

CITY OF RENO – CIVIL SERVICE COMMISSION

MEETING AGENDA

February 25, 2021 — 3:30 PM
MEETING VIA TELECONFERENCE

MEMBERS

Tray Abney, Chairperson
YeVonne Allen, Vice Chairperson
Jeannie Atkinson
Ken Dalton
Ricardo Duarte
Jay Kenny
Nichole Paul

Public Notice: Pursuant to Section 3 of the Declaration of Emergency Directive 006 (“Directive 006”), the requirement contained in NRS 241.023(1)(b) that there be a physical location designated for meetings of public bodies where members of the public are permitted to attend and participate has been suspended. Moreover, pursuant to Section 3 of Directive 006, the requirements contained in NRS 241.020(4)(a) that public notice agendas be posted at physical locations within the State of Nevada has likewise been suspended. See, http://gov.nv.gov/uploadedFiles/govnewnv.gov/Content/News/Emergency_Orders/2020/DeclarationofEmergencyDirective006reOML.3-21-20.pdf. This agenda has been electronically posted in compliance with NRS 241.020(3) at <http://www.reno.gov>, and NRS 232.2175 at <https://notice.nv.gov/>. To obtain further documentation regarding posting, please contact Melissa Ulrich, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, Nevada 89501; civilservice@reno.gov.

Order of Agenda: Section titles on this agenda are for convenience and reference purposes and are not intended to define, govern, limit, modify or in any manner affect the titles of the items listed for consideration by the Civil Service Commission. A time listed next to a specific agenda item indicated that the specific item will not be heard before that time – it does not indicate the time schedule of any other item. Items on the agenda may be removed, postponed, taken out of order and the public body may combine two or more agenda items for consideration.

Accommodations: We are pleased to make reasonable accommodations for members of the public who are disabled. If you should require special arrangements for any meeting, please contact our office at 334-2223, 24 hours prior to the date of the meeting.

Pursuant to Section 5 of Directive 006, the requirement contained in NRS 241.020(3)(c) that physical locations be available for the public to receive supporting material for public meetings has been suspended. Staff reports and supporting material for the meeting are available on the City’s website at <http://www.reno.gov/meetings> and <https://www.reno.gov/Home/Components/Calendar/Event/26925/670>. Pursuant to NRS 241.020(6), supporting material is made available to the general public at the same time it is provided to the Civil Service Commission.

IT IS ANTICIPATED THAT ALL OF THE MEMBERS OF THE COMMISSION WHO APPEAR WILL PARTICIPATE BY TELEPHONE CONFERENCE. PURSUANT TO THE NEVADA GOVERNOR’S DECLARATION OF EMERGENCY DIRECTIVE 006, SECTION 2, FURTHER, IT IS ANTICIPATED THAT STAFF WILL PARTICIPATE BY TELEPHONE. PUBLIC COMMENT MAY BE MADE BY EMAIL TO: ackermannb@reno.gov and will be made part of the public record. Public comment received before and during the meeting will be provided to the Commission for review and entered into the record. It will not be read into the record at the meeting. Members of the public may also view the meeting virtually by pre-registering using the following link:

<https://zoom.us/meeting/register/tJEvdeChpjsvHdKQu1oT8wFkItQApZwsc59e>

ITEM:

1. CALL TO ORDER/ROLL CALL
2. PUBLIC COMMENT – This item is for either public comment on any action item or for general public comment and is limited to no more than **three (3) minutes** for each commentator. Public comment received before and during the meeting will be provided to the Commission for review and entered into the record. It will not be read into the record at the meeting.
3. APPROVAL OF AGENDA (For Possible Action)
4. LIAISON REPORT (Items for announcement and informational items only. No deliberation or action will be taken on this item.)
5. MINUTES – Approval of the January 28, 2021 regular meeting minutes.
(For Possible Action)
6. CONSENT AGENDA
 - A. Request to acknowledge employee confirmations in accordance with the dates listed in the Confirmation Report. (For Possible Action)
 - B. Request to accept eligible lists in accordance with the dates listed in the Eligible List Report. (For Possible Action)
 - C. Request to approve eligible list extensions in accordance with the dates listed in the Eligible List Extension Report. (For Possible Action)
 - D. Request to approve the minimum qualifications for the classification specification of Water Supply Inspector II. (For Possible Action)
 - E. Request to approve extension of probation for Melissa Ulrich, Civil Service Technician in the Civil Service Department. (For Possible Action)

- F. Request from German Rodriguez to be placed on the re-employment list for Police Officer. (For Possible Action)
7. REGULAR AGENDA
- A. Discussion, direction and possible approval of formal review process of the Chief Examiner which includes sending out a Customer Service Survey to department heads and labor groups and the Performance Evaluation form to Civil Service Employees and the Commissioners. (For Possible Action)
 - B. Request to approve probation periods for classifications covered by the Civil Service System. (For Possible Action)
8. CHIEF EXAMINER ANNOUNCEMENTS (Items for general announcements and informational items only. No deliberation or action will be taken on this item.)
9. IDENTIFICATION OF FUTURE AGENDA ITEMS
10. CONFIRM NEXT MEETING DATE OF March 25, 2021 AT 3:30 PM. (For Possible Action)
11. PUBLIC COMMENT – This item is for either general public comment or on any action item and is limited to no more than three (3) minutes for each commentator. Public comment received before and during the meeting will be provided to the Commission for review and entered into the record. It will not be read into the record at the meeting.
12. ADJOURNMENT (For Possible Action)

CITY OF RENO – CIVIL SERVICE COMMISSION

DRAFT MINUTES

Thursday – January 28, 2021 – 3:30 PM
Reno, Nevada

MEMBERS

Tray Abney, Chairperson
YeVonne Allen, Vice Chairperson
Jeannie Atkinson
Ken Dalton
Ricardo Duarte
Jay Kenny
Nichole Paul

1. CALL TO ORDER/ROLL CALL

Chairperson Abney called the meeting to order at 3:30 PM. A quorum was established.

MEMBERS PRESENT: Tray Abney
YeVonne Allen
Ken Dalton
Ricardo Duarte
Jay Kenny
Nichole Paul

MEMBERS EXCUSED: Jeannie Atkinson

ALSO PRESENT FROM CIVIL SERVICE:

Barbara Ackermann, Chief Examiner
Candie Lorenzo, Management Analyst
Melissa Ulrich, Civil Service Technician
Susan Rothe, Deputy City Attorney
Karl Hall, City Attorney

2. **PUBLIC COMMENT** – This item is for either public comment on any action item or for general public comment and is limited to no more than **three (3) minutes** for each commentator.

None.

3. **APPROVAL OF AGENDA** (For Possible Action)

It was moved by Commissioner Kenny, seconded by Commissioner Duarte, to approve the January 28, 2021 agenda. The motion passed unanimously.

4. **LIAISON REPORT** (Item for announcements and informational items only. No deliberation or action will be taken on this item.)

Councilwoman Brekhus notified the Commission that the Council will be having a zoom retreat with the City Manager in February.

Councilwoman Brekhus confirmed with the Commission that there is one vacancy remaining. She informed the Commission that she will follow up with the Clerk to verify what applications are on file and inform the Mayor of those and the remaining vacancy.

5. **MINUTES** – Approval of the December 17, 2020 regular meeting minutes. (For Possible Action)

It was moved by Commissioner Dalton, seconded by Vice Chairperson Allen, to approve the minutes for the December 17, 2020 Civil Service meeting. The motion passed unanimously.

6. **CONSENT AGENDA**

- A. Request to acknowledge employee confirmations in accordance with the dates listed in the Confirmation Report. (For Possible Action)
- B. Request to accept eligible lists in accordance with the dates listed in the Eligible List Report. (For Possible Action)
- C. Request to approve eligible list extensions in accordance with the dates listed in the Eligible List Extension Report. (For Possible Action)
- D. Request to approve the minimum qualifications for the classification specification of Plans Examiner. (For Possible Action)
- E. Request to approve extension of probation for Alex Nieto, Inclusion/Behavior Specialist in the Parks and Recreation Department. (For Possible Action)
- F. Request to approve extension of probation for Eugenio Bueno, Sergeant in the Police Department. (For Possible Action)

Chief Examiner Ackermann informed the Commission that a correction needs to be made to item 6.A. as the Confirmation Report has Carlos Valles being confirmed as a Police Officer and that needs to be corrected to Carlos Valles being confirmed as a Sergeant.

It was moved by Commissioner Kenny, seconded by Commissioner Duarte, to approve the Consent Agenda items with the correction to item 6.A. The motion passed unanimously.

7. REGULAR AGENDA

- A. Request to Chief Examiner year in review presentation. (For Possible Action)

Chief Examiner Barbara Ackermann presented the Commission with the department's annual report for 2020.

8. CHIEF EXAMINER ANNOUNCEMENTS (Items for general announcements and informational items only. No deliberation or action will be taken on this item.)

Chief Examiner Barbara Ackermann informed the Commission that she anticipates filling the Management Analyst vacancy by March 1, 2021.

Chief Examiner Barbara Ackermann informed the Commission that the Civil Service staff is transitioning back to the office. Melissa will be in the office Monday through Friday starting February 1, 2021 with Candie and Barbara rotating days in the office.

9. IDENTIFICATION OF FUTURE AGENDA ITEMS

Chairperson Abney requested that a discussion of this Commission take place during the next regular meeting of the Civil Service Commission to determine the direction and possible approval of a formal review process of the Chief Examiner.

10. CONFIRM NEXT MEETING DATE OF February 25, 2021 AT 3:30 PM. (For Possible Action)

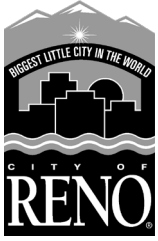
The next regular meeting of the Civil Service Commission was scheduled for Thursday, February 25, 2021 at 3:30 PM.

11. PUBLIC COMMENT – This item is for either general public comment or on any action item and is limited to no more than three (3) minutes for each commentator.

None.

12. ADJOURNMENT (For Possible Action)

It was moved by Vice Chairperson Allen, seconded by Commissioner Kenny, to adjourn the meeting at 4:39 PM. The motion passed unanimously.



Civil Service Commission

CONFIRMATION REPORT

DATE: February 12, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.A. Request to acknowledge employee confirmations in accordance with the dates listed in this Confirmation Report. (For Possible Action)

Having successfully completed the Probation Period, pursuant to Rule VII, Section 12(e), I recommend that the Civil Service Commission acknowledge the confirmation dates for the employees listed below:

Parks and Recreation

Daniel Viquez
Ashley Estrada

Job Title

Recreation Leader
Recreation Leader

Confirmation Date

February 14, 2021
February 24, 2021

Public Works

Cyrus Erick Miller

Job Title

Associate Civil Engineer

Confirmation Date

January 6, 2021

Reno Fire Department

Jason Eastman
Paul Salerno

Job Title

Captain
Captain

Confirmation Date

February 28, 2021
February 28, 2021

Reno Police Department

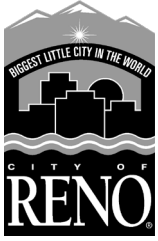
William C. Lynch
Christina Rodriguez
Victor Vega

Job Title

Police Sergeant
Administrative Services Manager
Police Officer

Confirmation Date

February 14, 2021
January 27, 2021
December 3, 2020



Civil Service Commission

ELIGIBLE LIST REPORT

DATE: February 16, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.B. Request to accept eligible lists in accordance with the dates listed in this Eligible List Report. (For Possible Action)

Pursuant to Rule VII, I recommend that the Civil Service Commission accept the eligible lists in accordance with the dates listed below:

Deputy Chief of Police	There are five (5) candidate on the promotional list established on January 19, 2021 with ethnic diversity.
Equipment Mechanic	There are nineteen (19) candidates on the list established on February 3, 2021 with ethnic and racial diversity.
Equipment Mechanic	There are two (2) candidates on the promotional list established on February 3, 2021 with ethnic diversity.
Firefighter	There are one hundred seventy one (171) candidates on the list established on February 2, 2021 with ethnic, gender and racial diversity.
Firefighter Paramedic	There are eighteen (18) candidates on the list established on February 2, 2021 with ethnic and racial diversity.
Maintenance Worker III	There are eighteen (18) candidates on the promotional list established on January 21, 2021 with ethnic and gender diversity.

Parking Enforcement Officer

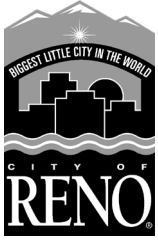
There are one hundred six (106) candidates on the list established on January 26, 2021 with ethnic, gender and racial diversity.

Plans Examiner

There are three (3) candidates on the list established on February 16, 2021.

Plans Examiner

There are two (2) candidates on the promotional list established on February 16, 2021.



Civil Service Commission

ELIGIBLE LIST EXTENSION REPORT

DATE: February 12, 2021

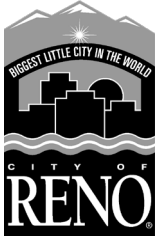
TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.C. Request to approve eligible list extensions in accordance with the dates listed in this Eligible List Extension Report. (For Possible Action)

With candidates remaining on each list, pursuant to Rule VII, Section 9, I recommend that the Civil Service Commission approve the extension of the following eligible lists in accordance with the dates listed below:

Civil Service Technician	There are five (5) names remaining on this list established on March 2, 2020 and are set to expire on March 2, 2021. A two (2) month extension is recommended.
Civil Service Technician	There are four (4) names remaining on this promotional list established on March 2, 2020 and are set to expire on March 2, 2021. A two (2) month extension is recommended.
Public Safety Dispatch Trainee	There are twenty-eight (28) names remaining on this list established on December 9, 2019 and are set to expire on March 9, 2021 as this list was previously extended for three (3) months. An additional three (3) month extension is recommended.
Secretary	There are forty-two (42) names remaining on this list established on March 3, 2020 and are set to expire on March 3, 2021. A six (6) month extension is recommended.



Civil Service Commission

MEMORANDUM

DATE: February 12, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.D. Request to approve the minimum qualifications for the classification specification of Water Supply Inspector II. (For Possible Action)

Background:

The Reno Fire Department has been working with the HR Department to create the new Water Supply Inspector II classification specification. This new classification specification will allow the Reno Fire Department to enhance processes to reduce redundancies of personnel and increase flexibility among the inspectors to perform their duties related to water and fire inspection as needed.

Discussion:

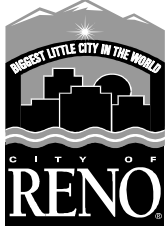
The Water Supply Inspector II performs the more complex and specialized duties of fire prevention and water supply inspection. The position requires two (2) years as a Water Supply Inspector I with the Reno Fire Department which is more specified experience above the minimum qualifications of the Water Supply Inspector I. The Water Supply Inspector II requires Fire Inspector II and Plans Examiner certifications in addition to the Fire Inspector I certification required for the Water Supply Inspector I position.

Recommendation:

It is recommended that the Civil Service Commission approve the minimum qualifications of the new classification specification of Water Supply Inspector II as presented with a twelve (12) month probationary period.

Attachment 1: Memo requesting approval of minimum qualifications from Maggie Burke, Interim Director of Human Resources.

Attachment 2: Classification Specification for Water Supply Inspector II.



Department of Human Resources

MEMORANDUM

Date: February 05, 2021
To: Civil Service Commission
From: Maggie Burke, Interim Director of Human Resources *MB*
Subject: Water Supply Inspector II – Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the revised minimum qualifications for the Water Supply Inspector II classification.

Discussion:

The Water Supply Inspector II is a new classification. This new position will allow the Reno Fire Department to refine their site plan review process and construction process by reducing the different personnel required to visit a site and allow for flexibility for these inspectors to perform a multitude of duties related to water and fire inspection as needed.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Requirements and procedures of municipal water supply, distribution and hydrant systems.
- Fire suppression water supply requirements.
- Fire hydrant location, construction, operation and capacity.
- Mechanical techniques and procedures.
- Fire insurance ratings, water testing procedures and recordkeeping.
- Basic algebra as applied to calculation of hydraulics.
- Principles and procedures of record keeping.
- Common office software programs.
- Techniques for communicating effectively with the public.
- English usage, grammar, punctuation, spelling, and sentence structure.
- Basic mathematical calculations.
- Fire Department and division of prevention organization and operations.
- Codes, laws and regulations relevant to fire prevention, protection.
- Fire prevention and protection components and the science of fire and firefighting.
- Modern fire prevention and protection principles, practices, methods and techniques.
- Fire behavior; common causes of fire and fire spread
- IFC, IBC, & NFPA standards.
- Fire protection equipment, systems and appliance evaluation, testing, and approval.

Fire department suppression operations, tactics, and strategies.
Community educational methodology related to fire and life safety, human behavior during fire and community risk assessment.

Ability to:

Develop and maintain computer spreadsheets.
Read and understand blueprints, plot plans and maps.
React with judgment in emergency situations.
Use specialty computer software programs.
Effectively run water flow/pressure tests.
Communicate effectively in oral and written form.
Establish and maintain effective working relationships with employees and the public.
Work without direct supervision.
Apply pertinent city and state fire and life safety codes and ordinances.
Apply principles and practices of fire and life safety code enforcement.
Apply fire prevention methods and practices.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Completion of a high school diploma or equivalent supplemented by specialized training in the hydraulic fire protection systems and/or water supply systems.

Experience:

Two years as a Water Supply Inspector I with the Reno Fire Department.

License or Certificate:

Possession of a valid driver's license.

Certification as a Fire Inspector I, Fire Inspector II and Plans Examiner from a nationally recognized certification board i.e. ICC, NFPA, DOD, IFSAC, etc.

All required licenses and certifications must be kept current for this position.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Water Supply Inspector II classification.

WATER SUPPLY INSPECTOR II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Perform responsible technical work involving program responsibility to ensure the availability of adequate water supplies to meet fire suppression requirements through plan review of proposed locations, maintenance, periodic testing, and repair of fire hydrants and water supply systems; plan and coordinate with Fire Inspectors and Firefighters for hydrant maintenance testing; plan and coordinate with municipal water companies; and perform related work as required.

DISTINGUISHING CHARACTERISTICS

The Water Supply Inspector II performs the full range of fire prevention and water supply inspection duties, receiving occasional instruction or assistance as new or unusual situations arise. The Water Supply Inspector II is fully aware of and knowledgeable about department policies and procedures, as well as local, state, and national codes and ordinances. The Water Supply Inspector II receives general supervision from Fire Prevention Captains and may exercise technical oversight of employees in Fire Inspector I and/or Water Supply Inspector I classifications.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Reviews, evaluates, and approves plans for buildings, sites, street emergency vehicle access, fire hydrant locations, and fire protection systems pertaining to fire, building and life safety codes.
2. Discusses plan review requirements and related design criteria for various occupancy types and industrial processes for code compliance and departmental procedures with architects, engineers, developers, and property owners.
3. Inspects safety systems during various phases of construction.
4. Investigates complaints and recommend solutions regarding fire and life safety hazards and water or fire hydrant damage, and conducts inspections of existing buildings, structures, or water systems to determine if hazardous or illegal conditions exists; documents code violations; recommends modifications to rectify violations, and ensures code conformance.
5. Assist as needed with inspections of fire alarm systems, automatic extinguishing systems, building exiting systems, and storage methods of explosive and combustible materials.
6. Assist as needed with firefighting operations when water supply is compromised.
7. Assist as needed with Fire Investigations.
8. Issues notices of violation and misdemeanor citations for fire code violations.
9. Prepares reports and maintenance records regarding hydrant data, mapping, inspections, and other relevant information using an electronic database and office software.
10. Remains current with changes in local and state fire and related codes.

City of Reno

Water Supply Inspector (Continued)

11. Maintain inventory control of parts, equipment and supplies for repair of hydrants.
12. May occasionally supervise others
13. Serves as liaison on behalf of the Reno Fire Prevention Division with various jurisdictions, state, federal government agencies, community organizations, and groups.
14. Repair and perform maintenance on fire hydrants and water supply systems as required.
15. Coordinate with utility companies and others to solve low pressure, water main upgrade, and other problems affecting adequate water supply availability; may respond to major alarms to render assistance as needed.
16. Coordinate with local water authority to provide data for insurance rating purposes.
17. Develop and coordinate testing procedures for fire protection systems and fire hydrants.
18. Performs related duties and responsibilities as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Requirements and procedures of municipal water supply, distribution and hydrant systems.

Fire suppression water supply requirements.

Fire hydrant location, construction, operation and capacity.

Mechanical techniques and procedures.

Fire insurance ratings, water testing procedures and recordkeeping.

Basic algebra as applied to calculation of hydraulics.

Principles and procedures of record keeping.

Common office software programs.

Techniques for communicating effectively with the public.

English usage, grammar, punctuation, spelling, and sentence structure.

Basic mathematical calculations.

Fire Department and division of prevention organization and operations.

Codes, laws and regulations relevant to fire prevention, protection.

Fire prevention and protection components and the science of fire and firefighting.

Modern fire prevention and protection principles, practices, methods and techniques.

Fire behavior; common causes of fire and fire spread

IFC, IBC, & NFPA standards.

Fire protection equipment, systems and appliance evaluation, testing, and approval.

Fire department suppression operations, tactics, and strategies.

Community educational methodology related to fire and life safety, human behavior during fire and community risk assessment.

Ability to:

Develop and maintain computer spreadsheets.

Read and understand blueprints, plot plans and maps.

React with judgment in emergency situations.

Use specialty computer software programs.

Effectively run water flow/pressure tests.

Communicate effectively in oral and written form.

Establish and maintain effective working relationships with employees and the public.

City of Reno

Water Supply Inspector (Continued)

Work without direct supervision.

Apply pertinent city and state fire and life safety codes and ordinances.

Apply principles and practices of fire and life safety code enforcement.

Apply fire prevention methods and practices.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Completion of a high school diploma or equivalent supplemented by specialized training in the hydraulic fire protection systems and/or water supply systems.

Experience:

Two years as a Water Supply Inspector I with the Reno Fire Department.

License or Certificate:

Possession of a valid driver's license.

Certification as a Fire Inspector I, Fire Inspector II and Plans Examiner from a nationally recognized certification board i.e. ICC, NFPA, DOD, IFSAC, etc.

All required licenses and certifications must be kept current for this position.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

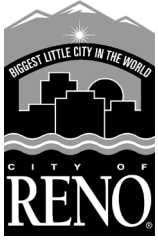
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in both an office and field setting with frequent travel to different sites and locations; work in field, construction site and office environments; exposure to noise, dust, grease, smoke, fumes, gases, potentially hazardous chemicals; inspect in restricted spaces.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and field setting; to travel to different field locations; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull medium to heavy amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and visual acuity for the review and analysis of maps, reading blueprints, plans, and computer screens.

February 2021

Human Resources



Civil Service Commission

MEMORANDUM

DATE: February 12, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.E. Request to approve extension of probation for Melissa Ulrich, Civil Service Technician in the Civil Service Department. (For Possible Action)

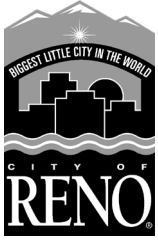
It is requested that the Civil Service Commission approve a probation extension of nine (9) weeks for Melissa Ulrich, Civil Service Technician in the Civil Service Department. Please refer to the attached memo from Barbara Ackermann, Chief Examiner, Civil Service Department.

RULE VII – CERTIFICATION OF ELIGIBLES, APPOINTMENTS AND PROBATION

Section 12. Probationary Period. (b)

In the event a six (6) or twelve (12) month probationary employee suffers injury, illness, other disability, or for other reasons has been in approved leave status in excess of thirty (30) consecutive days and is unable to perform all of the essential functions of the job, the Commission may, at the request of the appointing authority, extend the probationary period. The extension may not exceed the period of injury, illness, other disability, or absence which prevented the employee from performing all of the essential functions of the position and will be approved only in cases where the employer requires the full six (6) or twelve (12) month period to properly evaluate the employee's job performance.

Attachment 1: Memo from Barbara Ackermann, Chief Examiner, Civil Service Department.



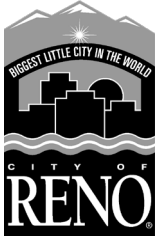
Civil Service Commission

MEMORANDUM

DATE: February 8, 2021
TO: Civil Service Commission
FROM: Barbara Ackermann, Chief Examiner
SUBJECT: Request for Probation Extension

A probation extension of 9 weeks is being requested for Melissa Ulrich, Civil Service Technician following the shift back to remote working during November 2020 and our subsequent return to the office in February 2021. During this period of time, roughly 9.5 weeks, there were frequent interruptions and delays in Melissa's training and evaluation processes that would have normally been completed during the standard probationary period.

This request will extend Melissa's ending probationary date from February 28, 2021 to April 28, 2021.



Civil Service Commission

MEMORANDUM

DATE: February 12, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.F. Request from German Rodriguez to be placed on the re-employment list for Police Officer. (For Possible Action)

German Rodriguez has submitted an application to be placed on the re-employment list for Police Officer.

Background:

Civil Service Rule XIII, Section 1.(b) provides the opportunity for a previous City of Reno Civil Service classified employee who resigned or an employee who voluntarily demoted in good standing to request placement on the re-employment list for the classification from which they resigned/demoted within three years.

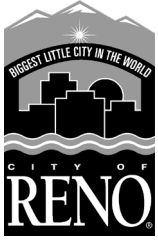
Discussion:

Upon approval by the Commission, the individual will be placed on the re-employment eligible list for a period of one (1) year from the date of approval by the Commission. An individual may reapply for an additional three (3) years provided the individual reapplies each year prior to the expiration of the last date of the individual's last eligibility period.

Employees (or ex-employees) approved by the Commission are placed on a reemployment list for the appointing authority, which may parallel a competitive list.

Staff Recommendation:

German Rodriguez has met all the requirements to be placed on the re-employment list for Police Officer. It is recommended that German Rodriguez's application for placement on the reemployment list for Police Officer be approved.



Civil Service Commission

MEMORANDUM

DATE: February 16, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 7.A. Discussion, direction and possible approval of formal review process of the Chief Examiner which includes sending out a Customer Service Survey to department heads and labor groups and the Performance Evaluation form to Civil Service Employees and the Commissioners. (For Possible Action)

At the January 2021 Civil Service Commission meeting, it was requested by Chairperson Abney that a discussion of this Commission take place to determine the direction and possible approval of a formal review process of the Chief Examiner which includes sending out a Customer Service Survey to department heads and labor groups and the Performance Evaluation form to Civil Service Employees and the Commissioners.

Proposed questions for the Performance Evaluation form and Customer Service Survey are being provided to facilitate the Commission with this discussion.

Attachment 1: Performance Evaluation Proposed Questions

Attachment 2: Customer Service Survey Proposed Questions

**City of Reno Civil Service Commission
Customer Survey
Re: Performance of Chief Examiner**

Introduction

Below is a short survey asking for your feedback as part of our annual evaluation of the Civil Service Chief Examiner. We would sincerely appreciate your taking a few minutes to answer the questions below and then return the survey to our third-party administrator at _____.

In developing this survey, we have asked direct questions in an effort to make our survey a little more user/time friendly. We have also provided a comment section after each category so that you may expand on your answers if you wish to do so.

Individual ratings and comments will be kept confidential by our third-party survey administrator. We have requested that only a summary of the ratings and comments be provided to the Civil Service Commission for its consideration. In this manner, it is our hope that you will feel comfortable answering the questions and helping us to identify areas where performance meets/exceeds expectations, as well as to define any course corrections that may be needed.

Further, please know, the Civil Service Commission's review will be conducted in an open meeting in accordance with the requirements of the Nevada Open Meeting Law and the summary results will be made available as part of our agenda packet.

* * * * *

Rating Criteria

- 1 – Exceeds your expectations
- 2 – Meets your expectations
- 3 – An Area for growth
- NA – Not Applicable

* * * * *

Communication Skills

When working with the Civil Service Chief Examiner:

_____ Are interactions cordial and respectful?

_____ Are good listening skills used? That is to say, do you feel you are really being heard?

_____ Are you provided feedback sufficiently detailed to demonstrate understanding of your concerns?

_____ Are efforts made to explain the thinking, principles, and practices that guide Civil Service processes?

_____ Are conversations approached as an opportunity to work with you in defining the best path forward?

Comments on Communications Skills:

Interpersonal Skills/Relationships

_____ Does the Chief Examiner make herself readily available to you as a professional resource?

_____ Do you feel welcome and at ease when meeting with the Chief Examiner?

_____ Do you feel that your confidences are respected and maintained?

_____ Are appropriate efforts made to keep you looped into decisions and/or progress being made?

_____ Do you walk away with a feeling that you both are working toward a common vision (even if there are points upon which you disagree)?

Comments on Interpersonal Skills/Relationshipship:

Leadership/Quality of Services

_____ Once your vacant position receives approval from the City's PRC, does the Chief Examiner ensure that the Civil Service Office initiates timely contact with your department?

_____ In developing and overseeing recruitment/testing processes, does the Chief Examiner ensure that the Civil Service Office works closely and collaboratively with your department?

_____ Is the Chief Examiner (individually or through her designees) receptive to exploring the viability of ideas for innovations/customizations that you suggest?

_____ Does the Chief Examiner (individually or through her designees) offer up ideas for innovations/customizations for your consideration?

_____ Does the Chief Examiner (individually or through her designees) work with you to align understanding on roles and responsibilities? That is to say, do you leave your discussions with a clear understanding of what the expected outcomes are, when they will be delivered, and who is on point to deliver them?

_____ Does the Chief Examiner (individually or through her designees) follow through in a timely manner on promises made to you?

Comments on Reliability/Quality of Services:

* * * * *

Thank you for sharing your experiences with us as we continue in our efforts to understand our customers' needs and improve the services we provide. If you have questions as you fill out this survey, please feel free to contact our third-party administrator for clarification and/or direction at: _____.

City of Reno Civil Service Commission Customer Survey

Introduction

Below is a short survey asking for your feedback as part of our annual evaluation of the Civil Service operations. We would sincerely appreciate your taking a few minutes to answer the questions below and then return the survey to our third-party administrator at _____.

In developing this survey, we have asked direct questions in an effort to make our survey a little more user/time friendly. We have also provided a comment section after each category so that you may expand on your answers if you wish to do so.

Individual ratings and comments will be kept confidential by our third-party survey administrator. We have requested that only a summary of the ratings and comments be provided to the Civil Service Commission for its consideration. In this manner, it is our hope that you will feel comfortable answering the questions and helping us to identify areas where our services meets/exceeds expectations, as well as to define any course corrections that may be needed.

Further, please know, the Civil Service Commission's review will be conducted in an open meeting in accordance with the requirements of the Nevada Open Meeting Law and the summary results will be made available as part of our agenda packet.

* * * * *

Rating Criteria

- 1 – Exceeds your expectations
- 2 – Meets your expectations
- 3 – An Area for growth
- NA – Not Applicable

* * * * *

Communication Skills

When working with the Civil Service Department:

_____ Are interactions cordial and respectful?

_____ Are good listening skills used? That is to say, do you feel you are really being heard?

_____ Are you provided feedback sufficiently detailed to demonstrate understanding of your concerns?

_____ Are efforts made to explain the thinking, principles, and practices that guide Civil Service processes?

_____ Are conversations approached as an opportunity to work with you in defining the best path forward?

Comments on Communications Skills:

Interpersonal Skills/Relationships

_____ Do our staff members make themselves readily available to you as a professional resource?

_____ Do you feel welcomed and at ease in our offices?

_____ Do you feel that your confidences are respected and maintained?

_____ Are appropriate efforts made to keep you looped into decisions and/or progress being made?

_____ Do you walk away with a feeling that you are all working toward a common vision (even if there are points upon which you disagree)?

Comments on Interpersonal Skills/Relationship:

Reliability/Quality of Services

_____ Once your vacant position has received approval from the City's PRC, does the Civil Service Office initiate timely contact with your department?

_____ In developing and overseeing recruitment/testing processes, does the Civil Service Office work closely and collaboratively with your department?

_____ Are our staff members receptive to exploring the viability of ideas for innovations/ customizations that you suggest (even if there may be points of disagreement)?

_____ Do our staff members offer up ideas for innovations/customizations for your consideration?

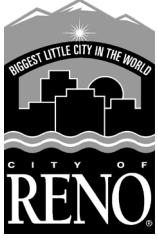
_____ Do Civil Service staff members work with you to align understanding on roles and responsibilities? That is to say, do you leave your discussions with a clear understanding of what the expected outcomes are, when they will be delivered, and who is on point to deliver them?

_____ Do Civil Service staff members follow through in a timely manner on promises they have made to you?

Comments on Reliability/Quality of Services:

* * * * *

Thank you for sharing your experiences with us as we continue in our efforts to understand our customers' needs and improve the services we provide. If you have questions as you fill out this survey, please feel free to contact our third-party administrator for clarification and/or direction at: _____.



Civil Service Commission

MEMORANDUM

DATE: February 12, 2021

TO: City of Reno Civil Service Commission

THRU: Barbara Ackermann, Chief Examiner

FROM: Candie Lorenzo, Management Analyst

SUBJECT: Item 7.B. Request to approve probation periods for classifications added to the Civil Service System. (For Possible Action)

The attached report compiles the probationary periods for positions added to the City of Reno Civil Service system after March 1, 2020.

Background:

Section 9.060 of the Reno City Charter establishes that the Civil Service Commission is responsible for: "...the establishment of probationary periods,..." Civil Service Rule VII, Section 12(a) provides that: "All original, promotional and reclassified employees who hold positions in the classified service shall be appointed tentatively and be subject to a probationary period as prescribed by the Commission."

Discussion:

Probationary periods typically follow the six or twelve calendar month cycle. The more complex or cyclical positions, a twelve-month probation period had been previously established and approved by the Commission.

Staff Recommendation:

Civil Service Staff recommends the approval of the probation periods as recommended.

Attachment 1: Report of probationary periods added after March 1, 2020

Classification	Proposed Probation Period	Date classification on CSC Agenda
Public Safety Dispatch Manager	12 months	6/25/2020
Business License Technician Supervisor	12 months	8/27/2020
Lift Station Technician	12 months	8/27/2020
Senior Lift Station Technician	12 months	10/22/2020
Criminalist	12 months	12/17/2020
Forensic Evidence Supervisor	12 months	12/17/2020
Plans Examiner*	12 months	1/28/2021

*Existing classification now with more extensive minimum qualification requirements.