

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, JUNE 12, 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 Friday, June 9, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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 April 24, 2023, May 8, 2023, and May 22, 2023. (Minutes provided to Commission members only, copies available in the Personnel Building).

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

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

6C. Approve the Examination for Equipment Attendant.

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

6D. Approve the Examination for Information Technology Analyst (Network Support).

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

6E. Approve the Examination for Information Technology Analyst (Police Department).

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

6F. Approve the Examination for Information Technology Specialist (Police Department).

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

6G. Approve the Examination for Senior Recreation Supervisor.

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

7. ADMINISTRATIVE MATTERS

7A. Deny Protest #1 of Eligible List for Administrative Analyst.

Recommendation of the Human Resources Director that your Honorable body deny the protest of the eligible list for Administrative Analyst.

Consideration of public employee employment 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.

7B. Deny Protest #2 of Eligible List for Administrative Analyst.

Recommendation of the Human Resources Director that your Honorable body deny the protest of the eligible list for Administrative Analyst.

Consideration of public employee employment 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.

7C. Deny Appeal of Disqualification of Applicant for Librarian.

Recommendation of the Human Resources Director that your Honorable Body deny the appeal of the disqualification of the application for Librarian.

Consideration of public employee employment 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.

7D. Deny Appeal of Removal from Eligible List for Custodian.

Recommendation of Civil Service Staff that your Honorable Body deny the appeal of the removal from the eligible list for Custodian.

Consideration of public employee employment 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.

8. HEARINGS

8A. Appeal of Discipline of a Police Services Officer (1).

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, June 26, 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 MAY 2023

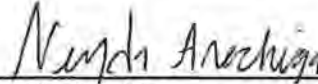
RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

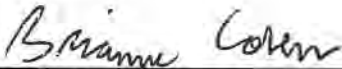
The Employee Transition Report for May 2023 is attached for your information and review.

Respectfully submitted,



Neyda Arechiga
Human Resources Technician

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for May 2023

NEW HIRES (CONT.)

TITLE	DEPARTMENT
Code Enforcement Officer	Community Development
Custodian	General Services
Custodian	General Services
Engineering Technician I	Community Development
Engineering Technician I	Community Development
Firefighter	Fire
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Lifeguard	Community Services
Management Aide	Human Resources
Planning Assistant	Community Development
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Specialist	Community Services
Public Safety Dispatcher	Police
Public Works Inspector	Community Development
Public Works Inspector	Community Development
Senior Library Technician	Community Services
Theater Technician	General Services
Theater Technician	General Services
Theater Technician	General Services
Transit Equipment Attendant	Transit

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR EQUIPMENT ATTENDANT

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is a current eligible list of less than five (5) names available for the classification of Equipment Attendant. Therefore, the department has requested a new recruitment to supplement the existing eligible list. Per Torrance Municipal Code Section 14.17.3, whenever less than five (5) names are certified for appointment from an open eligible list, or to a department head position, the appointing authority may make an appointment from such list or may make a temporary appointment until at least five (5) names are furnished. This examination is being requested due to one (1) vacancy within the department due to a promotion.


The class specification has been reviewed by the Fleet Services Division and appropriately reflects the position for the examination process.

The previous examination in 2022 was weighted as follows: Application Review (Qualifying), Performance Test (70%) and Oral Interview (30%). There will be no change to the exam types and weights.

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

Respectfully submitted,

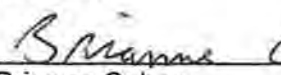
HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Inshirah Mabson
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Equipment Attendant Class Specification

6C



EQUIPMENT ATTENDANT

Class Code:
5704

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Sep 1, 1995

SALARY RANGE

\$21.32 - \$27.15 Hourly
\$3,695.47 - \$4,706.00 Monthly
\$44,345.60 - \$56,472.00 Annually

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

EXAMPLES OF ESSENTIAL DUTIES:

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

ATTACHMENT A

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

QUALIFICATION GUIDELINES:

Education and Experience

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

License and/or Certificates

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

Knowledge of

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

Ability to

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

ESTABLISHED/REVISED DATE:

Revised Date: September 1995

Department Review: June 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY ANALYST (NETWORK SUPPORT)

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is a current eligible list of less than five (5) names for the classification of Information Technology Analyst which will expire on 6/13/23. There is currently a vacancy due to retirement.

The class specification has been reviewed by the Communication and Information Technology Department and appropriately reflects the position for the examination process.

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

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

Respectfully submitted,

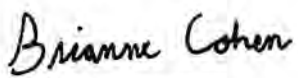
HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Information Technology Analyst Class Specification

6D



INFORMATION TECHNOLOGY ANALYST

Class Code:
1525

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Oct 1, 2005

SALARY RANGE

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

DEFINITION:

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

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

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

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

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

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

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

Applications and Programming

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

Network Operations

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

IT User Support

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

IT Network Support

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

Applications and Programming:

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

Network Operations:

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

IT User Support:

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

IT Network Support:

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

Licenses and/or Certificates

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

Knowledge of

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

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

Application and Programming

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

Network Operations

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

IT User Support

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

IT Network Support

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

Ability to

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

SPECIAL REQUIREMENTS:

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

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

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised Date: October 2005
Department Review Date: June 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY ANALYST (POLICE DEPARTMENT)

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is a current eligible list of less than five (5) names for the classification of Information Technology Analyst which will expire on 6/13/23. There is currently a vacancy in the Police Department due to a separation.

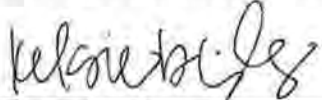
The class specification has been reviewed by the Police Department and appropriately reflects the position for the examination process.

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

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

Respectfully submitted,

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



INFORMATION TECHNOLOGY ANALYST

Class Code:
1525

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Oct 1, 2005

SALARY RANGE

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DEFINITION:

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DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

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

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

Applications and Programming

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

Network Operations

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

IT User Support

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

IT Network Support

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

Applications and Programming:

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

Network Operations:

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

IT User Support:

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

IT Network Support:

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

Licenses and/or Certificates

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

Knowledge of

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

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

Application and Programming

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

Network Operations

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

IT User Support

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

IT Network Support

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

Ability to

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

SPECIAL REQUIREMENTS:

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

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

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised Date: October 2005
Department Review Date: June 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY SPECIALIST (POLICE DEPARTMENT)

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Information Technology Specialist. There is currently a vacancy in the Police Department due to a separation.

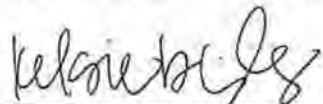
The class specification has been reviewed by the Police Department and appropriately reflects the position for the examination process.

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

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

Respectfully submitted,

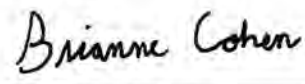
HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Kelsie B. Winders
Senior Human Resources Specialist

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Information Technology Specialist Class Specification



INFORMATION TECHNOLOGY SPECIALIST

Class Code:
1517

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Oct 1, 2014

SALARY RANGE

\$31.20 - \$41.78 Hourly
\$5,408.00 - \$7,241.87 Monthly
\$64,896.00 - \$86,902.40 Annually

DEFINITION:

Under direction, installs and maintains computer systems, networks and related equipment; conducts training and develops training materials, administers the City's network infrastructure and information systems, and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Information Technology Specialist is the entry-level class in the information technology series. Incumbents are distinguished from the Information Technology Analyst in that the IT Specialist is not primarily responsible for City-wide major applications, and does not act as a project manager. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate actions within established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results.

EXAMPLES OF ESSENTIAL DUTIES:

ATTACHMENT A

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

- Performs system and network administration and functions such as, user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades.
- Provides project recommendations and input for implementation strategies.
- Assists in the planning and coordination of software and applications upgrades.
- Installs, upgrades, and configures personal computers and peripherals including modems, printers, disk drives, memory and other system boards, keyboards, and monitors;
- Securely integrates City systems with outside entities using various communication links.
- Monitors systems and peripheral equipment, system processing and error listings to maintain control of hardware and software malfunctions.
- Assists with HTML and Web development and in the maintenance of the City's Internet and intranet web sites.
- Responds to trouble calls, analyzes problems with software and hardware and takes appropriate action to correct problems.
- Assists users with computers, network, and application related issues and may provide training in areas such as database, security and LAN administration.
- Conducts individual and group training sessions, demonstrates computer programs and explains program and training objectives.
- Analyzes user training needs and develops computer based training or selects the appropriate applications.
- Develops, prepares and evaluates training program outlines, training manuals, instructions, reference manuals and other materials for various computer programs in use by the City; and prepares documentation materials as required.
- Prepares course training schedules, and reports based on user participation.
- Provides training in City procedures as they relate to computerized applications.

Examples of Other Duties

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

- Supports older technology during the transition phases.
- Monitors and distributes helpdesk calls.
- Assists with report programming.
- Tests new equipment, software, or technologies.
- Replaces data communications equipment when needed.
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

Two years of technical experience performing a full range of computer support and networking activities including software and hardware installation, applications support, trouble-shooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems or software currently in use by the City and graduation from a recognized two-year college with an AA degree in computer science or a related field.

Licenses and/or Certificates

Certification as a Microsoft Certified Systems Engineer (MCSE) is desirable. MCSE certification must be related to products and versions currently in use by the City.

Knowledge of

- Computers and peripheral equipment including operating systems and basic operations functions, system and memory configurations and software currently in use by the City.
- Operation of local area networks (LAN) and wide area networks (WAN).
- Computer programming in languages currently in use by the City of Torrance.
- Data processing terminology.
- Data communications equipment and networks.
- Safety precautions necessary when working in a data processing environment.
- Methods, materials and equipment used for installing and cleaning computers and peripheral equipment.
- Proper English usage, spelling, grammar and punctuation.
- City policies and procedures affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State and Federal laws and regulations

Ability to

- Install, operate, configure, diagnose and repair computers, related software and peripheral equipment.
- Monitor activity and components of data communications network.
- Detect software and hardware malfunctions and regulate the quality of printed output.
- Load and unload magnetic media on tape and disk drives.
- Determine users needs and problems, understand program requirements and develop effective solutions.
- Prepare documentation materials using proper spelling, grammar and punctuation.
- Read and understand software documentation and present technical concepts and procedures.
- Assist in the preparation of program estimates and meet deadlines.
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Shift priorities as departmental workload demands require.
- Clearly and concisely communicate orally and in writing to non-technical audience.
- Follow oral and written instructions accurately.
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.

SPECIAL REQUIREMENTS:

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

Requires the ability to perform installation work involving exertion of a moderate amount of physical effort to stoop, crouch and lift in the performance of duties; ability to perform duties in a safe manner; ability to lift objects up to 50 lbs.; sufficient hand/eye coordination to perform repetitive movements such as installing and setting up computer equipment and using office

equipment and supplies. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions such as performing work in confined spaces.

The duties of this position may require the employee to be available at times other than regularly scheduled work hours to perform system back-ups and to assist in resolving operational problems.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Information Technology Analyst.

ESTABLISHED/REVISED DATE:

Revised Date: October 2014

Department Review Date: June 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SENIOR RECREATION SUPERVISOR

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Senior Recreation Supervisor. There is currently a vacancy due to a separation.

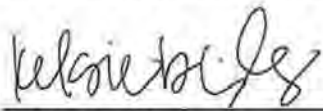
The class specification has been reviewed by the Community Services Department and appropriately reflects the position for the examination process.

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

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

Respectfully submitted,


HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Kelsie B. Winders
Senior Human Resources Specialist

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Senior Recreation Supervisor Class Specification



RECREATION SUPERVISOR, SENIOR

Class Code:
9026

Bargaining Unit: Torrance Professional
Park & Recreation Employees
Organization

CITY OF TORRANCE
Revision Date: Jul 1, 1982

SALARY RANGE

\$37.74 - \$48.17 Hourly
\$6,541.60 - \$8,349.47 Monthly
\$78,499.20 - \$100,193.60 Annually

DEFINITION:

Under program supervision plans, organizes, and supervises a section of the Park and Recreation Department; supervises full time professional personnel; and does related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED / RECEIVED:

Distinguished from Recreation Services Manager in that an incumbent is not accountable for the operation of an entire departmental division; distinguished from Recreation Supervisor in that the incumbent does not have regular direct contact with program participants and the general public; does not regularly conduct recreation activities; does not supervise only recurrent personnel.

EXAMPLES OF ESSENTIAL DUTIES:

- Supervises recreation programs in a section of the Park and Recreation Department;
- Trains full time and recurrent personnel and evaluates their performance;
- Assists in preparation and administration of budget; schedules recreation activities and personnel;

ATTACHMENT A

- Orders the purchase of necessary equipment and supplies;
- Accountable for section's safety program;
- Conducts studies and writes reports regarding recreation and leisure time programs.

QUALIFICATION GUIDELINES:

Education and Experience

Graduation from college with a degree in Recreation, or related field, or completion of required coursework within a recreation related specialty, or specific and substantial full-time experience which prepares one to function in the position may be substituted for the required education on a year-for-year basis. However, this substitution must be in addition to the experience requirement. Related part-time experience will be credited in proportion to the average amount of time worked per year.

Two years of full time professional experience in the field of recreation.

License Required

A valid California Motor Vehicle Operators Class 3 License.

Knowledge of

- Theories and principles of supervised recreation activities;
- Theories and methods of supervising community recreation programs and recreation personnel;
- Types of facilities, materials and equipment needed for various recreational activities;
- Affirmative action, employee relations, industrial safety, employee counseling and training techniques;
- Methods and means of identifying community resources and neighborhood interests;
- Program budgeting.

Ability to

- Plan, organize and supervise community recreation programs;
- Evaluate employee performance;
- Train, counsel and supervise personnel working with community groups;
- Administer safety programs;
- Establish and maintain effective working relationships with the public and with other personnel;
- Handle grievances.

Revised Date: July 1982

ESTABLISHED/REVISED DATE:

Revised Date: July 1982

Department Review Date: June 2023

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

SUBJECT: DENY PROTEST #1 OF ELIGIBLE LIST FOR ADMINISTRATIVE ANALYST

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Administrative Analyst.

BACKGROUND:

At your meeting of March 13, 2023, your Honorable Body approved the ordering of the Administrative Analyst examination be conducted on an open basis. This exam would produce an eligible list to fill a current vacancy in the Fire Department, as well as other vacancies that would occur within the six-month duration of the eligible list.

The exam components included the following: Written Test (30%), Performance Test (30%), and Oral Interview (40%). Fifty applications were received and twenty-four applicants were invited to take the written test which was administered on April 15, 2023. Eighteen candidates were successful on the written test and were invited to participate in the performance test and oral interview which were held on May 2, 2023.

The eligible list which contained nine names was promulgated on May 12, 2023. A protest was submitted via email to the Civil Service Manager on May 18, 2023. The candidate who submitted a protest was not successful on the performance test component.

ANALYSIS

An on-line test vendor, eSkill, was utilized for the Administrative Analyst performance test. The on-line test was conducted remotely and the candidates took the test on their own devices. The performance test consisted of Microsoft Excel spreadsheet exercises and the time allowance to complete the performance test was 60 minutes. Candidates were provided a link via email to the testing platform at 8:00 a.m. the day of the test. The Candidates are able to take the performance test at their leisure during the time frame between 8:00 a.m. and 8:30 p.m.

The basis of the protest to the eligible list is that Ms. Aldana stated she had technical difficulties (Attachment A) the day of the performance test.

In the notice sent to candidates the day of the performance test, eSkill contact information was provided to assist with any technical difficulties they may have with the testing platform. They are also notified to contact Human Resources if they are not able to complete the performance test (Attachment B).


Ms. Aldana states that while she was taking the test, she began to have issues with her home Wi-Fi. She continued to take the test even though her Wi-Fi had dropped a couple times during the test. Ms. Aldana states that when her system was back on-line, the timer showed a shorter time than when it had stopped and therefore she had less time to complete the test. Ms. Aldana never reached out to Human Resources to notify us about her situation until this protest was received. There was another candidate who had an issue with their internet on the day of the test. When that candidate contacted

Human Resources, Human Resources was able to work with the candidate so that they were able to submit their completed performance test.

Based on the analysis of the information provided, the Human Resources Director recommends that your Honorable Body deny Ms. Aldana's protest of the Administrative Analyst eligible list regarding the performance test and her request to retake the test.

Respectfully submitted,

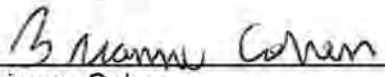
HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachments: A. Administrative Analyst eligible list protest by Jessica Aldana
B. Candidate's instruction notice sent day of the performance test

Appeal/Protest Letter

Jessica Aldana

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Brianne Cohen
Civil Service Manager
Torrance Civil Service Commission

Dear Brianne Cohen and Civil Service Commission,

I would like to start off by saying thank you for the opportunity given to apply and interview for the position as an Administrative Analyst with the City of Torrance. This letter is to appeal/ protest my performance exam process and reconsider a retake.

The day of the interview and performance exam I was having technical difficulties. The reason I did not mention anything after the exam is because I thought it wouldn't affect my score, until I saw otherwise. What I mean by technical difficulties is that my home Wi-Fi was not working properly that week. At that moment I didn't think it would be an issue. I started the performance exam, 5 minutes in, my internet connection was disconnected. I then had to wait until it was restored. I saw the countdown still active which was a relief and wasn't concerned. Five minutes later it happened again, this time the countdown froze, when my computer connected again, the time was extremely shorter than what was previously stated. I believe the previous connection drop was refreshed and reflected on the timer. At that point I decided to skim through the questions and answer the most obvious questions, not really diving into the exam as whole.

Since then, I have cancelled my internet service and installed a different provider. (See attached documents) Seeing that this issue possibly had caused me a job opportunity was unacceptable.

To conclude, I would like to ask for a reconsideration and protest my exam for a retake. I envision myself working for the City of Torrance and believe I can be of great service in the Fire Department.

Thank you so much for your time, cooperation and consideration.

Best Regards,

Jessica Aldana

CITY OF TORRANCE - CIVIL SERVICE COMMISSION
INSTRUCTIONS FOR FILING A WRITING EXERCISE, ESSAY, ORAL INTERVIEW, OR
PERFORMANCE EXAMINATION PROTEST

If you have questions, you may call (310) 618-2956 or (310) 618-2967.

Filing period: All protests must be made in writing within close of the following work day (business day) of the date of the portion of the examination being protested.

SECTION I: Purpose of Protest

If the purpose of your protest form is only to improve the test for the next exam, please check the "feedback" box. No official action will be taken for this administration, but your comment will be provided for consideration on future exams.

If you want an official review of your protest prior to scoring the examination, you must check the box which requests an official review.

SECTION II: Type of Exam Protested

Check the appropriate box for the type of examination you are protesting.

SECTION III: Reason/Explanation

In this section, describe and support your objection.

1. Explain your objections with specifics.
2. All protests must clearly state specific and substantial reasons for the protest.
3. Please indicate what remedy you are requesting.
4. Incomplete protests will not be considered.

Submit protests to:

City of Torrance
Civil Service Commission
Brienne Cohen, Civil Service Manager
3231 Torrance Blvd, Torrance CA 90503.
E-mail: CivilServiceCommission@TorranceCA.Gov
Fax: (310) 618-2726

Internet was successfully installed.

WMail@ecrmailto.verizonwireless.com)

verizon[✓]

[Shop](#) [Support](#) [My](#)

**Welcome to
5G Home
Internet.**

Hi Jessica,

urn your

Mark as Spam

reply@notifications.t-mobile.com)

df (74 KB)

ORDER NUMBER: SCEGRB2RYF
ORDER DATE: 5/16/2023



T-Mobile

Returning your equipment is easy.

Hi Jessica Sanchez,


Ready to return the equipment listed below? Either stop by a participating T-Mobile store and drop it off there to complete your return or follow these three steps to ship your equipment to us.

1. Print your attached pre-paid shipping label.
2. Pack the equipment in a secured box and adhere the shipping label.
3. Ship the equipment by dropping it off at your nearest UPS or UPS Drop Box location

Please make sure you return the equipment on time, undamaged and in good working condition. For more details on T-Mobile's return eligibility rules, check out our Return Policy.

May 2, 2023

Candidate ID: 15077819

Jessica Aldana


Dear Jessica,

You are now required to remotely access the performance test for the position of ADMINISTRATIVE ANALYST (FIRE DEPARTMENT). **You must complete all components of the performance test TODAY, TUESDAY, MAY 2, 2023 by 8:30 pm PST.** If you do not complete the performance test by 8:30 pm PST, you may be disqualified from the examination process.

We suggest that you allow approximately **ONE (1) HOUR** for this examination process.

When you begin the performance test, you will need to complete it in its entirety. Answer each question as quickly and efficiently as possible. Once you have made your final choice, move on to the next question. **DO NOT use your browser's Back, Forward, or Refresh buttons to navigate within the test.** At any time during the test, you can use the APPLICATION buttons to go back to a previous question and edit/change your answer, if there is any time left.

If you end the performance test before its completion, your progress up to that point will be recorded, but you will not be able to resume the test.

As stated above, you must complete the performance test today, Tuesday, May 2, 2023 by 8:30 pm PST. You will need to allow yourself enough time to complete the performance test by that time. You must complete the performance test in order to be considered for the position of ADMINISTRATIVE ANALYST (FIRE DEPARTMENT).

The use of reference materials or other assistance is not allowed. You are authorized to take this performance test only once. Failure to comply with these instructions will result in disqualification.

When you are ready, click the link below to begin:

<https://es.eskill.com/es/quiz?testId=690e263d7b0b0ae1>

If you experience technical difficulties while taking the test, please call eSkill at 866-537-5455 for assistance.

If you are unable to complete the performance test, please contact Human Resources.

The City of Torrance is an Equal Opportunity / ADA Employer.

Human Resources Department
City of Torrance | 3231 Torrance Blvd | Torrance CA 90503
310.618.2915 voice | 310.618.2995 fax | www.TorranceCA.Gov |
JobInfo@TorranceCA.Gov

If you do not want to receive emails please click on the following :
[Unsubscribe from Emails](#)

ATTACHMENT B

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

SUBJECT: DENY PROTEST #2 OF ELIGIBLE LIST FOR ADMINISTRATIVE ANALYST

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Administrative Analyst.

BACKGROUND:

At your meeting of March 13, 2023, your Honorable Body approved the ordering of the Administrative Analyst examination be conducted on an open basis. This exam would produce an eligible list to fill a current vacancy in the Fire Department, as well as other vacancies that would occur within the six-month duration of the eligible list.

The exam components included the following: Written Test (30%), Performance Test (30%), and Oral Interview (40%). Fifty applications were received and twenty-four applicants were invited to take the written test which was administered on April 15, 2023. Eighteen candidates were successful on the written test and were invited to participate in the performance test and oral interview which were held on May 2, 2023.

The eligible list which contained nine names was promulgated on May 12, 2023. A protest was submitted via email to the Civil Service Manager on May 19, 2023. The candidate who submitted a protest was not successful on the performance test component.

ANALYSIS

An on-line test vendor, eSkill, was utilized for the Administrative Analyst performance test. The on-line test was conducted remotely and the candidates took the test on their own devices. The performance test consisted of Microsoft Excel spreadsheet exercises and the time allowance to complete the performance test was 60 minutes. Candidates were provided a link via email to the testing platform at 8:00 a.m. the day of the test. The Candidates are able to take the performance test at their leisure during the time frame between 8:00 a.m. and 8:30 p.m.

The basis of the protest to the eligible list is that Ms. Reyes stated she had technical issues with the testing platform (Attachment A) the day of the test.

In the notice sent to candidates the day of the performance test, eSkill contact information was provided to assist with any technical difficulties they may have with the testing platform. They are also notified to contact Human Resources if they are not able to complete the performance test (Attachment B).

Ms. Reyes stated she had reached out to the vendor when she started to have technical issues with the system, however she never notified Human Resources until this protest was received. She also stated that she had difficulties with her equipment the day of the test. If Ms. Reyes had reached out to Human Resources, Human Resources could have assisted in resolving her issue on the day of the performance test. There were two additional candidates that had issues with the platform the day of

the test. However, those candidates had contacted Human Resources the same day of the test and Human Resources was able to work with them to submit a completed performance test.

Based on the analysis of the information provided, the Human Resources Director recommends that your Honorable Body deny Ms. Reyes' protest of the Administrative Analyst eligible list regarding the performance test and her request to retake the test.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

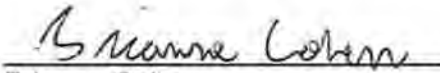
By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachments: A. Administrative Analyst eligible list protest by Jacqueline Reyes
B. Candidate's instruction notice sent day of the performance test

05/18/2023

Torrance Civil Service Commission

Attn: Brianne Cohen

Civil Service Manager

Good afternoon,

My name is Jacqueline Reyes, and I would like to file a protest of the eligible list for the Administrative Analyst (Fire Department). I started my journey a few years back in pursuit of working for the city of Torrance. I have lived in Torrance most of my life and it has been a dream to have the ability to be part of a hiring process for the city. As you know these opportunities don't come often. I was extremely excited to finally see a position that I could apply for and have a good chance of being considered as it fell within my experience and qualifications. I have been in banking for 19 years. I started my career as a part-time teller and have worked my way to my current role as a Financial Sales Manager. Through the years I have acquired many qualities that have made me a great candidate for this position.

I received my invitation on April 15, 2023, to participate in the remote on-line written exam for the Administrative Analyst (Fire Department). I was so excited that finally I was given an opportunity to be part of the process. I made sure to prepare mentally as I hadn't taken a test in a very long time. I used my daughter's Chromebook to take the exam. I successfully completed the exam. I waited patiently to see if I would be considered for the second round. On May 1st I received a second email to continue to the next round with a panel interview and the performance exam. Again, I couldn't believe it and was extremely excited and thrilled to be given this opportunity as I have never gotten this far in the process. I made sure that I was ready for it. I scheduled the day off so I could provide my full attention to the process. I completed my panel interview first then proceeded to take my exam. My panel interview went well, and I felt very confident in taking the exam.

I took my daughters Chromebook and signed on to the site. I didn't think twice about it because I had taken the written and it went well. As I signed on and prepared to open the excel sheets, I ran in to an error message. As you can imagine I was taken a back because this was a critical part of the position, and I didn't want to not take the exam. I tried and tried, and I kept getting an error message. I decided to call the help desk at eskill. I called them and let them know the situation. They advised me to take a picture and send it. I didn't want to lose this opportunity. As I told Tina from HR I didn't want to give up and let HR know I couldn't take it. So, I looked around and saw my Stepdaughters Mac book. I took the chance. Unfortunately for me I had

ATTACHMENT A

never used it and was completely lost in how to. I battled with it and was able to access the test. The format was difficult to navigate through since I was not use do the device. I didn't want to give up and did what I could to finish it. I received my results on May 12 and I didn't achieve a passing score. I was devested. I received a 79 (written) 90.5 (interview) and a 65 (performance) and that's the reason for this protest. I feel like I am a great candidate and demonstrated that with my scores. I had a very difficult time with the performance exam as stated above but meet and highly exceeded the rest. I feel like I showcased my potentials and experience in my panel interview. I would like to be considered for this role as I am confident, I would be a great fit in the position and with the city. I have attached letters of recommendation from past and present peers and managers as well as pictures of the initial error message. Again, I ask if I can be reconsidered for the Administrative Analyst (Fire Department) position and be given the opportunity to be part of such a wonderful organization.

Thank you for your time,

Jacqueline Reyes

A handwritten signature in black ink, appearing to read 'Jacqueline Reyes', written over a black rectangular redaction box.

Administration Analyst (Fire Department)

May 16, 2023

To Whom It May Concern:

Please accept this as my letter of recommendation for Jacqueline "Jackie" Reyes. I had the pleasure of working with Jackie for several years at First Citizens Bank, formerly known as One West Bank. During our time together, Jackie held the positions of Operations Manager and Branch Manager of the Retail Bank. Jackie is a reliable, engaged, and smart worker. She is professional, adaptable to change, an admired leader, and supportive of her staff.

She is good at problem-solving with a curious mind to quickly collect all facts and draw resolution accordingly. She is well respected by her customers and peers and is always willing to lend support. If you are in search of a leader look no further, Jackie would be a great contributor to your organization.

Sincerely,

Traci Sharp

Traci Sharp



May 17, 2023

To whom it may concern,

My name is Ruth Villalobos, and I was Jacqueline Reyes's manager at Wells Fargo Bank. Jacqueline and I worked together for almost two years as my Service Manager for the Hawthorne Main location. In the two years we worked together Jacqueline proved to be an essential part of our organization. She had exceptional customer service, great attention to detail and excellent time management skills. I was extremely fortunate to have worked with her.

Jacqueline was a leader in our branch as well as to our district. She was successful with all our audits and always exceeded expectations. Jacqueline always maintained her professionalism and received numerous compliments from our customers. She was always willing to lend a helping hand to assist our organization. She was nominated for our Service Leadership Academy and excelled. Jacqueline will be an extraordinary member of your organization as she was to ours.

Best Regards,

A handwritten signature in black ink, appearing to read 'Ruth Villalobos', written in a cursive style.

Ruth Villalobos

Branch Manager



05/18/2023

To whom it may concern,

My Name is Dina Capella and I am highly recommending Jacqueline Reyes for this position. I worked with Jacqueline form 2015-2021 (One West Bank Now First Citizens Bank). I held the position of VP Regional Service Manager, and she was one of my operation managers. It was a pleasure working with her. She was one of the top managers in my area and a great asset to the company.

In our time together Jacqueline showed excellent communication skills. In addition, she was extremely organized and managed her deadlines to ensure she completed audits and requests on time. Jacqueline's work ethic was remarkable and was always available to support the Region when asked.

Jacqueline would be a tremendous asset to your organization as she was to ours and continues to be now with First Citizens Bank.

Sincerely,

Dina Capella



VP, Regional Operations Manager



May 2, 2023

Candidate ID: 53273038

Jacqueline Reyes


Dear Jacqueline,

You are now required to remotely access the performance test for the position of ADMINISTRATIVE ANALYST (FIRE DEPARTMENT). **You must complete all components of the performance test TODAY, TUESDAY, MAY 2, 2023 by 8:30 pm PST.** If you do not complete the performance test by 8:30 pm PST, you may be disqualified from the examination process.

We suggest that you allow approximately **ONE (1) HOUR** for this examination process.

When you begin the performance test, you will need to complete it in its entirety. Answer each question as quickly and efficiently as possible. Once you have made your final choice, move on to the next question. **DO NOT use your browser's Back, Forward, or Refresh buttons to navigate within the test.** At any time during the test, you can use the APPLICATION buttons to go back to a previous question and edit/change your answer, if there is any time left.

If you end the performance test before its completion, your progress up to that point will be recorded, but you will not be able to resume the test.

As stated above, you must complete the performance test today, Tuesday, May 2, 2023 by 8:30 pm PST. You will need to allow yourself enough time to complete the performance test by that time. You must complete the performance test in order to be considered for the position of ADMINISTRATIVE ANALYST (FIRE DEPARTMENT).

The use of reference materials or other assistance is not allowed. You are authorized to take this performance test only once. Failure to comply with these instructions will result in disqualification.

When you are ready, click the link below to begin:

<https://es.eskill.com/es/quiz?testId=690e263d7b0b0ae1>

If you experience technical difficulties while taking the test, please call eSkill at 866-537-5455 for assistance.

If you are unable to complete the performance test, please contact Human Resources.

The City of Torrance is an Equal Opportunity / ADA Employer.

Human Resources Department
City of Torrance | 3231 Torrance Blvd | Torrance CA 90503
310.618.2915 voice | 310.618.2995 fax | www.TorranceCA.Gov |
JobInfo@TorranceCA.Gov

If you do not want to receive emails please click on the following :
Unsubscribe from Emails

Attachment B

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

Honorable Members:

SUBJECT: DENY APPEAL OF DISQUALIFICATION OF APPLICANT FOR LIBRARIAN

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body deny the appeal of the disqualification of the applicant for Librarian.

BACKGROUND AND ANALYSIS

At your meeting of January 23, 2023, your Honorable Body approved the ordering of the Librarian examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). The application filing period opened on April 11, 2023 and closes when a sufficient pool of candidates has been received. The first review of candidates was of those applications received by May 1, 2023 at 11:59 p.m., and was based on the Qualification Guidelines of the Librarian class specification. The Qualification Guidelines are as follows:

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:

A Master of Library Science degree from an ALA accredited college or university, or a Bachelor's degree plus twenty-four units of graduate work in Library Science, or a Bachelor's degree plus three years of professional library experience. Assignments as a Cataloger or Youth Services Librarian must have either an academic concentration or experience in that respective field.

The language listed indicates that any combination of the above could provide the knowledge and skills required to meet the minimum qualifications for the position of Librarian. After reviewing the application submitted by the appellant, Candy Higgins-Di Meo, it was deemed that the appellant did not meet the minimum qualifications for Librarian as advertised. While the appellant has a Bachelor's degree in English, the appellant did not indicate having completed any coursework in Library Science. In addition, although the appellant has worked for the Torrance Public Library since 2003, the experience listed is primarily in the entry and some journey level classes of the Library support series, and does not demonstrate three years of professional library experience as defined by the class specification.

On May 8, 2023, Candy Higgins-Di Meo was sent a Did Not Meet Minimum Qualifications Notice (Attachment A) which stated "We regret to inform you that your application for LIBRARIAN has not been accepted. Only those applicants who met the advertised requirements and whose background and experience best matched the needs of the City have been invited to continue on in the process."

On May 9, 2023, the Civil Service Manager received a letter in which Candy Higgins-Di Meo requested an appeal of the Human Resources decision to reject the application from further consideration for the position of Librarian (Attachment B).

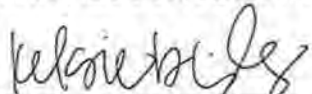
Torrance Municipal Code Section 14.17.7 (Attachment E) states that the Civil Service Administrator [Manager] has the authority to refuse to have an applicant examined and the decisions of the Civil Service Administrator [Manager] shall be in writing. The Civil Service Manager responded in a letter dated May 16, 2023, concurring with Human Resources Staff's decision to reject Candy Higgins-Di Meo from the examination process (Attachment C).

Torrance Municipal Code Section 14.17.7 also allows applicants to appeal the Civil Service Manager's decision to the Civil Service Commission for final determination. On May 25, 2023, Candy Higgins-Di Meo submitted a letter of appeal of the Civil Service Manager's decision (Attachment D).

Based on the analysis of the information provided, the Human Resources Director recommends that your Honorable Body deny the appeal of the disqualification of the applicant for Librarian.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 

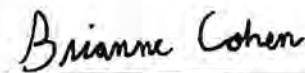
Kelsie B. Winders
Senior Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

- Attachment
- A) Did Not Meet Minimum Qualifications Notice (May 8, 2023)
 - B) Appeal from Candy Higgins-Di Meo (May 9, 2023)
 - C) Civil Service Response to Appeal of Rejection from Librarian (May 16, 2023)
 - D) Letter of Appeal from Candy Higgins-Di Meo (May 25, 2023)
 - E) Torrance Municipal Code Section 14.17.7

May 8, 2023

Candidate ID: 52362304

Candy Higgins-Di Meo

██████████
██████████

Dear Candy:

We regret to inform you that your application for LIBRARIAN has not been accepted. Only those applicants who met the advertised requirements and whose background and experience best matched the needs of the City have been invited to continue on in the process.

Thank you for your interest in employment with the City of Torrance. We wish you success in achieving your career goals.

The City of Torrance is an Equal Opportunity / ADA Employer.

Human Resources Department

City of Torrance | 3231 Torrance Blvd | Torrance CA 90503
310.618,2915 voice | 310.618,2995 fax | www.TorranceCA.Gov |
JobInfo@TorranceCA.Gov

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ATTACHMENT A

May 9, 2023

Confidential & Personal

Hand Delivered and Via Email: Jobinfo@TorranceCA.gov;

CivilServiceCommission@TorranceCA.gov; HCousin@TorranceCA.Gov; [REDACTED]

Brianne Cohen, Human Resources Manager

Kelsie Winders, Human Resources Analyst

City of Torrance, Torrance Civil Service Commission Civil Service Manager, Human Resources Department

3231 Torrance Boulevard

Torrance, CA 90503

Re: Appeal; Eligibility List Librarian

Hello,

I recently submitted my Application for a City of Torrance Librarian Position and want to be considered for the interviews starting May 10, 2023 and placement on the Eligibility List. This letter is in protest to the May 8, 2023 letter from Human Resources which rejects my Application for Librarian.

My hire date with the City of Torrance, Katy Geissert Library, is December 29, 2003. My combined years of work experience is well over the three-year minimum requirement for this position. I should be considered for a position of Librarian with the City of Torrance for the following reasons:

I meet the advertised education requirements having earned a Bachelor of Arts, English – Literature emphasis, at Cal State Dominguez Hills.

I meet the background requirements which are shown through my work in “Move Up” positions at the City of Torrance Library

Librarian Youth Services

- Katy Geissert Civic Center Library, Youth Services – Youth Services Librarian
04/08/2013 – 06/23/2013 Facilitated Pajama-Rama Evening Storytime for children and their caregivers during the absence of Youth Services Librarian and Senior Librarian

Senior Library Technician/Library Assistant II - Career Ladder Information by the City of Torrance Human Resource Department “Experience gained in this classification, supplemented by education, may serve to meet the minimum requirements for promotion to Librarian” (Established/Revised Date Re-Titled/Revised Date: September 2015)

- Katy Geissert Civic Center Library, Circulation, Circulation Supervisor

ATTACHMENT B

- 07/15/2013 – 08/29/2013
- Southeast Branch Library, Youth Services
02/11/2013 – 04/05/2013
- Katy Geissert Civic Center Library, Audio Visual
12/10/2012 – 12/29/2012

Library Technician/Library Assistant I

- Katy Geissert Civic Center Library, Circulation, Registration Desk
09/17/2018 – 12/08/2018
- Southeast Branch Library, Youth Services
02/01/2018 – 04/2018
- Katy Geissert Civic Center Library, Youth Services
10/07/2017 – 11/01/2017

Leave of Absence (May 2014 – March 2017)

- Katy Geissert Civic Center Library, Youth Services
10/18/2010 – 01/31/2011
- Katy Geissert Civic Center Library, Circulation, Inter-Library Loan Desk
10/04/2010 – 10/16/2010 and one week in May 2009
- Walteria Branch Library, Youth Services
06/14/2010 – 09/14/2010
- Katy Geissert Civic Center Library, Youth Services
04/26/2010 – 06/12/2010
- Katy Geissert Civic Center Library, Circulation, Overdues Desk
10/26/2009 – 04/24/2010
- Walteria Branch Library, Youth Services
06/22/2009 – 09/22/2009
- Katy Geissert Civic Center Library, Youth Services Department
02/01/2009 – 05/18/2009
- El Retiro Branch Library, Youth Services
12/22/2008 – 01/31/2009

Junior Library Clerk

- Katy Geissert Civic Center Library, Circulation
05/31/2011 – 06/04/2011

Senior Library Page

- Katy Geissert Civic Center Library, Circulation Department
06/20/2019 – 07/16/2019

Library Page

- Katy Geissert Civic Center Library, Circulation Department
12/29/2003 to Present

For the foregoing reasons I am appealing. Please contact me at: Candy P. Higgins-Di Meo,

[REDACTED]; [REDACTED]

Respectfully Submitted,

/s/

Candy P. Higgins-Di Meo

Cc: Heather Cousin, City of Torrance Librarian

Cc: Jeffrey Lambert, Local 1117 Library Representative



CITY OF TORRANCE

City Manager's Office
Civil Service Division

Aram Chaparyan
City Manager

Brianne Cohen
Civil Service Manager
(310) 618-2956
BCohen@TorranceCA.Gov

May 16, 2023

Candy P. Higgins-Di Meo

Dear Ms. Higgins-Di Meo:

I have received your letter dated May 9, 2023 (Attachment A) in which you request an appeal of the Human Resources' decision to reject your application from further consideration for the position of Librarian. In your letter you state that you meet the minimum qualifications for the position.

In considering your request, I reviewed the job bulletin (Attachment B) your application (Attachment C) and your appeal letter. The bulletin for Librarian (Job Code 23031623) indicates that, "Only those candidates who best meet the City and Department's needs will be invited to participate in the examination process". Requirements identified in the bulletin include possession of the following:

Qualification Guidelines:

Education and Experience

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

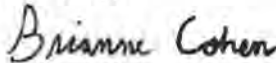
A Master of Library Science degree from an ALA accredited college or university, **OR** a Bachelor's degree plus twenty-four units of graduate work in Library Science, **OR** a Bachelor's degree plus three years of professional library experience. Assignments as a Cataloger or Youth Services Librarian must have either an academic concentration or experience in that respective field.

In reviewing your application and appeal letter, you do not list education and work experience that demonstrate you meet the minimum qualifications for Librarian as defined in the class specification which the examination process is based on. While you have a Bachelor's degree in English, you did not indicate that you have completed any coursework in Library Science. In addition, although you have worked for the Torrance Public Library since 2003, your experience is primarily in the entry and journey level class in the Library support series (see class specifications for Library Page, Senior Library Page, Library Technician, Senior Library Technician, and Librarian contained in Attachment D). Your application does not demonstrate three years of professional library experience as defined by the Librarian class specifications. Because of this, I concur with staff's decision to reject you from the examination process.

Torrance Municipal Code Section 14.17.7 (Attachment E) also allows applicants to appeal this decision to the Civil Service Commission for final determination. If you want to appeal your rejection from the examination process, please submit a written notice of appeal with the reasons why you should be reinstated to the examination process within 15 days of the date of this notice, by Wednesday, May 31, 2023, at 5:30 p.m. Your appeal may be submitted by postal mail, email, or fax: City of Torrance, Civil Service Commission, ATTN: Brianne Cohen, Civil Service Manager, 3231 Torrance, CA 90503; BCohen@TorranceCA.Gov; FAX (310) 618-2726.

If you have any questions concerning this information, please contact me at (310) 618-2967 or BCohen@TorranceCA.Gov.

Sincerely,



Brianne Cohen
Civil Service Manager

Attachment A: Candy P. Higgins-Di Meo letter dated May 9, 2023

Attachment B: Librarian job bulletin

Attachment C: Candy P. Higgins-Di Meo application

Attachment D: Class Specifications – Library Page, Senior Library Page, Library Technician, Senior Library Technician and Librarian

Attachment E: TMC Section 14.17.7

cc: Kelsie Winders, Senior Human Resources Analyst

May 9, 2023

Confidential & Personal

Hand Delivered and Via Email: jobinfo@TorranceCA.gov;
CivilServiceCommission@TorranceCA.gov; HCousin@TorranceCA.Gov; [REDACTED]

Brianne Cohen, Human Resources Manager
Kelsie Winders, Human Resources Analyst
City of Torrance, Torrance Civil Service Commission Civil Service Manager, Human Resources
Department
3231 Torrance Boulevard
Torrance, CA 90503

Re: Appeal; Eligibility List Librarian

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I recently submitted my Application for a City of Torrance Librarian Position and want to be considered for the interviews starting May 10, 2023 and placement on the Eligibility List. This letter is in protest to the May 8, 2023 letter from Human Resources which rejects my Application for Librarian.

My hire date with the City of Torrance, Katy Geissert Library, is December 29, 2003. My combined years of work experience is well over the three-year minimum requirement for this position. I should be considered for a position of Librarian with the City of Torrance for the following reasons:

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I meet the background requirements which are shown through my work in “Move Up” positions at the City of Torrance Library

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- Katy Geissert Civic Center Library, Youth Services – Youth Services Librarian
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Attachment A

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12/10/2012 – 12/29/2012

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09/17/2018 – 12/08/2018
- Southeast Branch Library, Youth Services
02/01/2018 – 04/2018
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10/04/2010 – 10/16/2010 and one week in May 2009
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04/26/2010 – 06/12/2010
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10/26/2009 – 04/24/2010
- Walteria Branch Library, Youth Services
06/22/2009 – 09/22/2009
- Katy Geissert Civic Center Library, Youth Services Department
02/01/2009 – 05/18/2009
- El Retiro Branch Library, Youth Services
12/22/2008 – 01/31/2009

Junior Library Clerk

- Katy Geissert Civic Center Library, Circulation
05/31/2011 – 06/04/2011

Senior Library Page

- Katy Geissert Civic Center Library, Circulation Department
06/20/2019 – 07/16/2019

Library Page

- Katy Geissert Civic Center Library, Circulation Department
12/29/2003 to Present

For the foregoing reasons I am appealing. Please contact me at: Candy P. Higgins-Di Meo,



Respectfully Submitted,

/s/

Candy P. Higgins-Di Meo

Cc: Heather Cousin, City of Torrance Librarian

Cc: Jeffrey Lambert, Local 1117 Library Representative



City of Torrance
LIBRARIAN

SALARY	\$5,080.40 - \$6,656.00 Monthly	LOCATION	Torrance, CA
JOB TYPE	Permanent Full-time	JOB NUMBER	23031623
DEPARTMENT	Community Services	OPENING DATE	04/11/2023
CLOSING DATE	Continuous		

DESCRIPTION

WE STRONGLY ENCOURAGE APPLICANTS TO READ THE JOB ANNOUNCEMENT IN ITS ENTIRETY BEFORE SUBMITTING AN APPLICATION FOR THIS POSITION.

The City of Torrance recognizes the principles of diversity and inclusion, and strives to ensure equal opportunities for its workforce, applicants and community members. If you are a person who wants to make a difference, give back to your community, and be a voice for change, apply to the City of Torrance today.

The City of Torrance Community Services Department is seeking self-directed, innovative, and dynamic individuals to join their Library team!

The Department

The Community Services Department offers Torrance residents the unique opportunity to help achieve a sense of purpose, identity, self-worth and improved self-esteem within the specialized areas of Cultural Arts, Library, Parks and Recreation.

The Division

The Torrance Public Library provides outstanding services, exceptional resources, and accessible spaces to support an independent, literate, and informed community.

TORRANCE PUBLIC LIBRARY

Learn. Lead. Live. With your library!

The Position

The Torrance Public Library is seeking Librarians with a passion for public libraries and demonstrate creativity and innovation. Under direction, Librarians perform a variety of professional Library duties in assigned areas, and provide a wide range of technical and/or direct library services to the community. Librarians contribute to the development of programs and services for target audiences, reference, collection development and management, and/or cataloging; and assist with the identification of current community needs and projection of future needs.

Additional 10% premium for assignment to night shift.

For more information about the duties of the position, click [here](#).

QUALIFICATION GUIDELINES

Education and Experience

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

A Master of Library Science degree from an ALA accredited college or university, **OR** a Bachelor's degree plus twenty-four units of graduate work in Library Science, **OR** a Bachelor's degree plus three years of professional library experience. Assignments as a Cataloger or Youth Services Librarian must have either an academic concentration or experience in that respective field.

Ideal Candidate

*The **ideal** candidate will possess:*

- Strong knowledge of professional library principles, practices, and procedures;
- A proven track record of delivering high-quality and exceptional customer service;
- Ability to communicate proactively and effectively, both orally and in writing, with a wide range of people with tact, diplomacy, ethics, and integrity;
- Experience in effectively handling multiple projects and shifting priorities;
- Excellent organizational and research skills with the ability to follow through;
- Demonstrated ability to work effectively in a team environment, as well as independently.
- Think strategically, anticipate problems, and bring innovative solutions.

HOW TO APPLY & EXAM PROCESS

Interested candidates must submit an online application and supplemental questionnaire at www.TorranceCA.Gov/Jobs.

The application filing period opens on Tuesday, April 11, 2023

and closes when a sufficient pool of candidates has been received. The first review of candidates will be of those applications received by Monday, May 1, 2023 at 11:59 p.m.

Only those candidates who best meet the City and Department's needs will be invited to participate in the examination process, which will consist of the following components:

Panel Interview: Weighted 100% *(Tentatively scheduled on **May 10, 2023.**)*

SPECIAL NOTES

Visit www.torranceca.gov to find out more information about our community.

Applicants with disabilities who require special testing arrangements **must** contact Human Resources prior to the examination date(s). If you have a disability for which you require an accommodation, please contact us at (310) 618-2915 no later than five (5) business days before the test date. For further information, click [here](#).

As a condition of employment, candidates must pass a background check.

The provisions of this announcement do not constitute an expressed or implied contract, and any provisions contained in this announcement may be modified or revoked without notice.

City of Torrance Inclusion Statement

The City of Torrance is a welcoming and culturally-rich community. As a pillar of public service, we strive to be an employer of choice by attracting and retaining a talented workforce where people of diverse backgrounds, cultures, religions, and lifestyles are valued. Our mission is to create an inclusive environment where our staff are empowered to perform at their highest level and contribute towards making a positive impact.

The City is an equal opportunity employer and works towards building collaborative teams from all walks of life without regard to race, color, ethnicity, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, disability, genetic information, veteran status, or any other status protected under federal, state and/or local law. Come join us to help cultivate a workplace that welcomes and celebrates the diversity of our employees!

Agency

City of Torrance

Address

3231 Torrance Blvd,

Torrance, California, 90503

Phone

310-618-2915

Website

<http://www.TorranceCA.Gov/Jobs>

LIBRARIAN Supplemental Questionnaire

*QUESTION 1

The following supplemental questions will be used to evaluate your qualifications for the position for which you are applying. Resumes are encouraged but will NOT be used in lieu of the application or supplemental questions. Please read each question carefully and provide a thorough and complete response. Do NOT state "see resume" or "see application" to respond to any of the following questions. Failure to respond to all questions will be considered an incomplete application and may not be considered for further processing. Do you understand the foregoing?

- Yes
- No

*QUESTION 2

I UNDERSTAND that I am required to describe IN DETAIL my qualifying experience in the Work Experience Section of my application. In addition to including my qualifying experience, I UNDERSTAND that I should list ALL JOBS, regardless of duration, including part-time jobs, military service and any volunteer experience during my entire work history. I UNDERSTAND that when providing my work history, ALL DATES should be UPDATED, starting with my most recent job. I UNDERSTAND that answers that I provide to the supplemental questions should be reflected in the Work Experience Section of my application. I UNDERSTAND that if I am currently employed by the City of Torrance, I MUST provide my appropriate job classification/title and provide a description of my duties in the Work Experience Section of my application. I have read these statements in their entirety and understand them completely and to their fullest.

- Yes
- No

*QUESTION 3

What is your highest level of education completed?

- High School Diploma or GED
- Some College Coursework

- Associate's Degree
- Bachelor's Degree
- Master's Degree or above

***QUESTION 4**

List the type of degree and field (i.e. Bachelor's Degree In Library Science). (If none, type N/A.)

***QUESTION 5**

Indicate the number of full-time years of experience that you have working in a library environment.

- None
- Less than 1 year
- More than 1 years but less than 2 years
- More than 2 years but less than 3 years
- More than 3 years but less than 4 years
- More than 4 years but less than 5 years
- More than 5 years

* Required Question

Attachment C: Candy P. Higgins-Di Meo application

CONFIDENTIAL FOR COMMISSIONERS ONLY



LIBRARY PAGE (AT-WILL)

Class Code:
0169

Bargaining Unit: Torrance Library
Employees Association

CITY OF TORRANCE
Established Date: Aug 1, 2015

SALARY RANGE

\$15.50 Hourly
\$2,686.67 Monthly
\$32,240.00 Annually

DEFINITION:

Under immediate supervision, shelve library collections; carry out routine library messenger and processing duties; handle routine circulation transactions; and perform related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Receives immediate supervision from a designated Senior Librarian, Librarian, or Senior Library Technician. May receive technical supervision, which includes assigning, reviewing, coordinating and training from Library Technicians. May receive training and orientation from Senior Library Pages.

EXAMPLES OF ESSENTIAL DUTIES:

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

ALL POSITIONS

- Sorts and shelves books returned by borrowers or newly acquired books on library shelves in alphabetical or numerical order;
- Assists the public by using the Integrated Library System to check out and discharge returned materials;
- Uses the Integrated Library System to route in materials returned at other branches;
- Removes materials from book drops and places them on book trucks, pushes and pulls book trucks to move materials and prepare for sorting and shelving;
- Sorts, counts, and files materials;
- May place newspapers, magazines, agendas, or other serials in binders or folders for public use;

- May assist with physical processing materials and perform basic repair of library materials;
- May deliver Divisional interoffice mail;
- May set up tables and chairs for book clubs, programs and special functions, moves minor pieces of furniture and equipment, as needed;
- May be responsible for set-up of audiovisual materials and equipment for programs or meetings;
- Performs related duties as required.

Pages Assigned to Branches

- Assists the public by using the Integrated Library System to check out and discharge returned materials and receive fines and fees;
- Packs bags or bins with returned materials owned by other branches;
- May roll full trash bins and recycle bins to the curb and retrieve bins when empty.

QUALIFICATION GUIDELINES:

Education and Experience

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

This is an entry level position with no specific education or experience requirement. High school graduation or equivalent is preferred. Students applying for this position must be at least sixteen (16) years of age, enrolled in high school at grade 10 or higher and be able to secure a work permit prior to employment.

License and/or Certificates

None.

Knowledge of

- Basic arithmetic including decimals;
- Basic financial arithmetic, including making change;
- Alphabetical filing rules and techniques;
- City policies and procedures affecting library operations;
- City and department mission, including strategic goals and objectives;
- General City operations.

Ability to

- Follow oral and written instructions;
- Arrange materials in alphabetical or numerical order;
- Communicate effectively both orally and in writing;
- Operate standard office equipment, including a personal computer;
- Maintain effective working relationships with the public and fellow employees.

SPECIAL REQUIREMENTS:

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

Positions in this classification perform a wide range of physical motions, which may include routine and repetitive bending, reaching, pushing, moving and carrying library materials. May require the ability to climb up ladders or step stools. Independently lift and carry books weighing up to 10 lbs. Independently move boxes or other materials or equipment weighing up to 10 lbs. from one location to another.

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised Date: August 2015



LIBRARY PAGE, SENIOR

Class Code:
0620

Bargaining Unit: Torrance Library
Employees Association

CITY OF TORRANCE
Revision Date: Sep 1, 2015

SALARY RANGE

\$15.50 Hourly
\$2,686.67 Monthly
\$32,240.00 Annually

DEFINITION:

Under immediate supervision, carries out routine library clerical and processing duties; provides basic customer service; and does related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Senior Library Page is the entry/journey level class in the Library support series. This class is distinguished from the Library Page in scope and complexity of work and the use of independent judgment within appropriate guidelines and is distinguished from Library Technician by education and experience requirements, and the ability to be left in charge of a work unit.

Receives direct supervision from a designated Senior Librarian, Librarian or Senior Library Technician. May provide training and orientation to Library Pages.

EXAMPLES OF ESSENTIAL DUTIES:

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

ALL POSITIONS

- Assists the public by using the Integrated Library System to check out and discharge returned materials and receive fines and fees;
- Receives and processes newspapers and magazines and places them out for public use; properly discards old issues;
- Assist with packaging materials to be shipped to other libraries or location;
- Completes basic repair to library materials, utilizing repair tools and machinery;
- Provides basic explanation of library programs and services;

- May receive and process newspapers and magazines and places them out for public use; properly discards old issues;
- May research or prepare order supplies and maintains inventory as requested;
- May remove materials from book drops and place them on book trucks; pushes and pulls book trucks to move materials in preparation for sorting and shelving;
- May sort and shelve books, audiovisual media, and other library materials in alphabetical and numerical order;
- May deliver and sort interdepartmental mail;
- May assist with library programs or meetings by performing duties such as preparing or setting up materials, counting participants, handing out materials, and clean-up.

Library Delivery Driver

- Drives van to branch libraries, post office, city hall and related places to deliver and pick up books and materials.

QUALIFICATION GUIDELINES:

Education and Experience

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

High School Diploma or equivalent; and one year of library experience.

License or Certificate

A valid California class C driver's license is required when assigned to a Library Delivery Driver position or when substituting for the Library Delivery Driver.

Knowledge of

- Filing records or materials in alphabetical order;
- Filing records or materials in library classifications – including Dewey Decimal System and cutter numbers;
- Basic arithmetic calculations, use of a cash register, and making change;
- Basic library material repair;
- Basic keyboarding and use of a personal computer;
- Practices and procedures of modern library operations, including use of an integrated library system, use of internet or online resources, cataloging, ready reference;
- Customer relations and public relations techniques, including telephone etiquette;
- City policies and procedures affecting library operations;
- City and department mission, including strategic goals and objectives;
- General City operations.

Ability to

- Follow oral and written instructions;
- Arrange material in alphabetic or numeric order;
- Maintain effective working relationships with the public and fellow employees;
- Use an Integrated Library Systems;
- Use a personal computer and basic office/library computer applications.

SPECIAL REQUIREMENTS:

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

Positions in this classification perform a wide range of physical motions, which may include

routine and repetitive bending, reaching, pushing, moving and carrying library materials. May require the ability to climb up ladders or step stools. Independently lift and carry books weighing up to 10 lbs. Independently move boxes or other materials or equipment weighing up to 10 lbs. from one location to another.

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Department Review Date: December 2020



LIBRARY TECHNICIAN

Class Code:
1182

Bargaining Unit: Torrance Library
Employees Association

CITY OF TORRANCE
Revision Date: Sep 1, 2015

SALARY RANGE

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

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED / RECEIVED:

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

- Enters or modifies data in a complex database with multiple fields to ensure accurate information regarding patron information, fines and fees, library staffing information, and library materials;

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

License and/or Certificate

None required.

Knowledge of

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

Ability to

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

SPECIAL REQUIREMENTS:

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

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

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Re-Titled/Revised Date: September 2015

Department Review Date: October 2022



LIBRARY TECHNICIAN, SENIOR

Class Code:
1621

Bargaining Unit: Torrance Library
Employees Association

CITY OF TORRANCE
Revision Date: Sep 1, 2015

SALARY RANGE

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

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED / RECEIVED:

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

- Provides reference and readers' advisory service and instruction on use of library resources to library patrons in person, online, and by phone;
- Interacts with patrons in a courteous and professional manner and attempts to defuse potentially volatile or sensitive situations to ensure quality customer service;
- Assumes responsibility for a work unit in absence of a Librarian, Senior Librarian, or Library Administration as necessary;

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

License and/or Certificates

None required.

Knowledge of

- Practices and procedures of modern library operations, including use of an Integrated Library System and basic reference and readers advisory techniques;

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

Ability to

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

SPECIAL REQUIREMENTS:

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

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Re-Titled/Revised Date: September 2015

Department Review Date: October 2022



LIBRARIAN

Class Code:
1623

Bargaining Unit: Torrance Library
Employees Association

CITY OF TORRANCE
Revision Date: Oct 1, 1998

SALARY RANGE

\$29.31 - \$38.40 Hourly
\$5,080.40 - \$6,656.00 Monthly
\$60,964.80 - \$79,872.00 Annually

DEFINITION:

Under direction, performs professional level library work in a branch library or a specialized library function within the main library and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Librarian is the journey level class in the professional librarian series. The Librarian is distinguished from the Senior Librarian in that the incumbent is not primarily responsible for the supervision of subordinate staff or primarily responsible for the entire operation of a branch library or a specialized library function. The Librarian is distinguished from the Library Assistant II in the level and scope of responsibility exercised and expertise required. Incumbents perform a full range of complex tasks and work within a framework of established procedures with only occasional instruction or assistance. Work is reviewed upon completion and for overall results. Work involves frequent interpretation of policies, procedures and guidelines, and may involve development of recommendations consistent with directives, policies and regulations.

Receives direction from the Senior Librarian. May provide functional supervision to new or lower-level employees, but this task is ancillary to the primary focus of the classification.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Provides reference and reader's advisory service and instruction in the use of the library to patrons;
- Prepares bibliographies;

- Surveys library holdings and maintains certain subject areas of the materials collection and special collections; makes recommendations for purchase of materials, weeding and replacement as appropriate;
- Selects and orders audiovisual materials;
- Reviews and recommends books and other materials for collection;
- May perform original cataloging of library materials, including determination of subject entries, classification, form of author entry and suitable explanatory notes;
- May present storytelling, booktalks and other special public programs; may conduct class orientations, school visits or tours of the library;
- Prepares oral and written book reviews;
- Develops displays, exhibits, brochures and news releases promoting library materials and services;
- Participates in cooperative projects with outside organizations, schools, libraries, etc.;
- Reconciles cash received by Library department, processes paperwork and forwards to Finance Department;
- Prepares monthly reports and statistics on library use;
- Interacts with patrons in a courteous and professional manner and defuses potentially volatile or sensitive situations to ensure quality customer service.
- Registers patrons; handles reserves and performs other routine library work as necessary;
- May assume responsibility for a Branch library or section of the library in the absence of Senior Librarian;
- May assign, review and coordinate the work of subordinate personnel; assists in training lower-level personnel.

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 workshops and meetings as required;
- Keeps abreast of changing trends and technology in public library operations;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

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

A Master of Library Science degree from an ALA accredited college or university, or a Bachelor's degree plus twenty-four units of graduate work in Library Science, or a Bachelor's degree plus three years of professional library experience. Assignments as a Cataloger or Youth Services Librarian must have either an academic concentration or experience in that respective field.

License and/or Certificate

None required.

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 light work involving stooping and bending, and carrying items weighing up to 10lbs; moving from one area of the office to another; sufficient hand/eye coordination to perform skilled repetitive movements, such as the use of calculators or other office equipment and supplies. May require the ability to climb ladders or step stools, push or pull book carts, lift and carry books or move boxes of materials of considerable weight from one location to another. Tasks require visual perception and discrimination and oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Knowledge of

- Principles and practices of public librarianship;
- Cataloging procedures and practices;
- Principles of classification;
- Bibliographies and reference materials;
- Non-print materials, audio-visual procedures and techniques;
- Tools and methods for evaluating and selecting books and other library materials for general audiences, and for youth, if applicable;
- Reading guidance techniques for a public library;
- Withdrawal and weeding of library materials;
- Inter-library systems;
- Library programs appropriate for all segments of the community;
- Automation techniques applicable to library operations;
- Modern office practices and equipment;
- City policies and procedures affecting library operations;
- Public relations and customer service techniques;
- Developments in childhood education and library involvement, if applicable;
- Methods of conducting storytelling, book talks and instruction in library use for youth, if applicable;
- Library services to and materials for children with special needs, if applicable.

Ability to

- Prepare extensive bibliographies;
- Use specialized reference and research materials to respond to research inquiries;
- Prepare and present public library programs for adults and/or youth;
- Prepare and present accurate and timely reports;
- Evaluate books and non-print materials for adults and youth;
- Catalog, classify and assign subject headings, if applicable;
- Establish and maintain effective working relationships with City employees, public officials, private and community organizations, and the public;
- Communicate effectively both orally and in writing;
- Establish rapport and work effectively with children of all ages and ability levels, if applicable;
- Utilize a computer and a variety of office machinery;
- Follow oral and written instructions;
- Learn and utilize new skills and information to improve job performance and efficiency.

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised Date: October 1998

Department Review Date: January 2023

14.17.7 DISQUALIFICATION OF APPLICANTS OR REMOVAL OF NAMES FROM ELIGIBLE LISTS.

(Added by O-3486)

a) The Civil Service Administrator may refuse to have an applicant examined, or after examination to certify an eligible, or may remove an eligible from the eligible list:

- 1) Who is found to lack any of the published preliminary requirements established by the Civil Service Commission for the examination for the position or employment for which he applies;
- 2) Who is physically or mentally so disabled as to be rendered unfit for the performance of the duties of the position to which he seeks appointment;
- 3) Who is addicted to the use of intoxicating liquors or use of drugs;
- 4) Who has been found guilty of any felony or a misdemeanor involving moral turpitude;
- 5) Who has been dismissed, or has resigned in lieu of dismissal, from a position in either public or private employment for cause;
- 6) Who has made a false statement of any material fact, or who practices or has attempted to practice any deception or fraud in his application, in his declarations or in securing his eligibility or appointment;
- 7) Who has been certified three (3) times for permanent employment and has not been offered an appointment;
- 8) Who is judged to have demonstrated unsuitability for City employment through past behavior which adversely affects work performance such as, but not limited to, theft from prior employers, poor attendance record, history of disciplinary problems, or poor driving record;

b) In determining disqualifications under this Section the Civil Service Administrator shall consider:

- 1) Evidence of rehabilitation; and,
- 2) The relationship of the disqualifying cause to the class of work for which the person has applied.

Decisions of the Civil Service Administrator shall be in writing and may, within fifteen (15) days of the date of written notice, be appealed to the Civil Service Commission for final determination. The burden of proof of good character in all cases shall be upon the applicant.

Mrs. Candy P. Higgins-Di Meo, [REDACTED]

May 25, 2023

To: City of Torrance, Attn: Brianne Cohen, Civil Service Manager
3231 Torrance Blvd., Torrance, CA 90503, BCohen@TorranceCA.gov

Re: Letter of Appeal

Why I Should Be Reinstated to the Examination Process for City of Torrance Librarian

Dear Ms. Brianne Cohen,

I am appealing my Rejection from the Examination Process for City of Torrance Librarian and referencing your May 16, 2023 letter.

I will address several points in response to your letter of May 16, 2023 indicating why your explanations are unsatisfactory. My points clarify why I should be reinstated to the examination process for the City of Torrance Librarian position.

Point 1

"Only those candidates that best meet the City and Department's needs will be invited to participate in the examination process, which will..."

I am a candidate that "best" meets the City and Department's needs as a current dedicated City of Torrance employee with the Katy Geissert Civic Center Library. My hire date was December 29, 2003. Not only do I have a passion for working in a public library, I would also like to think I am "valued" as stated in the City of Torrance Inclusion Statement.

In the City of Torrance Inclusion Statement: "... we strive to be an employer of choice attracting and retaining a talented workforce where people of diverse backgrounds, cultures, religions and lifestyles are valued".

Point 2

The Qualification Guideline states:

"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..."

"Any combination of education and experience" is open ended and can allude to a variety of interpretations. For instance, testing and passing examinations for placement on Eligibility Lists for move-ups at the library are a popular way to gain the knowledge and skills to work in a professional library.

The word "typical" is a vague explanation and does not conclusively state this is the only way.

Point 3

The Qualification Guidelines states: ... "a Bachelor's degree plus three years of professional library experience".

I have a Bachelor's degree and three years of professional library experience.

Professional library experience could be interpreted as gained knowledge by working in a library and accepting every opportunity for gaining knowledge.

Further, the wording specifically says "professional library experience" not "professional Librarian experience".

Your explanation implies the Qualification Guidelines should read: ... a Bachelor's degree plus coursework in Library Science. This is not what it says. Where is the wording "coursework in Library Science" on the Application?

Point 4

When you refer to the entry and journey level class in the library support series: Library Page, Senior Library Page and Library Technician – it is important to recognize these positions all offer good opportunities to obtain the knowledge and skills for working in a public library.

Working as a Senior Library Technician is a great way to obtain knowledge and skills important for working in a public library. Human Resources even states in the "Career Ladder Information" for the Position of Senior Library Technician: "Experience gained in this classification, supplemented by education, may serve to meet the minimum requirements for promotion to Librarian. Established/Revised Date Re-Titled/Revised Date: September 2015 Department Review Date: October 2022".

My professional library experience also includes Youth Services Librarian for Children's Storytime.

Point 5

Whether in an entry, journey level or more advanced positions I feel I also meet the "Ideal Candidate" Qualifications of Human Resources.

Human Resources Ideal Candidate:

Strong knowledge of professional library principles, practices and procedures;

A proven track record of delivering high-quality and exceptional customer service;

Ability to communicate proactively and effectively, both orally and in writing, with a wide range of people with tact, diplomacy, ethics, and integrity;

Experience in handling multiple projects and shifting priorities;

Excellent organizational and research skills with the ability to follow through;

Demonstrated ability to work effectively in a team environment, as well as independently; Think strategically, anticipate problems, and bring innovative solutions.

Based on my Points stated in this Letter of Appeal I feel they clarify why I should be reinstated to the examination process and accepted as a viable Candidate for Librarian with the City of Torrance.

Respectfully Submitted,

/s/

Candy P. Higgins-Di Meo

Cc: Aram Chaparyan, City Manager, 3231 Torrance Blvd., Torrance, CA 90503

Heather Cousin, City of Torrance Librarian, HCousin@TorranceCA.gov

Jeffrey Lambert, Local 1117 Library Representative, [REDACTED]

Kelsie Winders, Senior Human Resources Analyst, jobinfo@TorranceCA.gov

14.17.7 DISQUALIFICATION OF APPLICANTS OR REMOVAL OF NAMES FROM ELIGIBLE LISTS.

(Added by O-3486)

a) The Civil Service Administrator may refuse to have an applicant examined, or after examination to certify an eligible, or may remove an eligible from the eligible list:

- 1) Who is found to lack any of the published preliminary requirements established by the Civil Service Commission for the examination for the position or employment for which he applies;
- 2) Who is physically or mentally so disabled as to be rendered unfit for the performance of the duties of the position to which he seeks appointment;
- 3) Who is addicted to the use of intoxicating liquors or use of drugs;
- 4) Who has been found guilty of any felony or a misdemeanor involving moral turpitude;
- 5) Who has been dismissed, or has resigned in lieu of dismissal, from a position in either public or private employment for cause;
- 6) Who has made a false statement of any material fact, or who practices or has attempted to practice any deception or fraud in his application, in his declarations or in securing his eligibility or appointment;
- 7) Who has been certified three (3) times for permanent employment and has not been offered an appointment;
- 8) Who is judged to have demonstrated unsuitability for City employment through past behavior which adversely affects work performance such as, but not limited to, theft from prior employers, poor attendance record, history of disciplinary problems, or poor driving record;

b) In determining disqualifications under this Section the Civil Service Administrator shall consider:

- 1) Evidence of rehabilitation; and,
- 2) The relationship of the disqualifying cause to the class of work for which the person has applied.

Decisions of the Civil Service Administrator shall be in writing and may, within fifteen (15) days of the date of written notice, be appealed to the Civil Service Commission for final determination. The burden of proof of good character in all cases shall be upon the applicant.

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

Honorable Members:

SUBJECT: DENY APPEAL OF REMOVAL FROM ELIGIBLE LIST FOR CUSTODIAN

RECOMMENDATION

Recommendation of Civil Service staff that your Honorable Body deny the appeal of the removal from the eligible list for Custodian.

BACKGROUND / ANALYSIS

On February 23, 2023, Civil Service promulgated the eligibility list for the position of Custodian. Ms. Robin Douglas, the Appellant, was ranked third on the eligibility list.

Ms. Douglas was subsequently interviewed for the position of Custodian and received a conditional offer of employment, contingent on passing a medical examination and clearing a background check, which includes the submission of fingerprints to the State Department of Justice (DOJ).

On March 22, 2023, the DOJ returned the background check results, also known as the Criminal Offender Record Information (CORI) report (Attachment A) for Ms. Douglas. California Government Code § 12952(c)(1)(A) requires that "an employer that intends to deny an applicant a position of employment solely or in part because of the applicant's conviction history shall make an individualized assessment of whether the applicant's conviction history has a direct and adverse relationship with the specific duties of the job that justify denying the applicant the position. In making the assessment described in this paragraph, the employer shall consider all of the following:

- (i) The nature and gravity of the offense or conduct.
- (ii) The time that has passed since the offense or conduct and completion of the sentence.
- (iii) The nature of the job held or sought."

Based on the individual assessment of Ms. Douglas' convictions considering the nature and gravity of the offense or conduct, the time that has passed since the offense or conduct, and completion of the sentence, and the nature of the job held or sought, Civil Service staff determined Ms. Douglas' conviction history had a direct and adverse relationship with the specific duties of Custodian that justify denying her the position (Attachment B).

Due to the nature and gravity of the offenses and the nature of the job, time was considered but would not be a mitigating factor, as the convictions have a direct nexus to the duties of Custodian.

On March 29, 2023, Ms. Douglas was notified of the preliminary decision to rescind the offer based on the results of her conviction history and was provided with the opportunity to respond and submit evidence challenging the accuracy of the conviction history report that is the basis for rescinding the offer, evidence of rehabilitation or mitigating circumstances, or both (Attachment C).

On April 13, 2023, Civil Service staff received Ms. Douglas' response to the preliminary decision to rescind the offer (included in Attachment D). Ms. Douglas' response and submitted documents were reviewed and a second individualized assessment was conducted. It was determined that the conviction history still had a direct and adverse relationship with the specific duties of Custodian that justified denying her the position.


On April 19, 2023, Ms. Douglas was notified of the final decision to rescind the offer for the position of Custodian. Ms. Douglas was also notified that she was being removed from the Custodian eligible list pursuant to Torrance Municipal Code Section 14.17.7(a)(4), which grants Civil Service the authority to remove an eligible from an eligible list if an applicant "...has been found guilty of any felony or a misdemeanor involving moral turpitude" and provided her with information regarding her right to appeal her removal from the eligible list (included in Attachment D).

On May 3, 2023, Civil Service staff received Ms. Douglas' appeal to the removal of her name from the Custodian eligibility list. In her response, Ms. Douglas disputes the evaluation of her CORI report and claims that the city is in violation of its Municipal Code by not considering the time elapsed since her convictions and claims that the convictions "do not bear a substantial relation to the job duties of Custodian". Ms. Douglas also states that she is working to have the convictions dismissed (Attachment D).

The city was not in violation of its Municipal Code, as stated in Ms. Douglas' appeal, since the individual assessment of Ms. Douglas' CORI results considered all relevant factors, including Ms. Douglas' supporting documents, in determining that the time elapsed since her convictions was not a sufficient mitigating factor due to the nature and severity of her convictions and their relevancy to the Custodian position.

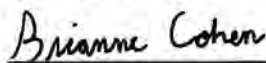
The Commission's authority in this matter will be to determine if Ms. Douglas should be reinstated to the Custodian eligible list after being removed due to the results of her conviction history report. TMC Section 14.17.7(b)(2) allows for removal of names from the eligibility list to be appealed to the Civil Service Commission for final determination.

Respectfully Submitted,



Jennica Chaparro
Human Resources Analyst

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment A: Criminal Offender Record Information (CORI) report (Commissioners Only)

Attachment B: Individualized Assessment of CORI Results (Commissioners Only)

Attachment C: Preliminary Decision to Rescind Offer Letter, dated March 29, 2023
(Commissioners Only)

Attachment D: Ms. Douglas' Appeal to the Removal of Name from the Custodian Eligible List, dated May 3, 2023, which includes Final Decision to Rescind Offer Letter and Removal of Name from the Custodian Eligible List, dated April 19, 2023; and Ms. Douglas' Response to the Preliminary Decision to Rescind the Offer, dated April 13, 2023 (Commissioners Only)