

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, AUGUST 12, 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, Hamada, Kohus, Lohnes, Sasaki, Zygielbaum, Chair Herring

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, August 8, 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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS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 Civil Service Commission Minutes.

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of November 27, 2023, April 22, 2024, May 6, 2024, May 13, 2024, May 20, 2024, June 10, 2024, June 24, 2024, July 8, 2024, and July 22, 2024. (Minutes provided to Commission members only, copies available in the Personnel Building).

6B. Accept and File Employee Transition Report for July 2024.

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of July 2024.

6C. Approve the Examination for Engineering Technician III.

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

6D. Approve the Examination for Senior Librarian.

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

7. ADMINISTRATIVE MATTERS

7A. Approve the Reclassification of Incumbent to Senior Administrative Assistant.

Recommendation of the Human Resources Director that your Honorable Body approve the reclassification of Ms. Nancy Miller, Administrative Assistant, assigned to the Communications and Information Technology (CIT) Department, to the classification of Senior Administrative Assistant.

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, August 26, 2024 at 6:00 p.m. in the Council Chamber.



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

Honorable Members:

SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR JULY 2024

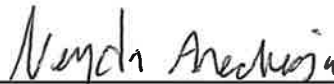
RECOMMENDATION:

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of July 2024.

BACKGROUND/ANALYSIS:

The Employee Transition Report for July 2024 is attached for your information and review.

Respectfully submitted,



Neyda Arechiga
Senior Human Resources Technician

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for July 2024

**EMPLOYEE TRANSITION REPORT
JULY 2024**

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

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Administrative Analyst	Public Works	Senior Business Manager	Public Works
Management Assistant	City Manager's Office	Staff Assistant	City Manager's Office

INTERNAL TRANSFERS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Box Office Attendant	General Services	Program Leader	Community Services

NEW HIRES

TITLE	DEPARTMENT
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Assistant Engineer	Community Development
Environmental Quality Officer	Community Development
Information Technology Analyst	Communications and Information Technology
Library Page	Community Services
Permit Technician I	Community Development
Planning Assistant	Community Development
Program Specialist	Community Services
Program Specialist	Community Services
Sanitation Equipment Operator	Public Works
Senior Forensic ID Specialist	Police
Wireless Technician	Communications and Information Technology

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR ENGINEERING TECHNICIAN III

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Engineering Technician III examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Exam (Pass/Fail), and an 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 Engineering Technician III. There is currently one (1) vacancy due to a promotion.

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

The previous examination in 2021 was weighted as follows: Application Review (Qualifying) and an Oral Interview (100%). Staff conducted an analysis of previous exam components, and it was determined that the knowledge and abilities required for this position can be assessed using the following weights: Application Review (Qualifying), Performance Exam (Pass/Fail), and an Oral Interview (100%)

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Anaïd Navarro
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Engineering Technician III Class Specification

6C



City of Torrance
ENGINEERING TECHNICIAN III

CLASS CODE	3113	SALARY	\$32.38 - \$39.36 Hourly \$5,612.53 - \$6,822.40 Monthly \$67,350.40 - \$81,868.80 Annually
BARGAINING UNIT	Engineers Association & Torrance Fiscal Employees Association	REVISION DATE	September 01, 1998

DEFINITION

Under general supervision, performs complex technical civil engineering work; performs skilled computer-aided drafting work in the production of drawings, construction plans, and maps; assists engineers in the design of various engineering maintenance and construction projects; and performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

The Engineering Technician III is the advanced journey level class in the technical engineering series. The incumbent is distinguished from the Assistant Engineer in that the incumbent performs complex technical civil engineering work. The incumbent is distinguished from the Engineering Technician II in that the Technician III has responsibility for personnel and project coordination and greater authority over assignments and decisions required to complete the work. Incumbents possess a significant level of technical expertise beyond that expected at the journey level. Work is judged primarily on overall results. Work may require the development of recommendations consistent with directives, policies and regulations.

Receives general supervision from assigned engineers and may receive functional supervision from an Engineering Technician III; may provide functional supervision to lower-level employees, but this task is ancillary to the primary focus of the classification.

EXAMPLES OF ESSENTIAL DUTIES

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

- Prepares drawings, maps, construction plans, estimates, specifications for public works projects and easements, legal descriptions and other property-related documents;
- Performs routine engineering design work;
- Creates documents and reports using various computer applications;
- Assists the public by responding to questions or explaining City policies and procedures related to municipal engineering;
- Ensures that applicable public works code requirements are met;
- Maintains departmental records such as maps, plans, drawings and databases;
- Assigns, reviews and coordinates the work of subordinate technical engineering personnel; assists in training lower-level employees;
- Keep abreast of current engineering principles and practices, technology and regulations that apply to City engineering projects;
- Participates as a member on interdepartmental and intradepartmental teams and committees as required;
- Provides staff training and technical support in the use of engineering computer applications;
- Uses computer applications in the preparation of engineering drawings, maps and construction plans;

ATTACHMENT A

- Prepares general correspondence such as letters, memos and reports.

Examples of Other Duties

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

- Attends division and department meetings as required;
- Reviews plan checks of improvement and subdivision plans;
- Perform 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.

Equivalent to graduation from high school, including or supplemented by courses in algebra, geometry and trigonometry, engineering drawing, computer aided drafting and surveying and a minimum of five years of technical engineering experience, which included two years as a drafter using computer aided drafting and design.

(An Associates degree in math or engineering is desired.)

License and/or Certificates

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

Knowledge of

- Computer-aided design and drafting principles and techniques;
- Engineering computer applications currently in use by the City;
- Civil engineering drafting materials, techniques and instruments;
- Nomenclature, symbols, methods, practices and instruments used in engineering drafting, mapping and surveying;
- Mathematics as applied to technical engineering work, including algebra, geometry and trigonometry;
- City codes and ordinances, and various rules and regulations affecting departmental operations;

Ability to

- Effectively assign, review and coordinate the work of subordinate personnel;
- Perform complex, precise mapping and drafting from verbal and written instructions;
- Compile and analyze engineering data;
- Read and interpret legal descriptions, engineering drawings and survey notes;
- Perform complex mathematical computations with speed and accuracy;
- Perform engineering computations;
- Operate office and other equipment including a computer, plotter, scientific calculator, fax machine, blueprint machine, diazo machine, copier, computer tools and drafting instruments;
- Understand and carry out oral and written directions;
- Communicate effectively orally and in writing;
- Establish and maintain effective relationships with co-workers, other City employees, representatives from outside agencies and the public;
- Exercise tact and diplomacy relative to public inquiries and requests for information;
- Learn and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS

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

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

CAREER LADDER INFORMATION

Experience gained in this classification may serve to meet the minimum requirements for promotion to Assistant Engineer.

ESTABLISHED/REVISED DATE

Revised Date: September 1998

Department Review Date: July 2024

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SENIOR LIBRARIAN

RECOMMENDATION:

Recommendation of Human Resources Director that your Honorable Body approve conducting the Senior Librarian examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (50%), and an 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 Senior Librarian. There is a current vacancy due to a new budgeted position.

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

The previous examination in 2021 was weighted as follows: Application Review (Qualifying) and Oral Interview (100%). Staff conducted an analysis of the previous exam components and it was determined that a performance test is required to assess the candidates writing skills and assist in assessing the candidates supervisory skills, as this is the supervisory level in the librarian professional series and these competencies are needed at this level.

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) Senior Librarian Class Specification

6D



City of Torrance
LIBRARIAN, SENIOR

CLASS CODE	1625	SALARY	\$38.70 - \$44.76 Hourly \$6,708.00 - \$7,758.40 Monthly \$80,496.00 - \$93,100.80 Annually
BARGAINING UNIT	Torrance Professional & Supervisory Association	REVISION DATE	September 01, 1998

DEFINITION

Under direction, manages a branch library or specialized library function; plans, organizes and supervises the activities of subordinate personnel; performs related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

The Senior Librarian is the supervisory level class in the professional librarian series. Senior Librarian is distinguished from the Librarian in that the Librarian is not responsible for the operation of a branch library or specialized library function. Senior Librarian is distinguished from the Library Services Manager in that the incumbent does not have administrative responsibility over a major division of the library. Incumbents perform a full range of complex tasks and works under direction within a framework of established procedures. Work is judged primarily on overall results with great latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

Receives direction from the Library Services Manager and exercises direct supervision over assigned library personnel and activities.

EXAMPLES OF ESSENTIAL DUTIES

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

- Plans, schedules and supervises library staff and activities of a branch library or a specialized library function;
- Supervises library staff; supervisory duties include 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;
- Provides reference and reader's advisory service and instruction in the use of the library to patrons;
- Interacts with patrons in a courteous and professional manner and defuses potentially volatile or sensitive situations to ensure quality customer service;
- Reviews and selects print, electronic and other non-print materials;
- Manages budget for assigned branch or specialized library function;
- Participates in book selection and reader reviews;
- Assists Library Services Manager in preparing program budget;
- Makes recommendation to supervisor regarding programming, budget, policies and general supervision;
- Maintains records and prepares reports;

- Prepares bibliographies;
- Ensures the proper maintenance of library facilities;
- Oversees the development of displays, exhibits, brochures and news releases promoting library materials and services;
- Makes public presentations and represents the library before groups;
- Represents the Department through participation in various community, youth services or professional organizations.

In addition to the above, if assigned to Youth Services

- Plans and organizes services and materials for youth from preschool through high school;
- Establishes and coordinates school and library services;
- Prepares and presents book talks, storytelling and special programs.

In addition to the above, if assigned to Support Services

- Monitors and makes recommendations regarding library automation activities;
- Organizes training and supervises staff in the proper maintenance and operation of computer software, hardware and peripherals.

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 or conducts meetings as required;
- Keeps abreast of changing trends and technology in public library operations;
- Performs routine circulation, reference and other library duties as necessary;
- 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:

A Master of Library Science degree from an ALA accredited college or university and three years of professional public library experience in area of responsibility.

License and/or Certificates

None required.

Knowledge of

- Principles and practices of public librarianship;
- Bibliographies and reference materials;
- Non-print materials, audio-visual procedures and techniques;
- Tools and methods for evaluating and selecting books and other library materials for general audiences, and for youth, if applicable;
- Reading guidance techniques for a public library;
- Principles of withdrawal and weeding of library materials;
- Inter-library systems;

- Library programs appropriate for all segments of the community;
- Automation techniques applicable to library operations;
- Personal computers and peripheral equipment including operating systems and software currently in use by the City;
- Basic computer operations functions, data communications equipment and networks;
- Modern office practices and equipment;
- City policies and procedures affecting library operations;
- Principles of supervision, training and employee relations;
- Public relations and customer service techniques;
- Developments in childhood education and library involvement, if applicable;
- Methods of conducting storytelling, book talks and instruction in library use for children, if applicable;
- Library services and materials for children with special needs, if applicable;

Ability to

- Plan, organize and direct a branch library or specialized library function;
- Prepare extensive bibliographies;
- Use specialized reference and research materials to resolve research problems;
- Prepare and present public library programs for adults and/or children;
- Prepare and recommend preliminary budgetary information;
- Prepare and present accurate and timely reports;
- Plan, assign, supervise, train and evaluate personnel;
- Evaluate books and non-print materials for adults and children;
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations and the public;
- Communicate effectively both orally and in writing;
- Make effective public presentations;
- Establish rapport and work effectively with patrons of all ages and ability levels, if applicable;
- Utilize a computer and a variety of office machinery;
- Follow oral and written instructions.

SPECIAL REQUIREMENTS

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

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

CAREER LADDER INFORMATION

Experience gained in this classification would serve toward meeting the minimum requirements for promotion to Library Programs Manager.

ESTABLISHED/REVISED DATE

Revised Date: September 1998

Department Review Date: August 2024

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

Honorable Members:

**SUBJECT: APPROVE THE RECLASSIFICATION OF INCUMBENT TO SENIOR
ADMINISTRATIVE ASSISTANT**

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve the reclassification of Ms. Nancy Miller, Administrative Assistant, assigned to the Communications and Information Technology (CIT) Department, to the classification of Senior Administrative Assistant.

BACKGROUND:

The CIT Director requested a review of the Admin Assistant position to determine the appropriate classification level. Due to staffing changes over time, the Administrative Assistant in the CIT Department has gained technical knowledge and expertise and has been performing duties identified in the Senior Administrative Assistant class specification. There is currently one incumbent in the Administrative Assistant classification that has been meeting the needs of the CIT Department at the level of Senior Administrative Assistant.

At their December 20, 2022 meeting, the City Council approved a reorganization of the CIT Department to better serve the City. The CIT Director reviewed the clerical staffing needs of the department and has made the assessment that a Senior Administrative Assistant would be more effective in supporting the CIT Department without the need for the position of Administrative Assistant.

Upon review of the scope and level of responsibility of the position, it was determined that the Administrative Assistant position should be reclassified to the Senior Administrative Assistant position. The incumbent Administrative Assistant has been working in the capacity of a Senior Administrative Assistant prior to and since the retirement of the past incumbent to the position. She has demonstrated increasing administrative support to the CIT Department over time. The incumbent Administrative Assistant has been handling sensitive personnel materials and files, as well as confidential files and correspondence. The incumbent Administrative Assistant has also been working on high-level assignments that may impact decision-making and require careful analysis and attention to detail to ensure accurate outcomes in the department. Therefore, the Human Resources Director recommends that Ms. Nancy Miller be reclassified from Administrative Assistant to Senior Administrative Assistant.

ANALYSIS:

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

Criterion #1

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

The incumbent is performing the duties and has the experience and education required of the proposed classification of Senior Administrative Assistant.

Criterion #2

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

The incumbent was hired as an Office Assistant in 2001 and was promoted to Administrative Assistant in 2004. The incumbent transferred to the CIT Department in 2005 and has been providing more complex administrative support over time. Ms. Miller has also served in a move-up capacity to the Senior Administrative Assistant position when the past incumbent was out of the office. Over the past year as the Senior Administrative Assistant was preparing to retire, Ms. Miller was taking on more of the responsibilities and duties of the Senior Administrative Assistant role.

Criterion #3

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

The incumbent currently performs the full range of duties as required. Ms. Miller has assumed the higher-level duties and responsibilities while working in the CIT Department.

Criterion #4

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

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

Criterion #5

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

The salary range for the classification of Administrative Assistant is \$22.87 at the first step and \$28.56 at the top step. The following chart shows the salary relationships between the existing classification and the new classification with respect to the top step.

Classification	Top Step of Administrative Assistant	Top Step of Senior Administrative Assistant	% Difference vs. Top Step Proposed
Pay Comparison	\$28.56	\$32.83	15%

Criterion #6

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

There is currently no eligible list for the classification of Senior Administrative Assistant.

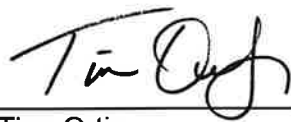
SUMMARY:

Based on analysis, it is evident that all of the factors listed within the Transfer of Incumbent Employees Without Examination Policy have been met and the consideration of the allocation of the incumbent to the proposed classification without examination is warranted.

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment:
- A) Class Specification – Administrative Assistant
 - B) Class Specification – Senior Administrative Assistant
 - C) Policy on Transfer of Incumbent Employees without Examination
 - D) Torrance Municipal Code Section 14.2.3
 - E) CIT Organizational Charts (Current and Proposed)



ADMINISTRATIVE ASSISTANT

Class Code:
1133

Bargaining Unit: Torrance City
Employees Association

CITY OF TORRANCE
Revision Date: Apr 11, 2023

SALARY RANGE

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

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

and responsibilities.

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

EXAMPLES OF ESSENTIAL DUTIES:

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

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

- Serves as back up to other support positions and assists others with a variety of support assignments or special projects on an as needed basis.

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

License and/or Certificates

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

Knowledge of

- Standard office procedures and practices;
- Departmental policies, procedures, systems, programs and functions;
- Telephone etiquette and principles of effective public relations;
- English usage, spelling, grammar, syntax and punctuation and business math;
- Principles and practices of business correspondence and report preparation;
- Basic methods of budget preparation and financial record keeping;
- Principles and practices of effective record keeping applicable to the maintenance of a variety of administrative, personnel, payroll, statistical and financial records;
- Working knowledge of a personal computer, other standard office equipment and software applications used by assigned department;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City operations.

Ability to

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

SPECIAL REQUIREMENTS:**Physical Requirements**

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

Work Environment

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised Date: October 2014

Revised Date: April 2023

Dept. Review: January 2024



City of Torrance
ADMINISTRATIVE ASSISTANT, SENIOR

CLASS CODE	1134	SALARY	\$27.01 - \$32.83 Hourly \$4,681.73 - \$5,690.53 Monthly \$56,180.80 - \$68,286.40 Annually
BARGAINING UNIT	Torrance Professional & Supervisory Association	ESTABLISHED DATE	October 01, 2009

DEFINITION

Under direction, provides administrative and secretarial support to a department head or executive manager; uses independent judgment and initiative in the planning, organization and performance of responsible and confidential secretarial work; serves as point of contact for the department coordinating communication, information, schedules and activities, tracking activities to ensure appropriate response and/or timely completion; may supervise or provide lead direction to clerical and/or secretarial support staff; performs other duties as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED

The Senior Administrative Assistant reports directly to a department head or executive manager. Incumbents exercise a high degree of discretion and independent judgment in the performance of duties. This classification is distinguished from lower level administrative support positions by a higher level of administrative knowledge and experience required for successful performance of the full range of assigned duties; supervisory and/or lead responsibility for clerical and/or secretarial staff; a greater complexity of work assignments; a higher level of independent judgment and initiative exercised in the performance of assignments; and a potential for greater impact of erroneous decisions on operating costs and schedules of a City department.

The Senior Administrative Assistant is distinguished from the Supervising Administrative Assistant as the latter classification has full responsibility for planning and administering department office operations and administrative support activities, budget administration and direct supervision of departmental clerical, secretarial and administrative staff.

Receives direction from a department head or executive manager; may provide direct supervision and/or lead direction to a small clerical and/or administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES

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

- Coordinates, designs, revises and maintains overall office systems for records and documents related to departmental operations;
- Establishes and maintains confidential files, materials and information;
- Schedules and coordinates appointments, conferences, meetings and maintains appointment calendar for department head and/or executive; tracks a variety of matters referred by the City Manager and information and actions requested by the City Council to ensure that deadlines are met;

- Receives, screens, and responds to requests, queries and complaints, received by phone, mail, email or in person from visitors, other City departments and the public relative to departmental and City policies, procedures and regulations;
- Screens and distributes incoming correspondence to department head, executive and/or staff members;
- Performs routine but specialized administrative duties related to departmental operations including data research, report writing, coordination of special events, and development and maintenance of tracking systems for budget expenditures;
- Researches and completes a variety of documents regarding personnel matters and departmental operations, coordinating activities with other departments as appropriate, and ensuring timely submittal to appropriate department for processing;
- Independently, composes letters, memos and other written communications on routine matters;
- Edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar;
- Prepares correspondence, such as letters, memos, reports, Commission and Council items and other materials on a variety of general and technical topics from rough drafts and other sources;
- As assigned, purchases and maintains office supply inventory; receives cash receipts and administers related budget and reports;
- As assigned, provides supervision and/or lead direction to departmental clerical and/or secretarial staff.

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 division and department meetings as required;
- Serves on various committees as appropriate;
- Performs special projects as assigned and related work as required.

QUALIFICATION GUIDELINES

Education and Experience

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

Graduation from high school or equivalent and three years of increasingly responsible secretarial and/or administrative support experience; courses in office administration and business occupations and experience in a lead capacity are desirable.

License and/or Certificates

Possession of a valid California class C driver license and safe driving record may be required for assignment to some positions in the classification.

Knowledge of

- Standard office procedures and practices;
- General knowledge of City operations;
- English usage, spelling, grammar, syntax and punctuation and business math;
- Modern office equipment and software applications;
- Advanced principles and methods of business correspondence and report preparation;
- Advanced record keeping methods;

- General methods of budget preparation and financial record keeping;
- Telephone etiquette and principles of effective public relations;
- Modern supervisory principles and practices;
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- General City operations.

Ability to

- Work independently, exercise good judgment in making decisions and in performing assigned duties;
- Perform multiple and concurrent detailed tasks often under time constraints and/or in an environment of frequent interruptions;
- Interpret, explain and enforce departmental and City policies and procedures;
- Establish and maintain complex and confidential records, files and documents;
- Perform highly skilled administrative and secretarial work;
- Proofread and detect errors in typing, spelling, syntax and punctuation and make accurate mathematical computations;
- Communicate clearly and concisely, both orally and in writing;
- Collect, interpret and exercise judgment in organizing data and compiling reports;
- Type a variety of materials to, include letters, memos, reports, legal documents, Commission and Council items from rough drafts and other sources;
- Understand and accurately follow brief oral and written instructions;
- Effectively operate a computer and peripheral office equipment;
- Supervise or Lead the work of subordinate staff including planning, organizing, prioritizing, assigning, reviewing, monitoring and evaluating work, as assigned;
- Establish and maintain effective working relationships with those contacted in the course of work including City employees, City and other government officials, and the general public;
- Perform multiple and concurrent detailed tasks in an environment of time constraints and frequent interruptions;
- Learn and utilize new skills and information to improve job performance and efficiency.

SPECIAL REQUIREMENTS

Physical Requirements

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 30 pounds; to lift and carry objects weighing up to 15 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to arms length with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel and/or crouch to retrieve files and other items.

Work Environment

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

CAREER LADDER INFORMATION

Experience gained in the classification of Senior Administrative Assistant may serve to meet minimum qualifications for promotion to Supervising Administrative Assistant.

ESTABLISHED/REVISED DATE

Established Date: October 2009

Dept. Review Date: April 2023

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

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

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

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

Torrance Municipal Code

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

(Amended by O-3486)

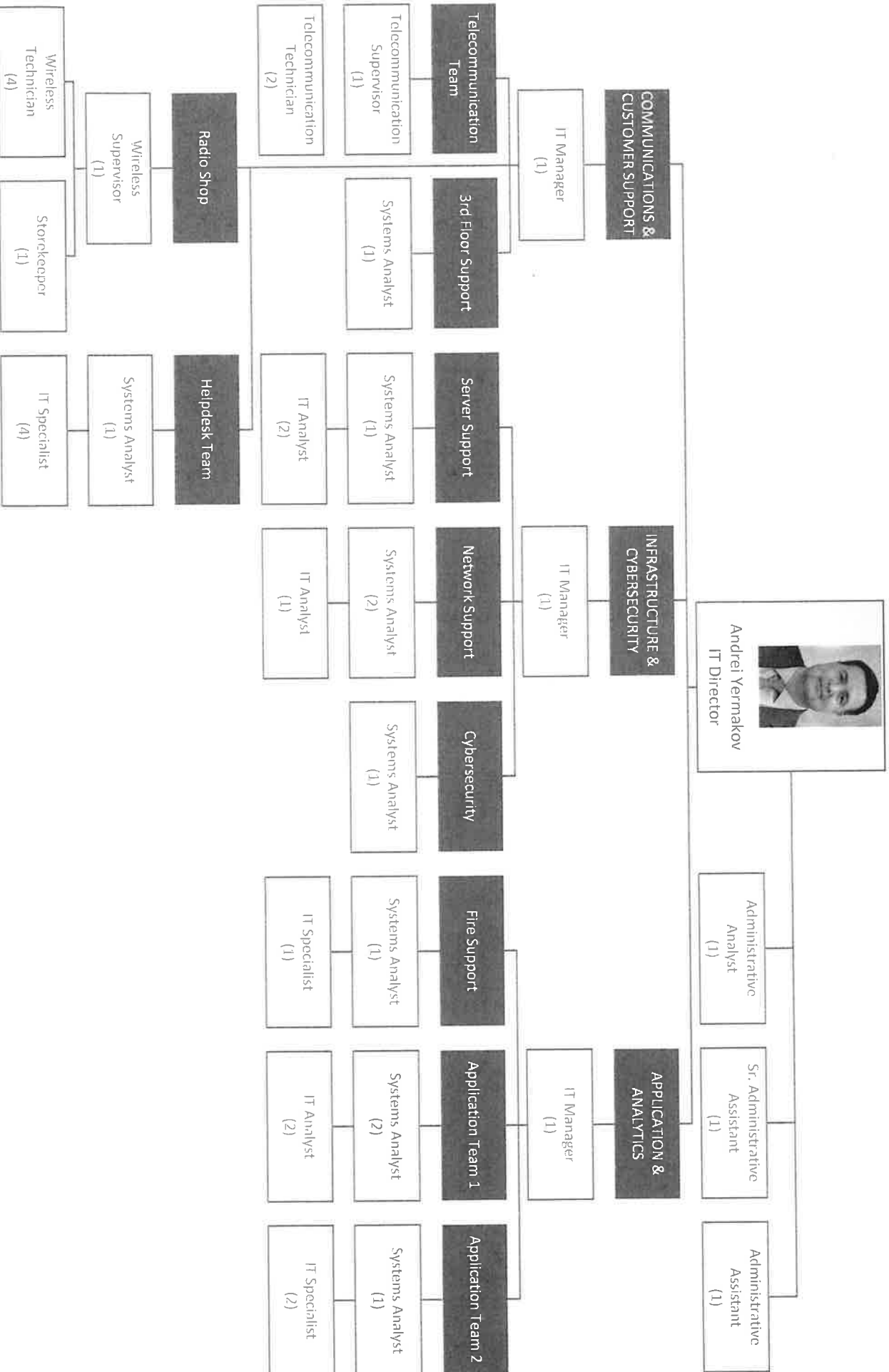
The Personnel Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission. The Commission shall submit its action on such recommendation to the City Council. The City Council shall make the final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

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

CITY OF TORRANCE

Organizational Chart (Current)

Communications & Information Technology



CITY OF TORRANCE

Organizational Chart (Proposed)

Communications & Information Technology

