



# City of Santa Clara

## Meeting Agenda

### Civil Service Commission

Monday, November 18, 2019

7:00 PM

City Hall - Council Chambers  
1500 Warburton Avenue  
Santa Clara, CA 95050

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#### CALL TO ORDER AND ROLL CALL

*Pledge of Allegiance*

#### CONSENT CALENDAR

1.A 19-651 [Action to Approve the Civil Service Commission Meeting Minutes of July 8, 2019](#)

**Recommendation:** Approve the Meeting Minutes of July 8, 2019

1.B 19-1319 [Open Recruitment Report for November 1, 2018 Through October 31, 2019](#)

**Recommendation:** Approve the Open Recruitment Report for November 1, 2018 through October 31, 2019

#### PUBLIC PRESENTATIONS

#### GENERAL BUSINESS

2 19-738 [Action to Establish Civil Service Commission Meeting and Board of Review Dates for 2020](#)

**Recommendation:** Approve Civil Service Commission meeting and Board of Review dates for 2020.

3 19-1331 [Action to Extend Probationary Period of Water and Sewer Maintenance Worker I](#)

**Recommendation:** Approve the extension of the probationary period for a Water and Sewer Maintenance Worker I (Employee No. 07538)

4 19-1265 [Action to Modify the Examination Weighting Plan for Police Officer](#)

**Recommendation:** Approve the modified exam weighting plan of 100% oral for Police Officer

- 5      19-1266    [Action to Modify the Class Specification for Staff Aide I](#)  
**Recommendation:** Approve the modified class specification for Staff Aide I
- 6      19-1304    [Action to Modify the Class Specification for Office Specialist II](#)  
**Recommendation:** Approve the modified class specification for Office Specialist II.
- 7      19-1210    [Action to Modify Class Specification for Permit Technician](#)  
**Recommendation:** Approve the modified class specification for Permit Technician
- 8      19-1200    [Action to Modify Class Specification and Examination Weighting for Tree Trimmer II](#)  
**Recommendation:** Approve the modified job specification and examination weighting of 100% performance for Tree Trimmer II.
- 9      19-1268    [Action to Modify the Class Specification for Equipment Operator](#)  
**Recommendation:** Approve the modified class specification for Equipment Operator
- 10     19-1273    [Action to Modify Class Specification for Pump Maintenance Technician](#)  
**Recommendation:** Approve the modified class specification for Pump Maintenance Technician.

**STAFF REPORT**

*Brown Act Presentation*

**COMMISSIONERS REPORT****ADJOURNMENT**

*The next tentatively scheduled meeting is January 13, 2020.*



# City of Santa Clara

1500 Warburton Avenue  
Santa Clara, CA 95050  
[santaclaraca.gov](http://santaclaraca.gov)  
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## Agenda Report

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19-651

Agenda Date: 11/18/2019

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### REPORT TO CIVIL SERVICE COMMISSION

#### SUBJECT

Action to Approve the Civil Service Commission Meeting Minutes of July 8, 2019

#### RECOMMENDATION

Approve the Meeting Minutes of July 8, 2019

#### ATTACHMENT

1. Meeting Minutes of July 8, 2019



# City of Santa Clara

## Meeting Minutes

### Civil Service Commission

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07/08/2019

7:00 PM

City Hall - Council Chambers  
1500 Warburton Avenue  
Santa Clara, CA 95050

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#### CALL TO ORDER AND ROLL CALL

**Chairperson Bouza** called the meeting to order at 7:00 PM, and lead the meeting in the Pledge of Allegiance.

**Present** 4 - Commissioner Mario Bouza, Vice Chair Carolyn McAllister, Chair Willie D. Brown Jr., and Commissioner Franklin Felizardo

**Absent** 1 - Commissioner John Casey

#### CONSENT CALENDAR

- 1.A [19-567](#) Action to Approve the Civil Service Commission Meeting Minutes of May 13, 2019

**Recommendation:** Approve the Meeting Minutes of May 13, 2019

**A motion was made by Commissioner Felizardo, seconded by Commissioner McAllister, to approve the meeting minutes of July 18, 2019.**

**Aye:** 4 - Commissioner Bouza, Vice Chair McAllister, Chair Brown Jr., and Commissioner Felizardo

**Absent:** 1 - Commissioner Casey

- 1.B [19-830](#) Open Recruitment Report for July 1, 2018 Through June 30, 2019

**Recommendation:** Approve the Open Recruitment Report for July 1, 2018 through June 30, 2019

**A motion was made by Commissioner Brown, seconded by Commissioner Felizardo, to approve the Open Recruitment Report for July 1, 2018 through June 30, 2019**

**Aye:** 4 - Commissioner Bouza, Vice Chair McAllister, Chair Brown Jr., and Commissioner Felizardo

**Absent:** 1 - Commissioner Casey

**PUBLIC PRESENTATIONS**

None

**GENERAL BUSINESS**

2. [19-739](#) Election of Civil Service Commission Chair and Vice-Chair

**Recommendation:** Staff recommends that the Commission conduct an election for the roles of Chair and Vice-Chair the period of July 8, 2019 through June 30, 2020, or as soon thereafter as is practicable for holding the next Commission election.

**Commissioner Bouza made a motion to nominate Commissioner Willie Brown as Chairperson. The motion was seconded by Commissioner Felizardo, to elect Commissioner Brown as Chairperson.**

**Aye:** 3 - Commissioner Bouza, Vice Chair McAllister, and Commissioner Felizardo

**Absent:** 1 - Commissioner Casey

**Abstained:** 1 - Chair Brown Jr.

**Commission Brown made a motion to nominate Commissioner Carolyn McAllister as Vice-Chairperson. The motion was seconded by Commissioner Felizardo, to elect Commissioner McAllister as Vice-Chairperson.**

**Aye:** 3 - Commissioner Bouza, Chair Brown Jr., and Commissioner Felizardo

**Absent:** 1 - Commissioner Casey

**Abstained:** 1 - Vice Chair McAllister

3. [19-794](#) Action to Modify Job Specification for Pump Maintenance Technician

**Recommendation:** Approve the modified job specification for Pump Maintenance Technician.

**A motion was made by Commissioner Brown, seconded by Commissioner Felizardo, to approve the modified job specification for Pump Maintenance Technician.**

**Aye:** 4 - Commissioner Bouza, Vice Chair McAllister, Chair Brown Jr., and Commissioner Felizardo

**Absent:** 1 - Commissioner Casey

**STAFF REPORT**

None

**COMMISSIONERS REPORT**

None

**ADJOURNMENT**

Chairperson Bouza adjourned the meeting at 7:14 PM to the next regularly scheduled meeting on September 16, 2019.



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## Agenda Report

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**19-1319**

**Agenda Date: 11/18/2019**

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**SUBJECT**

Open Recruitment Report for November 1, 2018 Through October 31, 2019

**RECOMMENDATION**

Approve the Open Recruitment Report for November 1, 2018 through October 31, 2019

**ATTACHMENT**

1. Open Recruitment Report for November 1, 2018 through October 31, 2019

OPEN RECRUITMENT REPORT  
Classified  
November 1, 2018 to October 31, 2019

Req #	Title	Status	Department	Created
18234	Community Service Officer II	Open	Police	12/19/2018
19020	Tree Trimmer II	Open	Public Works/Streets Division	2/14/2019
19037	Office Specialist III	Open	Police	3/15/2019
19039	Office Specialist II	Open	Public Works/Streets Division	3/18/2019
19040	Journey Lineworker	Open	Electric Utility	3/18/2019
19047	Plans Examiner	Open	Community Development	4/4/2019
19059	Senior Inspector	Open	Community Development	5/3/2019
19061	Deputy Fire Marshal II	Open	Fire	5/3/2019
19062	Deputy Fire Marshal III	Open	Fire	5/3/2019
19063	Senior Plans Examiner	Open	Community Development	5/3/2019
19064	Senior Civil Engineer	Open	Public Works/Engineering	5/3/2019
19067	Deputy Fire Marshal I	Open	Fire	5/6/2019
19074	Senior Electric Utility Engineer	Open	Electric Utility	5/9/2019
19079	Police Records Specialist II	Open	Police	5/15/2019
19080	Public Works Supervisor	Open	Public Works/Streets Division	5/17/2019
19082	Electric Meter Technician	Open	Electric Utility	5/20/2019
19085	Police Training Coordinator	Open	Police	5/22/2019
19093	Librarian I - Youth Services	Open	Library	6/4/2019
19095	Electric Meter Technician	Open	Electric Utility	6/12/2019
19100	Journey Lineworker	Open	Electric Utility	6/26/2019
19103	Permit Technician	Open	Community Development	6/27/2019
19104	Senior Customer Service	Open	Finance	6/27/2019
19107	Staff Analyst I	Open	Public Works/Streets Division	7/2/2019
19110	Permit Technician	Open	Community Development	7/9/2019
19114	Senior Inspector	Open	Community Development	7/16/2019
19119	Permit Technician	Open	Community Development	7/22/2019
19120	Facilities Technician	Open	Water and Sewer Utilities	7/22/2019
19121	Teen Center Office Manager	Open	Parks and Recreation	7/23/2019
19123	Public Safety Dispatcher I	Open	Police/Communications Division	7/24/2019
19126	Staff Analyst I	Open	City Attorney's Office	7/25/2019
19127	Senior Accounting Technician	Open	Finance	7/26/2019
19129	Tree Trimmer II	Open	Public Works/Streets Division	8/2/2019
19135	Fire Captain - 24 HRS	Open	Fire	8/14/2019
19136	Recreation Coordinator- Sports & Aquatics	Open	Parks and Recreation	8/14/2019
19137	Recreation Coordinator	Open	Parks and Recreation	8/14/2019
19138	Police Lieutenant	Open	Police	8/20/2019
19139	Police Lieutenant	Open	Police	8/20/2019
19140	Police Sergeant	Open	Police	8/20/2019
19141	Police Sergeant	Open	Police	8/20/2019
19143	Code Enforcement Technician	Open	Public Works/Streets Division	8/23/2019
19145	Recreation Supervisor	Open	Parks and Recreation	8/23/2019
19146	Office Specialist II	Open	Electric Utility	8/26/2019
19154	Electric Utility Engineer	Open	Electric Utility	9/11/2019



OPEN RECRUITMENT REPORT  
Classified  
November 1, 2018 to October 31, 2019

Req #	Title	Status	Department	Created
19156	Principal Electric Estimator	Open	Electric Utility	9/12/2019
19157	Estimator	Open	Electric Utility	9/12/2019
19158	Sr. Business Analyst	Open	Electric Utility	9/12/2019
19159	Water & Sewer Maintenance Worker I	Open	Water and Sewer Utilities	9/13/2019
19160	Office Specialist III	Open	Water and Sewer Utilities	9/13/2019
19162	Senior Inspector	Open	Community Development	9/16/2019
19163	Senior Planner	Open	Community Development	9/17/2019
19165	Staff Aide I	Open	Public Works/Streets Division	9/24/2019
19166	Office Specialist III	Open	Community Development	9/30/2019
19167	Office Specialist III	Open	Electric Utility	10/7/2019
19168	Staff Aide I	Open	Public Works/Engineering	10/8/2019
19171	Recreation Coordinator - Therapeutics	Open	Parks and Recreation	10/11/2019
19172	Recreation Coordinator	Open	Parks and Recreation	10/11/2019
19173	Associate Engineer (Civil)	Open	Public Works/Engineering	10/16/2019
19174	Permit Technician	Open	Community Development	10/16/2019
19177	Recruit Police Officer	Open	Police	10/17/2019
19181	Purchasing Clerk	Open	Finance	10/23/2019
19182	Electric Utility Engineer	Open	Electric Utility	10/23/2019

DR: 11/1/18 - 10/31/19



## Agenda Report

19-738

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### SUBJECT

Action to Establish Civil Service Commission Meeting and Board of Review Dates for 2020

#### BACKGROUND

No City Charter or City Code provision specifies the frequency of the Civil Service Commission meetings. Historically, City practice has been that the Commission meets at least every two months and when necessary as a hearing board.

#### DISCUSSION

For 2019, the Civil Service Commission approved a meeting schedule of every second Monday (except if the Monday falls on a holiday) of alternating months beginning in January, with a start time of 7:00 p.m. The alternating months are reserved for Board of Review meetings, if necessary.

In many cases, prior to recruiting to fill a vacant or new position, modifications to a class specification (or job description) are needed, usually to modernize the requirements of a description that has not been updated in several years. When revisions to the classification specification are made, the City is required to bring those revisions before the CSC for approval. Once approved, the revisions must also be approved by the City Council. Since the CSC currently meets every other month, at times, the hiring departments are required to wait nearly two months until the classification specification is approved by the CSC. Once the item is approved by the CSC, it is brought forward within 3-4 weeks to the City Council for approval. As a result, the hiring for the vacant positions can be delayed by several months.

For the 2020 calendar year, the Administration is recommending scheduling monthly meetings on the second Monday (except if the Monday falls on a holiday) of the month. It is also recommended that the meetings begin at 6:00 p.m., as that would provide additional time in the event a board of review hearing was to follow the Civil Service Commission meeting. In addition, in the event departmental staff attends to provide information to the Commission in support of the department's request, the earlier start time would aid in securing attendance of the correct staff members. For each alternating month, it is recommended that, if necessary, the Board of Review convene immediately following the conclusion of the CSC meeting. The meeting dates proposed for 2020 are as follows:

January 13, 2020  
February 10, 2020\*  
March 9, 2020  
April 13, 2020\*  
May 11, 2020  
June 8, 2020\*  
July 13, 2020

August 10, 2020\*  
September 14, 2020  
November 9, 2020  
December 14, 2020\*

\* The Board of Review will commence immediately following the conclusion of the CSC meeting, if necessary.

If approved by the Commission, these dates and the modified start time will be brought to Council for approval as the regular meeting dates of the Civil Service Commission.

### **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](mailto:clerk@santaclaraca.gov) or at the public information desk at any City of Santa Clara public library.

### **RECOMMENDATION**

Approve Civil Service Commission meeting and Board of Review dates for 2020.

Reviewed by: Aracely Azevedo, Assistant Director of Human Resources

Approved by: Teresia Zadroga-Haase, Director of Human Resources



## Agenda Report

19-1331

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### SUBJECT

Action to Extend Probationary Period of Water and Sewer Maintenance Worker I

#### ACTION AND AUTHORITY

The Water and Sewer Department is requesting to extend the probationary period for an employee based on the authority of the Civil Service Rule 4.20(b), "Any permanent employee who is an applicant for promotion may have their probationary period extended by the Commission to permit the acquisition of required licenses or certificates or completion of training. Regular classified employees may have their probationary period extended by the Commission for reasons of sickness or absence."

#### DISCUSSION

A Water and Sewer Maintenance Worker I (Employee No. 07538) in the Water and Sewer Department was placed on modified duty on July 25, 2019, which began during the employee's probationary period, due to an injury. In order for the department to assess the incumbent's ability to perform all functions of the job, the incumbent needs to complete the final rotation assignment which takes approximately 3-4 months to learn. As a result of the modified duty assignment, the incumbent has been prevented from completing the final rotation assignment. Therefore, the Department is requesting an extension of the probationary period by approximately 4 months from the time the incumbent returns to full duty. If the incumbent continues on modified duty, the Human Resources Department may extend the probationary period to reflect the amount of time the incumbent has been on modified duty. This will allow for a complete 12 months probationary period during which the employee is on full duty, to conduct the proper assessments required during probationary status.

#### 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.

#### PUBLIC CONTACT

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[<mailto:clerk@santaclaraca.gov>](mailto:clerk@santaclaraca.gov) or at the public information desk at any City of Santa Clara public library.

**RECOMMENDATION**

Approve the extension of the probationary period for a Water and Sewer Maintenance Worker I (Employee No. 07538)

Reviewed by: Teresia Zadroga-Haase, Director, Human Resources

Approved by: Nadine Nader, Assistant City Manager



## Agenda Report

19-1265

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### SUBJECT

Action to Modify the Examination Weighting Plan for Police Officer

#### BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Police Officer to remove the qualifying written and performance components and keep the exam weighted at 100% oral, for the reasons described further below. 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

The Human Resources has reviewed the exam weighting plan with the Police Department and recommends removing the qualifying written and qualifying performance exams from the recruitment process for the Police Officer (lateral) classification.

Currently, in order to qualify to be a Police Officer, applicants must *either* possess two years of full-time experience with a sheriff's department, state police, highway patrol, or municipal police officer, *or* have completed the California Police Officer Standards and Training (POST) Basic Police Academy as a Recruit Police Officer with the Santa Clara Police Department. As part of the current application process, lateral applicants submit a POST Entry Level Law Enforcement Test Battery (PELETB) examination to meet the qualifying written exam, and a POST physical ability exam to meet the qualifying performance exam. Lateral candidates typically do not possess these certifications since they are often only required at the Recruit Police Officer entry level classification. Candidates that apply to be a Police Officer through our lateral Police Officer recruitment have been deemed to meet POST standards, through their employment with other law enforcement agencies. Therefore, for lateral Police Officer recruitment, it is recommended to remove the qualifying written and performance components and keep the exam weighted at 100% oral. It is anticipated this will expand the applicant pool for lateral Police Officers.

There are no recommended changes to the class specification for Police Officer.

#### 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**

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**RECOMMENDATION**

Approve the modified exam weighting plan of 100% oral for Police Officer

Reviewed by: Aracely Azevedo, Assistant Director of Human Resources

Approved by: Teresia Zadroga-Haase, Director of Human Resources

**ATTACHMENTS**

1. None



## Agenda Report

19-1266

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### **SUBJECT**

Action to Modify the Class Specification for Staff Aide I

#### **BACKGROUND**

The Human Resources Department is proposing to modify the class specification for Staff Aide I to remove the typing certificate requirement. 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 has reviewed the class specification for Staff Aide I and is recommending to remove the required typing certificate from the Minimum Qualifications section, and the reference to typing at a speed of 25 net words per minute, from the Knowledge, Skills, and Abilities section. The typing certification is an obsolete indicator of successful performance in this job specification. In practice, the typing certificate has substituted for the qualifying performance exam. In place of the typing certificate, and to comply with the qualifying performance exam, staff's recommendation is for candidates to complete an in-house written exercise related to on the job tasks the candidates would be required to complete in the position. This would be a more accurate assessment of the candidates' job-related skills and ability to satisfy actual requirements of the job. In addition, most applicants at the time of application do not possess a typing certificate. It is anticipated this will expand the candidate pool since candidates will not be required to complete an additional testing step during the application phase.

There are no recommended changes to the weighting plan for Staff Aide I.

#### **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**

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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 class specification for Staff Aide I

Reviewed by: Aracely Azevedo, Assistant Director of Human Resources

Approved by: Teresia Zadroga-Haase, Director of Human Resources

**ATTACHMENTS**

1. Class Specification, draft and clean, for Staff Aide I

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

**TITLE: STAFF AIDE I (794)**

<b><u>DEPARTMENT</u></b>	<b><u>ACCOUNTABLE TO</u></b>	<b><u>FLSA STATUS</u></b>
<u>Citywide</u>	<u>Varies</u>	<u>Non-Exempt</u>

**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- Completion of 30 semester units of college or university work in the areas of Business Administration, Public Administration, or a related field; and
- One year of progressively responsible investigation, coordination or technical report writing experience; or
- Two years of advanced administrative experience including frequent public contact.

~~Possible~~ Acceptable Substitutions:

- Additional qualifying experience may be substituted on a basis of one year of experience equals 30 semester units of the required education.

Desirable Qualifications:

- Experience working with Windows based word processing, spreadsheet, database and/or desktop publishing is desirable.

**LICENSES AND/OR CERTIFICATES**

- Possession of a valid California Class C driver's license is required at time of appointment
- ~~Typing certificate indicating no less than 25 net words per minute.~~

**DISTINGUISHING CHARACTERISTICS**

This is a bridge classification between positions in the clerical series and positions in the paraprofessional series that combines advanced clerical skills with frequent use of judgment and interpretive ability related to research, data collection, analysis, report writing and follow-up.

**TYPICAL DUTIES**

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 supervision:

- Gathers information required; performs analysis of data collected and assists in the preparation of clear, comprehensive and accurate reports
- Assists in the investigation, analysis and resolution of citizen's complaints and service related issues
- Assists with or takes responsibility for special projects
- Assists with analysis of research papers and technical materials
- Prepares correspondence using good grammar, spelling and vocabulary; performs difficult

## **STAFF AIDE I (continued)**

- clerical work using electronic word processing and other current programs
- Uses specialized computer based programs to prepare newsletters, transparencies and other presentation graphics and trains other employees to use those programs
- Assists in the planning, preparation and presentation of material on various subjects
- Takes responsibility for the collection of materials, formatting and final preparation of newsletters and other informative materials for dissemination to the public and other employees
- Applies methods of problem-solving
- Works under pressure of meeting deadlines
- Receives and replies to oral and written requests for information of a specialized or confidential nature requiring the use of discretion and judgment
- Uses appropriate formats in the development of reports
- Uses good time management skills
- Proofreads written materials
- Establishes and maintains cooperative relationships with co-workers, other departments, agencies and the public
- Attends and provides administrative support for committee and staff meetings
- May coordinate projects or special events sponsored by the City
- Develops survey tools
- Makes inquiries and obtains information and documents in relation to research projects
- Tabulates statistical data; performs mathematical calculations;
- Performs related work as assigned

### **KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of:

- Principles of report writing
- Basic statistical methods
- Principles and practices of local governmental services and administration
- Office safety practices, procedures, and standards

Ability to:

- Deal effectively and tactfully with the public and fellow employees
- Speak logically and clearly
- Follow oral and written assignments
- Compile and verify statistical, financial and other data
- Prepare and present clear and concise statistical and narrative reports
- Perform difficult clerical work using electronic word processing equipment
- Operate software programs including: Word, Excel, PowerPoint, Publisher, Access and Outlook
- Use correct punctuation, spelling, grammar and vocabulary in the English language
- Establish and maintain effective working relationships with those contacted in the course of work
- Deal tactfully and courteously with others
- Work in a team-based environment and achieve common goals
- Plan and organize work

## **STAFF AIDE I (continued)**

- Exercise independent judgment and initiative with minimal supervision
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Interpret and apply specific laws, ordinances and regulations, instructions, rules and procedures
- Learn computer applications and systems as needed
- Train other employees, as required
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties
- ~~Type accurately at a speed of at least 25 net words per minute~~

### **SUPERVISION RECEIVED**

Works under the supervision of the department head or other personnel as assigned.

### **SUPERVISION EXERCISED**

May assist in the training or supervision of subordinate personnel as assigned.

### **OTHER REQUIREMENTS**

- As a condition of employment, incumbents will be required to be fingerprinted
- Must be able to perform all of the essential functions of the job assignment

### **CLASSIFICATION HISTORY**

Rev. 05/13; Rev. 11/19

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

**TITLE: STAFF AIDE I (794)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Citywide	Varies	Non-Exempt

**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- Completion of 30 semester units of college or university work in the areas of Business Administration, Public Administration, or a related field; and
- One year of progressively responsible investigation, coordination or technical report writing experience; or
- Two years of advanced administrative experience including frequent public contact.

Acceptable Substitutions:

- Additional qualifying experience may be substituted on a basis of one year of experience equals 30 semester units of the required education.

Desirable Qualifications:

- Experience working with Windows based word processing, spreadsheet, database and/or desktop publishing is desirable.

**LICENSES AND/OR CERTIFICATES**

- Possession of a valid California Class C driver's license is required at time of appointment

**DISTINGUISHING CHARACTERISTICS**

This is a bridge classification between positions in the clerical series and positions in the paraprofessional series that combines advanced clerical skills with frequent use of judgment and interpretive ability related to research, data collection, analysis, report writing and follow-up.

**TYPICAL DUTIES**

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 supervision:

- Gathers information required; performs analysis of data collected and assists in the preparation of clear, comprehensive and accurate reports
- Assists in the investigation, analysis and resolution of citizen's complaints and service related issues
- Assists with or takes responsibility for special projects
- Assists with analysis of research papers and technical materials
- Prepares correspondence using good grammar, spelling and vocabulary; performs difficult clerical work using electronic word processing and other current programs
- Uses specialized computer based programs to prepare newsletters, transparencies and other presentation graphics and trains other employees to use those programs

## **STAFF AIDE I (continued)**

- Assists in the planning, preparation and presentation of material on various subjects
- Takes responsibility for the collection of materials, formatting and final preparation of newsletters and other informative materials for dissemination to the public and other employees
- Applies methods of problem-solving
- Works under pressure of meeting deadlines
- Receives and replies to oral and written requests for information of a specialized or confidential nature requiring the use of discretion and judgment
- Uses appropriate formats in the development of reports
- Uses good time management skills
- Proofreads written materials
- Establishes and maintains cooperative relationships with co-workers, other departments, agencies and the public
- Attends and provides administrative support for committee and staff meetings
- May coordinate projects or special events sponsored by the City
- Develops survey tools
- Makes inquiries and obtains information and documents in relation to research projects
- Tabulates statistical data; performs mathematical calculations;
- Performs related work as assigned

## **KNOWLEDGE, SKILLS, & ABILITIES**

### Knowledge of:

- Principles of report writing
- Basic statistical methods
- Principles and practices of local governmental services and administration
- Office safety practices, procedures, and standards

### Ability to:

- Deal effectively and tactfully with the public and fellow employees
- Speak logically and clearly
- Follow oral and written assignments
- Compile and verify statistical, financial and other data
- Prepare and present clear and concise statistical and narrative reports
- Perform difficult clerical work using electronic word processing equipment
- Operate software programs including: Word, Excel, PowerPoint, Publisher, Access and Outlook
- Use correct punctuation, spelling, grammar and vocabulary in the English language
- Establish and maintain effective working relationships with those contacted in the course of work
- Deal tactfully and courteously with others
- Work in a team-based environment and achieve common goals
- Plan and organize work
- Exercise independent judgment and initiative with minimal supervision
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Interpret and apply specific laws, ordinances and regulations, instructions, rules and

## **STAFF AIDE I (continued)**

procedures

- Learn computer applications and systems as needed
- Train other employees, as required
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the supervision of the department head or other personnel as assigned.

### **SUPERVISION EXERCISED**

May assist in the training or supervision of subordinate personnel as assigned.

### **OTHER REQUIREMENTS**

- As a condition of employment, incumbents will be required to be fingerprinted
- Must be able to perform all of the essential functions of the job assignment

### **CLASSIFICATION HISTORY**

Rev. 05/13; Rev. 11/19



## Agenda Report

19-1304

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### **SUBJECT**

Action to Modify the Class Specification for Office Specialist II

#### **BACKGROUND**

The Human Resources Department recommends modifying the class specification for the Office Specialist II classification based on the authority of Personnel & Salary Resolution, Sec. 6(d), "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 has reviewed the class specification for Office Specialist II and recommends removing the required typing certificate from the Minimum Qualifications section, and the reference to typing at a speed of 50 net words per minute, from the Knowledge, Skills, and Abilities section. The typing certification is an obsolete indicator of successful performance in this job specification. In practice, the typing certificate has substituted for the qualifying performance exam. In place of the typing certificate, and to comply with the qualifying performance exam, staff's recommendation is for candidates to complete an in-house written exercise related to on the job tasks the candidates would be required to complete in the position. This would be a more accurate assessment of the candidates' job-related skills and ability to satisfy actual requirements of the job. In addition, most applicants at the time of application do not possess a typing certificate. It is anticipated this will expand the candidate pool since candidates will not be required to complete an additional testing step during the application phase.

There are no recommended changes to the weighting plan for Office Specialist II.

#### **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 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 class specification for Office Specialist II.

Reviewed by: Aracely Azevedo, Assistant Director of Human Resources

Approved by: Teresia Zadroga-Haase, Director of Human Resources

**ATTACHMENTS**

1. Class Specification, draft and clean, for Office Specialist II

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

**TITLE: OFFICE SPECIALIST II (936)**

<b><u>DEPARTMENT</u></b>	<b><u>ACCOUNTABLE TO</u></b>	<b><u>FLSA STATUS</u></b>
<u>Citywide</u>	<u>Varies</u>	<u>Non-exempt</u>

~~OFFICE SPECIALIST II~~  
~~(936)~~

~~EDUCATION AND EXPERIENCE~~ **MINIMUM QUALIFICATION**

~~Minimum Requirements:~~ *Education and Experience*

- Graduation from high school or its equivalent; and
- One (1) year of general clerical and typing experience; and
- Computer proficiency in Microsoft Word and Excel.

*Desirable Qualifications:*

- Computer proficiency with the entire Microsoft suite including; Outlook, Access, and Power Point.

**LICENSES/CERTIFICATIONS**

- Possession of a valid California Class C driver's license is required at time of appointment.
- ~~Certification of the ability to type at a net rate of 50 wpm on a computer is required at time of application.~~

**DISTINGUISHING CHARACTERISTICS**

This is a journey-level class responsible for general or routine City office support. Incumbents at this level receive occasional instruction or assistance as new or unusual situations arise.

Responsibilities include regular contact with the public and all levels of City personnel. This level is distinguished from other Office Specialists in that they normally report to employees in higher clerical, technical and/or supervisory classifications.

**TYPICAL DUTIES**

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:

- Performs general clerical duties related to assigned functional area and department;
- Types a wide variety of material from rough draft or copy, marginal notes, or verbal instructions, including: letters, reports, legal documents, property descriptions, specifications, requisitions, warrants, vouchers, work orders, and various other forms, materials, and statistical data;

## **OFFICE SPECIALIST II (continued)**

- Performs counter and telephone service, screening calls and answering inquiries involving routine departmental procedures, activities, and functions;
- Refers and occasionally reconciles complaints;
- Reviews and accepts requests, permits, and application forms;
- May receive and issue receipt for cash, currency, and checks;
- Operates duplicating equipment;
- Enters and retrieves data from an on-line financial system or personal computer following established formats;
- Operates facsimile or other equipment used in requesting and transmitting records or other information;
- Proofreads and checks typed and other materials for accuracy, completeness, compliance with City policies, and correct English usage including grammar, punctuation, and spelling;
- May receive, sort, distribute, and dispatch mail;
- Sorts, indexes, and files materials, using a variety of standard filing methods;
- Searches for and removes file material; prepares records for retention;
- Arranges routine material for typing;
- Maintains mailing lists;
- Prepares acknowledgments and replies from form letters;
- Secures, prepares, and copies standard departmental information and data, proceeding semi-independently;
- Verifies columns of figures; checks and tabulates statistical data;
- Performs simple arithmetical calculations and posting work incidental to report or record-keeping preparation;
- Assists in researching cabinet and computer files, applying sometimes vague and incomplete information;
- Provides clerical assistance to others; responding to their appropriate requests for information and/or records;
- May operate adding, calculating, and other office machines and appliances;
- Orders supplies; coordinates repairs; audits invoices; matches invoices to purchase orders; deals with vendors;
- Operates personal computer equipment which utilizes word processing, spreadsheet, and other software applications;
- May compile, review for accuracy, and forward payroll documentation;
- May process subpoenas and/or warrants of arrest received from various courts;
- May operate satellite radio, using police or other radio codes;
- May assist in the support of a board or commission including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meeting as assigned; and
- Performs other related duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Office practices and procedures, including filing and the operation of standard office equipment;
- Correct English usage, including spelling, grammar, and punctuation;

## **OFFICE SPECIALIST II (continued)**

- Business letter writing; the standard format for typed materials; and basic business arithmetic; and
- Telephone procedures and etiquette.

### **Ability to:**

- Perform detailed clerical work accurately;
- Organize and maintain accurate office files;
- Compose routine correspondence from brief instructions;
- Sort and verify statistical and financial data;
- Spell correctly;
- Use proper English;
- Make accurate arithmetical computations;
- Use initiative and sound independent judgment within established guidelines;
- Operate standard office equipment, including a centralized telephone system;
- Use personal computers and applicable software;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Understand and carry out oral and written instructions;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Deal tactfully and courteously with others;
- Handle complaints in a thorough, professional manner;
- Work in a team-based environment and achieve common goals;
- ~~Type from clear copy at a net rate of not less than 50 words per minute on a computer keyboard; and~~
- 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 general supervision of employees in higher clerical, technical and/or supervisory classifications.

### **SUPERVISION EXERCISED**

May assist in the training of new personnel.

### **SPECIAL CONDITIONS**

Incumbents of this classification may be required to work unusual hours and weekends in the performance of their duties.

### **OTHER REQUIREMENTS**

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

### **CLASSIFICATION HISTORY**

Revised: March 2013

**CITY OF SANTA CLARA  
CLASS SPECIFICATION**

**TITLE: OFFICE SPECIALIST II (936)**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Citywide	Varies	Non-exempt

**MINIMUM QUALIFICATION**

*Education and Experience*

- Graduation from high school or its equivalent; and
- One (1) year of general clerical and typing experience; and
- Computer proficiency in Microsoft Word and Excel.

*Desirable Qualifications:*

- Computer proficiency with the entire Microsoft suite including; Outlook, Access, and Power Point.

**LICENSES/CERTIFICATIONS**

- Possession of a valid California Class C driver's license is required at time of appointment.

**DISTINGUISHING CHARACTERISTICS**

This is a journey-level class responsible for general or routine City office support. Incumbents at this level receive occasional instruction or assistance as new or unusual situations arise.

Responsibilities include regular contact with the public and all levels of City personnel. This level is distinguished from other Office Specialists in that they normally report to employees in higher clerical, technical and/or supervisory classifications.

**TYPICAL DUTIES**

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:

- Performs general clerical duties related to assigned functional area and department;
- Types a wide variety of material from rough draft or copy, marginal notes, or verbal instructions, including: letters, reports, legal documents, property descriptions, specifications, requisitions, warrants, vouchers, work orders, and various other forms, materials, and statistical data;
- Performs counter and telephone service, screening calls and answering inquiries involving routine departmental procedures, activities, and functions;
- Refers and occasionally reconciles complaints;
- Reviews and accepts requests, permits, and application forms;

## **OFFICE SPECIALIST II (continued)**

- May receive and issue receipt for cash, currency, and checks;
- Operates duplicating equipment;
- Enters and retrieves data from an on-line financial system or personal computer following established formats;
- Operates facsimile or other equipment used in requesting and transmitting records or other information;
- Proofreads and checks typed and other materials for accuracy, completeness, compliance with City policies, and correct English usage including grammar, punctuation, and spelling;
- May receive, sort, distribute, and dispatch mail;
- Sorts, indexes, and files materials, using a variety of standard filing methods;
- Searches for and removes file material; prepares records for retention;
- Arranges routine material for typing;
- Maintains mailing lists;
- Prepares acknowledgments and replies from form letters;
- Secures, prepares, and copies standard departmental information and data, proceeding semi-independently;
- Verifies columns of figures; checks and tabulates statistical data;
- Performs simple arithmetical calculations and posting work incidental to report or record-keeping preparation;
- Assists in researching cabinet and computer files, applying sometimes vague and incomplete information;
- Provides clerical assistance to others; responding to their appropriate requests for information and/or records;
- May operate adding, calculating, and other office machines and appliances;
- Orders supplies; coordinates repairs; audits invoices; matches invoices to purchase orders; deals with vendors;
- Operates personal computer equipment which utilizes word processing, spreadsheet, and other software applications;
- May compile, review for accuracy, and forward payroll documentation;
- May process subpoenas and/or warrants of arrest received from various courts;
- May operate satellite radio, using police or other radio codes;
- May assist in the support of a board or commission including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meeting as assigned; and
- Performs other related duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Office practices and procedures, including filing and the operation of standard office equipment;
- Correct English usage, including spelling, grammar, and punctuation;
- Business letter writing; the standard format for typed materials; and basic business arithmetic; and
- Telephone procedures and etiquette.

Ability to:

## **OFFICE SPECIALIST II (continued)**

- Perform detailed clerical work accurately;
- Organize and maintain accurate office files;
- Compose routine correspondence from brief instructions;
- Sort and verify statistical and financial data;
- Spell correctly;
- Use proper English;
- Make accurate arithmetical computations;
- Use initiative and sound independent judgment within established guidelines;
- Operate standard office equipment, including a centralized telephone system;
- Use personal computers and applicable software;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Understand and carry out oral and written instructions;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Deal tactfully and courteously with others;
- Handle complaints in a thorough, professional manner;
- Work in a team-based environment and achieve common goals;
- 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 general supervision of employees in higher clerical, technical and/or supervisory classifications.

### **SUPERVISION EXERCISED**

May assist in the training of new personnel.

### **SPECIAL CONDITIONS**

Incumbents of this classification may be required to work unusual hours and weekends in the performance of their duties.

### **OTHER REQUIREMENTS**

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

### **CLASSIFICATION HISTORY**

Revised: March 2013



## Agenda Report

19-1210

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### **SUBJECT**

Action to Modify Class Specification for Permit Technician

#### **BACKGROUND**

The Human Resources Department coordinated with the Community Development Department to modify the class specification for the Permit Technician classification based on the authority of Personnel & Salary Resolution, Sec. 6(d), "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 proposed modification results in a minor revision to the *Education and Experience* section of the class specification for Permit Technician. Currently, the class specification requires either experience in the Permit Center or in a Building Department. The proposed modification removes experience specifically in the Permit Center - allowing for relevant office experience, such as in the private sector - to broaden the candidate pool for this journey level classification.

There are no recommended changes to the examination weighting for Permit Technician (100% oral with qualifying performance).

#### **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 class specification for Permit Technician

Reviewed by: Aracely Azevedo, Assistant Director of Human Resources

Approved by: Teresia Zadroga-Haase, Director of Human Resources

**ATTACHMENTS**

1. Class Specification, draft and clean, for Permit Technician

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

**TITLE: PERMIT TECHNICIAN (621)**

<b><u>DEPARTMENT</u></b>	<b><u>ACCOUNTABLE TO</u></b>	<b><u>FLSA STATUS</u></b>
<u>Community Development</u>	<u>Varies</u>	<u>Non-Exempt</u>

Approved May, 2008

~~**CITY OF SANTA CLARA, CALIFORNIA**~~  
~~**PERMIT TECHNICIAN**~~  
~~**(621)**~~

**EDUCATION AND EXPERIENCE**

- Graduation from high school or possession of a G.E.D. **and**
- One of the following experience patterns:
  - Three (3) years of increasingly responsible Permit Center office experience that involves extensive public contact in planning, zoning, engineering, architecture, or building construction trades; **or**
  - One (1) year of permit technician experience in a City or County Building Department.

Possible Substitutions:

- Completion of 30 semester units of college education including courses in drafting, mathematics, statistics, economics, and related courses may be substituted for one year of the required three years experience

**LICENSE**

Possession of an appropriate, valid Class C California driver's license is required at time of appointment.

**DISTINGUISHING CHARACTERISTICS**

The Permit Technician processes all building permits, coordinates permitting activities with other departments, and performs related work in the City of Santa Clara Permit Center.

**TYPICAL DUTIES**

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 supervision:

- Performs clerical and public counter work related to the City's development process;
- Provides information to the public regarding City regulations, procedures, and policies;
- Reviews applications, documents, and plan submittals for permits to assure accuracy, completeness, and compliance with pertinent laws;
- Calculates and collects permit fees;
- Issues permits;
- Performs computer data entry and retrieval;

## **PERMIT TECHNICIAN (continued)**

- Maintains logs and records of permits issued;
- Performs simple plan checks;
- Distributes, coordinates, tracks and files plans for plan checking;
- Conducts research on past and current file activity;
- Verifies zoning, geologic hazard, flood zone, historic, and other status of permit sites; and
- Performs other related duties, as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Building Codes, maps, construction plans, and specifications;
- Database and records management practices and procedures.

Ability to:

- Read and interpret construction plans and blueprints;
- Make accurate mathematical calculations;
- Operate a variety of standard office equipment, including a computer, fax machine, telephone, and copier;
- Comprehend and implement office automation concepts;
- Perform accurate data entry;
- Use word processing and database applications (e.g., Word, Access, Excel);
- Handle multiple priorities, organize workload, and meet strict deadlines;
- Evaluate situations, identify problems, and exercise sound independent judgment within established guidelines;
- Communicate clearly and effectively orally and in writing;
- Work in a team-based environment to achieve common goals;
- Work effectively with the public, developers, consultants, and other City staff;
- Bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

### **SUPERVISION RECEIVED**

Works under the supervision of the Permit Center Manager, Senior Plans Examiner, Plans Examiner, Senior Permit Technician, or other staff as assigned.

### **SUPERVISION EXERCISED**

- May assist in the training of new and as-needed personnel as assigned.
- May act as a lead over Customer Service Representative – Permit Center, office support, or as-needed personnel as assigned.

### **OTHER REQUIREMENTS**

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

### **CLASSIFICATION HISTORY**

Rev. 05/2008

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

**TITLE: PERMIT TECHNICIAN (621)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Community Development	Varies	Non-Exempt

**EDUCATION AND EXPERIENCE**

- Graduation from high school or possession of a G.E.D. **and**
- One of the following experience patterns:
  - Three (3) years of increasingly responsible office experience that involves extensive public contact in planning, zoning, engineering, architecture, or building construction trades; **or**
  - One (1) year of permit technician experience in a City or County Building Department.

Possible Substitutions:

- Completion of 30 semester units of college education including courses in drafting, mathematics, statistics, economics, and related courses may be substituted for one year of the required three years experience

**LICENSE**

Possession of an appropriate, valid Class C California driver's license is required at time of appointment.

**DISTINGUISHING CHARACTERISTICS**

The Permit Technician processes all building permits, coordinates permitting activities with other departments, and performs related work in the City of Santa Clara Permit Center.

**TYPICAL DUTIES**

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 supervision:

- Performs clerical and public counter work related to the City's development process;
- Provides information to the public regarding City regulations, procedures, and policies;
- Reviews applications, documents, and plan submittals for permits to assure accuracy, completeness, and compliance with pertinent laws;
- Calculates and collects permit fees;
- Issues permits;
- Performs computer data entry and retrieval;
- Maintains logs and records of permits issued;
- Performs simple plan checks;
- Distributes, coordinates, tracks and files plans for plan checking;
- Conducts research on past and current file activity;
- Verifies zoning, geologic hazard, flood zone, historic, and other status of permit sites; and

## **PERMIT TECHNICIAN (continued)**

- Performs other related duties, as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Building Codes, maps, construction plans, and specifications;
- Database and records management practices and procedures.

Ability to:

- Read and interpret construction plans and blueprints;
- Make accurate mathematical calculations;
- Operate a variety of standard office equipment, including a computer, fax machine, telephone, and copier;
- Comprehend and implement office automation concepts;
- Perform accurate data entry;
- Use word processing and database applications (e.g., Word, Access, Excel);
- Handle multiple priorities, organize workload, and meet strict deadlines;
- Evaluate situations, identify problems, and exercise sound independent judgment within established guidelines;
- Communicate clearly and effectively orally and in writing;
- Work in a team-based environment to achieve common goals;
- Work effectively with the public, developers, consultants, and other City staff;
- Bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

### **SUPERVISION RECEIVED**

Works under the supervision of the Permit Center Manager, Senior Plans Examiner, Plans Examiner, Senior Permit Technician, or other staff as assigned.

### **SUPERVISION EXERCISED**

- May assist in the training of new and as-needed personnel as assigned.
- May act as a lead over Customer Service Representative – Permit Center, office support, or as-needed personnel as assigned.

### **OTHER REQUIREMENTS**

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

### **CLASSIFICATION HISTORY**

Rev. 05/2008



## Agenda Report

19-1200

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### **SUBJECT**

Action to Modify Class Specification and Examination Weighting for Tree Trimmer II

#### **BACKGROUND**

The Human Resources Department coordinated with the Public Works Department to modify the class specification and propose a modification of the examination weighting for the Tree Trimmer II classification based on the authority of Personnel & Salary Resolution, Sec. 6(d), "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" and 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."

#### **DISCUSSION**

The Public Works Department conducted two Tree Trimmer II recruitments within the last year and have been unsuccessful in filling their vacancies. In an attempt to broaden the candidate pool, the Commission approved modifications to the minimum qualifications at the May 13, 2019 Civil Service Commission meeting. The revisions approved at the meeting included modifications to the Licenses and/or Certificate section that was updated to require a valid Qualified Applicator Certificate (QAC) within 12 months of appointment, allowing the applicant to obtain the necessary licensure during his/her probationary window.

With these revisions, the Department has continued to face recruitment challenges. In the most recent recruitment, 6 out of 21 applicants met the minimum qualifications. Of those 6 applicants, 3 candidates took the written exam and the 1 candidate who passed withdrew from the recruitment process. The proposed revisions include allowing candidates to obtain their Class A or B Commercial driver's license within 12 months of appointment. Additionally, it is recommended that the Certification as an Arborist from the International Society of Arboriculture be desirable.

Additionally, the Human Resources Department and Public Works Department are recommending to revise the examination weighting from 50% written and 50% performance to be weighted at 100% performance. The performance exam is the most critical part of the assessment process in order to determine the candidates job expertise; therefore, it is recommended to remove the written component of the examination process.

#### **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 and examination weighting 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 job specification and examination weighting of 100% performance for Tree Trimmer II.

Reviewed by: Aracely Azevedo, Assistant Director of Human Resources

Approved by: Teresia Zadroga-Haase, Director of Human Resources

**ATTACHMENTS**

1. Class Specification, draft and clean, for Tree Trimmer II
2. Memorandum from Public Works Department

**CITY OF SANTA CLARA**  
**CLASS SPECIFICATION**

**TITLE: TREE TRIMMER II (780)**

<b><u>DEPARTMENT</u></b>	<b><u>ACCOUNTABLE TO</u></b>	<b><u>FLSA STATUS</u></b>
<u>Public Works</u>	<u>Public Works Supervisor</u>	<u>Non-exempt</u>

**CITY OF SANTA CLARA, CALIFORNIA**  
**TREE TRIMMER II**  
**(780)**

**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- Graduation from high school or possession of a GED; and
- Three (3) years of experience in tree trimming, removals ~~and insecticide spraying procedures,~~  
planting and stump grinding.
- Experience as a lead is desirable.

~~Desirable Qualifications:~~

- ~~• Experience as a Lead~~

**LICENSES AND/OR CERTIFICATES**

- ~~• Possession of a valid California Class A or B Commercial driver's license is required at the time of application and for the duration of employment.~~
- ~~• Possession of the following certificates are required within 12 months of appointment and for the duration of employment:~~
  - ~~○ Possession of a valid California Class A or B Commercial driver's license.~~
  - ~~○ A Qualified Applicator Certificate (QAC) by the California Department of Pesticide Regulations (DPR) in categories B, C or F.~~
  - ~~○ Certification as an Arborist from the International Society of Arboriculture (ISA).~~
  - ~~○ A Qualified Applicator Certificate (QAC) by the California Department of Pesticide Regulations (DPR) in categories B, C or F.~~
  - ~~○ A certification of completion of Competent Person Fall Protection Training.~~
  - ~~○ A Traffic Flagging and Safety Certificate.~~
- ~~— Certification as an Arborist from the International Society of Arboriculture (ISA) is highly desirable.~~

**DISTINGUISHING CHARACTERISTICS**

The Tree Trimmer II is responsible for planning, coordinating, and performing the day-to-day activities of tree maintenance. An incumbent in this class is a lead worker and possesses technical expertise and exercises independent judgment and discretion.

**TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

Under supervision:



## TREE TRIMMER II (continued)

- Uses basic/advanced tree climbing techniques such as up and down, aerial rescue, lateral/side-by-side; climbs trees using climbing aids and safety devices in the process of trimming trees
- Performs traffic control in accordance with established procedures and guidelines
- Leads the work of a crew and actively participates in the trimming, ~~topping~~, planting, removal, and ~~spraying-soil inject~~ of the City street trees
- Operates and uses various equipment and tools, including, but not limited to, aerial tree maintenance trucks, dump trucks, brush chippers, tractor-loaders, stump cutters, and chain saws
- Determines placement of ropes and rigging equipment in trees for easiest and safest removal of stumps, limbs, and hazardous trees
- Gathers and disposes of brush, trimmings, and stumps
- Operates a mobile device/computer such as a smart phone or tablet to read, respond to, and input data for an automated work order management system
- Explains tree maintenance techniques and procedures to the public
- Inspects trees to evaluate maintenance needs and make recommendations to the supervisor and/or management
- Conducts inventory for equipment and tools
- Performs minor repairs and maintenance on hand and power equipment
- Prepares written activity and maintenance of reports/logs
- Represents the City in contact with property owners, answering questions pertaining to City services
- May train or assist in the training of personnel as assigned
- Inspects trees for physical evidence of parasitical and fungus infestations and determines type of chemical control necessary; mixes and ~~sprays-applies~~ chemicals and applies as needed for treatment
- Enters maintenance records into an asset management work order application
- May assist Supervisor in reviewing and evaluating outside contacts for City-wide tree trimming
- Performs other related duties as assigned

## **KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of:

- Principles and practices of on the job safety
- Arboriculture, horticulture, and tree maintenance
- Aerial rescue and climbing practices and safety procedures
- Safe use of hazardous chemicals, ~~herbicides~~, and fertilizers
- The materials, methods, tools, and equipment used in the trimming, planting, removal, and ~~spraying-injecting~~ of street trees
- Traffic control, including placement of cones and warning signs
- Environmental and safety practices, procedures, and standards
- Record keeping principles and practices
- Pertinent traffic laws, department rules, and procedures related to tree trimming maintenance
- Common names and characteristics of City street trees
- Methods of planning and scheduling time, labor, and materials

## **TREE TRIMMER II (continued)**

Ability to:

- Operate specialized tree maintenance equipment and vehicles
- Assign, lead, and perform the tree maintenance of park facilities and public landscape areas
- Operate, service, repair, adjust, and maintain a variety of equipment and tools including but not limited to chippers, chainsaws, trucks, and trimmers
- Set up safety control equipment in a variety of conditions
- Develop and maintain effective working relationships with supervisors, employees, the general public and others contacted in the course of work
- Effectively handle multiple priorities, organize workload, and meet strict deadlines
- Exercise professionalism and helpfulness when dealing with employees and the public
- Provide work direction, training, and instruction
- Understand and follow oral, digital and written communication
- Demonstrate initiative and exercise good judgment in the performance of duties
- Communicate clearly and concisely, both orally and in writing
- Navigate a GIS mapping application
- Maintain work order records in an asset management application
- Bend, stoop, reach, carry, crawl, climb, walk or stand for extended periods of time and lift a minimum of 50 pounds as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the direction of the ~~Landscape Foreman~~Public Works Supervisor or other, as assigned.

### **SUPERVISION EXERCISED**

Supervises one or more Tree Trimmers and other assigned staff.

### **OTHER REQUIREMENTS**

- Incumbents will be required to work unusual hours and on weekends in emergency and prearranged situations and may be in inclement weather.
- May be subject to drug and/or alcohol testing as mandated by federal regulations.
- Must be able to perform ~~all of~~all the essential functions of the job assignment.

**CITY OF SANTA CLARA  
CLASS SPECIFICATION**

**TITLE: TREE TRIMMER II (780)**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Public Works	Public Works Supervisor	Non-exempt

**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- Graduation from high school or possession of a GED; and
- Three (3) years of experience in tree trimming, removals, planting and stump grinding.
- Experience as a lead is desirable.

**LICENSES AND/OR CERTIFICATES**

- Possession of the following certificates are required within 12 months of appointment and for the duration of employment:
  - Possession of a valid California Class A or B Commercial driver's license.
  - A Qualified Applicator Certificate (QAC) by the California Department of Pesticide Regulations (DPR) in categories B, C or F.
  - A certification of completion of Competent Person Fall Protection Training.
  - A Traffic Flagging and Safety Certificate.
- Certification as an Arborist from the International Society of Arboriculture (ISA) is highly desirable.

**DISTINGUISHING CHARACTERISTICS**

The Tree Trimmer II is responsible for planning, coordinating, and performing the day-to-day activities of tree maintenance. An incumbent in this class is a lead worker and possesses technical expertise and exercises independent judgment and discretion.

**TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

Under supervision:

- Uses basic/advanced tree climbing techniques such as up and down, aerial rescue, lateral/side-by-side; climbs trees using climbing aids and safety devices in the process of trimming trees
- Performs traffic control in accordance with established procedures and guidelines
- Leads the work of a crew and actively participates in the trimming, planting, removal, and soil inject of the City street trees
- Operates and uses various equipment and tools, including, but not limited to, aerial tree maintenance trucks, dump trucks, brush chippers, tractor-loaders, stump cutters, and chain saws
- Determines placement of ropes and rigging equipment in trees for easiest and safest removal of stumps, limbs, and hazardous trees
- Gathers and disposes of brush, trimmings, and stumps

## **TREE TRIMMER II (continued)**

- Operates a mobile device/computer such as a smart phone or tablet to read, respond to, and input data for an automated work order management system
- Explains tree maintenance techniques and procedures to the public
- Inspects trees to evaluate maintenance needs and make recommendations to the supervisor and/or management
- Conducts inventory for equipment and tools
- Performs minor repairs and maintenance on hand and power equipment
- Prepares written activity and maintenance of reports/logs
- Represents the City in contact with property owners, answering questions pertaining to City services
- May train or assist in the training of personnel as assigned
- Inspects trees for physical evidence of parasitical and fungus infestations and determines type of chemical control necessary; mixes and applies chemicals and applies as needed for treatment
- Enters maintenance records into an asset management work order application
- May assist Supervisor in reviewing and evaluating outside contacts for City-wide tree trimming
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of:

- Principles and practices of on the job safety
- Arboriculture, horticulture, and tree maintenance
- Aerial rescue and climbing practices and safety procedures
- Safe use of hazardous chemicals and fertilizers
- The materials, methods, tools, and equipment used in the trimming, planting, removal, and injecting of street trees
- Traffic control, including placement of cones and warning signs
- Environmental and safety practices, procedures, and standards
- Record keeping principles and practices
- Pertinent traffic laws, department rules, and procedures related to tree trimming maintenance
- Common names and characteristics of City street trees
- Methods of planning and scheduling time, labor, and materials

Ability to:

- Operate specialized tree maintenance equipment and vehicles
- Assign, lead, and perform the tree maintenance of park facilities and public landscape areas
- Operate, service, repair, adjust, and maintain a variety of equipment and tools including but not limited to chippers, chainsaws, trucks, and trimmers
- Set up safety control equipment in a variety of conditions
- Develop and maintain effective working relationships with supervisors, employees, the general public and others contacted in the course of work
- Effectively handle multiple priorities, organize workload, and meet strict deadlines
- Exercise professionalism and helpfulness when dealing with employees and the public
- Provide work direction, training, and instruction
- Understand and follow oral, digital and written communication

## **TREE TRIMMER II (continued)**

- Demonstrate initiative and exercise good judgment in the performance of duties
- Communicate clearly and concisely, both orally and in writing
- Navigate a GIS mapping application
- Maintain work order records in an asset management application
- Bend, stoop, reach, carry, crawl, climb, walk or stand for extended periods of time and lift a minimum of 50 pounds as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the direction of the Public Works Supervisor or other, as assigned.

### **SUPERVISION EXERCISED**

Supervises one or more Tree Trimmers and other assigned staff.

### **OTHER REQUIREMENTS**

- Incumbents will be required to work unusual hours and on weekends in emergency and prearranged situations and may be in inclement weather.
- May be subject to drug and/or alcohol testing as mandated by federal regulations.
- Must be able to perform all the essential functions of the job assignment.



**City of  
Santa Clara**  
The Center of What's Possible

Public Works/Engineering  
**Memorandum**

**Date:** September 24, 2019  
**To:** Human Resources  
**From:** Street Superintendent  
**Subject:** Tree Trimmer II Job Description

SUMMARY: Public Works has revised the Tree Trimmer II job description in an effort to increase the candidate pool for future recruitments.

Public Works was unsuccessful in a recent recruitment for two (2) Tree Trimmer II positions. The City received only six (6) qualified applicants. Three (3) applicants did not show up for the scheduled written exam, (2) failed the written exam, and the one that passed chose not to proceed with taking the performance exam. The department has been working with Human Resources to revise the job description to attract a larger pool of qualified candidates.

The requirement for a Class A or B Commercial driver's license was moved from required licenses and/or certificates at the time of application and for the duration of employment to the certificates required within 12 months of appointment and for the duration of employment. The Certification as an Arborist from the International Society of Arboriculture (ISA) was moved from certificates required within 12 months of appointment and for the duration of employment to desirable qualifications. The exam rating was changed from 50% written and 50% performance to 100% performance to better align with the recruitment of the Tree Trimmer II. The written test has proven to not be successful in recruiting candidates.

A blue ink signature of Dave Staub.

Dave Staub

A black ink signature of Chris Fazzi.

Chris Fazzi

**cc:** Craig Mobeck



## Agenda Report

19-1268

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### **SUBJECT**

Action to Modify the Class Specification for Equipment Operator

#### **BACKGROUND**

In accordance with the terms of the City's Side Letter with AFSCME Local 101, the Human Resources Department is proposing to modify the class specification for Equipment Operator to include a required Crane Operator Certification. This request 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 AFSCME Local 101 met and conferred regarding a Crane Operator Certification Premium Pay. On October 29, 2019 the City Council approved a Side Letter Agreement between the City and AFSCME Local 101 (which is the practical equivalent of a clause in the Unit 6 Memorandum of Understanding). The Side Letter Agreement includes a provision that requires a revision to the class specification for Equipment Operator to include that employees assigned to the Department of Water and Sewer possess and maintain a Crane Operator Certification within 12 months of appointment. This is a state required certification for Crane Operators.

There are no recommended changes to the weighting plan for Equipment Operator.

#### **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**

Per the Side Letter Agreement, incumbents who possess the Crane Operator Certification shall be paid 2.5% of base pay including any paid status hours worked for possession of the certification. There are currently four employees in the classification of Equipment Operator in the Water and Sewer Department that have received the State required certification. The additional costs associated with the premium pay will be absorbed by the existing Department of Water and Sewer premium pay budget.

#### **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 class specification for Equipment Operator

Reviewed by: Aracely Azevedo, Assistant Director of Human Resources

Approved by: Teresia Zadroga-Haase, Director of Human Resources

**ATTACHMENTS**

1. Class Specification, draft and clean, for Equipment Operator
2. City of Santa Clara/AFSCME Local 101 (Unit 6) Side Letter Agreement Regarding Crane Operator Certification Pay



**CITY OF SANTA CLARA**  
**CLASS SPECIFICATION**

**TITLE: EQUIPMENT OPERATOR (470)**

<b><u>DEPARTMENT</u></b>	<b><u>ACCOUNTABLE TO</u></b>	<b><u>FLSA STATUS</u></b>
<u>Citywide</u>	<u>Varies</u>	<u>Non-exempt</u>

**EDUCATION AND EXPERIENCE**

Minimum Requirements:

- Graduation from high school or possession of a GED; ~~and~~ AND
- Two (2) years of varied construction or maintenance experience, including at least one hundred (100) hours as an operator of heavy equipment such as graders, loaders, backhoes, large tractors, or related heavy power-driven equipment

**LICENSES AND/OR CERTIFICATIONS**

- Possession of a valid California Class B Commercial driver's license with applicable endorsements is required at time of appointment and for duration of employment
- A valid Class A Commercial driver's license with applicable endorsements is required within six (6) months of appointment for designated assignments.

**CERTIFICATES**

For positions assigned to the Water and Sewer Utilities Department, possession of the following certificates ~~is-are required-at time of application and for the duration of appointment::~~

- ~~Possess and maintain a~~ valid Water Distribution System Operator Certificate (Grade D-2 or above) issued by the California Department of Health Services at time of appointment; ~~and~~
- ~~A-Possess and maintain~~ valid Collection System Maintenance Certificate (Grade 1 or above) issued by the California Water Environment Association at time of appointment; and
- Obtain and maintain a valid Crane Operator Certification within 12 months of appointment.

**DISTINGUISHING CHARACTERISTICS**

The Equipment Operator is responsible for operating heavy equipment in a safe and efficient manner. This classification is found in the Public Works Department, Street Division and the Water & Sewer Utilities Department. The types of equipment operated will depend on assigned area. When not operating the specified equipment, the incumbent may perform duties of a maintenance worker assigned to the work crew.

**TYPICAL DUTIES**

Duties include, but are not limited to the following under general supervision:

- Performs skilled work in the maintenance, construction, and operation of streets, water, recycled water, and/or sewer services, using medium and heavy power-driven equipment as a major assignment
- Operates, maintains, and makes minor field repairs to equipment including, but not limited to, graders, rollers, cranes, loaders, backhoes, tractors, hole digger trucks, trucks with cranes, dump trucks, and bulldozers
- Conducts safety pre-trip inspections of equipment prior to operation
- Operates a variety of hand, pneumatic, and power tools

## **EQUIPMENT OPERATOR (continued)**

- Cuts and clears ditches
- Operates crane to lift and move pipes, poles, and other construction materials
- Performs incidental construction and maintenance work and manual labor as necessary
- Performs a variety of semi-skilled tasks related to the construction, maintenance, and repair of public property
- Assists in the work of a street or utility crew when not operating equipment
- Participates in training related to safety, confined space, and operation of equipment
- May assist in the training of personnel as assigned
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- The operation and maintenance of a wide variety of equipment including, but not limited to, graders, bulldozers, tractors, cranes, power hole diggers, backhoe, and rollers
- The methods, practices, equipment, and material used in public works or utility construction and maintenance
- Safety practices and operation procedures of heavy equipment
- Confined space safety practices

Ability to:

- Follow oral and written instructions
- Communicate clearly, concisely, and effectively, both orally and in writing
- Deal tactfully and courteously with others
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public
- Work in a team-based environment as part of a work crew and achieve common goals
- Observe safety rules and work in a safe manner
- Operate a wide variety of equipment including, but not limited to, graders, bulldozers, tractors, cranes, power hole diggers, backhoe, and rollers
- Perform heavy manual labor
- Regularly lift and/or move up to 55 pounds and occasionally lift and/or move up to 90 pounds
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the general supervision of a Street Maintenance Foreman/Forewoman, Utility Crew Supervisor or other supervisor as assigned.

### **SUPERVISION EXERCISED**

May act as a Utility Crew Supervisor, Street Maintenance Worker IV, or lead the work of a small street or utility crew. May assist in the training of personnel as assigned.

### **OTHER REQUIREMENTS**

- May be required to work unusual hours in the performance of duties and emergency situations and be available on an "on-call" basis
- May be subject to drug and/or alcohol testing as mandated by federal regulations
- Must be able to perform all of the essential functions of the job classification

## **EQUIPMENT OPERATOR (continued)**

### **CLASSIFICATION HISTORY**

Rev. 04/2014; Rev. 11/2019

**CITY OF SANTA CLARA  
CLASS SPECIFICATION**

**TITLE: EQUIPMENT OPERATOR (470)**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Citywide	Varies	Non-exempt

**EDUCATION AND EXPERIENCE**

Minimum Requirements:

- Graduation from high school or possession of a GED; AND
- Two (2) years of varied construction or maintenance experience, including at least one hundred (100) hours as an operator of heavy equipment such as graders, loaders, backhoes, large tractors, or related heavy power-driven equipment

**LICENSES AND/OR CERTIFICATIONS**

- Possession of a valid California Class B Commercial driver's license with applicable endorsements is required at time of appointment and for duration of employment
- A valid Class A Commercial driver's license with applicable endorsements is required within six (6) months of appointment for designated assignments.

For positions assigned to the Water and Sewer Utilities Department, possession of the following certificates are required:

- Possess and maintain a valid Water Distribution System Operator Certificate (Grade D-2 or above) issued by the California Department of Health Services at time of appointment;
- Possess and maintain valid Collection System Maintenance Certificate (Grade 1 or above) issued by the California Water Environment Association at time of appointment; and
- Obtain and maintain a valid Crane Operator Certification within 12 months of appointment.

**DISTINGUISHING CHARACTERISTICS**

The Equipment Operator is responsible for operating heavy equipment in a safe and efficient manner. This classification is found in the Public Works Department, Street Division and the Water & Sewer Utilities Department. The types of equipment operated will depend on assigned area. When not operating the specified equipment, the incumbent may perform duties of a maintenance worker assigned to the work crew.

**TYPICAL DUTIES**

Duties include, but are not limited to the following under general supervision:

- Performs skilled work in the maintenance, construction, and operation of streets, water, recycled water, and/or sewer services, using medium and heavy power-driven equipment as a major assignment
- Operates, maintains, and makes minor field repairs to equipment including, but not limited to, graders, rollers, cranes, loaders, backhoes, tractors, hole digger trucks, trucks with cranes, dump trucks, and bulldozers
- Conducts safety pre-trip inspections of equipment prior to operation
- Operates a variety of hand, pneumatic, and power tools
- Cuts and clears ditches
- Operates crane to lift and move pipes, poles, and other construction materials

## **EQUIPMENT OPERATOR (continued)**

- Performs incidental construction and maintenance work and manual labor as necessary
- Performs a variety of semi-skilled tasks related to the construction, maintenance, and repair of public property
- Assists in the work of a street or utility crew when not operating equipment
- Participates in training related to safety, confined space, and operation of equipment
- May assist in the training of personnel as assigned
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- The operation and maintenance of a wide variety of equipment including, but not limited to, graders, bulldozers, tractors, cranes, power hole diggers, backhoe, and rollers
- The methods, practices, equipment, and material used in public works or utility construction and maintenance
- Safety practices and operation procedures of heavy equipment
- Confined space safety practices

Ability to:

- Follow oral and written instructions
- Communicate clearly, concisely, and effectively, both orally and in writing
- Deal tactfully and courteously with others
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public
- Work in a team-based environment as part of a work crew and achieve common goals
- Observe safety rules and work in a safe manner
- Operate a wide variety of equipment including, but not limited to, graders, bulldozers, tractors, cranes, power hole diggers, backhoe, and rollers
- Perform heavy manual labor
- Regularly lift and/or move up to 55 pounds and occasionally lift and/or move up to 90 pounds
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the general supervision of a Street Maintenance Foreman/Forewoman, Utility Crew Supervisor or other supervisor as assigned.

### **SUPERVISION EXERCISED**

May act as a Utility Crew Supervisor, Street Maintenance Worker IV, or lead the work of a small street or utility crew. May assist in the training of personnel as assigned.

### **OTHER REQUIREMENTS**

- May be required to work unusual hours in the performance of duties and emergency situations and be available on an "on-call" basis
- May be subject to drug and/or alcohol testing as mandated by federal regulations
- Must be able to perform all of the essential functions of the job classification

### **CLASSIFICATION HISTORY**

Rev. 04/2014; Rev. 11/2019

**CITY OF SANTA CLARA / AFSCME LOCAL 101 (UNIT 6)**  
**SIDE LETTER AGREEMENT REGARDING CRANE OPERATOR**  
**CERTIFICATION PAY**

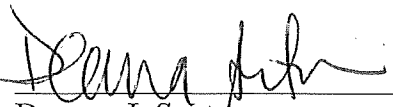
The City of Santa Clara (City) and AFSCME Local 101 have met and conferred in good faith regarding the City paying Crane Operator Certification Pay and agree as follows:


1. Employees in the classification of Equipment Operator assigned to the Water and Sewer Department shall receive Crane Operator Certification premium pay for attaining and maintaining the State required National Commission for the Certification of Crane Operators certification (Crane Operator Certification) for operating cranes. The Crane Operator Certification premium pay shall be 2.5% of base pay, applicable to all hours in a paid status, including regularly scheduled hours worked, paid leave hours used and MOU overtime hours.

2. The City shall pay the Crane Operator Certification retroactive premium pay described in the prior paragraph to May 19, 2019.

3. The parties agree that the job description for Equipment Operator shall be updated to include as a job requirement that an employee hired or promoted or transferred into an Equipment Operator position assigned to the Water and Sewer Department must possess the Crane Operator Certification within 12 months of such employment/assignment and thereafter maintain the Crane Operator Certification. Failure of an Equipment Operator assigned to the Water and Sewer Department to attain, possess or maintain the Crane Operator certification consistent with this paragraph shall constitute good cause for discipline up to and including termination.

4 This Side Letter shall be effective following both execution by the signatories indicated below and approval by the Santa Clara City Council.

  
Deanna J. Santana  
City of Santa Clara  
City Manager

  
Carol McEwan  
AFSCME Local 101  
Business Agent

Dated: 10/11/19

Dated: 10/3/19



## Agenda Report

19-1273

Agenda Date: 11/18/2019

### REPORT TO CIVIL SERVICE COMMISSION

#### **SUBJECT**

Action to Modify Class Specification for Pump Maintenance Technician

#### **BACKGROUND**

The Human Resources Department coordinated with the Water and Sewer Utilities to modify the class specification to add the requirement to possess a Class B driver's license. 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**

On July 8, 2019, the Civil Service Commission approved revisions to the Pump Maintenance Technician class specification which included consolidating three of the Pump Maintenance Technician class specifications into one class specification to allow for improved cross training, coverage, and succession planning. Revisions also included updates to the required certifications and licenses.

When these revisions were initially sent to the Civil Service Commission, possession of the Class B driver's license within 12 months of appointment was inadvertently removed from the class specification. After further review of the class specification with the Water and Sewer Utilities, it was determined that possession of the Class B driver's license is essential for incumbents in the event of an emergency. Staff recommends reinstatement of the Class B driver's license requirement to the class specification so the Department can effectively respond to and support emergencies and serve the citizens of Santa Clara. Additionally, the Class B license is required of other classifications within the Water Operations and Maintenance Division work group, so the action is recommended in order to maintain the status quo of the division. All current incumbents possess the Class B driver's license.

There are no recommended changes to the examination weighting for Pump Maintenance Technician.

#### **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 job specification.

**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 class specification for Pump Maintenance Technician.

Reviewed by: Aracely Azevedo, Assistant Director of Human Resources

Approved by: Teresia Zadroga-Haase, Director of Human Resources

**ATTACHMENTS**

1. Class Specification, draft and clean, for Pump Maintenance Technician



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

**TITLE: PUMP MAINTENANCE TECHNICIAN (677)**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Water and Sewer	Varies	Non-Exempt

**EDUCATION AND EXPERIENCE**

- Graduation from high school or GED.
- Two (2) years of construction, operations or maintenance experience in a water or wastewater agency, at least one (1) year of which shall have included maintenance experience for motor driven pumps, controls and their appurtenances as are used for water, sewage or storm water pumping.

**LICENSES/CERTIFICATIONS**

- A valid California Class C driver's license is required at the time of appointment and for the duration of employment.
- Within 12 months of appointment and for the duration of employment, a valid Commercial Class B California driver's license with endorsements for air brakes and tank vehicle is required.
- A valid Mechanical Technologist Certificate (Grade 1) issued by the California Water Environment Association (CWEA) within 12 months of appointment.
- A valid Collection System Maintenance Certificate (Grade 1) issued by the California Water Environmental Association (CWEA) at the time of appointment.
- A valid Water Distribution System Operator (Grade D1) issued by the California Water Resources Control Board at the time of appointment.

*If assigned to the Water Utility:*

- A valid Water Treatment Operator Certificate (Grade T1) issued by the State of California Water Resources Control Board must be obtained within 12 months of appointment.
- A valid Water Distribution System Operator (Grade D2) issued by the California Water Resources Control Board must be obtained within 12 months of appointment.

*If assigned to the Sewer Utility:*

- A valid Collection System Maintenance Certificate (Grade 2) issued by the California Water Environmental Association must be obtained within 12 months of appointment.

**DISTINGUISHING CHARACTERISTICS**

The incumbent in this position will possess a thorough understanding of installation, operation and routine maintenance procedures required for swimming pool and domestic hot water solar heating systems, pumps and pump stations and their appurtenances as are used for the pumping of potable water, non-potable(recycled) water, sewer and storm water in the City of Santa Clara Water & Sewer Utility and in the Street Department Storm Drain Division. The incumbent may be assigned to work in either the Water Utility or the Sewer Utility and will be capable of exercising independent judgement in performing routine tasks, as well as making recommendations regarding major maintenance requirements or operational changes as might be

## **PUMP MAINTENANCE TECHNICIAN (continued)**

indicated to assure the best use of pumping plants and related equipment.

### **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

Independently, under general supervision, or as a member of a crew:

- Operates, adjusts, and programs SCADA system
- Utilizes technology such as computers, mobile devices, and Computerized Maintenance Management Systems (CMMS)
- Install, troubleshoots and repairs radio telemetry equipment
- Adjusts and repairs pressure control valves
- Performs fire flow tests
- Operates overhead electric hoist and/or truck mounted crane
- Schedules service and installation appointments
- Performs skilled work in the installation, repair and maintenance of water, storm, or sewer pump systems and solar heating equipment
- Removes, overhauls, repairs and replaces motors, pumps, pressure control and check valves
- Monitors and tests the operation of solar, sanitary, and storm lift station equipment; tests for efficiency and function of deep well and water system booster pumps
- Operates disinfection treatment equipment and facilities
- Performs related maintenance and repair work as required, including changing and interpreting flow recorder charts, taking water levels, recording water and electric meter readings, painting control panels and pumps, lubricating water meters, and making minor repairs
- Drives trucks, including hauling hazardous materials
- May perform minor electrical work in connection with solar installations and pump controls
- May lead, direct, or train a small utility crew as assigned
- Performs related work as required

### **KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of

- The operation and maintenance of a wide variety of pumps and pumping facilities including top drive (line-shaft) and submersible pumps used in deep wells, centrifugal and turbine booster pumps for potable water systems, non-potable (recycled) water systems and pumps used for lift stations in storm water and sanitary sewer systems
- Clutches; gear drives; pump motor controls; level, flow, temperature and pressure measuring devices; ladder safety; roofing systems; auxiliary power supply and standby engine-driven pumps
- Water treatment and hydraulics
- Use of preventative and predictive maintenance practices to minimize or eliminate pump downtime
- Use of power and manual hand tools
- Plumbing installation and repairs for PVC and copper piping
- Electrical theory and safety ability to read and interpret basic wiring diagrams
- Keep accurate records of site maintenance and major site work using CMMS and site log

## **PUMP MAINTENANCE TECHNICIAN (continued)**

book

Ability to:

- To perform heavy manual labor
- Utilize and stay abreast with technology and programs such as computers, mobile devices, and Computerized Maintenance Management Systems (CMMS)
- Communicate effectively orally and in writing
- Deal tactfully and courteously with others
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Follow oral and written instructions
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the general supervision of a Manager, Superintendent, Assistant Superintendent or Utility Crew Supervisor in the Water & Sewer Utilities, or other supervisor as assigned.

### **SUPERVISION EXERCISED**

May lead, direct, or train a small utility crew as assigned.

### **SPECIAL CONDITIONS**

Incumbents of this classification may be required to work shift work, weekends, unusual hours in emergency situations and to be available on an "on call" basis.

### **CLASSIFICATION HISTORY**

Created 11/1994; Rev. 07/2019; Rev. 11/2019

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

**TITLE: PUMP MAINTENANCE TECHNICIAN (677)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Water and Sewer	Varies	Non-Exempt

**EDUCATION AND EXPERIENCE**

- Graduation from high school or GED.
- Two (2) years of construction, operations or maintenance experience in a water or wastewater agency, at least one (1) year of which shall have included maintenance experience for motor driven pumps, controls and their appurtenances as are used for water, sewage or storm water pumping.

**LICENSES/CERTIFICATIONS**

- A valid California Class C driver's license is required at the time of appointment and for the duration of employment.
- Within 12 months of appointment and for the duration of employment, a valid Commercial Class B California driver's license with endorsements for air brakes and tank vehicle is required.
- A valid Mechanical Technologist Certificate (Grade 1) issued by the California Water Environment Association (CWEA) within 12 months of appointment.
- A valid Collection System Maintenance Certificate (Grade 1) issued by the California Water Environmental Association (CWEA) at the time of appointment.
- A valid Water Distribution System Operator (Grade D1) issued by the California Water Resources Control Board at the time of appointment.

*If assigned to the Water Utility:*

- A valid Water Treatment Operator Certificate (Grade T1) issued by the State of California Water Resources Control Board must be obtained within 12 months of appointment.
- A valid Water Distribution System Operator (Grade D2) issued by the California Water Resources Control Board must be obtained within 12 months of appointment.

*If assigned to the Sewer Utility:*

- A valid Collection System Maintenance Certificate (Grade 2) issued by the California Water Environmental Association must be obtained within 12 months of appointment.

**DISTINGUISHING CHARACTERISTICS**

The incumbent in this position will possess a thorough understanding of installation, operation and routine maintenance procedures required for swimming pool and domestic hot water solar heating systems, pumps and pump stations and their appurtenances as are used for the pumping of potable water, non-potable(recycled) water, sewer and storm water in the City of Santa Clara Water & Sewer Utility and in the Street Department Storm Drain Division. The incumbent may be assigned to work in either the Water Utility or the Sewer Utility and will be capable of exercising independent judgement in performing routine tasks, as well as making recommendations regarding major maintenance requirements or operational changes as might be

## **PUMP MAINTENANCE TECHNICIAN (continued)**

indicated to assure the best use of pumping plants and related equipment.

### **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

Independently, under general supervision, or as a member of a crew:

- Operates, adjusts, and programs SCADA system
- Utilizes technology such as computers, mobile devices, and Computerized Maintenance Management Systems (CMMS)
- Install, troubleshoots and repairs radio telemetry equipment
- Adjusts and repairs pressure control valves
- Performs fire flow tests
- Operates overhead electric hoist and/or truck mounted crane
- Schedules service and installation appointments
- Performs skilled work in the installation, repair and maintenance of water, storm, or sewer pump systems and solar heating equipment
- Removes, overhauls, repairs and replaces motors, pumps, pressure control and check valves
- Monitors and tests the operation of solar, sanitary, and storm lift station equipment; tests for efficiency and function of deep well and water system booster pumps
- Operates disinfection treatment equipment and facilities
- Performs related maintenance and repair work as required, including changing and interpreting flow recorder charts, taking water levels, recording water and electric meter readings, painting control panels and pumps, lubricating water meters, and making minor repairs
- Drives trucks, including hauling hazardous materials
- May perform minor electrical work in connection with solar installations and pump controls
- May lead, direct, or train a small utility crew as assigned
- Performs related work as required

### **KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of

- The operation and maintenance of a wide variety of pumps and pumping facilities including top drive (line-shaft) and submersible pumps used in deep wells, centrifugal and turbine booster pumps for potable water systems, non-potable (recycled) water systems and pumps used for lift stations in storm water and sanitary sewer systems
- Clutches; gear drives; pump motor controls; level, flow, temperature and pressure measuring devices; ladder safety; roofing systems; auxiliary power supply and standby engine-driven pumps
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- Plumbing installation and repairs for PVC and copper piping
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- Keep accurate records of site maintenance and major site work using CMMS and site log book

## **PUMP MAINTENANCE TECHNICIAN (continued)**

Ability to:

- To perform heavy manual labor
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- Communicate effectively orally and in writing
- Deal tactfully and courteously with others
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Follow oral and written instructions
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the general supervision of a Manager, Superintendent, Assistant Superintendent or Utility Crew Supervisor in the Water & Sewer Utilities, or other supervisor as assigned.

### **SUPERVISION EXERCISED**

May lead, direct, or train a small utility crew as assigned.

### **SPECIAL CONDITIONS**

Incumbents of this classification may be required to work shift work, weekends, unusual hours in emergency situations and to be available on an "on call" basis.

### **CLASSIFICATION HISTORY**

Created 11/1994; Rev. 07/2019; Rev. 11/2019