

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session.

**TORRANCE CIVIL SERVICE COMMISSION AGENDA
MONDAY, NOVEMBER 13, 2023
REGULAR MEETING
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER
AT 3031 TORRANCE BL.**

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

1. CALL MEETING TO ORDER

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

2. FLAG SALUTE:

3. REPORT OF THE CITY CLERK ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, November 8, 2023.

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS

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. Accept and File Employee Transition Report for September and October 2023.

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

6B. Approve the Examination for Administrative Analyst.

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

7. ADMINISTRATIVE MATTERS

7A. Approve the Reclassification of Incumbent to Human Resources Technician.

Recommendation of Human Resources Director that your Honorable Body approve the reclassification of Lina Dominguez of the Human Resources Department from the classification of Administrative Assistant to the classification of Human Resources Technician

8. HEARINGS

No Business to Consider.

9. CLOSED SESSION

No Business to Consider.

10. COMMISSION ORAL COMMUNICATIONS

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, November 27, 2023 at 6:00 p.m.



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

Honorable Members:

**SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR SEPTEMBER AND OCTOBER
2023**

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

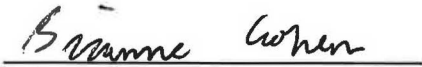
The Employee Transition Report for September and October 2023 is attached for your information and review.

Respectfully submitted,



Neyda Arechiga
Human Resources Technician

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for September and October 2023

**EMPLOYEE TRANSITION REPORT
SEPTEMBER AND OCTOBER 2023**

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

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Administrative Analyst	Finance	Senior Business Manager	Finance
Apprentice Relief Bus Operator	Transit	Maintenance Worker	Public Works
Apprentice Relief Bus Operator	Transit	Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit	Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit	Relief Bus Operator	Transit
Bus Operator	Transit	Transit Supervisor	Transit
Custodian	General Services	Maintenance Worker	Public Works
Engineering Technician III	Public Works	Assistant Engineer	Public Works
Equipment Operator	Public Works	Lead Maintenance Worker	Public Works
Fire Fighter	Fire	Fire Engineer	Fire
Maintenance Worker	Public Works	Tree Trimmer	Public Works
Maintenance Worker	Public Works	Tree Trimmer	Public Works
Payroll Specialist	Finance	Senior Business Manager	Finance
Program Leader	Community Services	Program Specialist	Community Services
Senior Business Manager	Finance	Budget Supervisor	Finance
Staff Assistant	City Manager's Office	Senior Business Manager	City Manager's Office
Transit Senior Mechanic	Transit	Fleet Services Supervisor	Transit

NEW HIRES

TITLE	DEPARTMENT
Administrative Assistant	Public Works
Administrative Assistant	Public Works
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Assistant Engineer	Community Development

NEW HIRES (CONT.)

Program Specialist	Community Services
Public Safety Dispatcher	Police
Recreation Supervisor	Community Services
Sanitation Equipment Operator	Public Works
Senior Recreation Supervisor	Community Services
Theater Technician	Community Services
Transit Equipment Attendant	Transit
Transit Equipment Attendant	Transit
Transit Supervisor	Transit
Water System Operator III	Public Works
Water System Operator III	Public Works

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR ADMINISTRATIVE ANALYST

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Administrative Analyst. The current vacancy is due to a promotion.

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

The previous examination in 2023 was weighted as follows: Application Review (Qualifying), Written Test (30%), Performance Test (30%), and Oral Interview (40%). There will be no change in the exam types and weights.

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Inshirah Mabson
Principal Human Resources Analyst

CONCUR:

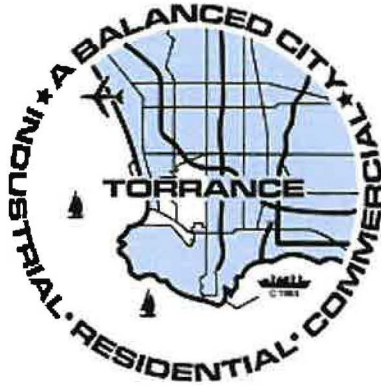

Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Administrative Analyst Class Specification

6B



ADMINISTRATIVE ANALYST

Class Code:
1330

Bargaining Unit: Torrance Professional &
Supervisory Association

CITY OF TORRANCE
Revision Date: Jan 1, 2000

SALARY RANGE

\$28.76 - \$46.32 Hourly
\$4,985.07 - \$8,028.80 Monthly
\$59,820.80 - \$96,345.60 Annually

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

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

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

License and/or Certificate

None.

Knowledge of

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

Ability to

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

SPECIAL REQUIREMENTS:

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

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

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

ESTABLISHED/REVISED DATE:

Revised Date: January 2000

Dept. Review: November 2023

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

Honorable Members:

**SUBJECT: APPROVE THE RECLASSIFICATION OF INCUMBENT TO HUMAN RESOURCES
TECHNICIAN**

RECOMMENDATION

Recommendation of Human Resources Director that your Honorable Body approve the reclassification of Lina Dominguez of the Human Resources Department from the classification of Administrative Assistant to the classification of Human Resources Technician.

BACKGROUND

The Human Resources Director requested a review of one Administrative Assistant position to determine the appropriate classification level. Over time, as staffing changes have occurred in the Human Resources Department, the Administrative Assistant incumbent has gained technical knowledge, expertise, and direction exercised within the Recruitment and Selection Unit of the department and has been performing duties identified in the Human Resources Technician class specification.

In reviewing the scope and level of responsibility, it was determined that the Administrative Assistant incumbent be reclassified to a Human Resources Technician due to the nature and scope of her current duties. In reviewing the complexity of duties, it was determined that the incumbent has been performing independently with regards to more complex and specialized paraprofessional duties in Human Resources. The incumbent has developed over time the knowledge, skills and ability to provide both applicants and departments assistance with the examination process and coordination of examination procedures. The incumbent has also trained other support staff in the processes and procedures that relate to recruitment and the hiring process. Therefore, it is recommended that the incumbent, Lina Dominguez, be reclassified from Administrative Assistant to Human Resources Technician.

ANALYSIS

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

Criterion #1

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

The incumbent is performing the duties and has the experience and education required of the classification of Human Resources Technician.

Criterion #2

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

Lina Dominguez was hired as an Office Assistant (formerly titled Typist Clerk) in 1998 and was promoted to Administrative Assistant (formerly titled Secretary) in 2001. Ms. Dominguez has assumed over time the responsibilities and duties of the Human Resources Technician classification and has been assigned more complex and higher technical knowledge duties and responsibilities, which include working more independently and taking more initiative in the recruitment and selection hiring process, such as currently overseeing the hiring process for Police Officer Recruit. Ms. Dominguez has a comprehensive understanding of the technical aspect of Human Resources, as she has had the opportunity to support many functions in Human Resources, such as Risk Management, Workers Compensation, Benefits, and the Recruitment and Selection unit within the last five years. Ms. Dominguez has also served in a temporary and move-up capacity to the Human Resources Technician position many times.

Criterion #3

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

The incumbent currently performs the full range of duties as required. Ms. Dominguez has assumed higher-level duties and responsibilities while working in the Human Resources Department such as overseeing the planning, coordinating, logistics, and preparation of the recruitment and examination processes and procedures.

Criterion #4

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

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

Criterion #5

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

The salary range for the classification of Administrative Assistant is \$22.88 at the first step and \$28.56 at the top step. The following chart shows the salary relationships between the existing classification and the new classification with respect to the top step.

Classification	Top Step of Administrative Assistant	Top Step of Human Resources Technician	% Difference vs. Top Step Proposed
Pay Comparison	\$28.56	\$32.32	13%

Criterion #6

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

There is currently no eligible list for the classification of Human Resources Technician in the Human Resources Department.

SUMMARY

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

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

Respectfully submitted,

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) Class Specification – Administrative Assistant
 - B) Class Specification – Human Resources Technician
 - C) Policy on Transfer of Incumbent Employees without Examination
 - D) Torrance Municipal Code Section 14.2.3
 - E) Human Resources Department Organization Chart



ADMINISTRATIVE ASSISTANT

Class Code:
1133

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Revision Date: Oct 1, 2014

SALARY RANGE

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

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

ATTACHMENT A

and responsibilities.

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

EXAMPLES OF ESSENTIAL DUTIES:

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

- Types, formats, edits, revises, proofreads and processes a variety of routine to moderately complex materials including correspondence, forms, memorandum, agenda items, reports, agreements, technical and statistical charts and tables and other specialized and/or technical materials from verbal instruction, rough draft or other source documents; may compose correspondence and other documents for signature from brief instruction;
- Processes various forms such as time and leave records; personnel forms, purchase requisitions, invoices and other forms specific to the operations of assigned work unit;
- Verifies and reviews materials, applications, records and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; collects and processes appropriate information;
- Answers phones and greets visitors; responds to general inquiries and/or complaints pertinent to division, departmental and/or City programs, facilities, services, policies or procedures; and/or refers them to appropriate department or staff member according to established policies and procedure;
- Compiles and verifies data from a variety of sources for accuracy and completeness; enters data into departmental and/or City-wide databases; inputs corrections and updates to maintain computer-based tracking information; and generates reports as scheduled and/or requested;
- Sorts, codes, files, tracks, locates and maintains a variety of logs, records and documents using standard manual or automated filing systems and databases;
- Performs a variety of general bookkeeping and clerical accounting duties for assigned work division such as balancing and posting payments received, verifying and entering time and leave data, preparing and entering purchase requisitions, reconciling invoices and maintaining related routine financial records to support the processing of payroll, accounts receivable, and accounts payable functions for work unit; may serve as custodian for petty cash fund, account expenditures and develop and maintain account activity reports;
- Opens, sorts, and distributes incoming and outgoing mail;
- Ensures that all required supplies are available and that the facility and equipment are in proper working order. Monitors, requisitions and maintains inventory of forms and office supplies for assigned division or function; monitors supplies budget to ensure adequate funds balance; and submits requests for service to maintain facilities and/or office equipment;
- Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assign;
- Coordinates, makes, processes and confirms transportation and accommodation arrangements for division staff arrangements; checks and processes expense claims;
- Assists with the planning, coordination and implementation of special projects and events as assigned; may serve as primary point of contact to ensure successful coordination and implementation of project and/or event activities;

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

License and/or Certificates

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

Knowledge of

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

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

Ability to

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

SPECIAL REQUIREMENTS:

Physical Requirements

On a daily basis, the essential duties of this classification require the ability to sit for extended periods of time in front of a computer screen; to walk to provide customer service and perform other office duties; to reach for files and other lightweight objects; to hear and verbally exchange information with the public, staff and others on the phone and in the office; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to see sufficiently to perform assignments; and to effectively use a telephone, computer keyboard and other office equipment. Frequently, the essential duties of this classification require the ability to stoop and kneel; and occasionally, to climb stairs and to lift, carry push and pull objects weighing up to 15 pounds.

Work Environment

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised: October 2014

Dept. Review: June 2022



HUMAN RESOURCES TECHNICIAN

Class Code:
1126

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Revision Date: Apr 1, 2014

SALARY RANGE

\$25.31 - \$32.32 Hourly
\$4,387.07 - \$5,602.13 Monthly
\$52,644.80 - \$67,225.60 Annually

DEFINITION:

Under direction, performs paraprofessional, technical, and administrative work in support of Human Resources and Civil Service activities and operations of the City including recruitment, testing, selection, employment, classification, compensation, benefits and employee relations.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is a paraprofessional class in the Human Resources series and is exclusively allocated to the Human Resources and Civil Service Divisions. Positions allocated to this classification may be assigned to different program areas within Human Resources, such as recruitment, testing, and benefits. Positions assigned to this classification require a considerable degree of specialized knowledge relating to human resources procedures and practices.

Work assignments are generally given in broad statements of goals to be accomplished, and Human Resources Technicians have independent responsibility for the completion of assignments and functions within established guidelines with limited supervision. This classification may serve as a bridge from the paraprofessional or clerical classifications into professional level human resources work. It is distinguished from the Human Resources Analyst series, which performs professional level human resources work in classification and compensation, employee relations, benefits, training, professional development and recruitment and selection.

Receives direction from Human Resource or Civil Service management staff. May provide technical supervision and/or lead direction to lower level clerical support staff.

EXAMPLES OF ESSENTIAL DUTIES:

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

ALL POSITIONS

- Performs a wide variety of customer service and office support functions to include responding to inquiries and assisting in resolving routine problems or complaints and providing general information and assistance to the public regarding Human Resources/ Civil Service policies and procedures, employee benefits, memoranda of understanding (MOU), salary resolutions, and various human resources programs and functions;
- Interprets City-wide policies and procedures relating to a variety of Human Resources/Civil Service activities; provides technical assistance to City departments;
- Provides a wide variety of complex, responsible and confidential office management and secretarial duties;
- Develops, implements, and monitors reporting procedures and systems, and other procedures related to Human Resources/Civil Service functions;
- Develops, verifies and distributes reports;
- Assists in the collection, analysis and evaluation of data related to Human Resources/Civil Service programs;
- Performs technical supervision and training of subordinate personnel, as requested;
- Organizes, coordinates, and implements a variety of programs, projects and special events;
- Makes recommendations regarding modifications to Human Resources/Civil Service programs and policies, as requested;
- Prepares purchase orders; monitors procurement transactions for budget compliance; Maintains/reconciles petty cash accounts; Processes accounts payable/invoice actions;
- Performs ongoing updates and maintenance to on-line information, services and social media;
- Conducts routine studies and surveys and gathers data and information for a variety of projects and programs related to Human Resources/Civil Service; makes computations necessary to interpret survey data;
- Troubleshoots technical problems related to Human Resources/Payroll and Civil Services systems and acts as a liaison with Information Technology staff to reach effective solutions;
- Performs a variety of complex clerical tasks including, but not limited to, typing, filing, faxing, operating office equipment, processing forms, proof reading, and sorting mail;
- Maintains a positive, helpful, constructive attitude and working relationship with all contacts in the performance of all job duties; represents Human Resources/Civil Service at various functions (e.g., job fairs, civil service meetings) as requested.

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

Benefits

- Assists in employee benefit activities and programs and makes recommendations regarding systems and procedures;
- Reviews, verifies, edits, and inputs personnel/benefit transactions;
- Coordinates and administers the day-to-day activities of the Benefits Section; ensures new employees are processed and on-boarded;
- Updates appropriate payroll and benefit information on automated systems;

- Completes enrollment forms for changes in marital status and dependant status for health, dental, and vision plans;
- Coordinates the activities associated with the California Public Employees Retirement System (CalPERS) automated information system for the City;
- Performs direct entry to initiate changes relating to appointment, participant, employee demographics, dependants and enrollment changes and ensures compliance with MOU's, CalPERS and benefit plan policies;
- Provides support on various employee and retiree benefit programs; Answers employee questions and assists in resolving issues;
- Interacts with benefit plan providers to resolve coverage and claims issues on behalf of employees; assists employees with and coordinates benefit requests for COBRA and Family Medical Leave, short term and long term disability, retirement, life insurance; coordinates open enrollment activities and communicates with benefit plan providers regarding open enrollment;
- Completes administrative documents and assists employees with the exit interview process;
- Coordinates the Tuition Reimbursement program;
- Assists with other compliance issues and investigations, as requested.

Civil Service

- Prepares and maintains eligibility lists;
- Processes employment requisitions and certifications; populates requisitions and updates databases as needed to reflect candidate selection processing;
- Monitors Temporary/Recurrent staffing; works with department personnel to ensure temporary employees do not exceed the employment terms mandated by the Torrance Municipal Code (TMC) and/or the CalPERS;
- Assists in the coordination of the City's volunteer program; processes volunteer applications; updates volunteer database; processes background reports and reference checks; oversees court-ordered volunteers; assists with outreach and production of social media;
- Prepares public notices for official meetings in compliance with the Brown Act and City administrative policies, procedures and regulations;
- Prepares and distribute agendas, materials and packets for Commission meetings;
- Receives and processes Department of Justice (DOJ) criminal offender record information for volunteers and employees; works with the Civil Service Manager to appropriately handle conviction records;
- Assists the Civil Service Manager with appeals and hearings.

Recruitment

- Prepares recruitment bulletins, and develops recruitment sources and other recruiting materials;
- Advises employees and applicants on testing qualifications and requirements and examination procedures;
- Assists applicants in completing the online application process and coordinates with Information Technology staff for technical troubleshooting;
- Assists in application processing and screening applications;
- Coordinates employment outreach efforts; prepares job fair materials; maintains calendar of job fairs; Assists in placing advertisements in journals, magazines, social media, etc.; represents the City at outreach events; develops partnerships with education institutions and other organizations;
- Assists in the implementation and tracking of current and future social media marketing efforts;
- Monitors trends in social media tools, applications, channels, design and strategy.

Employee Relations

- Performs routine testing assignments such as: coordinating testing activities; screening applications; counseling employees and applicants regarding training, education and experience requirements for City employment; scheduling and coordinating rating panels, proctors, facilities and materials;
- Assists in the development and preparation of employment tests (e.g. written tests, performance tests, interview questions and rating forms);

- Plans, organizes and conducts examination processes for routine and recurrent classifications, as assigned;
- Assists in updating class descriptions, collecting and analyzing salary survey data; responds to survey requests from other agencies;
- Assists in the preparation of materials for employee and labor relations.

QUALIFICATION GUIDELINES:

Education and Experience

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

Four years of progressively responsible clerical experience requiring discretion and judgment such as the development and maintenance of personnel and payroll record-keeping systems; coursework in Human Resources, Business or Public Administration or Industrial-Organizational Psychology and experience in a supervisory, senior or lead position over a major clerical function is desirable; OR

Associates degree in Business Administration, Human Resources Management or a related field and 2 years of clerical work related to Human Resources; OR

Bachelors degree in Business, Human Resources Management, Industrial-Organizational Psychology or a related field and 6 months of responsible clerical/secretarial work.

License and/or Certificates

None.

Knowledge of

- Technical principles and practices of Human Resources Management/Civil Service specific to area of assignment;
- Computer applications such as word processing, spreadsheets, and statistical databases;
- Standard office practices, procedure and equipment;
- Customer service principles and practices;
- Comprehensive understanding of department functions, devices, policies, practices and procedures;
- Principles of project leadership/coordination;
- Principles of business letter writing and basic report preparation;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City operations.

Ability to

- Understand and explain personnel and employment rules, regulations, policies, and practices;
- Interpret and apply salary resolutions, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Perform complex and specialized clerical work involving initiative and using independent judgment;
- Learn and keep up-to-date on technical work assigned to specific area of assignment;
- Design and develop accurate record keeping systems;
- Critically review source data, detect and correct errors;

- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Work independently and follow through on assignments to ensure accuracy;
- Work under pressure to meet multiple and simultaneous deadlines;
- Collect and compile information and data;
- Perform word processing and spreadsheet applications;
- Perform mathematical computations including calculation of percentages, averages, medians;
- Understand and carry out complex oral and written instructions;
- Use proper English grammar and spell correctly;
- Communicate effectively both orally and in writing;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and organize information in a manner that facilitates understanding by employees and employment applicants;
- Prepare and edit reports;
- Maintain a friendly and pleasant attitude and deal tactfully, politely and effectively with City Council members, Commissioners, senior staff, employees, retirees and the general public.
- Learn and utilize software applications specific to HR/Civil Service programs;
- Update web pages and social media;
- Present formal information in one-on-one and group situations;
- Shift priorities as departmental workload demands require.

SPECIAL REQUIREMENTS:

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

Job duties are generally performed in a normal office environment. While performing the job duties employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 25 pounds with or without assistance and with or without the use of devices or equipment used to aid the lifting process. While performing the duties of this job, the noise level in the work environment is usually quiet.

May be required to be available for work outside of typical business hours in order to attend meetings and special events.

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised Date: April 2014
Reviewed Date: February 2022

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT
EXAMINATION

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

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

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

Torrance Municipal Code

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

(Amended by O-3486)

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

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

CITY OF TORRANCE
Organizational Chart
Human Resources Department

