

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, FEBRUARY 26, 2024  
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 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, February 22, 2024.

**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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**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. Approve the Examination for Information Technology Analyst (Applications and Programming).**

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

**6B. Approve the Examination for Systems Analyst (Applications and Programming).**

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

**6C. Approve the Examination for Wireless Technician.**

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

**7. ADMINISTRATIVE MATTERS**

**7A. Approve Revised Class Specification for Human Resources Technician.**

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

**7B. Deny Protest of Oral Interview for Warehouse Supervisor.**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the oral interview for Warehouse Supervisor.

*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**

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, March 4, 2024 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 INFORMATION TECHNOLOGY ANALYST  
(APPLICATIONS AND PROGRAMMING)**

**RECOMMENDATION:**

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

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Information Technology Analyst (Applications and Programming). There is a vacancy due to a promotion.

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

The previous examination in 2023 was weighted as follows: Application Review (Qualifying) and Oral Interview (100%). There will be no change to the exam types and weights.

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

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Tina Ortiz  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Information Technology Analyst Class Specification



# INFORMATION TECHNOLOGY ANALYST

Class Code:  
1525

Bargaining Unit: Torrance Professional  
& Supervisory Association

CITY OF TORRANCE  
Revision Date: Oct 1, 2005

## SALARY RANGE

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

### DEFINITION:

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

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

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

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

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

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

ATTACHMENT A

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

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

## **EXAMPLES OF ESSENTIAL DUTIES:**

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

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

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

### ***Applications and Programming***

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

### ***Network Operations***

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

### **IT User Support**

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

### **IT Network Support**

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

### **Examples of Other Duties**

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

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

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

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

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

### **Applications and Programming:**

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

### **Network Operations:**

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

### **IT User Support:**

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

***IT Network Support:***

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

**Licenses and/or Certificates**

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

**Knowledge of**

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

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

***Application and Programming***

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

***Network Operations***

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

***IT User Support***

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

***IT Network Support***

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

**Ability to**

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

## **SPECIAL REQUIREMENTS:**

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

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

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

## **CAREER LADDER INFORMATION:**

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

## **ESTABLISHED/REVISED DATE:**

Revised Date: October 2005  
Dept. Review Date: January 2024



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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR SYSTEMS ANALYST (APPLICATIONS AND PROGRAMMING)**

**RECOMMENDATION:**

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

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Systems Analyst (Applications and Programming). There are two vacancies due to retirement.

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

The previous examination in 2022 was weighted as follows: Application Review (Qualifying), Performance Test (50%) and Oral Interview (50%). Staff conducted an analysis of the previous exam components utilized for this examination process and it was determined that the knowledge and abilities required for this position can be assessed using a technical oral interview.

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

Respectfully submitted,


HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Tina Ortiz  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager



# SYSTEMS ANALYST

Class Code:  
3458

Bargaining Unit: Torrance Professional  
& Supervisory Association

CITY OF TORRANCE  
Revision Date: Mar 1, 2008

## SALARY RANGE

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

### DEFINITION:

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

**Applications and Programming:** supports computer application systems and subsystems.

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

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

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

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED / RECEIVED:

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

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

## **EXAMPLES OF ESSENTIAL DUTIES:**

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

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

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

### **Applications and Programming**

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

### **Network Operations**

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

### **IT User Support**

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

#### **IT Network Support**

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

#### **Examples Of Other Duties**

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

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

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

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

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

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

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

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

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

#### **License and/or Certificates**

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

### **Knowledge of**

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

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

### **Application and Programming**

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

### **Network Operations**

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

### **IT User Support**

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

### **IT Network Support**

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

### **Ability to**

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

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

## **SPECIAL REQUIREMENTS:**

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

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

## **CAREER LADDER INFORMATION:**

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

**ESTABLISHED/REVISED DATE:**

Revised Date: March 2008

Dept. Review Date: February 2024

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

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR WIRELESS TECHNICIAN**

**RECOMMENDATION:**

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

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Wireless Technician. There is one vacancy due to a new budgeted position.

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

The previous examination in 2007 was weighted as follows: Application Review (Qualifying), Written Test (60%), and Oral Interview (40%). There will be no change to the exam types and weights.

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

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Tina Ortiz  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Wireless Technician Class Specification

6C





# WIRELESS TECHNICIAN

Class Code:  
5535

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Mar 1, 2001

## SALARY RANGE

\$35.90 - \$43.58 Hourly  
\$6,222.67 - \$7,553.87 Monthly  
\$74,672.00 - \$90,646.40 Annually

### DEFINITION:

Under general supervision, performs skilled work in the installation, maintenance, and repair of mobile and stationary radios, public-safety lights and sirens, voice intercoms and recording systems, and other electronic communications equipment; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from the Communications Supervisor – Telecommunications or Communications Supervisor – Wireless in that the incumbent does not supervise the operation, installation and maintenance of the City's telephone or radio communications system. Distinguished from the Telecommunications Technician in that the incumbent does not perform telecommunications related work. At this level, incumbents work with only occasional instruction or assistance; work is reviewed upon completion for overall results.

Receives general supervision from the Communications Supervisor – Wireless. May provide functional supervision to outside contractors and vendors.

### EXAMPLES OF ESSENTIAL DUTIES:

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

- Maintains and repairs two-way radio, point-to-point microwave, communications consoles, voice recorders, public address systems, lights and sirens systems and intercom systems.
- Installs and services electronic communications equipment in automobiles, motorcycles, buses, heavy equipment, trucks and facilities.
- Tests and troubleshoots solid state components, multi-layer printed circuit boards, cabling harnesses and RF transmission waveguide, antenna systems and signal multiplexers.
- Works closely with vendors, contractors and other departments as required during projects, repairs and change orders.
- Uses various tools, test and PC-based equipment to configure, program, troubleshoot and calibrate equipment assemblies and systems.
- Services and configures radio transmitters in accordance with FCC regulations.
- Maintains records and files of installations, maintenance, inventory and repair work performed and prepares reports on work completed.
- Participates in the design and fabrication of special electronic apparatus.

### **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 warehousing and inventorying parts and equipment.
- Researches technical parts and supplies.
- Uses personal computers and work center applications.
- Assigns, reviews and coordinates the work of outside contractors and vendors and orients them to the City's campus and associated radio communications equipment and facilities.
- Follows up on work performed to confirm end user satisfaction.
- Conducts one-on-one and group training on equipment maintenance.
- Maintains workspace and adheres to work center and safety policies.
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience:**

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

Graduation from high school or equivalent is required and four years of experience installing, maintaining and repairing radio and electronic communications equipment is required. Completion of trade or technical school is desirable.

### **License and/or Certificates**

An appropriate valid California driver's license; possession of a Federal Communications Commission license is desirable. Possession of a NABER or similar certification is also desirable.

### **Knowledge of**

- Direct and alternating current principles and equipment applications;
- Radio frequency transmission cabling, antennas and propagation theory;
- FCC regulations pertaining to RF transmission equipment;
- Analog audio recording, duplication and transport theory;
- Audio distribution and public address systems and equipment;
- Discrete electronic component and subassembly repair techniques;
- Specialty and standard test equipment and testing procedures;
- Electronic and RF safety procedures and safeguards;
- Hand and power tool procedures and safety considerations;
- Public relations and customer service techniques;

- City policies and procedures affecting departmental operations;
- General City operations;
- Applicable local, State and Federal laws and regulations.

**Ability to**

- Repair radio communications equipment to assembly and component level;
- Diagnose system and equipment problems based on user information and follow-up;
- Perform equipment alignment and preventative maintenance procedures;
- Conduct service calls independently and at off-site locations;
- Staff drive-in service bays and perform line-replaceable subassembly exchanges;
- Install equipment to work center specifications in a variety of applications;
- Follow oral and written instructions;
- Establish and maintain effective working relationships with those encountered in the course of work; internal and external to the City;
- Learn and utilize new skills and information to improve job performance and efficiency;
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly;
- 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 perform heavier physical tasks such as walking, standing, climbing, lifting and carrying objects of moderate weight (12-50 pounds); and/or the operation of vehicles, office, shop or hand tools in which manipulative skills and hand-eye coordination are important ingredients of safe and/or productive operations.

Climbs stepped antenna structures up to 100 feet high using safety harness. Rides high-lift apparatus, uses ladders and works on multi-story buildings. Works in enclosed areas and underground.

**CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and coursework may serve to meet the qualification guidelines for Communications Supervisor – Wireless.

**ESTABLISHED/REVISED DATE:**

Revised Date: March 2001

Dept. Review Date: February 2024

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

Honorable Members:

**SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR HUMAN RESOURCES  
TECHNICIAN**

**RECOMMENDATION**

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

**BACKGROUND AND ANALYSIS**

The Human Resources Director requested that the class specification for Human Resources Technician be reviewed to ensure it accurately reflects the position prior to the request for examination. The class specification for Human Resources Technician was last revised in 2014 and staff determined that additions and minor changes to the class specification are required to reflect the current duties and responsibilities, as well as provide additional duties at the level of Senior Human Resources Technician.

Staff reviewed the Human Resources Technician class specification and determined that the following major changes were necessary to reflect the current functions of the position:

In the **Example of Essential Duties** there are changes to the Civil Service Division to reflect new additional duties that have developed over time in the Division. The Employee Relations section has been deleted and the duties have been incorporated into the Recruitment and Selection section. Lastly, a Senior Level has been added to provide for employee development and support promotional opportunities in the Human Resources Department.

In the **Qualification Guidelines** the Ability To section has been removed and core competencies have been added. Core competencies are utilized to provide the capabilities, knowledge, skills and resources that constitute what is needed to be successful in the classification.

Staff has met and conferred with representatives from Torrance Employees Clerical Association (TCEA) who concur in the recommendation before your Honorable Body.

Respectfully submitted,

HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Tina Ortiz  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

Attachments: A) Revised Class Specification Human Resources Technician  
B) Existing Class Specification Human Resources Technician  
C) Organizational Chart of the Human Resources Department

## **REVISED Human Resources Technician**

### **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**

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 **and Civil Service**, such as recruitment, testing, **classification and compensation**, ~~civil service~~, **employee relations**, 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.

### **Supervision Exercised/Received**

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

### **Example 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 studies**, 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 **as a technical lead** ~~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 dependent 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, dependents 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~~ 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~~ temporary 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.

- Assists the partnership with Torrance Unified School District's Career Technical Education program, with the purpose of preparing students for the future workforce.
- Assists in coordinating and conducting training programs for City employees.

- 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 AND SELECTION:

- 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.

#### EMPLOYEE RELATIONS:

- 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.
- .
- .

*In addition to the duties listed above, incumbents at the **senior** level perform the following:*

- Assists with Leave of Absence and Reasonable Accommodations administration and tracking;
- Performs research, prepares reports and may provide recommended actions on a variety of human resources matters;
- Assists in employee benefit activities and programs and makes recommendations regarding systems and procedures;
- Assists in job analysis and the development of examination processes;



- Instruct raters in the selection process and procedures and may conduct interviews;
  - May assist in the response to appeals and protests by candidates or employee groups;
  -
- 

### 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:*

- 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.
  - Cross-trains and/or provides assistance in other program areas as assigned.
  - Performs related duties as required.
- 

### Qualification Guidelines

#### 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 management, 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;

Class Designation: Civil Service

- ~~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.~~

### **Core Competencies:**

1. Self-Management – Showing personal organization, self-discipline, and dependability.
2. Customer Focus – Attending to the needs and expectations of customers.
3. Action & Results Focus – Initiating tasks and focusing on accomplishment.
4. Professional Impact – Presenting self as a positive representative of the organization.
5. Attention to Detail – Extremely careful in addressing all aspects of each work assignment to produce “completed staff work: and/or avoid any negative outcomes.
6. Professional & Technical Expertise – Applying technical subject matter to the job. Knows information required to perform a specific job. Includes both widely available courses of study and city-specific information.
7. Teamwork – Collaborating with others to achieve shared goals.
8. Interpersonal Skills – Interacts effectively and courteously with others.
9. Written Communication – Communicates effectively in writing.
10. Oral Communication - Engaging effectively in dialogue.
11. Valuing Diversity – Appreciating the benefits of varied backgrounds and cultures in the workplace.
12. Using Technology– Uses computer hardware and software optimally to perform job task efficiently and effectively.
- 13.

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### **LICENSES AND CERTIFICATIONS**

None.

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### **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~~ Three years of progressively responsible clerical experience requiring discretion and judgment such as the development and maintenance of personnel and/or 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~~ Associate degree in Business Administration, Human Resources Management or a related field and 2 years of clerical work related to Human Resources; OR Bachelor's degree in Business or Public Administration, Human Resources Management, Industrial-Organizational Psychology, or a related field and 6 months of responsible clerical/secretarial work.

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**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.

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**CAREER LADDER INFORMATION:**

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



# 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:**

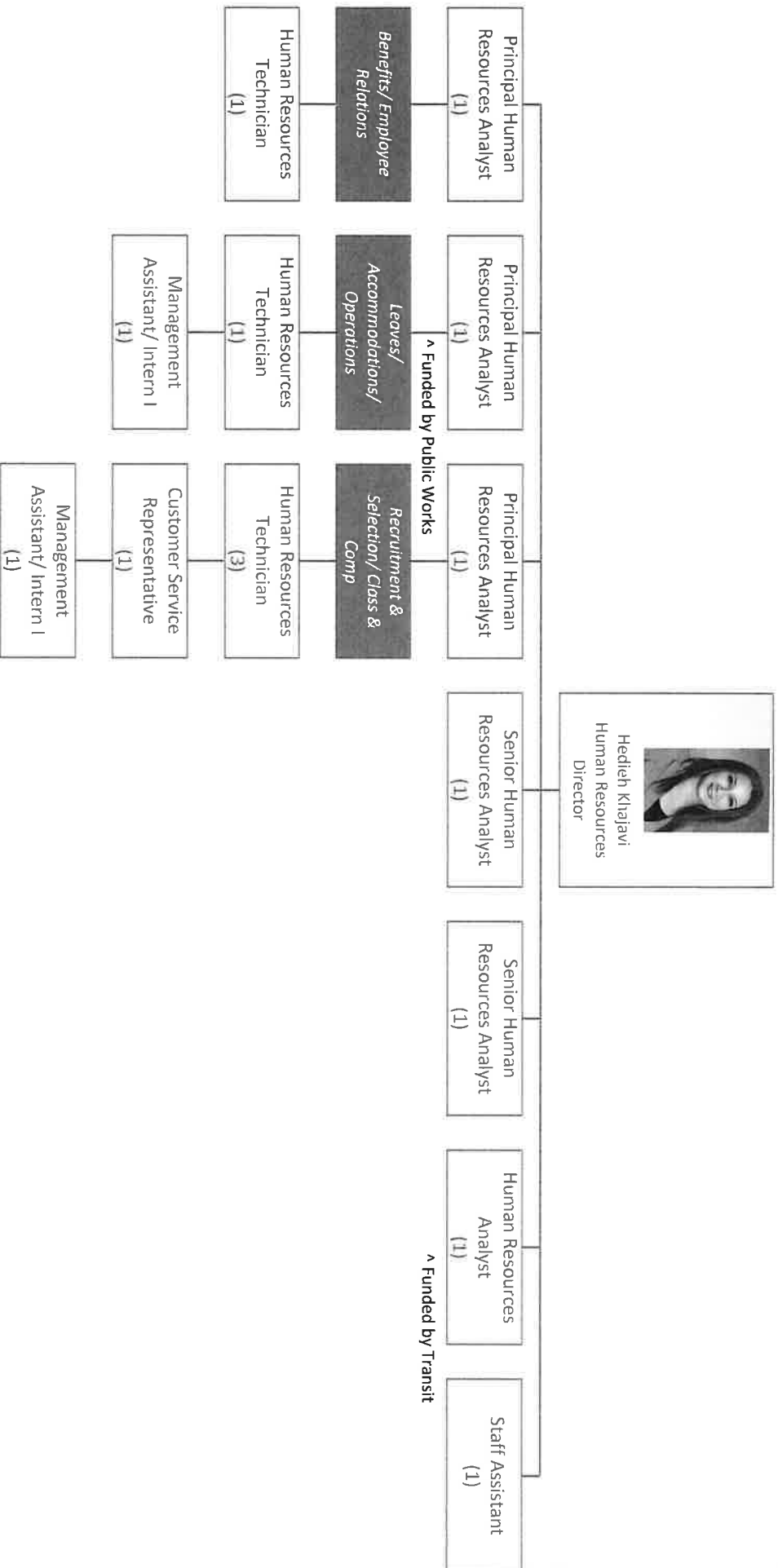
Experience gained in this classification may serve to meet the minimum requirements for promotion to Human Resources Analyst.

## **ESTABLISHED/REVISED DATE:**



Revised Date: April 2014  
Reviewed Date: February 2022

CITY OF TORRANCE  
 Organizational Chart  
 Human Resources Department



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

**SUBJECT: DENY PROTEST OF ORAL INTERVIEW FOR WAREHOUSE SUPERVISOR**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body deny the protest of the oral interview for Warehouse Supervisor.

**BACKGROUND**

At your meeting of December 11, 2023, your Honorable Body approved the ordering of the Warehouse Supervisor examination to be conducted on an open basis. The Warehouse Supervisor exam was ordered as an oral interview (weighted 100%). The recruitment period for this position started on December 13, 2023, and closed on January 3, 2024. There were eighty (80) applications received. Thirty candidates were invited to the oral interview and sent notice to self-schedule their interview time. Twenty-six candidates self-scheduled for the interview process and all the candidates who self-scheduled appeared for their virtual interview.

On January 26, 2024, Candidate David Inez submitted a protest to the Civil Service Manager regarding the oral interview for Warehouse Supervisor (Attachment A). A protest was submitted regarding the raters (interviewers) who assessed the candidates for the interview panels. Human Resources then procured two external raters who were subject matter experts to interview Candidate Inez. Candidate Inez declined the interview and protested due to rater inconsistency. The Civil Service Manager denied Candidate Inez's protest on February 6, 2024, and the candidate submitted his protest to the Civil Service Commission on the same day (Attachment B).

**ANALYSIS**

Candidate Inez states in the protest that it is "both unfair and inappropriate for an interview panel of raters to be management from the hiring department, from within the same city or organization, and not of the same profession." Candidate Inez also asserts concern regarding being given a fair assessment by raters that were not from outside the City of Torrance and did not appear to be subject matter experts.

Oral interviews for Warehouse Supervisor were conducted on January 25, 2024. Due to the number of candidates being interviewed, there were two interview panels being administered on that day. There were two interviewers per panel. The City's practice when procuring raters is to reach out to outside agencies to request assistance with interviewers for the interview panel(s). The request for interviewer assistance was originally sent to outside agencies at the end of December 2023. The original date for the interviews was scheduled for January 18, 2024. The request went out several times for assistance, however we received no response or, if responded, they responded stating they could not help on that day. As the date moved closer to January 18 and Human Resources did not receive a positive response for assistance, Human Resources rescheduled the interview date to January 25, 2024, to allow time to procure raters from within the City of Torrance to assist with this process. Another notice was also sent out to outside agencies requesting assistance for January 25, 2024. Again, Human Resources did not receive a positive response for assistance from the outside agencies, however we were able to procure four raters from within the City of Torrance.

On the day of the interview, Candidate Inez was provided with a notice at the beginning of the interview process which allows the candidate to see who will be rating them (Attachment C). Candidate Inez notified Human Resources prior to the start of the interview that he did not want to be interviewed by two of the raters that were assisting on the interview panel. He stated he did not feel that they could rate him objectively in this process. As the candidate has the right to request a rater be removed from the panel, Human Resources was not able to provide him with other interviewers that day from outside the City and needed to reschedule him. Candidate Inez was made aware of this situation and was told that he would be provided another date to interview to procure other raters for his interview.

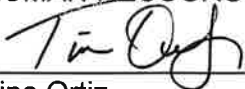
Human Resources reached out to a few outside agencies for assistance for a single interview rather than a full day panel and was able to procure two raters who were subject matter experts to interview Candidate Inez. Upon reaching out to Candidate Inez to schedule his interview, Candidate Inez notified Human Resources that he did not want to interview on the new date and that he would protest this process due to rater inconsistency.

Candidate Inez states that historically interviewers are subject matter experts that have typically been from other agencies. This was true previously; however, it has become a more common practice for Human Resources to utilize raters from within due to non-response/non-assistance from outside agencies upon requesting assistance. Human Resources will utilize City employees to assist with the interview process when there is a challenge to provide outside agency raters as to not slow down the examination process. Human Resources will also procure at least one subject matter expert on the interview panel to ensure that there is knowledge and understanding of the position being interviewed. However, since the examination interview process is broad in nature and assesses a candidate's knowledge, skills, and abilities at entry into the position, all the raters do not need to have specific knowledge of the position, but a broad understanding of the position. When needed, raters are also provided answers to the questions when they may be specific or technical in nature to assist them in their assessment of the candidate's responses to the question. Lastly, the raters are provided with an orientation by both Human Resources and the Hiring Manager and are given an opportunity to ask questions during that time frame to get a better understanding of what is being assessed during this process.

In conclusion, based on the analysis of the information provided, staff recommends that your Honorable Body deny the protest of oral interview for Warehouse Supervisor and the appellant's request to interview.

Respectfully submitted,


HEDIEH KHAJAVI  
HUMAN RESOURCES DIRECTOR

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

NOTED:

  
Brianne Cohen  
Civil Service Manager

- Attachments:
- A. Warehouse Supervisor protest submitted by Candidate David Inez
  - B. Civil Service Manager denial of protest notification and Candidate submission to Civil Service Commission.
  - C. Warehouse Supervisor Rater Notice

**CITY OF TORRANCE – CIVIL SERVICE COMMISSION**  
**WRITING EXERCISE, ESSAY, ORAL INTERVIEW, OR PERFORMANCE**  
**EXAMINATION PROTEST FORM**

(Instructions for completing this form are on the other side of this sheet)

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

DAVID INEZ  
\_\_\_\_\_  
First Name Middle Name Last Name  
[REDACTED]  
\_\_\_\_\_  
Address, City, State, Zip  
[REDACTED] [REDACTED]  
\_\_\_\_\_  
E-mail address Phone Number  
storekeeper 1/25/24  
\_\_\_\_\_  
Position Title Exam Date

I. Purpose of objection

- To provide feedback or comments for consideration prior to next exam (i.e. no official action)
- Request official review prior to the grading of this exam or establishing an eligible list.

II. What type of test are you protesting?

- Essay  Writing Exercise  Other
- Oral (Interview)  Performance

III. What is your reason for the protest?

- Qualifications of a rater  Prejudice of a rater
- Fraud  Improper conduct of the exam
- Job relatedness  Other

Clearly state specific and substantial reasons for the protest. What remedy or action are you requesting? You may submit additional sheets if necessary.

It is both unfair and inappropriate for the interview panel of raters to be 1- Management from the hiring department. 2- From within the same hiring city. 3- Not of the same profession. These factors make it impossible for internal candidates to have a fair and unbiased Interview. My role as Union President makes it 100% impossible to get impartial raters from within. Raters with no knowledge of the job in which they are asking questions will not (CONTINUED NEXT PAGE)

Signature 

Date 1.26.2024

For Office Use Only

Date/Time Received:

Approved:  
Not Approved:

**ATTACHMENT A**

David Inez reason for protest 1/26/24

It is both unfair and inappropriate for an interview panel of raters to be

- Management from the hiring department
- From within the same city or organization
- Not of the same profession

These factors make it impossible for internal and some external candidates to have a fair and unbiased interview and is easily a conflict of interest. My role as Union President makes it 100% impossible to get an impartial interview from raters within the city especially if management from any department is involved.

Raters historically for the past 30 years have been in or from the profession of which they are asking questions about making them subject matter experts able to correctly gauge the level of knowledge a candidate has. A rater that has no experience in the job they are interviewing a candidate for is just asking a question provided to them and expecting the answer to match the provided answer. A Rater that is experienced in the field in which they are asking candidates will know that a candidate has the knowledge by the candidates answer that would reveal the complexities and details that only another professional would recognize even if it doesn't match the answer provided to the interviewer.

This is a new practice that has only recently started happening and is completely unfair and inappropriate making it easy for corruption and easy for management to unfairly route out people they don't want and advance the people they do into making the eligibility list.

The most recently expired eligibility list for this position was rated by professionals from the outside just like this new list should be. Why has this changed suddenly?

The union has now received multiple complaints from other internal candidates pointing out the conflict of interest and unfairness of these interviews and will also be protesting this round of interviews and this new practice. During the interviews these other candidates asked the raters to elaborate on one of the question to which the raters stated "I don't know, I'm just asking what's on the paper" which is what prompted them to approach the union asking for help.

This new practice doesn't favor the experience and knowledgeable candidate, it favors the candidate that can interview well and a candidate that can interview well can easily trick an unknowledgeable interviewer.

HR could not present a panel that didn't have participants that were a conflict of interest so I did not get to interview. Since I did not get to interview on the same day with the same raters who got to see the whole spectrum of candidates this whole process has now been corrupted and must be done with appropriate raters.



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# CITY OF TORRANCE

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City Manager's Office  
Civil Service Division

**Aram Chaparyan**  
City Manager

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

May 16, 2023

David Inez



Dear Mr. Inez:

I have received your protest of the oral interview for Warehouse Supervisor, dated January 26, 2024 and reviewed the matter.

In your letter, you indicate that "it is both unfair and inappropriate for an interview panel of raters to be – Management from the hiring department, - From within the same city or organization, - Not of the same profession" and that "my role as Union President makes it 100% impossible to get an impartial interview from raters within the city especially if management from any department is involved."

Following your protest, Human Resources staff secured two outside raters to conduct your oral interview and contacted you on February 5, 2024 to schedule your interview for February 6, 2024, which you declined, stating in your e-mail from February 6, 2024, that "I cannot participate in any special interview with a panel specifically for me along as this would also be another unfair hiring practice."

The names of the raters are posted for candidates to review prior to their interview. Candidates are extended the opportunity to request to have an interviewer excused if they do not believe the rater would be able to provide an impartial rating. This procedure is in place in order to allow for an impartial testing process. As you requested that all raters be excused, Human Resources staff was able to secure different raters. This does not create an unfair hiring practice. This same practice would be used if other candidates made the same request. Additionally, not all candidates were rated by the same raters for this examination, as there were two interview panels.

There is no indication that the oral interview process was conducted improperly. Therefore, I am denying your protest for the oral examination for Warehouse Supervisor. This decision may be appealed to the Civil Service Commission. Such appeals must be in writing and must be filed within five (5) working days of the notice of this decision. As such, if you want to appeal this decision, please submit a written notice of appeal stating the specific and substantial reasons for protest, by Thursday, February 15, 2024, at 5:30 p.m. Your appeal may be submitted by postal mail, email, or fax: City of Torrance, Civil Service Commission, ATTN: Brianne Cohen, Civil Service Manager, 3231 Torrance, CA 90503; [BCohen@TorranceCA.Gov](mailto:BCohen@TorranceCA.Gov); FAX (310) 618-2726.



If you have any questions concerning this information, please contact me at (310) 618-2956 or [BCohen@TorranceCA.Gov](mailto:BCohen@TorranceCA.Gov).

Sincerely,

  
Brianne Cohen  
Civil Service Manager

cc: Tina Ortiz, Principal Human Resources Analyst

## Ortiz, Tina

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**From:** union president <presidentlocal1117@gmail.com>  
**Sent:** Tuesday, February 6, 2024 4:45 PM  
**To:** Cohen, Brianne  
**Cc:** Ortiz, Tina; Bob Adams; Kenny Evans; tonyrodriguez [REDACTED]  
**Subject:** Re: Oral interview appeal - Warehouse Supervisor

You don't often get email from [REDACTED] [Learn why this is important](#)

Hello Brianne

This is my notice of appeal, only one of my reasons for protest on the form was loosely addressed in your denial letter. This is a major issue that needs to be addressed for all future candidates that expect a fair process when applying at the city of Torrance.

I would like this to go before and be heard by the civil service commission.

thank you

D

On Tue, Feb 6, 2024 at 3:28 PM Cohen, Brianne <[bcohen@torranceca.gov](mailto:bcohen@torranceca.gov)> wrote:

Good afternoon, Mr. Inez:

Please review my attached letter responding to your protest of the oral interview for Warehouse Supervisor.

This decision may be appealed to the Civil Service Commission. Appeals must be in writing and must be filed within five (5) working days of the notice of this decision. As such, if you want to appeal this decision, please submit a written notice of appeal stating the specific and substantial reasons for protest, to be received by Thursday, February 15, 2024, at 5:30 p.m. Your appeal may be submitted by postal mail, email, or fax: City of Torrance, Civil Service Commission, ATTN: Brianne Cohen, Civil Service Manager, 3231 Torrance, CA 90503; [BCohen@TorranceCA.Gov](mailto:BCohen@TorranceCA.Gov); FAX (310) 618-2726.

If you have any questions concerning this information, please contact me.

Thank you,

**BRIANNE COHEN**

Civil Service Manager – Office of the City Manager

City of Torrance | 3231 Torrance Boulevard | Torrance CA 90503 | 310.618.2956 | 310.618.2995 fax  
| [BCohen@TorranceCA.Gov](mailto:BCohen@TorranceCA.Gov) | [www.TorranceCA.Gov](http://www.TorranceCA.Gov) | [www.TorranceCA.Gov/SocialMedia](http://www.TorranceCA.Gov/SocialMedia) | [www.TorranceCA.Gov/WhyTorrance](http://www.TorranceCA.Gov/WhyTorrance) | [www.TorranceCA.Gov/Apps](http://www.TorranceCA.Gov/Apps)

Pronouns: she, her, hers

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**SEE WHAT TORRANCE IS DOING**

**WE HAVE AN APP!**  
Download the new TorranceCA app on your smartphone. Submit a request, make a payment, peruse City services and more.

**WHY TORRANCE?**  
Discover why so many businesses choose to partner with Torrance and explore the locations, activities, and opportunities that set Torrance apart.

**YEAR IN REVIEW**  
Browse the City's Year in Review, highlighting City services and accomplishments from the prior calendar year.

**HOMELESS SERVICES**  
Read through Torrance's plan to prevent and combat homelessness. Discover ways you can help.

**TORRANCECA.GOV**  
Find a host of information on our website, including debunked Rumors that circulate the City.

**TORRANCEALERTS**  
Register for TorranceAlerts. When there is an emergency, get the information first on the City's early warning notification system.

**TRENDING IN TORRANCE**  
Get an overview of some of the most pressing topics within the City of Torrance. See what's trending!

**DISCOVER TORRANCE**  
Torrance is home to a variety of libraries, museums, skating centers, and hotels. Discover what our City has to offer!

**CONNECT WITH US**

Scan the QR code to connect with us.

**GET NOTIFIED OF SPECIAL EVENTS**  
When signing up for TorranceAlerts, make sure to select "Special Events".

[TorranceCA@TorranceCA.Gov](mailto:BCohen@TorranceCA.Gov)  
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[Facebook.com/TorranceCA](https://www.facebook.com/TorranceCA)  
[TorranceCA](https://twitter.com/TorranceCA)  
[@BCohen@TorranceCA](https://www.instagram.com/BCohen@TorranceCA)

## **NOTICE TO INTERVIEW CANDIDATES**

LISTED BELOW ARE THE NAMES OF THE PERSONS WHO WILL BE CONDUCTING YOUR INTERVIEW TODAY. OCCASIONALLY WE FIND THAT AN INTERVIEWER AND A CANDIDATE HAVE HAD PRIOR CONTACT WITH EACH OTHER, FOR EXAMPLE, AS CO-WORKERS, STUDENTS, OR IN SOCIAL OR PROFESSIONAL ORGANIZATIONS. THE INTERVIEWERS HAVE BEEN INSTRUCTED TO EXCUSE THEMSELVES FROM ANY INTERVIEW IN WHICH THEIR PRIOR KNOWLEDGE OF THE CANDIDATE WOULD PREVENT THEM FROM GIVING A FAIR AND OBJECTIVE APPRAISAL.

AS A CANDIDATE, YOU HAVE THE RIGHT TO REQUEST THAT AN INTERVIEWER BE EXCUSED FROM YOUR INTERVIEW IF YOU FEEL THAT, BECAUSE OF YOUR PRIOR CONTACT, THE PERSON MIGHT NOT GIVE YOU AN OBJECTIVE EVALUATION. IF YOU WISH TO REQUEST THAT AN INTERVIEWER BE EXCUSED, PLEASE LET THE ANALYST KNOW. INTERVIEWERS EXCUSED FROM AN INTERVIEW FOR ANY REASON WILL NOT BE REPLACED, THAT IS, YOU WILL BE RATED ONLY BY THE REMAINING INTERVIEWER(S).

# **CITY OF TORRANCE**

## **WAREHOUSE SUPERVISOR**

**PANEL INTERVIEWS**  
**THURSDAY, JANUARY 25, 2024**

**CARLOS ROMERO**  
*CENTRAL SERVICES SUPERVISOR*  
*CITY OF TORRANCE*

**KRYSTLE COVARRUBIAS**  
*SENIOR BUSINESS MANAGER*  
*CITY OF TORRANCE*

**GERARDO PINELA**  
*FACILITY OPERATIONS MANAGER*  
*CITY OF TORRANCE*

**ANAID NAVARRO**  
*PRINCIPAL HUMAN RESOURCES ANALYST*  
*CITY OF TORRANCE*