

CITY OF RENO – CIVIL SERVICE COMMISSION

MEETING AGENDA

November 18, 2021 — 3:30 PM
Reno City Hall, 7th Floor Caucus Room,
1 East First Street, Reno, Nevada

MEMBERS

Tray Abney, Chairperson
YeVonne Allen, Vice Chairperson
Ken Dalton
Ricardo Duarte
Charla Honey
Jay Kenny
Nichole Paul

Posting: This agenda is posted at the following Reno location: Reno City Hall (1 East First Street) and further in compliance with NRS 241.020, this agenda has been posted on the official website for the City of Reno (www.reno.gov) and per NRS 232.2174 and 241.020, a link to this agenda has been posted to <https://notice.nv.gov>. To obtain further documentation regarding posting, please contact Rossmery Diaz, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, Nevada 89501; civilservice@reno.gov.

Supporting Material: Staff reports and supporting material for the meeting are kept with the Chief Examiner at the Office of the Civil Service Commission located at City Hall, 1 East First Street, 5th Floor, Reno, Nevada 89501.

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.

Public Comment: Public comment, whether on action items or general public comment, is limited to no more than three (3) minutes. The public may comment by submitting a “Request to Speak” form to the Chair of the Civil Service Commission. Public comment shall be presented to the Civil Service Commission as a body, and not to any member thereof.

Accommodations: Civil Service Commission and staff will make reasonable efforts to assist and accommodate persons with physical disabilities desiring to attend the meeting.

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.
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 September 23, 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 Grant Administrator. (For Possible Action)
 - E. Request to approve the minimum qualifications for the classification specification of Information Technology Manager. (For Possible Action)
 - F. Request to approve the minimum qualifications for the classification specification of Paramedic. (For Possible Action)
 - G. Request to approve the minimum qualifications for the classification specification of Senior Engineering Technician I. (For Possible Action)

7. REGULAR AGENDA
 - A. Possible approval of the request from the City Manager’s Office to utilize Selective Certification pursuant to Rule VII, Section 8, on the Citizen Services Representative recruitment for establishment of a Bilingual List. (For Possible Action)
 - B. Review and Presentation by the Chief Examiner as to the Firefighter diversity statistics with regard to applications, certifications, and hiring. (Not for 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 December 16, 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.
12. ADJOURNMENT (For Possible Action)

CITY OF RENO – CIVIL SERVICE COMMISSION

DRAFT MINUTES

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

MEMBERS

Tray Abney, Chairperson
YeVonne Allen, Vice Chairperson
Ken Dalton
Ricardo Duarte
Charla Honey
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
Charla Honey
Jay Kenny
Nichole Paul

MEMBERS EXCUSED: none

ALSO PRESENT FROM CIVIL SERVICE:

Barbara Ackermann, Chief Examiner
Rossmery Diaz, Civil Service Technician
Karl Hall, City Attorney
Candie Lorenzo, Management Analyst
Jovonna Puertos, Civil Service Technician
Susan Rothe, Deputy 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.

Chief Examiner Ackermann introduced Rossmery Diaz and Jovonna Puertos as the new Civil Service Technicians to the Commission.

3. APPROVAL OF AGENDA (For Possible Action)

It was moved by Vice Chairperson Allen, seconded by Commissioner Dalton, to approve the October 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.)

Council Member Brekhus's liaison Nic Ciccone came to to wish the Commission a Happy Nevada Day.

5. **MINUTES** – Approval of the September 23, 2021 regular meeting minutes. (For Possible Action)

It was moved by Commissioner Dalton, seconded by Commissioner Kenny, to approve the minutes for the September 23, 2021 Civil Service Meeting. The motion passed with Commissioner Duarte abstaining.

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 Clean and Safe Field Assistant. (For Possible Action)
- E. Request to approve the minimum qualifications for the classification specification of Criminalist. (For Possible Action)
- F. Request to approve the revised minimum qualifications for the title change of the classification specification of Criminalist Technician. (For Possible Action)
- G. Request to approve the minimum qualifications for the classification specification of Development Permit Specialist. (For Possible Action)
- H. Request to approve the revised minimum qualifications for the classification specification of Senior GIS Analyst. (For Possible Action)
- I. Request from Tajghi Robertson to be placed on the re-employment list for Police Officer. (For Possible Action)

It was moved by Vice Chairperson Allen, seconded by Commissioner Paul, to approve the Consent Agenda. The motion passed unanimously.

7. REGULAR AGENDA

- A. Possible approval of the request from the City Clerk’s Office to utilize Selective Certification pursuant to Rule VII, Section 8, on the Office Assistant II recruitment for establishment of a Bilingual List. (For Possible Action)

Chief Examiner Ackermann informed the Commission that Civil Service is currently recruiting for an Office Assistant II for the City Clerk’s Office. The position is forward-facing and deals primarily with the public. Taking into consideration the increase of the Spanish speaking population and other ethnic groups within the community, there is a need to have more bilingual staff.

It was moved by Vice Chairperson Allen, seconded by Commissioner Duarte, to approve the Regular Agenda. The motion passed unanimously.

Vice-Chairperson Allen thanked Chief Examiner Ackermann for taking the initiative to recognize the demographics of the population.

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

Chief Examiner Ackermann notified the Commission that Civil Service won this year’s Best Group Costume award in the City’s Halloween celebration event. She informed the Commission that new Technicians in Civil Service have been working really hard with training and learning all the processes.

The Fire Department completed hiring for the current academy that started October 28, 2021 with twenty-four new hires. Civil Service is working on getting the recruitment statistics finalized to present to the Commission next month.

The Police Department completed hiring for the next police academy. Civil Service has moved to a continuous recruitment process with remote testing in order to have a broader reach of candidates and increase the applicant pool.

Chief Examiner Ackermann updated the Commission on the City’s current vaccine requirement for all new hires. Civil Service is being proactive with recruitment efforts in preparation of possible vacancies.

9. IDENTIFICATION OF FUTURE AGENDA ITEMS

None.

10. CONFIRM NEXT MEETING DATE OF November 18, 2021 AT 3:30 PM. (For Possible Action)

The next regular meeting of the Civil Service Commission was scheduled for Thursday, November 18, 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 Commissioner Dalton, seconded by Commissioner Paul, to adjourn the meeting at 3:44PM. The motion passed unanimously.



Civil Service Commission

CONFIRMATION REPORT

DATE: November 8, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

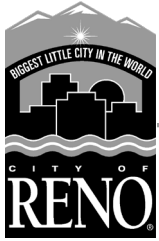
SUBJECT: Item 6.A. Request to acknowledge employee confirmations in accordance with the dates listed in this Confirmation Report. (For Possible Action)

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:

<u>Fire Department</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Bill Erlach	Battalion Chief	November 13, 2021
Justin Biggs	Captain	November 13, 2021
Ryan Carr	Captain	November 13, 2021

<u>Parks & Recreation Department</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Garcia-Zuniga, Evelyn	Recreation Leader	October 23, 2021
Theresa Wojtkowiak	Senior Parks Maintenance Worker	November 18, 2021

<u>Reno Police Department</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Doreen Avila	Police Records Supervisor	October 16, 2021
Jamie Barrett	Equipment/Supply Technician	September 21, 2021



Civil Service Commission

ELIGIBLE LIST REPORT

DATE: November 8, 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:

Development Permit Technician

There are thirty (30) candidates on this open competitive list established on November 3, 2021 with ethnic, gender, and racial diversity.

Office Assistant II

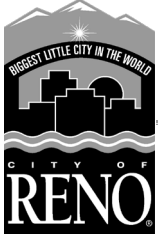
There are forty-four (44) candidates on this open competitive list established on November 5, 2021 with ethnic, gender, and racial diversity.

Office Assistant II - Selective Certification Bilingual

There are seventeen (17) candidates on this selective certification list established on November 9, 2021 with ethnic, gender, and racial diversity.

Senior Planner

There are eight (8) candidates on this open competitive list established on October 26, 2021 with racial and gender diversity.



Civil Service Commission

ELIGIBLE LIST EXTENSION REPORT

DATE: November 9, 2021

TO: City of Reno Civil Service Commission

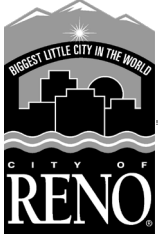
FROM: Barbara Ackermann, Chief Examiner

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:

Fire Battalion Chief - Promotional

There are four (4) names remaining on this list established on October 28, 2020. The list expired as of October 28, 2021. A six (6) month extension is recommended.



Civil Service Commission

MEMORANDUM

DATE: November 9, 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 Grant Administrator. (For Possible Action)

Background:

Human Resources has been working to amend the minimum qualifications for the classification specification of Grant Administrator.

Discussion:

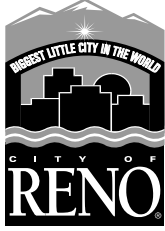
The update to the Minimum Qualifications for the classification specification of Grant Administrator would allow the position to fall under Civil Service. This position is responsible for administering, planning, and organizing the City's grant and fund development program.

This position requires a Bachelor's degree from an accredited college or university with major course work in public administration, business administration, industrial relations, or a related field and five years of progressively responsible experience in state or local government relations, supplemented by grant development or foundation management experience. This is in line with the education and experience required to be able to effectively complete the tasks associated with this position.

Recommendation:

It is recommended that the Civil Service Commission approve the minimum qualifications of the revised classification specification of Grant Administrator as presented with a twelve (12) month probationary period.

Attachment 1: Memo requesting approval of minimum qualifications from Norma Santoyo, Director of Human Resources.
Attachment 2: Classification Specification for Grant Administrator.



Department of Human Resources

MEMORANDUM

Date: November 03, 2021
To: Civil Service Commission
From: Norma Santoyo, Director of Human Resources *NS*
Subject: Grant Administrator – Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the Grant Administrator classification.

Discussion:

The Grant Administrator is an existing classification. This position was previously not a Civil Service position. However, the duties of the classification have been modified in such a way that the position will fall under Civil Service.

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:

Grants management and pertinent federal, state, and local laws and regulations.
Federal, state, and county regulations pertaining to grant programs.
Governmental accounting principles and procedures and their application to a variety of transactions.
Municipal budget, accounting, and finance practices and procedures.
Operational characteristics, services, and activities of federally funded community resources programs.
Principles and practices of public administration including the organization, and functions of municipal government.
Principles and practices of municipal budget preparation and administration.

General accounting procedures, principles and practices.
Current social, political, and economic trends and operating challenges of municipal government.
Principles and practices of program development and administration.
Program planning, management and evaluation.
Methods and techniques of research, statistical analysis, and report presentations.
Advanced principles of business letter writing and report preparation.
Principles and applications of critical thinking and analysis.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

Effectively represent the City's objectives, policies, and procedures.

Oversee and participate in the management of comprehensive federal and state grant funded projects.
Oversee administration of various federal, state, and local grant funds.
Coordinate and participate in the development of grant applications.
Coordinate and participate in the preparation of grant compliance reports.
Administer program budget and monitor budget accounts.
Prepare clear and concise reports, professional correspondence, and presentations.
Handle multiple demands and priorities simultaneously.
Interpret and apply federal, state, and local policies, laws, and regulations.
Deal constructively with conflict and develop consensus.
Make effective presentations to the City Council, top management, and/or public groups.
Respond to requests and inquiries from the general public.
Work in a team based environment to achieve common goals.
Coordinate multiple projects and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with the public, staff, volunteers, and representatives of outside agencies.

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:

A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, industrial relations, or a related field.

Experience:

Five years of progressively responsible experience in state or local government relations, supplemented by grant development or foundation management experience.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Grant Administrator classification.

GRANT ADMINISTRATOR

*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

Under general direction, administers, plans, and organizes the City's grant and fund development program, including identifying strategic funding needs and potential federal, state, local and private funding sources; maximizes the use of federal and state grant funding opportunities through effective coordination of activities between City departments and shared use of existing in-house resources; and compiles, prepares, and maintains accounting files/records including grant applications and award documents, ensures reporting is completed correctly, and reimbursements are requested timely.

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. Plan and coordinate assigned activities of the City's federal and state grant programs.
2. Research foundation databases and grant application publications and websites for application and funding opportunities; attend meetings and conferences to keep abreast of changes that affect compliance; communicate updates and changes citywide.
3. Develop and modify grant-related policies, procedures, and systems; provide technical guidance and oversight to departments utilizing grants.
4. Coordinate and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures. Develop and implement long range and short-term City-wide grant and fund development plans that align with and support the City's goals, objectives and priorities.
5. Provide central coordination and serve as a clearinghouse for grant and fund development activities, including researching and maintaining current information on available federal, state, local and private funding sources and their respective compliance requirements; conceptualize linkages between available funding sources and City needs; and regularly communicate this information to operating departments. Monitor adherence to federal, state, and local laws, regulations, and policies in the implementation of programs by City departments and sub-recipients; implement corrective actions when necessary. Maintain city-wide project tracking systems to ensure the timely preparation of grant applications and department implementation of grant requirements, including the submission of staff reports for City Council acceptance of grants and donations.
6. Work with departments to promote shared use of existing in-house resources and provide technical guidance, assistance and training to City staff in the development of applications and administration of grant funded programs. Collaborate with staff to identify opportunities to support mutually beneficial activities and programs. Plan, direct, coordinate, and review the work plan of staff responsible for implementing approved projects under various funding sources; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
7. Plan for and coordinate grant reporting processes with City departments by reviewing required grant performance reports to granting agencies; review grant closeout materials.

CITY OF RENO
Grant Administrator

8. Ensure compliance with conditions of grants by assisting with the coordination of agreements; contracts, expenses, activities, and federal and state regulations.
9. Coordinate with program managers to participate with the administration of the assigned budget by monitoring expenditures and revenues and determining allowable and unallowable activities and expenses.
10. Monitor and balance grant accounts; may verify availability of funds and/or collaborate on the classification of expenditures.
11. Monitor and maintain grant module tracking system to ensure timely preparation of grant applications and implementation of grant requirements.
12. Prepare and analyze fiscal reports, statements, and schedules; prepare budget, mid-year and year-end reports; ensure timely preparation and submission of reimbursement requests and various reports as required.
13. Coordinate and prepare grant information for annual audit as required, including the annual preparation of the Schedule of Expenditures of Federal Awards (SEFA).
14. Represent the City at meetings with community representatives and non-profit agencies seeking grants and provide training and technical assistance in preparing grant applications.
15. Provide responsible staff assistance to the City's departments, the City Council, and external parties to allow informed decisions and actions related to community and economic development funding and programs; make presentations to elected officials, appointed bodies, and others regarding program models and service needs.
16. Respond to inquiries from City departments, private citizens, and others.
17. Prepare and present staff reports to the City Council regarding grant activities; including a year-end compilation summarizing City-wide grant activities and accomplishments.
18. Develop and implement programs for grant administration including group participation, meetings with City Council and committees, and various other functions.
19. Perform related duties 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:

Grants management and pertinent federal, state, and local laws and regulations.

Federal, state, and county regulations pertaining to grant programs.

Governmental accounting principles and procedures and their application to a variety of transactions.

Municipal budget, accounting, and finance practices and procedures.

Operational characteristics, services, and activities of federally funded community resources programs.

Principles and practices of public administration including the organization, and functions of municipal government.

Principles and practices of municipal budget preparation and administration.

CITY OF RENO
Grant Administrator

General accounting procedures, principles and practices.
Current social, political, and economic trends and operating challenges of municipal government.
Principles and practices of program development and administration.
Program planning, management and evaluation.
Methods and techniques of research, statistical analysis, and report presentations.
Advanced principles of business letter writing and report preparation.
Principles and applications of critical thinking and analysis.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

Effectively represent the City's objectives, policies, and procedures.
Oversee and participate in the management of comprehensive federal and state grant funded projects.
Oversee administration of various federal, state, and local grant funds.
Coordinate and participate in the development of grant applications.
Coordinate and participate in the preparation of grant compliance reports.
Administer program budget and monitor budget accounts.
Prepare clear and concise reports, professional correspondence, and presentations.
Handle multiple demands and priorities simultaneously.
Interpret and apply federal, state, and local policies, laws, and regulations.
Deal constructively with conflict and develop consensus.
Make effective presentations to the City Council, top management, and/or public groups.
Respond to requests and inquiries from the general public.
Work in a team based environment to achieve common goals.
Coordinate multiple projects and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with the public, staff, volunteers, and representatives of outside agencies.

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:

A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, industrial relations, or a related field.

Experience:

Five years of progressively responsible experience in state or local government relations, supplemented by grant development or foundation management experience.

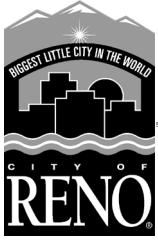
CITY OF RENO
Grant Administrator

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 primarily in a standard office setting with some travel from site to site to attend meetings; irregular work hours in the performance of duties in emergency situations; extensive public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; 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 light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.



Civil Service Commission

MEMORANDUM

DATE: November 9, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.E. Request to approve the minimum qualifications for the classification specification of Information Technology Manager. (For Possible Action)

Background:

The Information Technology Department has been working with the HR Department to amend the minimum qualifications for the classification specification of Information Technology Manager.

Discussion:

The update to the Minimum Qualifications for the classification specification of Information Technology Manager would allow for the recruitment to target the Department of Information Technology's specific needs as they relate to management of the department's Enterprise Application program and the department's Infrastructure & Operations program.

A parallel path for qualification is also available in order to allow for promotional opportunity and career development.

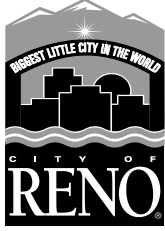
This position also requires a valid driver's license, as this position may require driving a City vehicle and the need to travel to different locations throughout the course of the work day.

Recommendation:

It is recommended that the Civil Service Commission approve the minimum qualifications of the new classification specification of Information Technology Manager as presented with a probationary period of twelve (12) months, as previously established.

Attachment 1: Memo requesting approval of minimum qualifications from Norma Santoyo, Director of Human Resources.

Attachment 2: Classification Specification for Information Technology Manager.



Department of Human Resources

MEMORANDUM

Date: November 03, 2021
To: Civil Service Commission
From: Norma Santoyo, Director of Human Resources *NS*
Subject: Information Technology Manager – Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the Information Technology Manager classification.

Discussion:

The Information Technology Manager is an existing classification. The proposed modifications of the minimum qualifications for the position would allow for a focused applicant pool within the same classification to target the Department of Information Technology's specific needs as they relate to management of the department's Enterprise Application program and the department's Infrastructure & Operations program. By adding two distinct sets of minimum qualifications, the department may recruit based on their needs at the time of recruitment.

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:

- Advanced principles and practices of information technology.
- Current industry standards in network hardware and protocols.
- Principles and procedures of public safety environment application support.
- Principles and practices of technology infrastructure planning and development.
- Principles and practices of project management.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations.
- Leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders.

For Infrastructure & Operations - Knowledge of:

Designing, implementing and administering virtual server environment, with preferred experience of VMware ESXi Server environment.

Hyperconverged SAN, with preferred experience of Dell VXRail management, maintenance and administration.

Windows and Linux Server management and administration.

Backup/disaster recovery best practices with preferred experience with AppAssure and Dell EMC Data Protection software and appliances.

Patch and application management e tools such as SCCM, Desktop Central, KACE.

Security Frameworks such as CIS Controls v8 or NIST 800-53/171.

IT Asset lifecycle management including asset tracking, inventory and proper data destruction before disposal.

Current mainstream computing systems as well as future computing architectures.

Secure Network design, Firewalls, Emergency communications (Radios, VoIP etc.), Enterprise architecture, routing, Lightweight Directory Access Protocol (LDAP), Domain Name System (DNS), load balancing, connectivity, and scalability.

Principles and practices of IT Infrastructure development and administration.

Operational characteristics of various transmitting and receiving equipment including P25 Digital, analog conventional vhf/uhf, 800 trunked etc.

Pertinent FCC requirements and licensing.

Public Safety Communication radio procedures.

For Enterprise Applications - Knowledge of:

Defining and enhancing methodologies and practices for the application lifecycle management in line with best practice and practical experience of continuous improvement.

Selecting, implementing, and administering ERP systems.

Agile development, and DevOps principles and frameworks.

Install, Setup, configure, and manage GIS.

Informational technology disciplines including, but not limited to, network operations, databases (SQL, Oracle, etc.), software applications and interfaces, portfolio management, risk management, production operations, business intelligence, quality assurance and systems management.

Programming experience in web development technologies.

Install, Setup, configure, and manage enterprise reporting solutions.

Cloud governance, licensing models, and operating models.

Data governance including integrity, efficiency, and data availability.

Ability to:

Oversee and participate in the management of a comprehensive information technology program.

Plan, organize, prioritize, work independently and meet deadlines.

Handle multiple competing priorities in a fast-paced environment.

Conduct and direct research into information technology issues and products.

Select, supervise, train, mentor, coach, and evaluate staff.

Participate in the development and administration of division goals, objectives, and procedures.

Prepare and administer large program budgets.

Prepare clear and concise administrative and financial reports.

Perform general mathematical calculations for creating business cases, budgets and other related tasks.

Read, interpret and apply complex technical information from a variety of sources.

Analyze problems, identify alternative solutions, project consequences of proposed actions and

implement recommendations in support of goals.
Research, analyze, and evaluate new service delivery methods and techniques.
Interpret and apply federal, state, and local policies, laws, and regulations.
Work in a team based environment to achieve common goals.
Coordinate multiple projects and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Attend training seminars, conferences and trade shows to broaden knowledge of assigned areas of expertise.
Strategize, plan and implement change.
Foster effective working relationships and build consensus with other departments and external vendors.

Education and Experience Guidelines Specific to Infrastructure & Operations- *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:*

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or a related field; and

5 years of increasingly responsible experience, including a Physical and Virtual Server administration, enterprise storage administration, middleware administration network, router, and switch administration, voice/visual/communication technologies, project management, and quality assurance; and

Two years of supervisory experience.

OR

An Associate's degree or two years of equivalent college level coursework in computer science, information systems, or a related field;

7+ years of increasingly responsible experience, including a Physical and Virtual Server administration, enterprise storage administration, middleware administration network, router, and switch administration, voice/visual/communication technologies, project management, and quality assurance; and

Two years of supervisory experience.

OR

Two years of experience as a Systems Analyst/Senior Systems Analyst/Database Administrator/Helpdesk Supervisor with the City of Reno.

OR

Two years of experience as a Network Analyst/Senior Network Analyst with the City of Reno.

Desirable Certifications:

VMware Certified Professional.

Cisco Networking or Telecommunications Certification.
PMP (Project Management Professional).
SANS, (ICS)², Security+ or other CyberSecurity Certification.
FCC General Radio Operator's License (GROL).
Google Professional Cloud Architect.

Desirable Experience:

MS Active Directory, DNS, DHCP, MS SQL, Server Virtualization, SAN/NAS Technology, Cisco UCS, IIS, Powershell scripting for task automation, Google Workspace, backup and disaster recovery platforms, network security, IaaS, PaaS, DRaaS.

Education and Experience Guidelines Specific to Enterprise Applications- *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:*

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or a related field; and
5 years of increasingly responsible experience, including ERP lifecycle management, enterprise content management, business intelligence and reporting, SaaS administration, GIS, project management, and quality assurance; and
Two years of supervisory experience.

OR

An Associate's degree or two years of equivalent college level coursework in computer science, information systems, or a related field;
7 years of increasingly responsible experience, including ERP lifecycle management, enterprise content management, business intelligence and reporting, SaaS administration, GIS, project management, and quality assurance; and
Two years of supervisory experience.

OR

Two years of experience as a Systems Analyst/Senior Systems Analyst/Database Administrator/Helpdesk Supervisor with the City of Reno.

Desirable Certifications:

Axelos ITIL Master Certification.
PMP (Project Management Professional).
TOGAF Certification.

Desirable Experience:

MS Active Directory, MS SQL, Oracle, IIS, Powershell scripting for task automation, Google Workspace, IaaS, PaaS, Reporting technologies, development languages (.net, java), ERP Platforms, enterprise content management, mobile development platforms.

License or Certificate:

Possession of an appropriate, valid driver's license.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Information Technology Manager classification.

INFORMATION TECHNOLOGY MANAGER

*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

Under administrative direction, directs, plans, organizes, manages, supervises, and coordinates the activities and operations in one or more IT specialization areas within the Information Technology department; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the department director.

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. Assume management responsibility for assigned services and activities.
2. Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies, standards and procedures.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
4. Participate as a team member in strategic planning.
5. Provide responsible staff assistance to the department director; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to programs, policies, and procedures as appropriate.
6. Plan, direct, coordinate, and review the work plan for technology staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
7. Manage, supervise and coordinate all services and activities of assigned functional groups including, but not limited to enterprise applications, Servicedesk/Helpdesk, infrastructure & operations, communications, development, and policy and planning.
8. Select, train, motivate, and evaluate technology personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
9. Oversee and participate in the development and administration of the division's annual budget planning; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
10. Define technology standards and metrics in conjunction with owners and stakeholders.
11. Ensure client/stakeholder needs and priorities are understood and met.
12. Develop requests for proposal (RFP), request for qualifications (RFQ), request for information (RFI); Evaluate proposals.
13. Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements.
14. Manage technology assets, including hardware, software, and equipment.
15. Serve as the liaison with other divisions, departments, and outside agencies; negotiate and resolve sensitive and controversial issues.
16. Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.
17. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of information technology; incorporate new developments as appropriate.
18. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
19. Ensure compliance with HIPAA, PCI, CJIS, P25 and other applicable regulations
20. Perform related duties as required.

Infrastructure & Operations specific duties

1. Provide overall management for services and activities of assigned Department of Information Technology (DoIT) area, including, but not limited to local area networks (LAN), wireless networks (WLAN), wide area networks (WAN), firewalls, physical and virtual servers, voice/communication systems, network/server/application monitoring tools, enterprise storage, and data backup/recovery.
2. Introduce innovative, differentiating infrastructure and operations capabilities that enhance employee productivity and the citizen experience.
3. Benchmark, analyze, report, and make recommendations for the improvement and growth of the technology infrastructure and systems.
4. Investigate and take action regarding IT infrastructure requests, suggestions, or complaints.
5. Coordinate, plan, implement, and troubleshoot, hardware/software upgrades, daily operations for managing all cloud and on premises storage, shares, and backup and disaster recovery processes.
6. Monitor, manage, and support server systems and infrastructure utilizing relevant support tools and keeping the server environment up-to-date with OS and security patches, updates, and security compliance for all server and data environments.
7. Provide after hours support for the entire infrastructure environment as needed.

Enterprise Application specific duties

1. Provide overall management for services and activities of the assigned Department of Information Technology (DoIT) area, including, but not limited to Enterprise Resource Planning (ERP), Geographic Information Systems (GIS), cloud and on premise applications, and database management.
2. Lead programs to develop, maintain, and govern the enterprise architecture across the organization.
3. Identify high-level business and information system requirements and recommend business process/workflow redesign to stakeholders where applicable.
4. Guide requirements gathering and solution design activities including the design of workflows as it relates to area of responsibility.
5. Negotiate resolution of conflicting requirements across the divisions and/or departments.
6. Manage delivery and Service Level Agreements by guiding incident resolution, problem management, maintenance, and enhancement requests raised by the end users for the suite of enterprise applications in the responsibility area.
7. Ensure that any new software integration meets functional requirements, system compliance, and interface specifications.
8. Provide after hours support for the enterprise applications 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:

Advanced principles and practices of information technology.
Current industry standards in network hardware and protocols.
Principles and procedures of public safety environment application support.
Principles and practices of technology infrastructure planning and development.
Principles and practices of project management.
Principles and practices of municipal budget preparation and administration.
Principles of supervision, training, and performance evaluation.
Pertinent federal, state, and local laws, codes, and regulations.
Leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders.

For Infrastructure & Operations - Knowledge of:

Designing, implementing and administering virtual server environment, with preferred experience of VMware ESXi Server environment.

Hyperconverged SAN, with preferred experience of Dell VXRail management, maintenance and administration.

Windows and Linux Server management and administration.

Backup/disaster recovery best practices with preferred experience with AppAssure and Dell EMC Data Protection software and appliances.

Patch and application management e tools such as SCCM, Desktop Central, KACE.

Security Frameworks such as CIS Controls v8 or NIST 800-53/171.

IT Asset lifecycle management including asset tracking, inventory and proper data destruction before disposal.

Current mainstream computing systems as well as future computing architectures.

Secure Network design, Firewalls, Emergency communications (Radios, VoIP etc.), Enterprise architecture, routing, Lightweight Directory Access Protocol (LDAP), Domain Name System (DNS), load balancing, connectivity, and scalability.

Principles and practices of IT Infrastructure development and administration.

Operational characteristics of various transmitting and receiving equipment including P25 Digital, analog conventional vhf/uhf, 800 trunked etc.

Pertinent FCC requirements and licensing.

Public Safety Communication radio procedures.

For Enterprise Applications - Knowledge of:

Defining and enhancing methodologies and practices for the application lifecycle management in line with best practice and practical experience of continuous improvement.

Selecting, implementing, and administering ERP systems.

Agile development, and DevOps principles and frameworks.

Install, Setup, configure, and manage GIS.

Informational technology disciplines including, but not limited to, network operations, databases (SQL, Oracle, etc.), software applications and interfaces, portfolio management, risk management, production operations, business intelligence, quality assurance and systems management.

Programming experience in web development technologies.

Install, Setup, configure, and manage enterprise reporting solutions.

Cloud governance, licensing models, and operating models.

Data governance including integrity, efficiency, and data availability.

Ability to:

Oversee and participate in the management of a comprehensive information technology program.

Plan, organize, prioritize, work independently and meet deadlines.

Handle multiple competing priorities in a fast-paced environment.

Conduct and direct research into information technology issues and products.

Select, supervise, train, mentor, coach, and evaluate staff.

Participate in the development and administration of division goals, objectives, and procedures.

Prepare and administer large program budgets.

Prepare clear and concise administrative and financial reports.

Perform general mathematical calculations for creating business cases, budgets and other related tasks.

Read, interpret and apply complex technical information from a variety of sources.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods and techniques.

Interpret and apply federal, state, and local policies, laws, and regulations.

Work in a team based environment to achieve common goals.

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Information Technology Manager (Continued)

Coordinate multiple projects and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Attend training seminars, conferences and trade shows to broaden knowledge of assigned areas of expertise.
Strategize, plan and implement change.
Foster effective working relationships and build consensus with other departments and external vendors.

Education and Experience Guidelines Specific to Infrastructure & Operations- *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:*

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or a related field; and

5 years of increasingly responsible experience, including a Physical and Virtual Server administration, enterprise storage administration, middleware administration network, router, and switch administration, voice/visual/communication technologies, project management, and quality assurance; and

Two years of supervisory experience.

OR

An Associate's degree or two years of equivalent college level coursework in computer science, information systems, or a related field;

7+ years of increasingly responsible experience, including a Physical and Virtual Server administration, enterprise storage administration, middleware administration network, router, and switch administration, voice/visual/communication technologies, project management, and quality assurance; and

Two years of supervisory experience.

OR

Two years of experience as a Systems Analyst/Senior Systems Analyst/Database Administrator/Helpdesk Supervisor with the City of Reno.

OR

Two years of experience as a Network Analyst/Senior Network Analyst with the City of Reno.

Desirable Certifications:

VMware Certified Professional.

Cisco Networking or Telecommunications Certification.

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Information Technology Manager (Continued)

PMP (Project Management Professional).

SANS, (ICS)², Security+ or other CyberSecurity Certification.

FCC General Radio Operator's License (GROL).

Google Professional Cloud Architect.

Desirable Experience:

MS Active Directory, DNS, DHCP, MS SQL, Server Virtualization, SAN/NAS Technology, Cisco UCS, IIS, Powershell scripting for task automation, Google Workspace, backup and disaster recovery platforms, network security, IaaS, PaaS, DRaaS.

Education and Experience Guidelines Specific to Enterprise Applications- *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:*

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or a related field; and

5 years of increasingly responsible experience, including ERP lifecycle management, enterprise content management, business intelligence and reporting, SaaS administration, GIS, project management, and quality assurance; and

Two years of supervisory experience.

OR

An Associate's degree or two years of equivalent college level coursework in computer science, information systems, or a related field;

7 years of increasingly responsible experience, including ERP lifecycle management, enterprise content management, business intelligence and reporting, SaaS administration, GIS, project management, and quality assurance; and

Two years of supervisory experience.

OR

Two years of experience as a Systems Analyst/Senior Systems Analyst/Database Administrator/Helpdesk Supervisor with the City of Reno.

Desirable Certifications:

Axelos ITIL Master Certification.

PMP (Project Management Professional).

TOGAF Certification.

CITY OF RENO

Information Technology Manager (Continued)

Desirable Experience:

MS Active Directory, MS SQL, Oracle, IIS, Powershell scripting for task automation, Google Workspace, IaaS, PaaS, Reporting technologies, development languages (.net, java), ERP Platforms, enterprise content management, mobile development platforms.

License or Certificate:

Possession of an appropriate, valid driver's license.

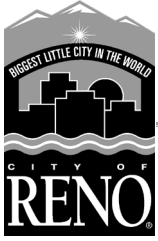
PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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 primarily in a standard office setting with some travel from site to site; incumbents may be required to work extended hours including evenings and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; 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 light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

October 2021



Civil Service Commission

MEMORANDUM

DATE: November 9, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.F. Request to approve the minimum qualifications of the new the classification specification of Paramedic (Non-Suppression). (For Possible Action)

Background:

The Fire Department has been working with Human Resources to create a new classification specification of Paramedic (Non-Suppression).

Discussion:

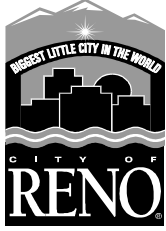
The creation of the classification specification of Paramedic (Non-Suppression) would allow the Reno Fire Department to assist the community with the high number of mutual aid requests from REMSA (Regional Emergency Medical Services Authority) and the surge in EMS (Emergency Medical Service) calls.

These minimum qualifications are in line with the education and experience required to be able to safely and effectively complete the tasks associated with this position. This is in line with similar positions in neighboring jurisdictions.

Recommendation:

It is recommended that the Civil Service Commission approve the minimum qualifications of the new classification specification of Paramedic (Non-Suppression) as presented with a probationary period of twelve (12) months.

Attachment 1: Memo requesting approval of minimum qualifications from Norma Santoyo, Director of Human Resources.
Attachment 2: Classification Specification for Paramedic (Non-Suppression).



Department of Human Resources

MEMORANDUM

Date: November 08, 2021
To: Civil Service Commission
From: Norma Santoyo, Director of Human Resources *NS*
Subject: Paramedic (Non-Suppression) – Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the Paramedic (Non-Suppression) classification.

Discussion:

The Paramedic (Non-Suppression) is a new classification. With conditions never before experienced as a result of the COVID-19 pandemic, the Reno Fire Department, like fire-rescue and EMS agencies across the nation, has become keenly aware of the need to increase their EMS and patient transportation capacity. The City's regional ambulance transport partner REMSA has been stretched beyond its capacity to be able to guarantee a rapid response and patient transportation within a reasonable amount of time. This is not solely a REMSA problem, but EMS agencies across the country have been unable to hire paramedics and the surge in emergency medical calls seems to be a "new norm" and not just a passing trend. The establishment of a "non-suppression" ambulance would allow RFD to assist the community with the high number of mutual aid requests from REMSA and the surge in EMS medical calls.

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:

Emergency medical procedures and patient assessment techniques.

Arithmetic computations and formulas.

Computer applications involving word processing, data entry, and/or standard report generations.

Techniques for dealing with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds, often in situations which may be stressful.

Applicable federal, state, and local laws, rules, regulations, practices, and procedures.

Ability to:

Demonstrate ability in analyzing situations quickly and reaching logical conclusions.

Understand both written and oral information.
Follow procedures and directions both in written and oral form.
Writing ability as reflected in filling out forms, reports, logs, and the drawing of diagrams.
Live and work as a member of the team.
Communicate with the general public.
Understand basic arithmetic elements using whole numbers, decimals, percentages, and fractions.
Understand mechanical aptitude.
Learn and retain information.
Work under stress.
Demonstrate the ability to learn equipment operations and maintenance, rescue, and other relevant techniques.
Apply Emergency Medical Technician skills.
Meet physical and medical requirements established by the department.

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:

Be at least 18 years of age at the time of appointment. High School Diploma or equivalent;
and

A minimum of one-year full-time experience working as a non-probationary Paramedic with a transporting ALS (advanced life support) system responding to a minimum of 1000 calls per year.

License or Certificate:

Possession of a valid driver's license at the time of appointment.

Valid Nevada Emergency Medical Technician certification or National Registry Emergency Medical Technician certification.

Possession of current, valid Nevada Paramedic certification or National Registry Emergency Medical Technicians (NREMT) Paramedic certification.

Must possess a current AHA BLS Provider certification.

Must possess a current AHA ACLS Provider certification.

Must possess a current AHA PALS Provider certification.

Must possess a current ITLS or equivalent certification, or have the ability to obtain one upon hire.

Ability to obtain a Nevada Ambulance Attendant license.

All licenses, certifications, and/or qualifications are required to be kept current and maintained for continued employment.

Applicants will be required to pass a medical evaluation prior to employment.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Paramedic (Non-Suppression) classification.

PARAMEDIC (NON-SUPPRESSION)

*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

The Reno Fire Department Paramedic will operate as a non-fire suppression position under the department's EMS (Emergency Medical Service) Division. The Paramedic will provide EMS services including medical assessments, primary and ALS (advanced life support) treatment, and transportation of patients who are ill, injured, and/or need other medical services. Treatment, transportation and transfer of patients will be based upon established policies, procedures and protocols. This position will report to the Chief of the Emergency Medical Service Division.

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. Participate in the delivery of emergency and non-emergency medical and health care.
2. Responds to emergency and non-emergency medical calls for service and provides life support functions as indicated.
3. Drives and operates ambulances and other department vehicles safely, in accordance with established department and emergency driving guidelines.
4. Provides an exemplary, safe, professional demeanor at all times.
5. Becomes familiar with and maintains medical information in a confidential manner subject to the Health Insurance Portability and Accountability Act (HIPAA) as per policy.
6. Maintain currency of all required certifications and licenses.
7. Provide feedback to management for improvement of working conditions, patient care, and system performance.
8. Documents and completes all reports, such as: pre-hospital care reports, incident reports, travel information and training and continuing education records as per policy.
9. Lifts, carries, and/or pushes patients as needed to move or transfer them to wheelchairs, stretchers, ambulances, or other assistive devices.
10. Participates in the transportation of patients to appropriate treatment facility as needed; assists the receiving facility by obtaining, recording, and communicating patients' vital statistics and circumstances of the emergency.
11. Participates in vehicle, station, and equipment maintenance and cleanup activities; checks assigned vehicle(s) and equipment to ensure response readiness; maintains an inventory of supplies, equipment, and routine vehicle parts.
12. Assists staff/employees/others in delivering medical care.
13. Must be able to work overtime as required.

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Paramedic (Non-Suppression) (Continued)

14. Other duties as assigned.

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:

Emergency medical procedures and patient assessment techniques.
Arithmetic computations and formulas.
Computer applications involving word processing, data entry, and/or standard report generations.
Techniques for dealing with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds, often in situations which may be stressful.
Applicable federal, state, and local laws, rules, regulations, practices, and procedures.

Ability to:

Demonstrate ability in analyzing situations quickly and reaching logical conclusions.
Understand both written and oral information.
Follow procedures and directions both in written and oral form.
Writing ability as reflected in filling out forms, reports, logs, and the drawing of diagrams.
Live and work as a member of the team.
Communicate with the general public.
Understand basic arithmetic elements using whole numbers, decimals, percentages, and fractions.
Understand mechanical aptitude.
Learn and retain information.
Work under stress.
Demonstrate the ability to learn equipment operations and maintenance, rescue, and other relevant techniques.
Apply Emergency Medical Technician skills.
Meet physical and medical requirements established by the department.

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:

Be at least 18 years of age at the time of appointment. High School Diploma or equivalent;
and

A minimum of one-year full-time experience working as a non-probationary Paramedic with a transporting ALS (advanced life support) system responding to a minimum of 1000 calls per year.

License or Certificate:

Possession of a valid driver's license at the time of appointment.

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Paramedic (Non-Suppression) (Continued)

Valid Nevada Emergency Medical Technician certification or National Registry Emergency Medical Technician certification.

Possession of current, valid Nevada Paramedic certification or National Registry Emergency Medical Technicians (NREMT) Paramedic certification.

Must possess a current AHA BLS Provider certification.

Must possess a current AHA ACLS Provider certification.

Must possess a current AHA PALS Provider certification.

Must possess a current ITLS or equivalent certification, or have the ability to obtain one upon hire.

Ability to obtain a Nevada Ambulance Attendant license.

All licenses, certifications, and/or qualifications are required to be kept current and maintained for continued employment.

Applicants will be required to pass a medical evaluation prior to employment.

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: Outdoor field environment; travel from site to site; exposure to noise, dust, grease, smoke, fumes, solvents, potentially hazardous chemicals, gases, and all types of weather and temperature conditions; exposure to hazardous traffic conditions; work in or around water; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain; work at heights.

Physical: Primary functions require sufficient physical ability and mobility to work in a field environment; to walk, stand, and sit for prolonged periods of time; to frequently stoop, bend, kneel, crouch, crawl, climb, reach, twist, grasp, and make repetitive hand movement in the performance of daily duties; to climb unusual heights on ladders; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate assigned equipment and vehicles; and to verbally communicate to exchange information.



Civil Service Commission

MEMORANDUM

DATE: November 9, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 6.G. Request to approve the minimum qualifications for the classification specification of Senior Engineering Technician I. (For Possible Action)

Background:

The Human Resources Department has been working to amend the minimum qualifications for the classification specification of Senior Engineering Technician I.

Discussion:

The update to the Minimum Qualifications for the classification specification of Senior Engineering Technician I would allow for a wider applicant pool to include individuals with a four-year degree but without any directly relevant work experience. This position is responsible for performing a variety of para-professional civil engineering work.

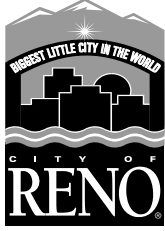
This position requires a Bachelor's degree from an accredited college or university with major coursework in engineering, sciences, or a related field. This is in line with the education and experience required to be able to effectively complete the tasks associated with this position.

An equivalent combination of a High School Diploma or equivalent, supplemented by two years of college level coursework in engineering, drafting or a related field and two (2) years of responsible technical experience may be substituted for the Bachelor's Degree, clearly defining the substitution and providing a parallel path to meeting the minimum requirements.

Recommendation:

It is recommended that the Civil Service Commission approve the revised minimum qualifications of the classification specification of Senior Engineering Technician I as presented with a probation period of six (6) months, as previously established.

Attachment 1: Memo requesting approval of minimum qualifications from Norma Santoyo, Director of Human Resources.
Attachment 2: Classification Specification for Senior Engineering Technician I.



Department of Human Resources

MEMORANDUM

Date: November 03, 2021

To: Civil Service Commission

From: Norma Santoyo, Director of Human Resources *NS*

Subject: Senior Engineering Technician I – Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the Senior Engineering Technician I classification.

Discussion:

The Senior Engineering Technician I is an existing classification. The proposed modification of the minimum qualifications for the position would allow for a wider applicant pool to include individuals with a four-year degree but without any directly relevant work experience.

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:

- Operations, services, and activities of a municipal engineering program.
- Principles and practices of civil engineering.
- Methods and techniques of construction inspection.
- Materials, methods, techniques and theories of modern construction.
- Mathematical principles as applied to civil engineering work.
- Operations of a variety of drafting tools and instruments.
- Standards and practices used in creating engineering designs.
- Applicable laws and regulatory codes related to development and construction of private and public projects.
- Research techniques.
- Customer relations methods and techniques.
- Principles and procedures of record keeping and filing.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and specialized applications related to assigned area.
- Pertinent federal, state and local laws, codes and regulations.

Ability to:

- Perform a variety of complex para-professional office and field engineering work.
- Assist with the preparation of engineering designs, plans, and specifications.
- Prepare a variety of drawings, sketches, maps, graphs, and related technical documents.
- Perform a variety of data gathering and compilation of engineering studies.

Make accurate engineering computations and drawings.
Operate a variety of engineering equipment in a safe and effective manner.
Understand and interpret engineering plans and specifications.
Analyze and compile technical and statistical information and prepare reports.
Perform routine civil engineering drafting work.
Prepare and maintain accurate engineering records.
Read, interpret, and understand engineering plans.
Respond to difficult and sensitive requests and inquiries from the general public.
Operate office equipment including computers and supporting software applications.
Adapt to changing technologies and learn functionality of new systems and applications.
Prepare clear and concise reports.
Maintain files and records.
Work independently in the absence of supervision.
Understand and follow oral and written instructions.
Work in a team based environment to achieve common goals.
Coordinate multiple projects and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

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/Experience:

A Bachelor's degree from an accredited college or university with major coursework in engineering, sciences, or a related field.

OR

Equivalent to the completion of the twelfth grade High School Diploma or equivalent, supplemented by two years of college level course work in engineering, drafting or a related field and two (2) years of responsible technical experience.-

Experience:

Two years of responsible technical experience.

License or Certificate:

Possession of an appropriate, valid driver's license.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Senior Engineering Technician I classification.

SENIOR ENGINEERING TECHNICIAN I

*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

Under general supervision, performs a variety of para-professional civil engineering work including design and drafting activities for assigned area; prepares and reviews various construction plans; researches as-built plans, utility plans, and property ownership; conducts investigations of existing infrastructure; performs duties involved in traffic engineering, new development, and construction inspection activities; and provides assistance to professional level engineering staff.

DISTINGUISHING CHARACTERISTICS

This is the first level within the para-professional Engineering Technician series. This class is distinguished from the Senior Engineering Technician II in that the latter performs the more difficult and responsible types of duties assigned to classes within this series including exercising technical and functional supervision duties over lower level staff. Employees at this level are required to be fully trained in all the procedures related to assigned area of responsibility.

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. Perform a variety of difficult and complex para-professional civil engineering work supporting the investigation, design and inspection of public works related projects.
2. Assist in the design and preparation of engineering plans, maps, contracts, and specifications, in connection with the construction and maintenance of a variety of engineering capital projects; perform engineering calculations and prepare cost estimates for projects; prepare illustrative graphics such as exhibits, charts, illustrations, graphs, and location maps.
3. Provide information and assistance to contractors, developers, engineers, and the general public by telephone, at the service counter or in writing on engineering services and activities; respond to general inquiries and complaints; research maps and records; ensure issues are resolved in a timely and efficient manner.
4. Perform drafting and mapping functions using manual and computerized methods; prepare and maintain technical records, correspondence, and reports.
5. Inspect asphalt pavement for type and quantity of pavement defects; enter and retrieve data into a computerized data base.
6. Perform field inspection duties on assigned projects; ensure work performed complies with project plans, specifications, standards, contracts, and City codes and ordinances; notify contractors and developers of needed changes for compliance; enter information into computerized program and prepare notices and letters as necessary.
7. Respond to public inquiries and requests for traffic improvements; conduct field investigations to determine validity of public requests; review applications for and issue encroachment and excavation permits.
8. Verifies locations of utilities, easements, and property lines on City engineering plans and maps.

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9. Serve as a plan checker for grading, utility, and site plans involving engineering and traffic issues for all commercial and residential building permits; ensure compliance with applicable codes, ordinances and regulations.
10. Determine traffic impact fees for new developments; review permits taken in daily; enter data into the traffic impact fee program; prepare reports of traffic impact fees; balance all impact accounts to ensure proper fees are collected.
11. Install and remove flow meters; collect flow monitoring data.
12. Review Federal Emergency Management Act (FEMA) maps to determine if proposed structures are in a flood zone; notify developer of needed permits and certificates before construction begins.
13. Create, prepare, and update maps, charts, graphs, and other visual aids for presentations to the City Council; provide information and compile statistical reports for City Council; tabulate, coordinate, develop, and prepare quarterly and annual reports on assigned construction projects.
14. Perform various engineering design tasks including street geometrics and sewer and storm drain alignment and grade; prepare associated plans and specifications.
15. Review plans and specifications and inspect materials, methods, and workmanship on public works construction projects for conformance with City specifications and standards.
16. Perform technical review and processing of subdivision plans, plats, reports and documents; schedule recording of subdivision plans to accommodate owners, developers and engineers; collect associated processing fees.
17. Calculate construction quantities and cost estimates of capital improvement projects as necessary.
18. Perform related duties 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:

- Operations, services, and activities of a municipal engineering program.
- Principles and practices of civil engineering.
- Methods and techniques of construction inspection.
- Materials, methods, techniques and theories of modern construction.
- Mathematical principles as applied to civil engineering work.
- Operations of a variety of drafting tools and instruments.
- Standards and practices used in creating engineering designs.
- Applicable laws and regulatory codes related to development and construction of private and public projects.
- Research techniques.
- Customer relations methods and techniques.
- Principles and procedures of record keeping and filing.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and specialized applications related to assigned area.
- Pertinent federal, state and local laws, codes and regulations.

Ability to:

- Perform a variety of complex para-professional office and field engineering work.
- Assist with the preparation of engineering designs, plans, and specifications.

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- Prepare a variety of drawings, sketches, maps, graphs, and related technical documents.
- Perform a variety of data gathering and compilation of engineering studies.
- Make accurate engineering computations and drawings.
- Operate a variety of engineering equipment in a safe and effective manner.
- Understand and interpret engineering plans and specifications.
- Analyze and compile technical and statistical information and prepare reports.
- Perform routine civil engineering drafting work.
- Prepare and maintain accurate engineering records.
- Read, interpret, and understand engineering plans.
- Respond to difficult and sensitive requests and inquiries from the general public.
- Operate office equipment including computers and supporting software applications.
- Adapt to changing technologies and learn functionality of new systems and applications.
- Prepare clear and concise reports.
- Maintain files and records.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Work in a team based environment to achieve common goals.
- Coordinate multiple projects and complex tasks simultaneously.
- Meet the physical requirements to safely and effectively perform the assigned duties.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

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/Experience:

A Bachelor's degree from an accredited college or university with major coursework in engineering, sciences, or a related field.

OR

Equivalent to the completion of the twelfth grade High School Diploma or equivalent, supplemented by two years of college level course work in engineering, drafting or a related field and two (2) years of responsible technical experience.-

Experience:

Two years of responsible technical experience.

License or Certificate:

Possession of an appropriate, valid driver's license.

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 environment; travel from site to site; occasional exposure to outside weather conditions; exposure to hazardous traffic conditions; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and field environment; 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 light to moderate amounts of weight; to operate office equipment

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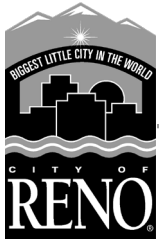
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requiring repetitive hand movement and fine coordination including use of a computer keyboard; visual acuity for reading engineering plans and specifications; and to verbally communicate to exchange information.

Revision Date: Aug 27, 2007

March 2008

Johnson & Associates



Civil Service Commission

MEMORANDUM

DATE: November 9, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 7.A. Possible approval of the request from the City Manager's Office to utilize Selective Certification pursuant to Rule VII, Section 8, on the Citizen Services Representative recruitment for establishment of a Bilingual List. (For Possible Action)

Background:

In accordance with Rule VII, Section 8 of the Civil Service Rules and Regulations, the City Manager's Office is requesting a Selective Certification for the Citizen Services Representative position.

Discussion:

This section of the rules allow an appointing authority to inform the Commission in writing when a vacant position requires, in addition to the minimum qualifications, special skills, knowledge, or abilities unique to performing the essential functions of the vacant position. The Commission may, at its discretion, authorize the Chief Examiner to certify only those names on the eligible list who possess the particular skill, knowledge and ability.

The 2020 census reported 25% of our population identifying as Hispanic or Latino. The City Manager's Office needs an employee who is able to communicate in Spanish with those residents who may need assistance in Spanish. As more and more people come to live, work, and play in the City of Reno, language barriers can be a serious issue for those who need to conduct business, establish networks, and utilize resources and services that all community members need.

Therefore, City employees who are able to communicate fluently in more than one language are an extremely valuable asset. In addition to helping grow an agency's presence in the community, bilingual skills also help bridge the gap between employees with diverse backgrounds.

The Commission previously approved the Selective Certification for this position in the last recruitment held in June 2019. This resulted in a successful recruitment process.

Recommendation:

It is recommended that the Civil Service Commission approve the request from the City Manager's Office to utilize a selective certification process to create a bilingual eligible list.



Civil Service Commission

MEMORANDUM

DATE: November 9, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item 7.B. Review and Presentation by the Chief Examiner as to the Firefighter diversity statistics with regards to applications, certifications, and hiring. (Not for Action)

Presentation by Chief Examiner Ackermann to the Civil Service Commission regarding the diversity statistics of the most recent Firefighter recruitment.