

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
REVISED
MONDAY, MARCH 25, 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 Wednesday, March 20, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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 Custodian.

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

6B. Approve the Examination for Human Resources Technician.

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

6C. Approve the Examination for Paramedic (Premium Pay Assignment).

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Paramedic Premium Pay Assignment examination consisting of a Written Exam (40%) and Oral Interview (60%). Staff is requesting approval for a two-year eligible list.

6D. Approve the Examination for Principal Human Resources Analyst.

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

7. ADMINISTRATIVE MATTERS

7A. Approve Protest of Eligible List for Administrative Assistant.

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

8. HEARINGS

No Business to Consider

9. CLOSED SESSION

9A. CONFERENCE WITH LEGAL COUNSEL – EXISTING DISCIPLINE (California Government Code §54957(b) (1)):

- 1) Appeal of Discipline of a Torrance Police Officer (9).

10. COMMISSION ORAL COMMUNICATIONS

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, April 8, 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 CUSTODIAN

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Custodian. Current vacancies are due to turnover in the department.

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

The previous examination in 2022 was weighted as follows: Application Review (Qualifying), Performance Test (Qualifying), and Oral Interview (100%). Staff conducted an analysis of the previous exam components and it was determined that the knowledge and abilities that are required for this position can be more effectively assessed using the following weights: Application Review (Qualifying), Written Test (50%), Performance Test (Qualifying), and Oral Interview (50%).

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Tina Ortiz
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Custodian Class Specification



CUSTODIAN

Class Code:
5731

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Aug 1, 1987

SALARY RANGE

\$18.57 - \$22.56 Hourly
\$3,218.80 - \$3,910.40 Monthly
\$38,625.60 - \$46,924.80 Annually

DEFINITION:

Under supervision, performs routine cleaning duties, maintaining City buildings in a clean, orderly and secure condition and does related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Senior Custodian in that an incumbent does not have supervisory responsibility over subordinates.

EXAMPLES OF ESSENTIAL DUTIES:

- Sweeps, mops, waxes, scrubs, strips and refinishes asphalt, vinyl, terrazzo, cork, wood, or cement flooring;
- Uses established methods and materials in the care of all surfaces including carpets;
- Operates various types of powered floor maintenance equipment;
- Makes minor adjustments or repairs to equipment and furniture;
- Washes windows and walls; dusts furniture, woodwork, and fixtures;
- Cleans lavatory fixtures; cleans offices including blinds;
- Replaces lights as necessary;
- Empties and cleans wastebaskets and trash containers;

- Moves or sets up furniture, files and other office equipment;
- Launders rags and dust mops, etc.;
- Raises and lowers flags on City buildings;
- Maintains security and keeps City buildings locked during non-working hours.

QUALIFICATION GUIDELINES:

Education and Experience

None; however, prior experience is preferred. That necessary for reading and independently following directions for the safe use and maximum utility of a wide variety of cleaning materials and equipment.

License and/or Certificates

A valid Class C California Driver's License.

Knowledge of

- The methods, equipment and supplies used in the cleaning of buildings;
- Proper procedures in lifting or moving heavy objects;
- Hazards and safety precautions related to custodial work.

Ability to

- Clean and care for surfaces of building walls, floors, and installed equipment of many types;
- Understand and follow oral and written directions;
- Follow label directions on cleaning products in order to use properly and safely;
- Perform daily assigned tasks independently without close supervision and in outstation locations;
- Make minor adjustments and repairs to furniture, and equipment;
- Develop and maintain cooperative working relationships with those contacted in the course of work;
- Operate and maintain a variety of custodial equipment.

ESTABLISHED/REVISED DATE:

Revised Date: August 1987

Dept. Review Date: March 2024

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR HUMAN RESOURCES TECHNICIAN

RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Human Resources Technician. There are currently three (3) vacancies due to resignation and promotion.

Anticipating approval by the City Council on March 26, 2024, the revised class specification was reviewed by the Human Resources Department and appropriately reflects the position for the examination process.

The previous examination in 2022 was weighted as follows: Application Review (qualifying), Written Test (40%) and Oral Interview (60%). Staff conducted an analysis of the previous exam components and it was determined that the knowledge and core competencies that are required for this position can be more effectively assessed using the following weights: Application Review (Qualifying), Performance Test (30%), and Oral Interview (70%).

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

 _____

Brianne Cohen
Civil Service Manager

Attachment: A) Human Resources Technician Class Specification

6B

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 Department and Civil Service Division. 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, 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.~~

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 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 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.

- Assists with 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 distributes 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.
- 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 all 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;
- Instructs 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 and 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.~~

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.

LICENSES AND CERTIFICATIONS

None.

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 (3) 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

Associate's degree in Business Administration, Human Resources Management or a related field and two (2) years of clerical work related to Human Resources; OR Bachelor's degree in Business Administration, Public Administration, Human Resources Management, Industrial-Organizational Psychology or a related field; and 6 months of responsible clerical/secretarial work.

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.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR PARAMEDIC (PREMIUM PAY ASSIGNMENT)

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Paramedic Premium Pay Assignment examination consisting of a Written Exam (40%) and Oral Interview (60%). Staff is requesting approval for a two-year eligible list.

BACKGROUND/ANALYSIS

There is no current eligible list for the premium pay assignment for Paramedic. This selection process is to establish an eligible list due to the expiration of the prior eligible list.

Premium pay for Fire Fighter Paramedics shall receive a premium per Section 3.2A1 and will be qualified and certified as Paramedics as shown in Appendix A of the Torrance Fire Fighters Association (TFFA) Memorandum of Understanding.

The examination will be based upon existing codes and ordinances, recommended good practices, technical knowledge of the job subject, and departmental rules and practices.

The previous examinations in 2023 was weighted as follows: Written (40%) and Panel Interview (60%). There will be no change to the exam type and weight.

Respectfully submitted,

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Torrance Fire Fighters Association Resolution 2023-02 Section 3.2A1 and Appendix A

APPENDIX A
EXAMINATIONS FOR PREMIUM POSITIONS

A. GENERAL

1. Assignment to premium pay positions shall be made from appropriate assignment lists established by competitive selection.
2. Assignment lists will expire at the end of two years from date of establishment.
3. Unless otherwise indicated, the selection process shall consist of a written portion and an oral evaluation portion.
4. The written portion shall be weighted at 40% and the oral portion at 60%.
5. A passing grade must be achieved in each portion of the selection process.
6. The entire selection process shall be conducted by the Civil Service Commission, with monitoring by the Fire Department and the employee representation unit.
7. The scope of the examinations may include existing codes and ordinances, recommended good practices, technical knowledge of the job subject, departmental rules and practices, related skills, self-expression, personal records, educational achievements, personal appearance, and the ability to exercise good judgment under adverse conditions.
8. Wherever practical, the written portion of the examination shall be multiple choice type questions.
9. Oral raters from outside agencies may be utilized in order to gain expertise for certain positions where deemed necessary by the Fire Chief.
10. Members of the oral boards shall be appointed by the Fire Chief.
11. In the event that less than three (3) applications are received for any one of those premium positions normally filled from an eligibility list developed through a written and oral selection process as described in the Appendix, assignments shall be made by the Department Head based upon a review of employee applications and/or employment records. The decision of the Department Head is final and is not grievable.

B. PARAMEDICS

1. Assignments to premium pay positions for paramedics is dependent upon their certification upon completion of a training period conducted by an outside authorized agency.
2. The selection of paramedic trainees will be conducted in the manner outlined in the general provisions.

C. HAZARDOUS MATERIALS RESPONSE TEAM

1. The selection process for hazardous materials response team assignment may include a practical examination.

D. TEMPORARY STAFF ASSIGNMENTS

1. Employees assigned to temporary staff assignments shall be assigned by the Fire Chief.
2. The justification of assignments shall be based solely upon the judgment of the Fire Chief.

E. MAINTENANCE OF ELIGIBILITY LISTS

Development of a required eligibility list for a premium pay position will be initiated 90 days prior to an anticipated vacancy in such a position.

ARTICLE 3 - SPECIAL COMPENSATION PROVISIONS

SECTION 3.1 LONGEVITY PAY

A. Employees in the Torrance Fire Fighters Association prior to September 11, 2022 covered by this agreement shall receive longevity pay in the following manner:

1. Commencing with the first day of the 8th year of service, 5% above base pay.
2. Commencing with the first day of the 16th year of service, a total of 10% above base pay.
3. Commencing with the first day of the 20th year of service, a total of 12.5% above base pay.
4. Commencing with the first day of the 25th year of service, a total of 20% above base pay.

Employees hired into the Torrance Fire Fighters Association on or after September 11, 2022 covered by this agreement shall receive longevity pay in the following manner:

1. Commencing with the first day of the 8th year of service, 5% above base pay.
2. Commencing with the first day of the 16th year of service, a total of 10% above base pay.

B. All longevity pay advancements shall be effective on the anniversary date of the required years of continuous service (unpaid leaves or inactive status in excess of ten (10) working shifts, except for extended military leave, shall be deducted in computing total service) as a regular employee of the City of Torrance or total years of service as a full-time regular employee with the City of Torrance Fire Department, whichever provides the longer term of service.

SECTION 3.2 PREMIUM PAY

Employees assigned to work requiring specified duties which require skills and abilities not contemplated in the employee's normal assignments in the areas described in this section shall receive premium pay only while so assigned.

Premiums requiring licenses/certificates will be implemented upon the start of the assignment to specified duties that require licenses/certifications. Assignments and reassignments shall be made by the Fire Chief subject to the approval of the City Manager according to workload and skills required, and subject to any special provisions specified in this section for any particular assignment. All premium pay, and whether it is reported to CalPERS and included in an employee's PERSable compensation, shall be determined by CalPERS as prescribed under Title 2 CCR Section 571. Any changes made by CalPERS regarding requirements for premium reporting shall initiate meet and confer.

Removal of employees for disciplinary reasons, or reasons of incompetence, or abolishing positions because of budgetary requirements shall be preceded by notice to employee organization representatives with the intent of precluding unfair actions.

A. Paramedic Operations

It shall be the responsibility of the TFD to provide employees licensed as paramedics with the necessary means and time to fulfill all paramedic licensing and accreditation requirements. Requirements include, but are not limited to, those as defined by state, county, local, and any other governing body, that dictates the minimum requirements for education and employment as a paramedic.

If a paramedic does not complete the necessary minimum requirements for education and employment as a paramedic, and such failure is due to the TFD not fulfilling its obligation to provide the necessary means and time to fulfill all paramedic licensing requirements, then unless the employee elects not to participate in the paramedic program any longer, the employee shall not lose any compensation regardless of the employee's status as a paramedic.

If a paramedic does not complete the necessary minimum requirements for education and employment as a paramedic, and such failure is due to the employee, thereby delaying his/her licensing or accreditation, the employee's paramedic premium shall be discontinued until proof of licensure and accreditation are provided to the TFD.

For accountability, the TFD shall create a system for the express purpose of tracking and monitoring the TFD's Paramedic CE Program. The system shall serve to provide documentation to show that both the TFD and employee fulfilled or did not fulfill their respective obligations described herein.

In the event that the TFD requires an employee to attend events off-duty in an effort to meet and maintain licensing or accreditation requirements, the TFD shall compensate the employee.

1. **Firefighter** Firefighters assigned to paramedic training shall receive a premium of 5% when training begins. Upon receiving paramedic license, Los Angeles County accreditation and after being permanently assigned as a paramedic, Firefighter paramedics shall receive a premium of 19%. Such employees shall have been qualified and certified as Paramedics as shown in attached Appendix A.

Licensed and Los Angeles County accredited Firefighter paramedics new to the City of Torrance who have received the paramedic training prior to employment with the Torrance Fire Department will begin receiving the 19% paramedic premium upon permanent assignment as a paramedic.

2. Fire Engineer/Fire Captain

- A. Torrance Fire Department Engineers and Fire Captains holding a paramedic license shall receive the 10% premium, unless the individual opts out.
- B. Active Torrance Fire Department Paramedic Firefighters will receive the Paramedic in Rank premium upon promotion to Fire Engineer and upon promotion to Fire Captain, unless the individual opts out.
- C. Firefighters, Fire Engineers, and Fire Captains who have never been assigned as a Torrance Fire Department Paramedic Firefighter or have opted out of the Paramedic in Rank must possess current Los Angeles County paramedic accreditation, and successfully pass a competency examination. This exam will be offered on a quarterly basis.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR PRINCIPAL HUMAN RESOURCES ANALYST

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Principal Human Resources Analyst examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Technical 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 Principal Human Resources Analyst. There is one (1) vacancy due to a resignation.

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

The previous examinations in 2022 and 2021 were weighted as follows: Application Review (Qualifying) and Technical Oral Interview (100%). There will be no change in the exam types and weights.

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Tina Ortiz
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Brianne Cohen
Civil Service Manager

Attachment: A) Principal Human Resources Analyst Class Specification

6D



PRINCIPAL HUMAN RESOURCES ANALYST

Class Code:
1319

Bargaining Unit: Executive &
Management Employees

CITY OF TORRANCE
Established Date: Jan 11, 2022
Revision Date: Jan 11, 2022

SALARY RANGE

\$9,575.00 - \$13,214.00 Monthly
\$114,900.00 - \$158,568.00 Annually

DEFINITION:

Under general direction, this management position manages, coordinates, and participates in a variety of professional-level human resources management functions such as recruitment, assessment, selection, classification, compensation, benefits, leaves management, employee relations, performance management, policy development, labor relations, and Human Resources Information Systems (HRIS). The position seeks to support departments and continuously improve programs and services in the assigned human resources management functions

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Reports to Human Resources management and Department Head and is distinguished from the Human Resources Manager in that the incumbent is not responsible for managing the full range of human resources functions. Distinguished from the Human Resources Analyst in that the incumbent has administrative responsibility over the operations of City wide human resources programs. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals, and objectives and to apply concepts, plans and strategies that may deviate from traditional goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Supervision Exercised/Received

Receives general direction from Human Resources management and Department Head.
Exercises supervision over assigned professional staff and office support staff

EXAMPLES OF ESSENTIAL DUTIES:

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

- Commits to implementing City of Torrance's Mission, Vision, and commitments.
- Develops, plans, organizes, supervises and evaluates assigned programs, projects and activities related to a variety of human resources functions and programs.
- Manages the daily operations of assigned human resources functions.
- Supervises the City's recruitment and assessment program and ensures that hiring and examination processes are conducted in a fair, objective and independent manner; develops and administers examinations for a variety of job classifications; provides policy
- Supervises and participates in job analysis/audits, classification studies and career ladders for recruitment/selection and classification and compensation purposes.
- Coordinates and collaborates with the City Attorney's Office on complex investigations and assumes primary responsibility for the human resources support role to City Manager and city departments on disciplinary matters.
- Prepares investigative scope, findings, and progressive disciplinary documents.
- Ensures compliance related to Americans with Disabilities Act, sexual harassment, discrimination, and other federal and state laws.
- Prepares written reports and policies and makes formal oral presentations to managers, executives, City Council, Civil Service Commission and community-based organizations as necessary.
- Reviews and evaluates the results of discrimination and harassment investigations; develops and approves recommendations for resolution of complaints and allegations.
- Stays abreast of new trends and innovations in the field of Human Resources including benefits administration, sexual harassment, equal employment opportunity (EEO) issues, selection, classification and compensation, labor relations and Human Resource Information Systems.
- Performs a range of professional, analytical and technical duties involved in the implementation of the City's benefits program; prepares and presents staff reports and other correspondence as appropriate and necessary.
- Supervises and participates in the development and presentation of benefits information programs and activities; coordinates with external agents such as benefits brokers, vendors, task forces to manage and improve employee benefits and resolve policy compliance and other complex issues.
- Plans and directs the work of professional and support staff including: training, assigning, reviewing, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, selecting new employees, acting on employee problems and recommending employee discipline.
- Manages the employee leaves of absence within assigned areas of responsibility.
- Plans time and activities to ensure the achievement of City and division objectives within assigned areas of responsibility. Monitors program success using appropriate tracking and feedback systems.
- Coordinates activities related to return-to-work and accommodation issues arising out of non-job related injuries that involve city departments, vendors, risk management programs, and human resources.
- Provides counsel to managers and employees on complex labor and employee relations matters, City policies, procedures and practices, contractual provisions, and other applicable laws, rules and regulations and prepares written reports/responses.
- Develops and facilitates department-wide training programs; conducts need assessments to identify specific training needs; conducts formal training sessions and acts as a course instructor; assesses training effectiveness and modifies training programs as needed.

- Identifies opportunities for improving service delivery methods and procedures; identifies resources needs; reviews recommendations with appropriate management staff; implements improvements.
- Analyzes trends and metrics to develop strategies, solutions, programs and policies.
- Performs a range of duties involved in the identification, planning, development, and implementation of new and/or modified programs that would support the mission and goals of the City; oversees or performs the necessary research and analysis to justify the appropriateness or implementing the proposed program/project.
- Assists the Department Head with strategic planning, budget forecasting and administration.
- Attends City Council and Commission meetings, as needed.
- Attends and conducts meetings as required.
- Assists the City's Chief Negotiator in administering and participating in difficult and complex labor negotiations in order to establish wages, benefits, and terms and conditions of employment; assists and participates in the development and presentation of strategies and proposals for labor negotiations including preparation of management and labor proposals and counterproposals.
- Assists the City's Chief Negotiator in preparing, analyzing, and maintaining a variety of records, reports, studies, documents, and statistical findings; assists with drafting Memoranda of Understanding (MOUs); assists with drafting ordinances, resolutions, policy statements, and administrative instruction to implement terms of the MOUs.
- Assists the City's Chief Negotiator in the advocacy and representation of the City on labor relations matters.
- Establishes highly effective working relationships with managers, employees, and labor representatives on employee relations issues.

Examples of Other Duties

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

- Attends department meetings, as required;
- Serves on various committees, as appropriate;
- Performs related duties as required.

QUALIFICATION GUIDELINES:

Experience and Education

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:

Bachelor's Degree from a college or university in Public Administration, Business Administration, Psychology, Industrial and Organizational Psychology, or a related field and three (3) years of progressively responsible professional Human Resources experience which includes at least one (1) year of lead or supervisory experience of at least one major human resources program

License and/or Certificates

Professional designation or certification from Human Resources associations such as International Public Management Association for Human Resources (IPMA-HR), Society for Human Resources Management (SHRM), California Public Employers Labor Relations Association (CALPELRA) is highly desirable.

Knowledge of

- Current federal, state and local legislation and guidelines pertaining to assigned areas of responsibility;

- Principles and practices of public personnel administration including job analysis and classification methods, compensation and benefits administration, recruitment and selection, and employee relations;
- Principles of employee investigations techniques and progressive disciplinary process
- Principles and practices of labor-management relations, negotiation and contract administration;
- Principles, methods and techniques of strategic business planning and process improvement;
- Trends, practices and technology in human resources management;
- Principles of effective management and supervision;
- Customer service principles and practices;
- Comprehensive understanding of city functions, policies, practices and procedures;
- Principles of project leadership/coordination;
- Principles of business letter writing and basic report preparation for investigations and disciplinary documents;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Applicable local, State and Federal regulations;
- General City operations.?

Ability to

- Plan, organize and direct human resources management programs;
- Analyze complex and technical problems and develop sound and appropriate short and long-term solutions;
- Maintain confidentiality of private and sensitive information;
- Foster a collaborative/teamwork environment; handle conflicts and confrontations effectively;
- Analyze trends, metrics and problems to develop short and long-range plans and solutions;
- Plan and prepare effective written reports and oral presentations; present proposals, recommendations and technical information clearly, logically and persuasively;
- Communicate effectively both orally and in writing on routine or controversial subjects using proper English grammar, document construction and correct spelling;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and organize information in a manner that facilitates understanding by employees and the public;
- Identify potential compliance or litigious risks in the workplace; apply principles and techniques for effective investigations, with objective findings and recommendations related to law and legal precedence;
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility;
- Utilize word processing and spreadsheet applications;
- Maintain a friendly and pleasant attitude and deal tactfully, politely and effectively with
- Council members, Commissioners, senior staff, employees, retirees, labor representatives, and the general public.

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 an office environment. Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another. While performing the job duties employee is regularly required to sit. Requires sufficient hand-eye coordination to perform semi-skilled repetitive movements, such

as 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. Tasks are regularly performed without exposure to adverse environmental conditions.

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Established Date: January 2022

Dept. Review Date: March 2024

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

SUBJECT: APPROVE PROTEST OF ELIGIBLE LIST FOR ADMINISTRATIVE ASSISTANT

RECOMMENDATION:

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

BACKGROUND

At your meeting of January 22, 2024, your Honorable Body approved the ordering of the Administrative Assistant examination to be conducted on an open basis. The Administrative Assistant exam was ordered with the following exam components and weights: Application Review (Qualifying), Written Test (40%) and Oral Interview (60%). The recruitment period for this position started on January 25, 2024 and closed on January 31, 2024. There were 279 applications received. The written test was administered from February 8, 2024 to February 13, 2024. There were 122 candidates who were invited to take the written test. The candidates who passed the written test were invited to a virtual interview panel and 78 candidates were invited to interview. Seventy-one (71) candidates self-scheduled their interview time and 66 candidates showed for the interview which was administered on February 27, 2024.

The eligible list which contained 55 names was promulgated on February 29, 2024. A protest was submitted by Edwin Lara via email to the Civil Service Manager on February 29, 2024 (Attachment A). Candidate Lara submitted a protest due to his not being successful on the oral interview component.

ANALYSIS

Candidate Lara was sent an email on February 20, 2024 inviting him to self-schedule for an examination interview by February 25, 2024 (Attachment B). On February 23, 2024, candidate Lara reached out to Human Resources (HR) via email to notify HR that there were no time slots available for him to schedule his interview. Due to the City being closed on Friday, February 23, 2024, HR staff read the email on Monday, February 26, 2024. Human Resources emailed candidate Lara inquiring if he would be available to interview on February 27, 2024 at 7:30 a.m. Candidate Lara responded with an affirmative to the interview time and HR staff responded that they would be sending him a Zoom link for his virtual interview.

On Tuesday, February 27, 2024, Candidate Lara emailed HR twice prior to his interview time stating he had not received the Zoom link. HR staff did not see the email until much later in the morning. Once the email had been read, HR staff reached out to Candidate Lara to reschedule him on the same day to ensure that he had an opportunity to interview. Candidate Lara already had the rest of his day planned and was not able to interview until after 5:30 p.m. After much back and forth with emails and calls by both HR staff and the candidate, HR staff was able to reschedule Candidate Lara at 5:30 p.m. Candidate Lara stated in his protest that he felt he was not given enough time to adequately prepare for his interview due to the short notice and back and forth communication with HR staff.

Therefore due to the events that occurred with Candidate Lara prior to his interview and analysis of the information provided, staff recommends that your Honorable Body approve the protest of the eligible list for Administrative Assistant and the appellant's request to re-interview.

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. Administrative Assistant protest submitted by Candidate Edwin Lara
B. Candidate Lara's notice to self-schedule virtual interview

Ortiz, Tina

From: Edwin Lara [REDACTED]
Sent: Thursday, February 29, 2024 4:18 PM
To: JobInfo
Subject: Re: ADMINISTRATIVE ASSISTANT

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

Dear Hiring Manager,

I hope this message finds you well. I am writing to express my gratitude for the opportunity to participate in the recent Administrative Assistant examination for the City of Torrance. However, I would like to respectfully request reconsideration of my examination results and the possibility of being granted an additional opportunity to demonstrate my qualifications for the position.

I am aware that my oral interview score fell short of the minimum requirement, and I would like to provide context that may help illuminate the circumstances surrounding my performance. The interview was unexpectedly rescheduled at short notice, with the notification coming in at 3:30 PM for an interview scheduled at 5:30 PM, despite its original timing at 7:30 AM. Unfortunately, this timing coincided with a prior commitment at the doctor's office, leaving me unable to adequately prepare for the interview as I would have liked.

Given the circumstances, I firmly believe that with proper preparation and under more favorable conditions, I can demonstrate my capabilities more effectively. I am deeply committed to securing a position within the City of Torrance and contributing positively to the team.

I sincerely hope that you will consider my request for another chance to showcase my qualifications and suitability for the administrative assistant role. I am eager to make the most of this opportunity and assure you of my dedication to the position.

Thank you for considering my request. I look forward to the possibility of discussing this matter further.

Warm regards,

Edwin Lara

On Thu, Feb 29, 2024 at 3:19 PM City of Torrance <info@governmentjobs.com> wrote:
February 29, 2024

[REDACTED]

Edwin Lara
[REDACTED]
[REDACTED]

Dear Edwin:

We regret to inform you that you did not achieve a passing score on the ADMINISTRATIVE ASSISTANT examination. A minimum score of 70.00 is required on each component.

Your scores for the examination are reported below:

Written: 90.00

Oral Interview: 65.00

Thank you for your interest in employment with the City of Torrance.

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

Civil Service Division of the City Manager's Office

City of Torrance | 3231 Torrance Blvd | Torrance CA 90503

310.618.2915 voice | 310.618.2995 fax | www.TorranceCA.Gov | JobInfo@TorranceCA.Gov



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

February 20, 2024

[REDACTED]
Edwin Lara
[REDACTED]
[REDACTED]

Dear Edwin,

You are invited to a virtual panel interview for the position of ADMINISTRATIVE ASSISTANT which is scheduled for **Tuesday, February 27, 2024**.

This notice is your invitation to self-schedule your virtual panel interview time by logging in to your GovernmentJobs.com account.

TO SELF-SCHEDULE YOUR PANEL INTERVIEW TIME: Carefully read the following instructions.

1. Go to <https://www.governmentjobs.com/Applications/submitted> & 'Sign In' to your account in the upper right hand corner.
2. Click the 'Applications & Status' link from the user menu in the upper right hand corner.
3. Find the application for ADMINISTRATIVE ASSISTANT with the City of Torrance and click on Schedule to see the panel interview available times and select the desired time.
4. Deadline to self-schedule: **Sunday, February 25, 2024**. (If you do not self-schedule by this date, we will assume that you are no longer interested in the position.)

This interview process will be conducted virtually and you will be emailed prior to your interview with an access link (Zoom Meetings) to conduct the interview. You should allow approximately thirty (30) minutes for this examination process.

To establish eligibility for veteran's preference, applicants must submit documentary evidence (i.e. DD214). We must receive a copy of your DD214 prior to completion of the examination process.

Click this link for more information on the veteran's preference policy: <https://www.torranceca.gov/government/human-resources/your-rights-during-the-examination-process>.

If you are unable to attend your interview, please contact Human Resources.

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

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

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ATTACHMENT B

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

Honorable Members:

SUBJECT: CIVIL SERVICE COMMISSION CLOSED SESSION

The Civil Service Commission will meet in Closed Session for the following purpose:

a. CONFERENCE WITH LEGAL COUNSEL – EXISTING DISCIPLINE (California Government Code §54957(b) (1)):

- 1) Appeal of Discipline of a Police Officer (9).

Respectfully submitted,



Brianne Cohen
Civil Service Manager