

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 26, 2023
REGULAR MEETING
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER
AT 3031 TORRANCE BL.**

**CIVIL SERVICE COMMISSION MAY TAKE ACTION ON ANY ITEM
LISTED ON THE AGENDA**

1. CALL MEETING TO ORDER

ROLL CALL: Commission members Hamada, Herring, Kohus, Lohnes, Sasaki, Zygielbaum,
Chair Adelsman

2. FLAG SALUTE:

3. REPORT OF STAFF ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Thursday, June 22, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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 the Examination for Fleet Services Supervisor.

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

6B. Approve the Examination for Lead Maintenance Worker (Street Operations).

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Lead Maintenance Worker (Street Operations) examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying), Written Exam (40%), and Oral Interview (60%). Staff is requesting approval for a three-month eligible list.

6C. Approve the Examination for Tree Trimmer.

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

7. ADMINISTRATIVE MATTERS

7A. Deny Protest of Eligible List for Information and Technology Manager – Communications & Customer Service.

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for the Information Technology (IT) Manager – Communications & Customer Service.

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 Library Technician.

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

8B. Appeal of Discipline of a 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, July 10, 2023 at 6:00 p.m.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR FLEET SERVICES SUPERVISOR

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Fleet Services Supervisor. There are currently two (2) vacancies, one (1) in the Fleet Services Division due to a promotion and one (1) in the Transit Department due to the authorization from City Council for a newly approved budgeted position.

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

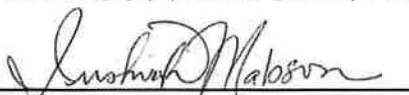
The class specification has been reviewed by the General Services and Transit Department and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of the attached class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

The previous examination in 2021 was weighted as follows: Application Review (Qualifying), and Oral Interview (100%). There will be no change to the exam types and weights.

There is a sufficient pool of internal candidates to qualify; therefore, a promotional 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) Fleet Services Supervisor Class Specification



FLEET SERVICES SUPERVISOR

Class Code:
5303

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Established Date: Jul 1, 1988

SALARY RANGE

\$37.76 - \$45.90 Hourly
\$6,545.07 - \$7,956.00 Monthly
\$78,540.80 - \$95,472.00 Annually

DEFINITION:

Under direction of the Fleet Services Manager, supervises a shift of personnel engaged in the servicing and repair of vehicular, fire apparatus, and other equipment including welding repairs and body and paint work, and does related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED / RECEIVED:

Distinguished from the Fleet Services Manager in that the incumbent reports to the Manager and is responsible for operations but is not responsible for administrative tasks such as interdepartmental coordination, planning, and budgeting. Distinguished from mechanic classifications in that the incumbent is involved in servicing or repair duties only on an emergency basis.

EXAMPLES OF ESSENTIAL DUTIES:

- Supervises the day-to-day shift operations of the repair and servicing of the city's gasoline, diesel, and natural gas powered vehicles and equipment including automobiles, trucks, tractors, buses, street sweepers, police and fire emergency response vehicles, and a variety of other municipal mechanical equipment;
- Prioritizes work based on the needs of the department and the City;

ATTACHMENT A

- Provides direction and technical assistance to mechanics, welders and others, including diagnosing problems and trouble-shooting;
- Monitors status of repair work on vehicles and equipment to ensure quality control and efficient turnaround time;
- Makes recommendations for vehicle replacement;
- Interacts with auto parts personnel regarding parts, supplies, and product specifications suitable to job needs;
- Oversees the safe working condition of the facility, tools, and shop equipment; interacts with vendors regarding the integrity of products and applicability to job needs;
- Authorizes the purchase of parts used in repair and overhaul jobs;
- Prepares and reports on equipment status, work progress, etc.;
- Assigns, prioritizes, monitors, and evaluates the work of subordinate staff; counsels staff and recommends discipline.

QUALIFICATION GUIDELINES:

Education and Experience

Three years of responsible journey level experience in servicing and repairing of buses, automobiles, trucks, or similar automotive equipment. No specific education minimum.

License and/or Certificates

None.

Knowledge of

- Diagnosis, repair, and maintenance of major systems found in automotive, bus, truck, emergency response vehicles, and off-road equipment;
- Systems including air and hydraulic brake systems, gas and diesel engines, transmission differentials, electrical and hydraulic systems;
- Safety procedures related to the repair, servicing, welding, and fabricating of the above equipment;
- State-of-the-art equipment maintenance methods including diagnosis, tune-up, overhaul, and repair;
- Supervisory principles and practices.

Ability to

- Inspect automotive equipment to locate mechanical defects, determine the necessity for repairs, and estimate costs;
- Operate machine tools and other equipment used in the repair, diagnosis, and servicing of vehicular and other equipment;
- Maintain work progress records and other records;
- Supervise including assigning, prioritizing, monitoring, and evaluating the work of subordinate staff, training, counseling and disciplining staff;
- Develop and maintain effective working relationships with subordinates, other employees, vendors, and the public.

ESTABLISHED/REVISED DATE:

Established Date: July 1988

Reviewed Date: June 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR LEAD MAINTENANCE WORKER (STREET OPERATIONS)

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Lead Maintenance Worker (Street Operations) examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying), Written Exam (40%), and Oral Interview (60%). Staff is requesting approval for a three-month eligible list.

BACKGROUND/ANALYSIS:

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

The Class Specification has been reviewed by the Public Works Department and appropriately reflects the position for the examination process.

The previous examination in 2021 was weighted as follows: Application Review (Qualifying), Written Exam (40%), and an Oral Interview (60%). There will be no change to the exam types and weights.

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Anaid Navarro
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Lead Maintenance Worker Class Specification

6B



MAINTENANCE WORKER, LEAD

Class Code:
5610

Bargaining Unit: Torrance Municipal Employees
(AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Mar 1, 2009

SALARY RANGE

\$28.77 - \$36.71 Hourly
\$4,986.80 - \$6,363.07 Monthly
\$59,841.60 - \$76,356.80 Annually

DEFINITION:

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

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

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

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

Park Services

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

- Directs and/or Installs, maintains and repairs water lines, irrigation and sprinkler systems; changes and adjusts heads and calibrates automatic control systems.

Streetscape

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

Street Operations:

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

License and/or Certificates

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

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

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

Street Operations: California driver license class A is required.

Knowledge of

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

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

Park Services:

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

Streetscape:

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

- Safety practices related to the use of chain saws and other power tools, vehicle and equipment operation, heavy lifting, and general field operations;
- Proper use and maintenance of hand tools, power tools and equipment used in tree maintenance.

Street Operations

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

Ability to

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

SPECIAL REQUIREMENTS:

Physical Requirements

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

Work Environment

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised : March 2009

Department Review: June 2023

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR TREE TRIMMER

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Tree Trimmer. There are two vacancies within the Public Works Department due to promotions and separations.

The Class Specification has been reviewed by the Public Works Department and appropriately reflects the position for the examination process.

The previous examination in January 2023 was weighted as follows: Application Review (Qualifying), Performance Test (50%) and Oral Interview (50%). 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 
Anaid Navarro
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachment: A) Tree Trimmer Class Specification



TREE TRIMMER

Class Code:
5711

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Established Date: Jun 1, 1973
Revision Date: Jan 23, 2023

SALARY RANGE

\$23.75 - \$26.16 Hourly
\$4,116.67 - \$4,534.40 Monthly
\$49,400.00 - \$54,412.80 Annually

DEFINITION:

Under general supervision, trims, shapes, and cares for street trees; performs basic tree surgery; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is a journey level classification involving basic work in tree care requiring tree care knowledge and regular tree care and trimming assignments.

Distinguished from the Maintenance Worker classification as incumbents in the latter classification perform a variety of duties to maintain the general appearance of the City and assist with the removal of trash and debris and/or the maintenance, replacement and repair of City parks, trees, grounds, facilities, streets, sidewalks, medians, parkways, traffic signals and signage; and performs related work as required by their assigned area.

Distinguished from the advanced-journey lead classification of Lead Maintenance Worker in that the incumbents in the latter classification work independently, and act in a lead capacity, to organize and ensure the safety of job sites and possess an advanced level of job-related knowledge and skills.

Supervision Exercised/Received:

Receives general supervision from the Public Works Supervisor; may receive technical or functional supervision from the higher-level staff typically in a lead capacity.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Maintains and cares for the City's street trees to ensure public safety.
- Prepares work site for tree trimming activities; sets up and removes traffic and pedestrian safety devices including cones, flags, signs, barricades, and caution tape.
- Trims, removes, and maintains street trees from the ground, using aerial lifts, and through proper tree rigging procedures; plants and stakes street trees.
- Operates and maintains vehicles, equipment, and tools including aerial lifts, tractors, chipper units, and chipper trucks; operates various power and hand tools.
- Cleans work site, hauls away brush and debris, and chips tree clippings, as required.
- Responds to emergency calls for tree removal and trimming and takes appropriate action. Follows applicable safety rules and regulations.
- Performs other related duties, as assigned.

QUALIFICATION GUIDELINES:

Education and Experience

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

Graduation from high school or the equivalent and at least one year of paid work experience in tree care. At least one year performing tree maintenance duties including trimming and removing trees using an aerial lift truck and planting trees preferred.

License and/or Certificates

Must possess and maintain a valid California Class B Commercial Driver's License (CDL).

Knowledge of:

- Materials, equipment, and methods used in tree pruning, removal, planting, transplanting, cultivation, trimming, and general care of trees.
- Performance standards and safety practices to manage trees, shrubs, and other woody plants.
- Tree species, tree diseases, and pests.
- Basic mathematics.
- Effective customer service techniques.

Ability to:

- Safely operate a variety of tree trimming tools and related equipment including power saws and hand tools; trucks and heavy equipment including aerial lift trucks, chippers, and tractors.
- Tie knots and perform proper tree removal techniques and/or riggings.
- Apply proper pruning and tree removal techniques and procedures.
- Perform tasks requiring physical and manual dexterity.
- Perform basic mathematics.
- Follow oral and written instructions.
- Respond to public inquiries in a courteous and effective manner.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective and cooperative working relationships with City employees and the public.
- Provide effective customer service.

SPECIAL REQUIREMENTS:

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

Physical Requirements

On a daily basis, the essential duties of this classification require the ability to climb ladders; to stoop, kneel, crawl and crouch, to reach, to stand for long periods of time and to sit for extended periods while operating vehicles and equipment; to walk; to lift, push, pull and carry objects weighing up to 75 pounds; to use finger dexterity and hand strength to operate and grasp tools and equipment; the repetitive use of feet and hands to operate vehicles and/or equipment; to feel attributes of objects by touch; to verbally exchange ideas and information; to hear to receive verbal detailed information and instruction; to see at arm's length to twenty feet with a good field of vision and the ability to distinguish basic colors and shades of color; and to maintain body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces.

Work Environment

The essential duties of this classification require the ability to perform work outdoors, in a variety of weather conditions involving slippery surfaces, high elevations, cramped positions, moving objects, vibrations, noise, odors, and may encounter high voltage wires. Work is performed daily in an atmosphere of constant noise; around moving objects and vehicles; around machinery with moving parts; on ladders and scaffolding; and occasionally below ground. Incumbents are frequently subject to vibration, exposed to smoke, fumes, gas, dust, grease, oil, and frequently work in confined spaces.

May be required to respond to emergencies and/or work a varied schedule, which may include days, evenings, weekends, and holidays.

Reasonable accommodations will be made to enable an individual with disabilities to perform the essential functions.

CAREER LADDER INFORMATION:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Lead Maintenance Worker.

ESTABLISHED/REVISED DATE:

Established: June 1, 1973

Revised: January 23, 2023

Department Review: June 2023

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

Honorable Members:

**SUBJECT: DENY PROTEST OF ELIGIBLE LIST FOR INFORMATION TECHNOLOGY
MANAGER – COMMUNICATIONS & CUSTOMER SERVICE**

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the eligible list for Information Technology (IT) Manager – Communications & Customer Service.

BACKGROUND AND ANALYSIS

At your meeting of May 8, 2023, your Honorable Body approved the ordering of the IT Manager – Communications & Customer Service examination on an open continuous basis. There is only one vacancy for the position. The application filing period opened on May 12, 2023 and closes when the position is filled. The first review of applications was those received by May 31, 2023 at 11:59 p.m. and a total of 50 applications were received by that date.

Human Resources staff performed the initial screening of applications which was based on the minimum guidelines of the position, as listed in the class specification (Attachment A). Human Resources staff also consulted with the Communications and Information Technology (CIT) Director to review and verify the candidates' qualifications. After careful review by the CIT Director, it was determined that the invited candidate pool for the examination process would be based on ideal qualifications in addition to the minimum guidelines. The job announcement states the following: *"Only those candidates who best meet the City and Department's needs will be invited to the examination process..."* (Attachment B).

Due to the volume and quality of the candidate pool, ten (10) candidates were invited to the examination process, which consisted of an interview panel. These ten candidates all had extensive experience at the management level in the IT industry and provided direction over various functions of customer IT support and communication systems. They also demonstrated on their application that they had wide-ranging experience and management of desktop/laptop device support, business phone systems, and communication radios/wireless technology systems, as well as comprehensive and large-scale experience in project management.

The appellant, Jennifer Vanderhoof, submitted her application on May 31, 2023 (Attachment C). Based on Ms. Vanderhoof's application, she did not demonstrate that she met the above criteria and therefore was not invited to the examination process. She was notified via email on June 5, 2023 (Attachment D) that she would not be moving forward in the examination process.

On June 14, 2023, the Civil Service Manager received an appeal from Ms. Vanderhoof requesting to protest the eligible list for IT Manager – Communications & Customer Service, due to the disqualification of her application for the position (Attachment E). The appeal was based

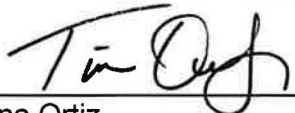
upon the candidate's assessment that she met minimum qualifications for the position, as well as the qualifications of a successful candidate.

The application submitted by Ms. Vanderhoof does not clearly establish that she has met the needs of the Department based upon the criteria the CIT Director utilized to qualify the candidates who were invited to the examination. Although Ms. Vanderhoof has extensive experience and supervision of staff regarding the Customer Service of IT services, she was not able to demonstrate her experience with Communication services, such as telephones, radios, and wireless systems.

Based on the analysis of the information provided, the Human Resources Director recommends that your Honorable Body deny the protest of the eligible list for IT Manager – Communications & Customer Service.

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 Manager – Communications and Customer Service Class Specification
 - B) Information Technology Manager – Communications and Customer Service Job Announcement
 - C) Jennifer Vanderhoof's IT Manager-Communications and Customer Service application (Commissioner copy only)
 - D) Jennifer Vanderhoof's application disqualification notice
 - E) Jennifer Vanderhoof's submission of appeal to protest the IT Manager – Communications and Customer Service eligible list



INFORMATION TECHNOLOGY MANAGER - COMMUNICATIONS AND CUSTOMER SERVICE

Class Code:
1531

Bargaining Unit: Executive & Management
Employees

CITY OF TORRANCE
Established Date: Apr 25, 2023

SALARY RANGE

\$69.55 - \$83.46 Hourly
\$12,055.00 - \$14,466.00 Monthly
\$144,660.00 - \$173,592.00 Annually

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

knowledge and experience to accomplish goals and objectives and apply the delivery of service-centered support services concepts.

Supervision Exercised/Received

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

EXAMPLES OF ESSENTIAL DUTIES:

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

- Responsible for providing high-quality planning and project management services, including needs, analysis, development, and implementation oversight of large-scale technology projects; responsible for asset management, support services, equipment upgrades, and replacement rollouts.
- Responsible for supporting the City's desktops, laptops, mobile devices, business telephone and voicemail systems, radios, wireless communications, and cabling.
- Monitors and evaluates performance against service response and quality standards based on analysis of user support data and results of service calls.
- Lead and motivate teams and manage complex projects and portfolios.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Implements change controls and quality assurance protocols for effective and responsive technologies replacement and support.
- Plans, assigns, coordinates and manages, through supervisors, the daily operations of the Division.
- Manages the work of Communications and Customer Support staff, including assigning, planning, and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Coaches staff for professional growth and trains on current technologies.
- Develops and implements division policies and procedures.
- Prepares reports and makes recommendations on current and proposed projects.
- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.
- Develops and produce system documentation, instructional, procedural manuals, and architectural design of the Division-supported technologies.
- Creates and administrate technology adoption programs, such as end-user training and effective support strategies.
- Coordinates with the Information Technology Director and City management to prioritize projects and user requests.
- Manages and participates in developing customer requirements and evaluating products and services to meet customer needs; reviews and approves general systems approaches solving of business and operating problems; works with City managers to prioritize development and enhancement requests.
- Regularly monitors project status and systems performance metrics to ensure results consistent with customer expectations. Coordinates projects with other City departments and agencies as required.
- Responsible for the Division service requests, project tracking, and staff workload in the ITSM system.

- Participates in interdepartmental and intradepartmental teams, committees, and boards as required. Prepare and presents reports and presentations.
- Keeps abreast of current information technology principles and practices, regulations, and literature that apply to City operations.
- Develops and administers division budget; reviews and coordinates financial sources for funding projects.
- Meets with internal and external customers to review current and future development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information systems activities with other departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to other departments as needed.

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

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

License or Certificates

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

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

Knowledge of

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

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

Ability to

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

SPECIAL REQUIREMENTS:

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

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

Work is primarily performed indoors in an office setting. Work involves frequently changing work priorities and the ability to meet deadlines. There will be off-site assignments and

attendance at off-site meetings and conferences. Work may be required on evenings and weekends as needed.

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Established Date: April 2023



City of Torrance

INFORMATION TECHNOLOGY MANAGER - COMMUNICATIONS AND CUSTOMER SERVICE

SALARY	See Position Description	LOCATION	Torrance, CA
JOB TYPE	Permanent Full-time	JOB NUMBER	23051530CCS
DEPARTMENT	Communication & Information Technology	OPENING DATE	05/12/2023
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 is recruiting for a Communications and Customer Service IT Manager to be part of the Communications and Information Technology Team!

The Department

The Communications and Information Technology Department (CIT) is responsible for the administration of the City's information and communications systems and infrastructure. Our services include the planning, procurement, delivery, maintenance and training which support the business functions of City departments through technology. The Communication and Information Technology department's responsibilities include: Computer hardware systems, Data and telecomm infrastructure, Data management, Information security, Radio and wireless communications, Software and applications, and Telephone and voice systems.

The Position

The City of Torrance is seeking a strong leader for the position of Information Technology Manager which will oversee day to day operations and manage staff in the Communications and Customer Service Division of the CIT Department. The Communications and Customer Service IT Manager plans, develops, implements, and supports the City's current and future communications involving telecommunications, wireless/radio, and cabling. This position will also oversee desktop and enterprise software applications, hardware systems, and network services. In addition, the Communications and Customer Service IT Manager is responsible for the high quality IT technical support and problem resolution needs of all City staff.

Working as an internal consultant to departments and providing professional advice on technology solutions, the IT Manager in this position will work closely with meeting the business and operating needs of City departments and accomplish goals and objectives which apply to delivery service-centered support services concepts.

ATTACHMENT B

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

SALARY INFORMATION

\$12,055 - \$14,466 - \$16,636 per month + Benefits

(Min) (Ref. Point) (Max)

Appointments are typically made between the minimum and reference point depending on qualifications.

QUALIFICATION GUIDELINES

Education and Experience

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

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

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

License or Certificates

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

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

Successful candidates will possess the following:

- Demonstrated experience in managing IT Communications and Customer Support.
- Strong technical background with a solid understanding of emerging technologies and industry best practices.
- Excellent communication and interpersonal skills, with the ability to inspire and lead a diverse team.
- Proven track record of delivering large-scale IT projects on time and within budget.
- Strong analytical and problem-solving skills, with a focus on innovation and continuous improvement.
- Familiarity with applicable laws, regulations, and industry standards.

HOW TO APPLY & EXAM PROCESS

Interested candidates must submit an online application and resume at www.TorranceCA.Gov/Jobs. Application submission will be accepted on a continuous basis until the position is filled. First review of applications will be those received by Wednesday, May 31, 2023 at 11:59 p.m.

Note: If a sufficient number of qualified applications are received by the first review date, there is the possibility that the recruitment may close at that time.

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 component(s):

Panel Interview: Weighted 100% (*Tentatively scheduled on June 7, 2023*)

The tentative test date(s) will be based on a sufficient number of qualified applications received by the first review date. If a sufficient number of applications are not received by the first review date, there is the possibility that the test date may change to a later date.

SPECIAL NOTES

Visit www.TorranceCA.Gov to find out more information about our community.

The City of Torrance Conflict of Interest Code requires that employees in this classification file an annual Financial Disclosure Statement. Information about this requirement may be obtained from the City Clerk's office.

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 before the test date.

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>

Attachment C: Jennifer Vanderhoof application

CONFIDENTIAL FOR COMMISSIONERS ONLY

June 5, 2023

Candidate ID: [REDACTED]

[REDACTED]

Dear Jennifer:

We regret to inform you that your application for INFORMATION TECHNOLOGY MANAGER - COMMUNICATIONS AND CUSTOMER SERVICE 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

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

ATTACHMENT D



June 13, 2023

City of Torrance
Civil Service Commission
Brienne Cohen, Civil Service Manager
3231 Torrance Blvd
Torrance, CA 90503

Dear Civil Service Commission:

I would like to file an appeal to protest the eligibility list for the position of Information Technology Manager -- Communications and Customer Service. I have been informed I was not selected to move forward to the interview portion of the recruitment process. However, I strongly feel my education, background, certification, accreditations and current on the job experience qualifies me for this position. I am requesting that I be given the opportunity to interview with the Department.

The Qualification Guidelines for the Information Technology Manager -- Communications and Customer Service position state:

Education and Experience

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

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

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

License or Certificates

Must possess and maintain an appropriate valid California driver's license. Certifications in communication systems or technologies and management principles related to customer support are highly desired.

My application shows I have the required education level and years of supervisory and project management background. I have experience with Office 365 suite administration, desktop management systems like SCCM, SharePoint administration, and software deployment processes. I have worked with the City's current communications and telephone systems. I have technical certifications from Microsoft and professional certifications related to customer service and project management.

The Qualification Guidelines for the position also state qualities a successful candidate will have:

- **Demonstrated experience in managing IT Communications and Customer Support.**
- **Strong technical background with a solid understanding of emerging technologies and industry best practices.**
- **Excellent communication and interpersonal skills, with the ability to inspire and lead a diverse team.**
- **Proven track record of delivering large-scale IT projects on time and within budget.**
- **Strong analytical and problem-solving skills, with a focus on innovation and continuous improvement.**
- **Familiarity with applicable laws, regulations, and industry standards.**

I am an internal City of Torrance candidate, having worked in the Communications and Information Technology department for over 20 years. My application shows experience in managing customer support and my strong technical background. I have been a supervisor for the last 16 years and possess excellent communication and team leading skills. I have successful project management experience, including using Torrance's internal processes for procurement (e.g. RFP, FEAP). My application shows I remain current on industry standards, regulations and responsible practices.

As a City of Torrance supervisor, I have embraced management's vision to continually offer learning and development opportunities to my employees. Investing in their success, helping to expand skill sets and prepare for career advancement is part of the Torrance culture. I would like the same opportunity. I am an internal candidate with a deep understanding of our organization's culture, values and mission, and will bring valuable institutional knowledge and expertise to my new role.

I can be reached via email at [REDACTED] or via phone at [REDACTED].

Sincerely,



Jennifer Vanderhoof