



City of Santa Clara

Revised Agenda

Civil Service Commission

Thursday, April 10, 2025

6:00 PM

Hybrid Meeting
City Hall Council
Chambers/Virtual
1500 Warburton Avenue
Santa Clara, CA, 95050

Revised Agenda: The Pledge of Allegiance has been moved to Call to Order and Roll Call

The City of Santa Clara is conducting the Civil Service Commission in a hybrid manner (in-person and a method for the public to participate remotely).

• Via Zoom:

<https://santaclaraca.zoom.us/j/82497868823?pwd=pKSM4g0xuJN3b2fkH8rUSjOuw9rbqC.1>

Webinar ID: 824 9786 8823

Passcode: 332703

OR

Phone: 1 (669) 900-6833

CALL TO ORDER AND ROLL CALL

Pledge of Allegiance

CONSENT CALENDAR

1.a 25-275 [Action to Approve the Civil Service Commission Meeting Minutes of February 13, 2025](#)

Recommendation: Approve the Civil Service Commission meeting minutes of February 13, 2025.

ATTACHMENTS

1. Meeting Minutes - February 13, 2025

1.b 25-306 [Note and File the Current Status and Requisition Report Dated March 31, 2025](#)

Recommendation: Note and file the Current Status and Requisition Report dated March 31, 2025

PUBLIC PRESENTATIONS

[This item is reserved for persons to address the body on any matter not on the agenda that is within the subject matter jurisdiction of the body. The law does not permit action on, or extended discussion of, any item not on the agenda except under special circumstances. The governing body, or staff, may briefly respond to statements made or questions posed, and appropriate body may request staff to report back at a subsequent meeting.]

GENERAL BUSINESS

2. **25-307** [Action to Adjust the Examination Weighting Plan for Police Records Specialist I \(Job Code 641\) and Police Records Specialist II \(Job Code 643\) to Qualifying Written and 100% Oral Exam on an Ongoing Basis](#)

Recommendation: Approve the modified weighting plan to a qualifying written examination and 100% oral board examination for Police Records Specialist I (Job Code 641) and Police Records Specialist II (Job Code 643) on an ongoing basis

3. **25-440** [Action to Modify the Class Specification for Senior Public Safety Dispatcher \(Job Code 725\) for Calendar Years 2025 and 2026](#)

Recommendation: Approve the modified Senior Public Safety Dispatcher (Job Code 725) class specifications for calendar years 2025 and 2026

4. **25-308** [Action to Modify the Class Specifications for Accounting Technician I \(Job Code 216\) and Accounting Technician II \(Job Code 217\)](#)

Recommendation: Approve the modified Accounting Technician I (Job Code 216) and Accounting Technician II (Job Code 217) class specifications

5. **25-312** [Action to Abolish the Eligible List for Senior Civil Engineer \(Job Code 322\)](#)

Recommendation: Approve abolishing the eligible list for Senior Civil Engineer (Job Code 322)

STAFF REPORT**COMMISSIONERS REPORT****ADJOURNMENT****MEETING DISCLOSURES**

The time limit within which to commence any lawsuit or legal challenge to any quasi-adjudicative decision made by the City is governed by Section 1094.6 of the Code of Civil Procedure, unless a shorter limitation period is specified by any other provision. Under Section 1094.6, any lawsuit or legal challenge to any quasi-adjudicative decision made by the City must be filed no later than the 90th day following the date on which such decision becomes final. Any lawsuit or legal challenge, which is not filed within that 90-day period, will be barred. If a person wishes to challenge the nature of the above section in court, they may be limited to raising only those issues they or someone else raised at the meeting described in this notice, or in written correspondence delivered to the City of Santa Clara, at or prior to the meeting. In addition, judicial challenge may be limited or barred where the interested party has not sought and exhausted all available administrative remedies.

If a member of the public submits a speaker card for any agenda items, their name will appear in the Minutes. If no speaker card is submitted, the Minutes will reflect "Public Speaker."

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the City of Santa Clara will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities, and will ensure that all existing facilities will be made accessible to the maximum extent feasible. The City of Santa Clara will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities including those with speech, hearing, or vision impairments so they can participate equally in the City's programs, services, and activities. The City of Santa Clara will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Agendas and other written materials distributed during a public meeting that are public record will be made available by the City in an appropriate alternative format. Contact the City Clerk's Office at 1 408-615-2220 with your request for an alternative format copy of the agenda or other written materials.

Individuals who require an auxiliary aid or service for effective communication, or any other disability-related modification of policies or procedures, or other accommodation, in order to participate in a program, service, or activity of the City of Santa Clara, should contact the City's ADA Coordinator at 408-615-3000 as soon as possible but no later than 48 hours before the scheduled event.



City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
@SantaClaraCity

Agenda Report

25-275

Agenda Date: 4/10/2025

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Approve the Civil Service Commission Meeting Minutes of February 13, 2025

RECOMMENDATION

Approve the Civil Service Commission meeting minutes of February 13, 2025.

ATTACHMENTS

1. Meeting Minutes - February 13, 2025



City of Santa Clara

Meeting Minutes

Civil Service Commission

02/13/2025

6:00 PM

Hybrid Meeting
City Hall Council Chambers/Virtual
1500 Warburton Avenue
Santa Clara, CA, 95050

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• Via Zoom:

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Phone: 1 (669) 900-6833

CALL TO ORDER AND ROLL CALL

Chair Felizardo called the meeting to order at 6:02 pm and lead the meeting with the Pledge of Allegiance

Present 4 - Chair Franklin Felizardo, Commissioner Ron Billingsley, Commissioner Wesley Dudzinski, and Commissioner Samuel Pumarejo

Absent 1 - Commissioner Arti Purohit

CONSENT CALENDAR

1.a [25-213](#) Action to Approve the Civil Service Commission Meeting Minutes of January 22, 2025

A motion was made by Commissioner Billingsley, seconded by Commissioner Dudzinski to approve the January 22, 2025 Civil Service Commission meeting minutes.

Aye: 4 - Chair Felizardo, Commissioner Billingsley, Commissioner Dudzinski, and Commissioner Pumarejo

Absent: 1 - Commissioner Purohit

- 1.b [25-184](#) Note and File the Current Status and Requisition Report Dated January 31, 2025

A motion was made by Commissioner Billingsley, seconded by Commissioner Dudzinski, to Note and File the Current Status and Requisition Report dated January 31, 2025.

Aye: 4 - Chair Felizardo, Commissioner Billingsley, Commissioner Dudzinski, and Commissioner Pumarejo

Absent: 1 - Commissioner Purohit

PUBLIC PRESENTATIONS

None

GENERAL BUSINESS

2. [25-185](#) Action to Modify Police Training Coordinator (Job Code 648) Class Specification

A motion was made by Commissioner Dudzinski, seconded by Commissioner Pumarejo, to Modify the Police Training Coordinator Class Specification.

Aye: 4 - Chair Felizardo, Commissioner Billingsley, Commissioner Dudzinski, and Commissioner Pumarejo

Absent: 1 - Commissioner Purohit

3. [25-186](#) Action to Modify Grounds Maintenance Worker I (Job Code 485) Class Specification and Add Grounds Maintenance Worker I (Job Code 485A) Class Specification

A motion was made by Commissioner Billingsley, seconded by Commissioner Dudzinski to Modify the Grounds Maintenance Worker I Class Specification and Add Grounds Maintenance Worker I Class Specification.

Aye: 4 - Chair Felizardo, Commissioner Billingsley, Commissioner Dudzinski, and Commissioner Pumarejo

Absent: 1 - Commissioner Purohit

4. [25-191](#) Action to Modify the Class Specification and Weighting Plan for Grounds Maintenance Worker II (Job Code 490) and Add Grounds Maintenance Worker II (Job Code 490A) Class Specification

A motion was made by Commissioner Pumarejo, seconded by Commissioner Billingsley, to Modify the Class Specification and Weighting Plan for Grounds Maintenance Worker II and Add Grounds Maintenance Worker II Class Specification.

Aye: 4 - Chair Felizardo, Commissioner Billingsley, Commissioner Dudzinski, and Commissioner Pumarejo

Absent: 1 - Commissioner Purohit

5. [25-192](#) Action to Modify the Class Specification and Weighting Plan for Grounds Maintenance Worker III (Job Code 495) and Add Grounds Maintenance Worker III (Job Code 495A) Class Specification

A motion was made by Commissioner Dudzinski, seconded by Commissioner Pumarejo, to Modify the Class Specification and Weighting Plan for Grounds Maintenance Worker III and Add Grounds Maintenance Worker III Class Specification.

Aye: 4 - Chair Felizardo, Commissioner Billingsley, Commissioner Dudzinski, and Commissioner Pumarejo

Absent: 1 - Commissioner Purohit

STAFF REPORT

None

COMMISSIONERS REPORT

None

ADJOURNMENT

A motion was made by Commissioner Dudzinski, seconded by Commissioner Billingsley, to adjourn the meeting at 6:38 pm.

Aye: 4 - Chair Felizardo, Commissioner Billingsley, Commissioner Dudzinski, and Commissioner Pumarejo

Absent: 1 - Commissioner Purohit

MEETING DISCLOSURES

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Agenda Report

25-306

Agenda Date: 4/10/2025

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Note and File the Current Status and Requisition Report Dated March 31, 2025

RECOMMENDATION

Note and file the Current Status and Requisition Report dated March 31, 2025

ATTACHMENT

1. Current Status and Requisition Report Dated March 31, 2025

Current Status and Requisition Report*
Dated March 31, 2025

Requisition	Classification	Department	No. Positions Approved to Fill
2319571	Staff Aide I	City Manager's Office	1
2319625	Assistant/Associate Planner	Community Development	2
2319566	Combination Inspector	Community Development	2
2319605/2419651	Office Specialist II	Community Development	3
2419665	Staff Aide I	Community Development	1
TBD	Staff Analyst II	Community Development	1
2319549	Electric Meter Technician	Electric Utility	2
2319553	Electric Utility Electrician	Electric Utility	4
2319548	Electric Utility Electrician Technician	Electric Utility	1
2319538	Electric Utility Engineer	Electric Utility	6
TBD	Electric Utility Generation Technician	Electric Utility	2
TBD	Electric Utility Network Administrator	Electric Utility	2
22340	Electric Utility Programmer Analyst	Electric Utility	2
2319540	Electric Water and Sewer Operator	Electric Utility	1
TBD	Journey Lineworker	Electric Utility	3
TBD	Office Specialist II	Electric Utility	1
TBD	Office Specialist III	Electric Utility	1
2319588	Power Contract Specialist	Electric Utility	1
2319535/2319539	Senior Electric Utility Engineer	Electric Utility	4
2419659	Senior Instrument and Control Technician	Electric Utility	1
2319498	Senior Resource Analyst	Electric Utility	2
2319569	Accounting Technician II	Finance	1
2419677	Chief Storekeeper	Finance	1
2419678	Materials Handler	Finance	1
TBD	Fire Prevention Specialist I	Fire	1
2419649	Office Specialist II	Fire	2
2419680	Permit Technician I	Fire	1
2319635	Librarian I/II	Library	1
2419661	Senior Library Assistant	Library	1
2419667/2419668	Grounds Maintenance Worker I/II	Parks & Recreation	13
TBD	Grounds Maintenance Worker III	Parks & Recreation	2
2419670	Parks Maintenance Craft Worker	Parks & Recreation	1
2319579	Recreation Coordinator	Parks & Recreation	1
2319636	Jail Service Officer	Police	1
2319594	Police Officer Recruit/Lateral	Police	9
19256/20275/21321	Police Records Specialist II	Police	2
TBD	Public Safety Dispatcher I/II	Police	7
2419645	Police Training Coordinator	Police	1
TBD	Senior Public Safety Dispatcher	Police	2
2319631	Associate Engineer (Civil)	Public Works	2
2419676	Code Enforcement Technician	Public Works	1
2319618/2419698	Public Works Supervisor	Public Works	2
2419582	Senior Engineering Aide	Public Works	2

Current Status and Requisition Report*
Dated March 31, 2025

Requisition	Classification	Department	No. Positions Approved to Fill
2319637	Senior Civil Engineer	Public Works	2
2419663	Street Maintenance Worker I	Public Works	2
TBD	Associate Engineer (Civil)	Water and Sewer Utilities	1
2319628	Code Enforcement Officer	Water and Sewer Utilities	1
2319624	Code Enforcement Technician	Water and Sewer Utilities	1
2319557	Equipment Operator	Water and Sewer Utilities	2
2419560	Senior Civil Engineer	Water and Sewer Utilities	1
TBD	Senior Engineering Aide	Water and Sewer Utilities	1
TBD	Utility Business System Specialist	Water and Sewer Utilities	1
2319629	Utility Inspection Technician	Water and Sewer Utilities	1
Total			111

Current Status and Requisition Report*
Dated March 31, 2025

Classified New Hires, Promotions, and Rehires from July 1, 2024 - March 31, 2025

New Hires	53
Promotions	34
Transfers	2
Rehires	2
Total	91

Classified Positions Filled February 2025 - March 2025

Classification	Department	No. of Hires/Promotions/Transfers
Accountant	Finance	1
Accounting Technician II	Finance	1
Building Maintenance Worker	Public Works	1
Buyer	Finance	1
Combination Inspector	Community Development	2
Customer Service Representative - Permit	Community Development	1
Firefighter I	Fire	5
Grounds Maintenance Worker II	Parks & Recreation	1
Meter Reader	Finance	1
Office Specialist III	Water & Sewer Utilities	1
Office Specialist IV	Community Development	1
Police Lieutenant	Police	2
Police Officer	Police	1
Police Sergeant	Police	2
Pump Maintenance Technician	Water & Sewer Utilities	1
Recruit Police Officer	Police	2
Senior Electric Utility Electrician Technician	Silicon Valley Power	1
Staff Aide I	Water & Sewer Utilities	1
Staff Aide II	Silicon Valley Power	1
Utility Inspection Supervisor	Water & Sewer Utilities	1
Water & Sewer Maintenance Worker I	Water & Sewer Utilities	4
Water & Sewer Maintenance Worker II	Water & Sewer Utilities	3
Water Service Technician	Water & Sewer Utilities	1
Total		36

*Data includes classified positions, covered by the Civil Service Rules, and excludes unclassified and as-needed recruitments.



Agenda Report

25-307

Agenda Date: 4/10/2025

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Adjust the Examination Weighting Plan for Police Records Specialist I (Job Code 641) and Police Records Specialist II (Job Code 643) to Qualifying Written and 100% Oral Exam on an Ongoing Basis

BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Police Records Specialist I/II (Job Code 641/643). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement." This request has been coordinated with the Police Department.

DISCUSSION

A request to adjust the weighting plan for Police Records Specialist I/II (Job Code 641/643) was brought forward to the March 13, 2025 Civil Service Commission meeting. Due to lack of quorum, this item was deferred to the April 10, 2025 meeting. So the recruitment was not further delayed, the Department proceeded to post the recruitment using the existing weighting plan. This request will be for future Police Records Specialist I/II (Job Code 641/643) recruitments.

In coordination with the Police Department, the Human Resources Department recommends modifications to the examination weighting plan for Police Records Specialist I/II (Job Code 641/643) on an ongoing basis. Currently, the Police Records Specialist I/II (Job Code 641/643) examination weighting plan consists of a qualifying performance exam, qualifying written exam, and 100% oral board exam. The proposed modification is to make the examination weighting plan a qualifying written exam and 100% oral board examination. A typing certification is required as the performance exam and this is recommended to be removed from the recruitment process. At the April 10, 2024, Civil Service Commission Meeting, the Commission approved to remove the typing certification for all clerical and administrative positions in the City of Santa Clara Employees Association (Unit 578) bargaining group. At the time, the City did not propose removing the typing certification for classifications outside of this bargaining group.

In an effort to broaden out the candidate pool, it is recommended to remove the typing certification requirement. Many candidates are screened out at the application stage due to not possessing the typing certificate. Candidates have raised concerns regarding typing certification testing accessibility, not enough time during the application period to obtain the certification, and the cost of the exam, which is not a reimbursable expense to candidates. Further, typing certifications are considered outdated and are not a strong indicator of a candidate's overall ability to perform the job duties. The Police Department will instead assess candidates through various components of the testing process, including the interview process and during the selected candidate's probationary period.

There are no recommended changes to the class specification for Police Records Specialist I/II (Job Code 641/643).

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental

organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no fiscal impact to revising the class specification other than staff time.

PUBLIC CONTACT

Public contact was made by posting the Civil Service Commission agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov <<mailto:clerk@santaclaraca.gov>> or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve the modified weighting plan to a qualifying written examination and 100% oral board examination for Police Records Specialist I (Job Code 641) and Police Records Specialist II (Job Code 643) on an ongoing basis

Reviewed by: Ashley Lancaster, Deputy Director

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

25-440

Agenda Date: 4/10/2025

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Modify the Class Specification for Senior Public Safety Dispatcher (Job Code 725) for Calendar Years 2025 and 2026

BACKGROUND

The Human Resources Department proposes to modify the classification (class) specification for Senior Public Safety Dispatcher (Job Code 725). The request for Commission approval of the modification is based on Personnel & Salary Resolution Sec. 6(d) which states, "Classification specifications for positions in the Classified Service must first be approved and adopted by the City of Santa Clara Civil Service Commission before they may be approved and adopted by the City Council."

DISCUSSION

The City has experienced an ongoing vacancy rate (38%) in the Communications Center in the Police Department. The Police Department has explored various recruitment efforts to attract and retain candidates in the Public Safety Dispatching series. There are currently two (2) vacancies in the Senior Public Safety Dispatcher (Job Code 725) classification. The Department asked employees within the Communications Center if they were interested in this promotional opportunity. No internal candidates expressed interest in this promotional opportunity. In an effort to recruit candidates, the Human Resources Department and Police Department coordinated to update the Senior Public Safety Dispatcher (Job Code 725) classification on a one-time basis for the calendar 2025.

The Senior Public Safety Dispatcher (Job Code 725) is proposed to be updated on a one-time basis (for the duration of calendar year 2025) to remove the requirement of three (3) years of experience with the City of Santa Clara Police Department. This will allow the Department to recruit external candidates for these positions. The City will post an ongoing recruitment through the remainder of the calendar year, with a list expiration no later than December 2026. After this recruitment concludes, the minimum qualifications will revert back to require the three (3) years of experience with the City of Santa Clara Police Department (beginning in calendar year 2026).

The City coordinated with the Public Safety Non-Sworn Employees Association (Unit 10) to enter into a Side Letter Agreement to make this change.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no fiscal impact to revising the class specification.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any

agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov <mailto:clerk@santaclaraca.gov> or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve the modified Senior Public Safety Dispatcher (Job Code 725) class specifications for calendar years 2025 and 2026

Reviewed by: Ashley Lancaster, Deputy Director

Approved by: Aracely Azevedo, Director of Human Resources

ATTACHMENTS

1. Class Specification (clean) Senior Public Safety Dispatcher (Job Code 725) 2025 Version
2. Class Specification (track changes version) Senior Public Safety Dispatcher (Job Code 725) 2025 Version
3. Class Specification (clean) Senior Public Safety Dispatcher (Job Code 725) 2026 Version
4. Class Specification (track changes version) Senior Public Safety Dispatcher (Job Code 725) 2026 Version

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: SENIOR PUBLIC SAFETY DISPATCHER (JOB CODE 725)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police	Communications Operations Manager	Non-Exempt

CLASS SUMMARY

Under general direction, supervises the work of employees responsible for providing the full scope of dispatching operations on an assigned shift. Duties include but are not limited to, providing input on division policies and procedures, resolve most complex dispatching calls, and supervising Public Safety Dispatcher I/II's. Incumbents perform the full range of dispatch duties. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the first line supervisory classification in the work group assigned to supervise an assigned shift of Public Safety Dispatcher I/II's. Incumbents of this classification are distinguished from those of Public Safety Dispatcher I and Public Safety Dispatcher II even though they perform the same or similar tasks, by the performance of overall shift supervisory responsibilities. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned shift. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Graduation from high school or possession of a GED and five (5) years' experience in public safety dispatching.

For calendar year 2025, the minimum qualifications are revised to remove the required *three (3) years of which must be with the Santa Clara Police Department, Dispatch Unit*. Effective January 1, 2026, the City will revert to the prior minimum qualifications.

ACCEPTABLE SUBSTITUTION

None

LICENSES/CERTIFICATIONS

Possession of a P.O.S.T. Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate is required.

DESIRABLE QUALIFICATIONS

Supervisory experience and/or classroom education involving fire science, law enforcement, or general supervision is highly desirable.

OTHER REQUIREMENTS

Senior Public Safety Dispatcher (725)

- Must be able to perform all the essential functions of the job assignment. All candidates will be required to pass a City background investigation, which will include fingerprinting.
- Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent:

- Supervises an entire shift of Public Safety Dispatcher I/II's, including but not limited to evaluating all personnel assigned to their shift, prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations;
- Operates base radio console equipment, transmitting and receiving routine and emergency messages;
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines;
- Dispatches appropriate emergency vehicles, equipment, and personnel in response to those requests, in accordance with established policies and procedures;
- Coordinates emergency operations between various departmental personnel and equipment;
- Assists in providing input for updating or modifying policies or procedures concerning the operations of the Dispatch Unit;
- Interacts with other City employed shift supervisors to identify and resolve complications that may arise during their respective shifts;
- Ensures timely preparation and completion of reports or documents for the Communications Operations Manager;
- Operates data terminals for information pertaining to daily public safety operations and general emergency services;
- Maintains written logs, files, and computer information in the prescribed manner;
- Updates computer files and performs other clerical functions and tasks as directed; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- The techniques, procedures, and methods used in the daily operation of the Santa Clara Police Department Communications Center;
- Operation of computer-aided dispatch (CAD) system, video display terminals, associated radio, and telephone systems;
- Standard public safety radio procedures, emergency telephone answering techniques, policies and procedures; police and fire emergency procedures;

Senior Public Safety Dispatcher (725)

- Primary roads, streets, highways, areas, major buildings, and public facilities within the City's boundaries;
- The use of various departmental forms.

Skill in:

- Reading and interpreting maps;
- Maintaining accurate records.

Ability to:

- Read, write, spell, and speak in clear, concise English;
- Learn approved telephone answering techniques, policies and procedures;
- Operate CAD system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines;
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety;
- Follow verbal and written instructions;
- Communicate clearly and distinctly using radio and telephone equipment;
- Maintain composure and work accurately in emergency situations;
- Deal tactfully with the public and others;
- Work in a confined area, wearing a headset which restricts physical movement about the work area;
- Accurately enter data into the CAD system while simultaneously receiving information by phone or radio;
- Retrieve data from CAD terminal or other keyboard device;
- Maintain appropriate documentation of previous events, details, and conversations;
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record;
- Extract information or data from other computer systems;
- View multiple video display terminals for extended periods of time in variable light conditions;
- Distinguish and interpret the meaning of colors on video display terminals;
- Distinguish and comprehend simultaneous communications from several sources;
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time;
- Perform with a high standard of customer service, professional conduct, and civic responsibility;
- Provide individual, or group, reviews of employee performance in order to identify concepts or training approaches in an effort to eliminate confusion, repetition, or poor performance;
- Use emergency medical questioning techniques and provide medical instructions via telephone when required;
- Type at a net rate of 30 wpm on a computer keyboard.

SUPERVISION RECEIVED

Works under the direction of the Communications Operations Manager.

Senior Public Safety Dispatcher (725)

SUPERVISION EXERCISED

Has complete supervisory responsibility for shift activities and Public Safety Dispatchers, as assigned.

CLASSIFICATION HISTORY

Established 02/2009; Rev. 05/2015; Rev. 04/2025

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

TITLE: SENIOR PUBLIC SAFETY DISPATCHER (JOB CODE 725)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Police</u>	<u>Communications Operations Manager</u>	<u>Non-Exempt</u>

CLASS SUMMARY

Under general direction, supervises the work of employees responsible for providing the full scope of dispatching operations on an assigned shift. Duties include but are not limited to, providing input on division policies and procedures, resolve most complex dispatching calls, and supervising Public Safety Dispatcher I/II's. Incumbents perform the full range of dispatch duties. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the first line supervisory classification in the work group assigned to supervise an assigned shift of Public Safety Dispatcher I/II's. Incumbents of this classification are distinguished from those of Public Safety Dispatcher I ~~and~~, Public Safety Dispatcher II, ~~and Public Safety Dispatcher III~~ even though they perform the same or similar tasks, by the performance of overall shift supervisory responsibilities. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned shift. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. These responsibilities may include:

- ~~• providing input for updating or modifying policies or procedures concerning the operations of the Dispatch Unit;~~
- ~~• evaluating all personnel assigned to their shift, including the completion of employee performance appraisals in a timely fashion;~~
- ~~• identifying, analyzing and documenting employee performance and recommending an appropriate course of counseling and/or disciplinary action;~~
- ~~• interacting with other City employed shift supervisors to identify and resolve complications that may arise during their respective shifts;~~
- ~~• performing special assignments requiring a high degree of independent judgment and work where standardized procedures are not always available; and~~
- ~~• ensuring the timely preparation and completion of reports or documents for the Communications Operations Manager.~~

~~Performs related duties as assigned.~~

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Graduation from high school or possession of a GED and five (5) years' experience in public safety dispatching, ~~three (3) of which must be with the Santa Clara Police Department, Dispatch Unit.~~ ~~Supervisory experience and/or classroom education involving fire science, law~~

Senior Public Safety Dispatcher (725)

~~enforcement, or general supervision is highly desirable.~~

For calendar year 2025, the minimum qualifications are revised to remove the required *three (3) years of which must be with the Santa Clara Police Department, Dispatch Unit.* Effective January 1, 2026, the City will revert to the prior minimum qualifications.

ACCEPTABLE SUBSTITUTION

None

LICENSES/CERTIFICATIONS

Possession of a P.O.S.T. Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate is required.

DESIRABLE QUALIFICATIONS

Supervisory experience and/or classroom education involving fire science, law enforcement, or general supervision is highly desirable.

OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job assignment. All candidates will be required to pass a City background investigation, which will include fingerprinting.
- **SPECIAL CONDITIONS**
Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent:

- Supervises an entire shift of Public Safety Dispatcher I/II's, including but not limited to evaluating all personnel assigned to their shift, prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations;
- Operates base radio console equipment, transmitting and receiving routine and emergency messages;
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines;
- Dispatches appropriate emergency vehicles, equipment, and personnel in response to those requests, in accordance with established policies and procedures;
- Coordinates emergency operations between various departmental personnel and equipment;
- Assists in providing input for updating or modifying policies or procedures concerning the operations of the Dispatch Unit;

Senior Public Safety Dispatcher (725)

- Interacts with other City employed shift supervisors to identify and resolve complications that may arise during their respective shifts;
- Ensures timely preparation and completion of reports or documents for the Communications Operations Manager;
- Operates data terminals for information pertaining to daily public safety operations and general emergency services;
- Maintains written logs, files, and computer information in the prescribed manner;
- Updates computer files and performs other clerical functions and tasks as directed; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- The techniques, procedures, and methods used in the daily operation of the Santa Clara Police Department Communications Center;
- Operation of computer-aided dispatch (CAD) system, video display terminals, associated radio, and telephone systems;
- Standard public safety radio procedures, emergency telephone answering techniques, policies and procedures; police and fire emergency procedures;
- Primary roads, streets, highways, areas, major buildings, and public facilities within the City's boundaries;
- The use of various departmental forms.

Skill in:

- Reading and interpreting maps;
- Maintaining accurate records.

Ability to:

- Read, write, spell, and speak in clear, concise English;
- Learn approved- telephone answering techniques, ~~police~~policies and procedures;
- Operate CAD system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines;
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety;
- Follow verbal and written instructions;
- Communicate clearly and distinctly using radio and telephone equipment;
- Maintain composure and work accurately in emergency situations;
- Deal tactfully with the public and others;
- Work in a confined area, wearing a headset which restricts physical movement about the work area;
- Accurately enter data into the CAD system while simultaneously receiving information by phone or radio;
- Retrieve data from CAD terminal or other keyboard device;
- Maintain appropriate documentation of previous events, details, and conversations;
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record;

Senior Public Safety Dispatcher (725)

- Extract information or data from other computer systems;
- View multiple video display terminals for extended periods of time in variable light conditions;
- Distinguish and interpret the meaning of colors on video display terminals;
- Distinguish and comprehend simultaneous communications from several sources;
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time;
- Perform with a high standard of customer service, professional conduct, and civic responsibility;
- Provide individual, or group, reviews of employee performance in order to identify concepts or training approaches in an effort to eliminate confusion, repetition, or poor performance;
- Use emergency medical questioning techniques and provide medical instructions via telephone when required;
- Type at a net rate of 30 wpm on a computer keyboard.

SUPERVISION RECEIVED

Works under the direction of the Communications Operations Manager.

SUPERVISION EXERCISED

Has complete supervisory responsibility for shift activities and Public Safety Dispatchers, as assigned.

CLASSIFICATION HISTORY

Established 02/2009; Rev. 05/2015; Rev. 04/2025

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: SENIOR PUBLIC SAFETY DISPATCHER (JOB CODE 725)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police	Communications Operations Manager	Non-Exempt

CLASS SUMMARY

Under general direction, supervises the work of employees responsible for providing the full scope of dispatching operations on an assigned shift. Duties include but are not limited to, providing input on division policies and procedures, resolve most complex dispatching calls, and supervising Public Safety Dispatcher I/II's. Incumbents perform the full range of dispatch duties. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the first line supervisory classification in the work group assigned to supervise an assigned shift of Public Safety Dispatcher I/II's. Incumbents of this classification are distinguished from those of Public Safety Dispatcher I and Public Safety Dispatcher II even though they perform the same or similar tasks, by the performance of overall shift supervisory responsibilities. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned shift. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Graduation from high school or possession of a GED and five (5) years' experience in public safety dispatching, three (3) years of which must be with the Santa Clara Police Department Communications (Dispatch) Division.

ACCEPTABLE SUBSTITUTION

None

LICENSES/CERTIFICATIONS

Possession of a P.O.S.T. Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate is required.

DESIRABLE QUALIFICATIONS

Supervisory experience and/or classroom education involving fire science, law enforcement, or general supervision is highly desirable.

OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job assignment. All candidates will be required to pass a City background investigation, which will include

Senior Public Safety Dispatcher (725)

fingerprinting.

- Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent:

- Supervises an entire shift of Public Safety Dispatcher I/II's, including but not limited to evaluating all personnel assigned to their shift, prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations;
- Operates base radio console equipment, transmitting and receiving routine and emergency messages;
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines;
- Dispatches appropriate emergency vehicles, equipment, and personnel in response to those requests, in accordance with established policies and procedures;
- Coordinates emergency operations between various departmental personnel and equipment;
- Assists in providing input for updating or modifying policies or procedures concerning the operations of the Dispatch Unit;
- Interacts with other City employed shift supervisors to identify and resolve complications that may arise during their respective shifts;
- Ensures timely preparation and completion of reports or documents for the Communications Operations Manager;
- Operates data terminals for information pertaining to daily public safety operations and general emergency services;
- Maintains written logs, files, and computer information in the prescribed manner;
- Updates computer files and performs other clerical functions and tasks as directed; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- The techniques, procedures, and methods used in the daily operation of the Santa Clara Police Department Communications Center;
- Operation of computer-aided dispatch (CAD) system, video display terminals, associated radio, and telephone systems;
- Standard public safety radio procedures, emergency telephone answering techniques, policies and procedures; police and fire emergency procedures;
- Primary roads, streets, highways, areas, major buildings, and public facilities within the City's boundaries;
- The use of various departmental forms.

Senior Public Safety Dispatcher (725)

Skill in:

- Reading and interpreting maps;
- Maintaining accurate records.

Ability to:

- Read, write, spell, and speak in clear, concise English;
- Learn approved telephone answering techniques, policies and procedures;
- Operate CAD system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines;
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety;
- Follow verbal and written instructions;
- Communicate clearly and distinctly using radio and telephone equipment;
- Maintain composure and work accurately in emergency situations;
- Deal tactfully with the public and others;
- Work in a confined area, wearing a headset which restricts physical movement about the work area;
- Accurately enter data into the CAD system while simultaneously receiving information by phone or radio;
- Retrieve data from CAD terminal or other keyboard device;
- Maintain appropriate documentation of previous events, details, and conversations;
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record;
- Extract information or data from other computer systems;
- View multiple video display terminals for extended periods of time in variable light conditions;
- Distinguish and interpret the meaning of colors on video display terminals;
- Distinguish and comprehend simultaneous communications from several sources;
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time;
- Perform with a high standard of customer service, professional conduct, and civic responsibility;
- Provide individual, or group, reviews of employee performance in order to identify concepts or training approaches in an effort to eliminate confusion, repetition, or poor performance;
- Use emergency medical questioning techniques and provide medical instructions via telephone when required;
- Type at a net rate of 30 wpm on a computer keyboard.

SUPERVISION RECEIVED

Works under the direction of the Communications Operations Manager.

SUPERVISION EXERCISED

Has complete supervisory responsibility for shift activities and Public Safety Dispatchers, as assigned.

Senior Public Safety Dispatcher (725)

CLASSIFICATION HISTORY

Established 02/2009; Rev. 05/2015; Rev. 04/2025; Rev. 01/2026

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: SENIOR PUBLIC SAFETY DISPATCHER (JOB CODE 725)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police	Communications Operations Manager	Non-Exempt

CLASS SUMMARY

Under general direction, supervises the work of employees responsible for providing the full scope of dispatching operations on an assigned shift. Duties include but are not limited to, providing input on division policies and procedures, resolve most complex dispatching calls, and supervising Public Safety Dispatcher I/II's. Incumbents perform the full range of dispatch duties. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the first line supervisory classification in the work group assigned to supervise an assigned shift of Public Safety Dispatcher I/II's. Incumbents of this classification are distinguished from those of Public Safety Dispatcher I and Public Safety Dispatcher II even though they perform the same or similar tasks, by the performance of overall shift supervisory responsibilities. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned shift. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Graduation from high school or possession of a GED and five (5) years' experience in public safety dispatching, three (3) years of which must be with the Santa Clara Police Department Communications (Dispatch) Division.

ACCEPTABLE SUBSTITUTION

None

LICENSES/CERTIFICATIONS

Possession of a P.O.S.T. Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate is required.

DESIRABLE QUALIFICATIONS

Supervisory experience and/or classroom education involving fire science, law enforcement, or general supervision is highly desirable.

OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job assignment. All candidates

Senior Public Safety Dispatcher (725)

will be required to pass a City background investigation, which will include fingerprinting.

- Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent:

- Supervises an entire shift of Public Safety Dispatcher I/II's, including but not limited to evaluating all personnel assigned to their shift, prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations;
- Operates base radio console equipment, transmitting and receiving routine and emergency messages;
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines;
- Dispatches appropriate emergency vehicles, equipment, and personnel in response to those requests, in accordance with established policies and procedures;
- Coordinates emergency operations between various departmental personnel and equipment;
- Assists in providing input for updating or modifying policies or procedures concerning the operations of the Dispatch Unit;
- Interacts with other City employed shift supervisors to identify and resolve complications that may arise during their respective shifts;
- Ensures timely preparation and completion of reports or documents for the Communications Operations Manager;
- Operates data terminals for information pertaining to daily public safety operations and general emergency services;
- Maintains written logs, files, and computer information in the prescribed manner;
- Updates computer files and performs other clerical functions and tasks as directed; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- The techniques, procedures, and methods used in the daily operation of the Santa Clara Police Department Communications Center;
- Operation of computer-aided dispatch (CAD) system, video display terminals, associated radio, and telephone systems;
- Standard public safety radio procedures, emergency telephone answering techniques, policies and procedures; police and fire emergency procedures;
- Primary roads, streets, highways, areas, major buildings, and public facilities within the City's boundaries;

Senior Public Safety Dispatcher (725)

- The use of various departmental forms.

Skill in:

- Reading and interpreting maps;
- Maintaining accurate records.

Ability to:

- Read, write, spell, and speak in clear, concise English;
- Learn approved telephone answering techniques, policies and procedures;
- Operate CAD system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines;
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety;
- Follow verbal and written instructions;
- Communicate clearly and distinctly using radio and telephone equipment;
- Maintain composure and work accurately in emergency situations;
- Deal tactfully with the public and others;
- Work in a confined area, wearing a headset which restricts physical movement about the work area;
- Accurately enter data into the CAD system while simultaneously receiving information by phone or radio;
- Retrieve data from CAD terminal or other keyboard device;
- Maintain appropriate documentation of previous events, details, and conversations;
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record;
- Extract information or data from other computer systems;
- View multiple video display terminals for extended periods of time in variable light conditions;
- Distinguish and interpret the meaning of colors on video display terminals;
- Distinguish and comprehend simultaneous communications from several sources;
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time;
- Perform with a high standard of customer service, professional conduct, and civic responsibility;
- Provide individual, or group, reviews of employee performance in order to identify concepts or training approaches in an effort to eliminate confusion, repetition, or poor performance;
- Use emergency medical questioning techniques and provide medical instructions via telephone when required;
- Type at a net rate of 30 wpm on a computer keyboard.

SUPERVISION RECEIVED

Works under the direction of the Communications Operations Manager.

SUPERVISION EXERCISED

Has complete supervisory responsibility for shift activities and Public Safety Dispatchers, as

Senior Public Safety Dispatcher (725)

assigned.

CLASSIFICATION HISTORY

Established 02/2009; Rev. 05/2015; Rev. 04/2025; Rev. 01/2026



City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
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Agenda Report

25-308

Agenda Date: 4/10/2025

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Modify the Class Specifications for Accounting Technician I (Job Code 216) and Accounting Technician II (Job Code 217)

BACKGROUND

The Human Resources Department proposes to modify the classification (class) specifications for Accounting Technician I/II (Job Code 216/217). The request for Commission approval of the modification is based on Personnel & Salary Resolution Sec. 6(d) which states, "Classification specifications for positions in the Classified Service must first be approved and adopted by the City of Santa Clara Civil Service Commission before they may be approved and adopted by the City Council."

DISCUSSION

The Human Resources Department and Finance Department coordinated to update the Accounting Technician I/II (Job Code 216/217) class specifications. Revisions to the classification include updates throughout the classification including adding the *Class Summary* and *Distinguishing Characteristics* sections.

The *Minimum Qualifications section* was updated in both classifications to remove the required post-secondary education requirement. The Accounting Technician I (Job Code 216) is proposed to require two (2) years of experience in finance and accounting and the Accounting Technician II (Job Code 217) is proposed to require three (3) years of experience in finance and accounting. These are paraprofessional clerical classifications, where the emphasis on experience is determined to be more valuable over formal education. The *Acceptable Substitution* section will still allow flexibility for candidates who have a college degree or coursework to qualify for the position, without requiring experience.

The revisions to the class specification were reviewed with the impacted bargaining group.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no fiscal impact to revising the class specification.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov <<mailto:clerk@santaclaraca.gov>> or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve the modified Accounting Technician I (Job Code 216) and Accounting Technician II (Job Code 217)

class specifications

Reviewed by: Ashley Lancaster, Deputy Director

Approved by: Aracely Azevedo, Director of Human Resources

ATTACHMENTS

1. Class Specification (clean) Accounting Technician I (Job Code 216)
2. Class Specification (track changes version) Accounting Technician I (Job Code 216)
3. Class Specification (clean) Accounting Technician II (Job Code 217)
4. Class Specification (track changes version) Accounting Technician II (Job Code 217)

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: ACCOUNTING TECHNICIAN I (JOB CODE 216)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Finance	Various	Non-Exempt

CLASS SUMMARY

This is the entry-level class within the Accounting Technician series in the classified service. Performs basic accounting work including the maintenance of financial records, systems or transactions. Interfaces with other City departments, auditors, business entities, governmental jurisdiction and general public, giving and receiving information regarding area of financial responsibility. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry level classification in the flexibly staffed Accounting Technician series. Incumbents work under immediate supervision and are not expected to function with the same knowledge or skill set as the Accounting Technician II. This classification exercises less independent discretion and judgement in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This class is distinguished from the class of Accounting Technician II in that the latter is the second level class where incumbents are responsible for performing the full range of accounting work and may perform more complex work assignments.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED;
- Two (2) years of work experience in Finance/Accounting (accounts receivable, accounts payable, payroll, or general accounting);
- Experience with electronic spreadsheet and word processing programs; and
- Experience with online financial systems.

ACCEPTABLE SUBSTITUTION

College coursework in a related field may be substituted for the required work experience in Finance/Accounting on a year for year basis.

LICENSES/CERTIFICATIONS

None

DESIRABLE QUALIFICATIONS

- Experience with on-line financial and/or payroll systems;
- Experience with PeopleSoft Financial or Human Resources/Payroll Systems.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.
- May be required to work unusual hours and weekends in the performance of their duties.

Accounting Technician I (216)

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under immediate supervision, the incumbent:

- Processes the City's financial transactions in a timely manner in compliance with laws, regulations, and City policy, working closely with staff in all City departments and outside City contacts;
- Performs reconciliation of various accounting and banking activity;
- Reviews the documentation submitted by operating departments for compliance and correct general ledger account coding and recommends corrective action, up to and including journal entry preparation;
- Uses computer applications, including electronic spreadsheets and word processing software, prepares reports, memos, and supporting documentation;
- Maintains accurate paper and electronic documentation;
- Sorts, indexes, and files materials, using a variety of standard filing methods; and
- Performs other related duties as assigned.

When assigned to Accounts Payable:

- Reviews payment requests from departments for compliance with City internal control policies;
- Reviews invoices to determine appropriate coding for sales and use tax;
- Enters accounts payable vouchers, and journal vouchers online and verify input against the source documents;
- Works closely with vendors, payers, City staff, and other agencies;
- Uses computer applications, including electronic spreadsheets and word processing software, prepares reports, memos, and supporting documentation;
- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods; and
- Performs other related duties as assigned.

When Assigned to Payroll:

- Enters payroll transactions online and verifies input against source documents;
- Accurately follows established business process documentation;
- Uses queries and reports, reviews transactions for compliance with City policies, procedures and Memoranda of Understanding;
- Works with City staff and employees, as well as other outside City contacts;
- Analyzes original documents and determines system entries needed;
- Reconciles employee deductions to the General Ledger (GL);
- Uses computer applications, including electronic spreadsheets and word processing software, reconciles biweekly or monthly benefits and deductions and prepares reports, memos, supporting documentations and payment requests;
- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods;

Accounting Technician I (216)

- Processes vendor payment requests for employee deductions;
- Tracks departmental timekeeper submissions on Excel spreadsheets;
- Accurately files confidential personnel records; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Accounting methods and procedures;
- Office machines and common office equipment including a personal computer, copier and facsimile machine;
- Accounting transaction processing in the payroll, accounts payable, general accounting, or cash and bank reconciliation areas;
- Computer applications (such as Peoplesoft, QuickBooks, and Microsoft Word, Access, Excel, and PowerPoint), databases, spreadsheets including data management;
- Financial and payroll software systems; and
- Office safety practices, procedures and standards.

Ability to:

- Process financial data and make arithmetical computations rapidly and accurately;
- Analyze and interpret financial and accounting records;
- Apply administrative and departmental policies, laws and rules;
- Understand basic algebraic relationships;
- Evaluate situations, identify problems, make logical decisions and follow through on resolution;
- Research, analyze and investigate work related issues;
- Operate standard office equipment;
- Use personal computers and applicable software;
- Provide excellent customer service;
- Communicate clearly and effectively, both orally and in writing;
- Deal tactfully and courteously with others;
- Understand, follow and carry out oral and written instructions;
- Spell correctly and use proper English grammar;
- Interact with City employees on various accounting related issues;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work in a team-based environment and achieve common goals;
- Perform tasks without being told, working in the best interest of the City;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Establish and maintain accurate records and files;
- Walk or stand for extended periods of time and bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the immediate supervision of the Senior Accounting Technician, Accountant,

Accounting Technician I (216)

Principal Accountant, or Accounting Services Division Manager.

SUPERVISION EXERCISED

None

CLASSIFICATION HISTORY

Established 11/1999; Rev. 11/2015; Rev. 03/2025

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

TITLE: ACCOUNTING TECHNICIAN I (JOB CODE 216)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Finance</u>	<u>Various</u>	<u>Non-Exempt</u>

CLASS DESCRIPTIONSUMMARY

This is the entry-level class within the Accounting Technician series in the classified service. Performs basic accounting work including the maintenance of financial records, systems or transactions. Interfaces with other City departments, auditors, business entities, governmental jurisdiction and general public, giving and receiving information regarding area of financial responsibility. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry level classification in the flexibly staffed Accounting Technician series. Incumbents work under immediate supervision and are not expected to function with the same knowledge or skill set as the Accounting Technician II. This classification exercises less independent discretion and judgement in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This class is distinguished from the class of Accounting Technician II in that the latter is the second level class where incumbents are responsible for performing the full range of accounting work and may perform more complex work assignments. The class is distinguished from the Accounting Technician II by the performance of more routine tasks and duties assigned to the position within the series.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED;
- ~~Completion of thirty (30) semester units or forty five (45) quarter units from an accredited college or university; including at least six (6) semester units or nine (9) quarter units, which must be in Accounting or Bookkeeping;~~
- One-Two (12) years of work experience in Finance/Accounting (accounts receivable, accounts payable, payroll, or general accounting);
- Experience with electronic spreadsheet and word processing programs; and
- Experience with online financial system systems.
- ~~Ten key by touch.~~

ACCEPTABLE SUBSTITUTION

- ~~Additional qualifying experience may be substituted for the required education on the basis of one (1) year of experience for fifteen (15) semester units. (There is no substitution allowed for the requirement for six (6) semester units or nine (9) quarter units in Accounting or Bookkeeping.)~~
- A Bachelor's Degree College coursework in a related field may be substituted for ~~one (1) year of the required~~ work experience in Finance/Accounting on a year for year basis.

LICENSES/CERTIFICATIONS

Accounting Technician I (216)

None

- ~~• Possession of a valid California Class C driver's license is desirable.~~

DESIRABLE QUALIFICATIONS

- Experience with on-line financial and/or payroll systems;
- Experience with PeopleSoft Financial or Human Resources/Payroll Systems.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.
- May be required to work unusual hours and weekends in the performance of their duties.

TYPICAL DUTIES

This description ~~Each position in this classification~~ may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under immediate supervision, the incumbent:

~~General Accounting:~~

- Processes the City's financial transactions in a timely manner in compliance with laws, regulations, and City policy, working closely with staff in all City departments and outside City contacts;
- Performs reconciliation of various accounting and banking activity;
- Reviews the documentation submitted by operating departments for compliance and correct general ledger account coding and recommends corrective action, up to and including journal entry preparation;
- Uses computer applications, including electronic spreadsheets and word processing software, prepares reports, memos, and supporting documentation;
- Maintains accurate paper and electronic documentation;
- Sorts, indexes, and files materials, using a variety of standard filing methods; and
- Performs other related duties as assigned.

When assigned to Accounts Payable:

- Reviews payment requests from departments for compliance with City internal control policies;
- Reviews invoices to determine appropriate coding for sales and use tax;
- Enters accounts payable vouchers, and journal vouchers online and verify input against the source documents;
- Works closely with vendors, payers, City staff, and other agencies;
- Uses computer applications, including electronic spreadsheets and word processing software, prepares reports, memos, and supporting documentation;
- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods; and
- Performs other related duties as assigned.

When Assigned to Payroll:

Accounting Technician I (216)

- Enters payroll transactions online and verifies input against source documents;
- Accurately follows established business process documentation;
- Uses queries and reports, reviews transactions for compliance with City policies, procedures and Memoranda of Understanding;
- Works with City staff and employees, as well as other outside City contacts;
- Analyzes original documents and determines system entries needed;
- Reconciles employee deductions to the General Ledger (GL);
- Uses computer applications, including electronic spreadsheets and word processing software, reconciles biweekly or monthly benefits and deductions and prepares reports, memos, supporting documentations and payment requests;
- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods;
- Processes vendor payment requests for employee deductions;
- Tracks departmental timekeeper submissions on Excel spreadsheets;
- Accurately files confidential personnel records; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Accounting methods and procedures;
- Office machines and common office equipment including a personal computer, copier and facsimile machine;
- Accounting transaction processing in the payroll, accounts payable, general accounting, or cash and bank reconciliation areas;
- Computer applications (such as Peoplesoft, QuickBooks, and Microsoft Word, Access, Excel, and ~~Powerpoint~~PowerPoint), databases, spreadsheets including data management;
- Financial and payroll software systems; and
- Office safety practices, procedures and standards.

Ability to:

- Process financial data and make arithmetical computations rapidly and accurately;
- Analyze and interpret financial and accounting records;
- Apply administrative and departmental policies, laws and rules;
- Understand basic algebraic relationships;
- Evaluate situations, identify problems, make logical decisions and follow through on resolution;
- Research, analyze and investigate work related issues;
- Operate standard office equipment;
- Use personal computers and applicable software;
- Provide excellent customer service;
- Communicate clearly and effectively, both orally and in writing;
- Deal tactfully and courteously with others;
- Understand, follow and carry out oral and written instructions;

Accounting Technician I (216)

- Spell correctly and use proper English grammar;
- Interact with City employees on various accounting related issues;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work in a team-based environment and achieve common goals;
- Perform tasks without being told, working in the best interest of the City;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Establish and maintain accurate records and files;
- Walk or stand for extended periods of time and bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the immediate supervision of the Senior Accounting Technician, Accountant, Principal Accountant, ~~Payroll Analyst~~, or Accounting Services Division Manager.

SUPERVISION EXERCISED

None

CLASSIFICATION HISTORY

Established 11/1999; Rev. 11/2015; Rev. 03/2025

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: ACCOUNTING TECHNICIAN II (JOB CODE 217)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Finance	Various	Non-Exempt

CLASS SUMMARY

This is the second level classification in the Accounting Technician series. Performs advanced paraprofessional accounting work including the maintenance of financial records, systems or transactions. Interfaces with other City departments, auditors, business entities, governmental jurisdiction and general public, giving and receiving information regarding area of financial responsibility. May perform the most complex payroll processing work in an assigned department. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Positions in this class are flexibly staffed, and are frequently filled by advancement from the Accounting Technician I class, or when filled through recruitment, require additional experience. Incumbents work under general supervision and function with a higher knowledge and skill set than Accounting Technician I. Incumbents within this class are distinguished from the Accounting Technician I by exhibiting a higher level of judgment and independence in performing the full range of duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED;
- Three (3) years of work experience in Finance/Accounting (accounts receivable, accounts payable, payroll, or general accounting);
- Experience with electronic spreadsheet and word processing programs; and
- Experience with online financial systems.

ACCEPTABLE SUBSTITUTION

College coursework in a related field can be substituted for the required work experience in Finance/Accounting on a year for year basis, up to two (2) years.

LICENSES/CERTIFICATIONS

None

DESIRABLE QUALIFICATIONS

Experience with PeopleSoft Financial or Human Resources/Payroll Systems.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.
- May be required to work unusual hours and weekends in the performance of their duties.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties

ACCOUNTING TECHNICIAN II (217)

that may be performed.

Under general supervision, the incumbent:

- Processes the City's financial transactions in a timely manner in compliance with laws, regulations, and City policy working closely with staff in all City departments and outside City contacts; Performs reconciliation of various accounting and banking activity;
- Reviews the documentation submitted by operating departments for compliance and correct general ledger account coding and recommends corrective action, up to and including journal entry preparation;
- Reviews documentation for Miscellaneous Accounts Receivable in order to generate invoices using on-line billing system;
- Generates billing statements, demand letters and collection agency information;
- Works with payers to develop payment plans;
- Issues tags to departments for fixed asset purchases;
- Uses computer applications, including electronic spreadsheets and word processing software, prepares reports, memos, and supporting documentation;
- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods;
- May represent the City of Santa Clara in Small Claim actions;
- Performs other related duties as assigned.

When assigned to Accounts Payable:

- Reviews payment requests from departments for compliance with City internal control policies including contract management requirements;
- Reviews invoices to determine appropriate coding for sales & use tax;
- Enters accounts payable vouchers online and verify input against source documents;
- Enters and loads spreadsheet vouchers;
- Works with City staff to accurately process Purchase Card transactions;
- Provides assistance to staff in using the Insurance certificate tracking system;
- Works closely with vendors, payers, employees, and other agencies;
- Reviews the documentation submitted by operating departments for compliance and correct GL account coding and recommends corrective action;
- Uses computer applications, including electronic spreadsheets and word processing software, prepares reports, memos, and supporting documentation;
- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods; and
- Performs other related duties as assigned.

When assigned to Payroll:

- Enters payroll transactions online and verifies input against the source documents;
- Accurately follows established business process documentation;
- Using queries and reports, reviews transactions for compliance with City policies, procedures and Memoranda of Understanding;
- Works with City employees and departments, as well as other outside City contacts;

ACCOUNTING TECHNICIAN II (217)

- Analyze original documents and determine system entries needed;
- Reconciles employee deductions to the GL;
- Processes levies and judgments in accordance with laws and regulations;
- Uses queries and computer applications to maintain control totals of base salaries City wide and balance salaries to payroll on a biweekly basis;
- Using computer applications, including electronic spreadsheets and word processing software, reconciles biweekly or monthly benefits and deductions and prepares reports, memos, supporting documentation and payment requests;
- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods; and
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Accounting methods and procedures;
- Office machines and common office equipment including a personal computer, copier and facsimile machine;
- Accounting transaction processing in the payroll, accounts payable, general accounting, or cash and bank reconciliation areas;
- Computer applications (such as Peoplesoft, QuickBooks, and Microsoft Word, Access, Excel, and Powerpoint), databases, spreadsheets including data management;
- Financial and payroll software systems;
- Research methods and techniques; and
- Office safety practices, procedures and standards.

Ability to:

- Process financial data and make arithmetical computations rapidly and accurately;
- Analyze and interpret financial and accounting records;
- Interpret and apply administrative and departmental policies, laws and rules;
- Understand basic algebraic relationships;
- Evaluate situations, identify problems, make logical decisions and follow through on resolution;
- Research, analyze and investigate work related issues;
- Operate standard office equipment;
- Use personal computers and applicable software;
- Interact with City employees on various accounting related issues;
- Provide excellent customer service;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work in a team-based environment and achieve common goals;
- Communicate clearly, tactfully and effectively, both orally and in writing;
- Understand, follow and carry out oral and written instructions;
- Spell correctly and use proper English grammar;
- Perform tasks without being told, working in the best interest of the City;

ACCOUNTING TECHNICIAN II (217)

- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Analyze work processes and suggest work improvements;
- Using computer applications, prepare spreadsheets, memos and procedural documentation;
- Walk or stand for extended periods of time and bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the supervision of the Senior Accounting Technician, Accountant, Principal Accountant, or Accounting Services Division Manager.

SUPERVISION EXERCISED

May lead or train staff as assigned.

CLASSIFICATION HISTORY

Established 01/2008; Rev. 03/2025

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

TITLE: ACCOUNTING TECHNICIAN II (JOB CODE 217)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Finance</u>	<u>Various</u>	<u>Non-Exempt</u>

CLASS SUMMARY~~Description~~

This is the second level classification in the Accounting Technician series. Performs advanced paraprofessional accounting work including the maintenance of financial records, systems or transactions. Interfaces with other City departments, auditors, business entities, governmental jurisdiction and general public, giving and receiving information regarding area of financial responsibility. May perform the most complex payroll processing work in an assigned department. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Positions in this class are flexibly staffed, and are frequently filled by advancement from the Accounting Technician I class, or when filled through recruitment, require additional experience. ~~The appointing authority will approve appointment or promotion based on the employee's demonstrated ability to perform the full range of duties for the class and meet the qualification standards for the class. Incumbents work under general supervision and function with a higher knowledge and skill set than Accounting Technician I.~~ Incumbents within this class are distinguished from the Accounting Technician I by exhibiting a higher level of judgment and independence in performing the full range of duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; ~~and~~
- ~~Completion of thirty (30) semester units or forty five (45) quarter units from an accredited college or university, including at least six (6) semester or nine (9) quarter units, which must be in Accounting or Bookkeeping; and~~
- ~~Two-Three (23) years of work experience in Finance/Accounting (accounts receivable, accounts payable, payroll, or general accounting); and~~
- Experience with electronic spreadsheet and word processing programs; and
- Experience with on-line financial systems. ~~and/or payroll systems.;~~ ~~and~~
 - ~~Ten key by touch.~~

ACCEPTABLE~~POSSIBLE~~ **SUBSTITUTION**

- College coursework in a related field can be substituted for the required work experience in Finance/Accounting on a year for year basis, up to two (2) years.
- ~~Additional qualifying experience may be substituted for the required education on the basis of one (1) year of experience for fifteen (15) semester units.~~

~~(There is no substitution allowed for the requirement for six (6) semester or nine (9) quarter units in Accounting and Bookkeeping.)~~

LICENSES/CERTIFICATIONS

None

ACCOUNTING TECHNICIAN II (217)

- ~~• Possession of a valid California Class C driver's license is desirable.~~

DESIRABLE QUALIFICATIONS

- Experience with PeopleSoft Financial or Human Resources/Payroll Systems.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.
- May be required to work unusual hours and weekends in the performance of their duties.

TYPICAL DUTIES

~~This description~~ ~~Each position in this classification~~ may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general supervision, the incumbent:

General Accounting:

Under supervision:

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- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods;
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When assigned to Accounts Payable:

Under supervision

- Reviews payment requests from departments for compliance with City internal control policies including contract management requirements;
- Reviews invoices to determine appropriate coding for sales & use tax;
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- Enters and loads spreadsheet vouchers;
- Works with City staff to accurately process Purchase Card transactions;
- Provides assistance to staff in using the Insurance certificate tracking system;
- Works closely with vendors, payers, employees, and other agencies;

ACCOUNTING TECHNICIAN II (217)

- Reviews the documentation submitted by operating departments for compliance and correct GL account coding and recommends corrective action;
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- Maintains accurate paper and electronic documentation, including files;
- Sorts, indexes, and files materials, using a variety of standard filing methods; and
- Performs other related duties as assigned.

When assigned to Payroll:

Under supervision

- Enters payroll transactions online and verifies input against the source documents;
- Accurately follows established business process documentation;
- Using queries and reports, reviews transactions for compliance with City policies, procedures and Memoranda of Understanding;
- Works with City employees and departments, as well as other outside City contacts;
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- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Accounting methods and procedures;
- Office machines and common office equipment including a personal computer, copier and facsimile machine;
- Accounting transaction processing in the payroll, accounts payable, general accounting, or cash and bank reconciliation areas;
- Computer applications (such as Peoplesoft, QuickBooks, and Microsoft Word, Access, Excel, and Powerpoint), databases, spreadsheets including data management;
- Financial and payroll software systems;
- Research methods and techniques; and
- Office safety practices, procedures and standards.

Ability to:

- Process financial data and make arithmetical computations rapidly and accurately;
- Analyze and interpret financial and accounting records;

ACCOUNTING TECHNICIAN II (217)

- Interpret and apply administrative and departmental policies, laws and rules;
- Understand basic algebraic relationships;
- Evaluate situations, identify problems, make logical decisions and follow through on resolution;
- Research, analyze and investigate work related issues;
- Operate standard office equipment;
- Use personal computers and applicable software;
- Interact with City employees on various accounting related issues;
- Provide excellent customer service;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work in a team-based environment and achieve common goals;
- Communicate clearly, tactfully and effectively, both orally and in writing;
- Understand, follow and carry out oral and written instructions;
- Spell correctly and use proper English grammar;
- Perform tasks without being told, working in the best interest of the City;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Analyze work processes and suggest work improvements;
- Using computer applications, prepare spreadsheets, memos and procedural documentation;
- Walk or stand for extended periods of time and bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the supervision of the Senior Accounting Technician, Accountant, Principal Accountant, or Accounting Services Division Manager.

SUPERVISION EXERCISED

May lead or train staff as assigned.

CLASSIFICATION HISTORY

Established 01/2008; Rev. 03/2025



Agenda Report

25-312

Agenda Date: 4/10/2025

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Abolish the Eligible List for Senior Civil Engineer (Job Code 322)

ACTION AND AUTHORITY

Eligible lists generally shall remain in force for a period of one year (if not extended) for non-sworn positions, pursuant to Civil Service Rules, Sec. 4.3. The Water & Sewer Utilities Department and Department of Public Works is requesting to abolish the Senior Civil Engineer (Job Code 322) eligible list based on the authority of Civil Service Rules, Sec. 4.8, "Eligible lists may be abolished by the Director of Human Resources under the following conditions: a) If the list contains fewer than five (5) names." If the eligible list contains more than five names, and the list is proposed to be established, the action is brought to the Civil Service Commission for approval.

Under direct supervision, the Senior Civil Engineer performs difficult professional civil engineering field and office work in the planning, designing, constructions and/or maintenance of programs; may work with the public and consultants to provide professional direction and information on specific programs and projects, performs engineering assignments on a wide range of municipal projects of moderate to high complexity and provides leadership and supervision to professional and paraprofessional engineering staff.

DISCUSSION

The Senior Civil Engineer (Job Code 322) classification is used in the Department of Public Works (DPW) and the Water & Sewer Utilities Department (Water & Sewer). Both departments conducted a continuous recruitment in March 2024 to fill two (2) vacancies; one (1) in DPW (Traffic Division) and one (1) in Water & Sewer.

An eligible list comprised of eight (8) candidates was created in May 2024. One (1) candidate was selected for the DPW (Traffic Division) vacancy, and a verbal offer was issued, but the candidate did not accept due to a misalignment in salary expectations. Another candidate was selected to fill this vacancy and accepted the offer. Water & Sewer did not select a candidate from the eligible list.

Since this recruitment was posted as continuous, and a new vacancy occurred in the DPW (Design Division), additional qualified applicants were invited to oral board interviews in December 2024 for the vacant positions in both departments. This resulted in the placement of one (1) additional candidate on the eligible list, which then comprised eight (8) candidates.

Since the establishment of the eligible list, all candidates on the list have been invited to department second-round interviews, and all candidates participated, except for one (1) candidate, who responded to the interview invitation that they were not available to interview with the Department but requested to remain on the eligible list.

Although the remaining seven (7) candidates on the eligible list meet the minimum qualifications of the position, which consists of *five (5) years of progressively responsible experience in civil engineering office and field work performing professional level engineering work*, they do not possess the desirable qualifications for the vacant positions for the following reasons:

- Insufficient experience in either Water & Sewer Operations and Maintenance, regulatory compliance, Traffic Engineering, Design, or Capital Improvement project delivery
- No or insufficient experience in a public utility and/or the public sector, including experience with other public agencies

Although the desirable qualifications were listed on the job announcement, the candidate pool was small, and the departments interviewed all candidates that met the minimum qualifications. This is a journey level position, and the desirable qualifications are essential in order for candidates to be successful in the job and possess the ability to effectively work in the position during their probationary period as they are expected to have a strong baseline of the experience in one of the aforementioned desirable qualification areas. The eligible list is currently set to expire on May 29, 2025.

Abolishing the eligible list would allow Human Resources to conduct another recruitment and create a new eligible list for Senior Civil Engineer (Job Code 322).

ENVIRONMENTAL REVIEW

The action being considered does not constitute a “project” within the meaning of the California Environmental Quality Act (“CEQA”) pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no additional cost to the City other than administrative staff time and expense.

PUBLIC CONTACT

Public contact was made by posting the Civil Service Commission agenda on the City’s official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City’s website and in the City Clerk’s Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk’s Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve abolishing the eligible list for Senior Civil Engineer (Job Code 322)

Reviewed by: Ashley Lancaster, Deputy Director

Approved by: Aracely Azevedo, Director of Human Resources