addition of 0.2 FTE Program Coordinator and 0.3 FTE Senior Program Specialist, and the Senior Recreation Supervisor position being proposed for deletion is currently vacant.

Convert 1.0 FTE Office Assistant to 1.0 FTE Administrative Assistant – \$14,041 (General Fund)

The Cultural Services Division is seeking to convert 1.0 FTE Office Assistant to 1.0 FTE Administrative Assistant. The current scope of the position in this area exceeds the job specifications of Office Assistant and changing to Administrative Assistant is necessary to allow for more independent work to be completed and increased coverage levels.

Fire

Increase Budget to Fund Enrollment in California Department of Healthcare Services' Ground Emergency Medical Transport Intergovernmental Transfer Program for Public Providers – (\$350,885) Savings (General Fund)

The Torrance Fire Department ("TFD") Emergency Medical Transport ("EMT") program is currently enrolled in the California Department of Healthcare Services' ("DHCS") Ground Emergency Medical Transport ("GEMT") Quality Assurance Fee ("QAF") program, which provides supplemental Medi-Cal payments to GEMT providers. The GEMT QAF program currently imposes a fee of \$34.02 for each transport (regardless of the payor category), but results in a reimbursement per Medi-Cal transport of \$220.80 (1,318 transports per year). The TFD EMT program FY2022-23 expenditure budget needs to be increased by an estimated amount of \$158,125 in order to pay the estimated QAF program fees for the first two quarters of the fiscal year (based on 2,324 transports done by TFD EMT for the period of July 2022 – September 2022). Moreover, the Fire Department's revenue budget will also need to be increased to reflect the revenue generated from this program. Using the reimbursement rate of \$220.80 and 659 estimated transports for half of a year, the revenue budget is recommended to be increased by \$145,507.

The GEMT QAF fee program is expected to end December 2022 and will be replaced by the new Medi-Cal program – Public Providers-GEMT Intergovernmental Transfers ("PP-GEMT IGT") – for public providers only. This new program seeks to ensure that all public GEMT providers that service Medi-Cal beneficiaries receive sufficient reimbursement. The new PP-

GEMT IGT program will eliminate the per-transport fee of \$34.02 and will instead result in quarterly payments of approximately \$130,258. Although the expenditures are expected to be higher under the new program, the expected reimbursement is also expected to increase. Reimbursement for each Medi-Cal transport under the new program is expected to be \$946.92. Thus, if this program is approved and the City enrolls to begin January 2023 as anticipated, an additional \$260,517 will need to be added to the TFD EMT program FY2022-23 expense budget to pay the quarterly contributions for the last two quarters of the fiscal year. In addition to this increased expenditure budget, the revenue budget will need to be increased assuming the same 659 transports receiving \$946.92 in reimbursement for January 2023 through June 2023. This translates to an increase in the revenue budget of \$624,020.

The total cost impact of this proposed program modification to the TFD EMT program FY2022-23 expense budget (for both the old and new program) is \$418,642. The total modification for the revenue budget (for both the old and new program) is \$769,527. In subsequent fiscal years, the TFD EMT expense budget will need to be increased to \$521,034 annually to support the contribution costs of the PP-GEMT IGT program for the entire fiscal year. This will also generate an anticipated annual revenue of \$1,248,041 as well. The PP-GEMT IGT program is mandatory for public providers, although enrolling as a funding entity is voluntary. However, since the non-federal share of the PP-GEMT IGT Program is intended to be funded through voluntary contributions by public providers, should DHCS determine that the projected amount of voluntary contributions is not sufficient to support the implementation of the program, the program will not continue in future periods.

Public Works

Convert 4.0 FTE Maintenance Worker to 4.0 FTE Sanitation Equipment Operator – \$69,447 (Non-General Fund)

The Public Works Department is seeking to convert 4.0 FTE Maintenance Worker ("MW") positions to 4.0 FTE Sanitation Equipment Operator ("SEO") positions to maintain adequate service levels in the Sanitation Division. Currently, there is a total of 33 budgeted positions assigned to waste collection, comprised of 25.0 FTE SEO positions and 8.0 FTE MW positions. SEOs operate a variety of vehicles for the daily collection of: (1) residential refuse, recycling and organics; (2) residential large items; and (3) illegally dumped items. Additionally, SEOs are responsible for collecting containers at all City facilities.

Despite the 25.0 FTE SEO positions, there are regular and daily occurrences of scheduled and unscheduled absences that occur the Sanitation Division. This typically requires the department to "move-up" 4.0 FTE MWs on a daily basis to provide adequate daily collection services and ensure the City complies with Los Angeles County public health regulations. This operational impact initiated a management review of current budgeted staffing levels to re-evaluate and determine the appropriate number of budgeted positions needed to address the scheduled and unscheduled absences. Staff determined that minimum daily staffing requires 29.0 FTE SEOs and 4.0 FTE MWs to maintain sufficient staffing levels, and also ensure we continue to provide a high level of service to the community.

Accordingly, Public Works is requesting to convert 4.0 FTE MWs to 4.0 FTE SEOs. This would increase SEO positions from 25.0 FTE to 29.0 FTE and decrease MW positions from 8.0 FTE to 4.0 FTE, while keeping the total of 33.0 FTE budgeted positions unchanged. The remaining 4.0 FTE MWs will be assigned to deliver, build, and collect waste collection containers and

assist with large item and illegally dumped collections, as they do now. The cost to convert 4.0 FTE MWs to 4.0 FTE SEOs is approximately \$69,447 per fiscal year including benefits and will be paid through the Sanitation Operating Fund (Enterprise Fund). This amount will be included in the upcoming Solid Waste rate study and Proposition 218 hearing expected to take place in early 2023.

Transit

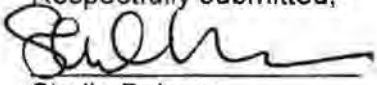
Convert 1.0 FTE Senior Business Manager (Transit Planning) to 1.0 FTE Transit Planning Manager – \$35,118 (Non-General Fund)

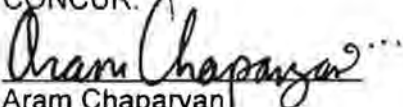
In 2021, the Senior Business Manager (Transit Planning) position was created in the Transit Department. This position focused on run-cutting, continuous schedule development as well as planning and preparation for route restructuring in anticipation of the opening of the Mary K. Giordano Regional Transit Center, the launch of Line 13 (Metro's former Line 130) and the expansion of Line 10. When the position was created, the compensation was set at a rate comparable to a Senior Transportation Planner; however, a review of the responsibilities and requirements of the position indicates a need to upgrade the position to a Transit Planning Manager. Due to the ongoing expansion of service, coordination of short-range and long-range planning projects such as the integration with Metro-C-Line extension to the South Bay, expansion of service to the Mary K. Giordano Regional Transit Center and micro-transit service, an upgrade of the position is appropriate in comparison to positions in other agencies with similar scope and compensation. In addition, this position would be the assigned liaison for coordinating with internal City departments, transit agencies and other partner organizations, and civic and community groups to promote Torrance Transit.

A survey of comparable positions shows that the current pay range is 24.6% below average at Minimum and 44.7% below average at Maximum. The Transit Director recommends that the current Senior Business Manager (Transit Planning) position is upgraded to a Transit Planning Manager and the compensation be set at the same range as other Transit Managers. This pay range would be within 1% of the maximum pay range for comparable Transit Planning Manager positions and allow for internal equity among Transit Management staff.

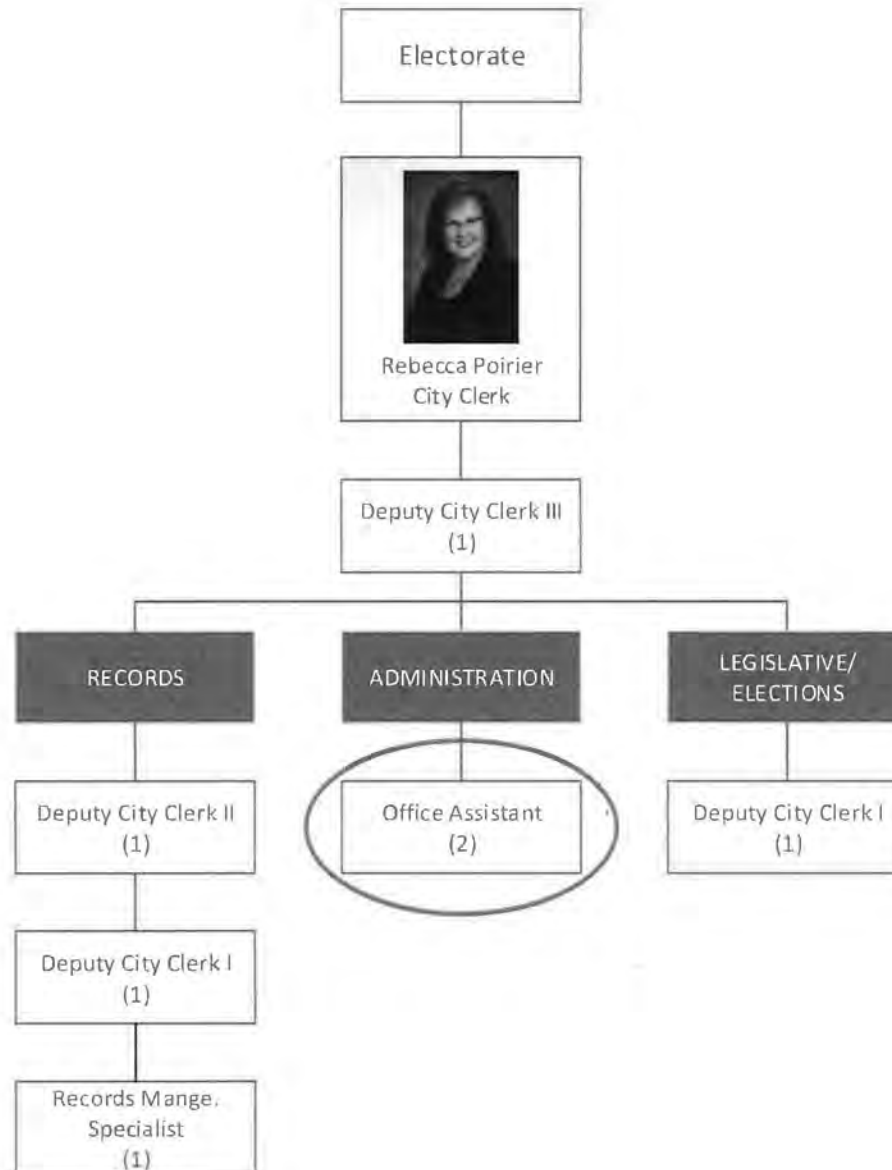
CONCLUSION

In conclusion, it is recommended that City Council approve the Fiscal Year 2022-23 First Quarter Budget Review Report Program modifications and necessary budget adjustments.

Respectfully submitted,

Sheila Poisson
Finance Director

CONCUR:

Aram Chaparyan
City Manager

CITY OF TORRANCE
Current Organizational Chart
City Clerk



CITY OF TORRANCE
Proposed Organizational Chart
City Clerk

