

City of Reno Civil Service Commission Meeting

MEETING AGENDA

Thursday, December 16, 2021
Reno City Hall, 7th Floor Caucus Room
1 East First Street
Reno, NV 89501

Members

Tray Abney, Chair
YeVonne Allen, Vice-Chair
Ken Dalton
Ricardo Duarte
Charla Honey

Member Name
Jay Kenny
Nichole Paul
Council Liaison: Jenny Brekhus
Chief Examiner: Barbara Ackermann

Public Notice

This agenda has been physically posted in compliance with NRS 241.020(3) (notice of meetings) at Reno City Hall – 1 East First Street. In addition, 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 Rossmery Diaz, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, Nevada 89501; civilservice@reno.gov.

Accommodations

Reasonable efforts will be made to assist and accommodate individuals with disabilities attending the meeting. Please contact Rossmery Diaz, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, Nevada 89501; civilservice@reno.gov at least 48 hours in advance so that arrangements can be made.

Supporting Materials

Staff reports and supporting material for the meeting are available by contacting Rossmery Diaz, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, Nevada 89501; civilservice@reno.gov and on the City's website at Reno.Gov. Pursuant to NRS 241.020(9), supporting material is made available to the general public at the same time it is provided to the public body.

Order of Business

The presiding officer shall determine the order of the agenda and all questions of parliamentary procedure at the meeting. Items on the agenda may be taken out of order. The public body may combine two or more agenda items for consideration; remove an item from the agenda; or delay discussion relating to an item on the agenda at any time. See, NRS 241.020(3)(d)(6). Items scheduled to be heard at a specific time will be heard no earlier than the stated time, but may be heard later.

Public Comment

A person wishing to address the public body shall submit a "Request to Speak" form to the presiding officer. Public comment, whether on items listed on the agenda or general public comment, is limited to three (3) minutes per person. Unused time may not be reserved by the speaker, nor allocated to another speaker. No action may be taken on a matter raised under general public comment until the matter is included on an agenda as an item on which action may be taken. The presiding officer may prohibit comment if the content of comments is a topic that is not relevant to, or within the authority of, the public body, or if the content is willfully disruptive of the meeting by being irrelevant, repetitious, slanderous, offensive, inflammatory, irrational or amounting to personal attacks or interfering with the rights of other speakers. Any person making willfully disruptive remarks while addressing the public body or while attending the meeting may be removed from the room by the presiding officer, See, NRS 241.030(4)(a) and the person may be barred from further audience before the public body during that session. See, Nevada Attorney General Opinion No. 00-047 (April 27, 2001); *Nevada Open Meeting Law Manual*, § 8.05.

Examples of disruptive conduct include, without limitation, yelling, stamping of feet, whistles, applause, heckling, name calling, use of profanity, personal attacks, physical intimidation, threatening use of physical force, assault, battery, or any other acts intended to impede the meeting or infringe on the rights of the public body or meeting participants.

A. Introductory Items

A.1 Call To Order/Roll Call

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

A.3 Approval of the Agenda (For Possible Action)

A.4 Approval of the Minutes (For Possible Action) – Approval of the November 18, 2021 regular meeting minutes.

A.5 Council Liaison Report – Item for general announcements and informational items only. No action may be taken on this item.

A.6 Chief Examiner Report – Item for general announcements and informational items only. No action may be taken on this item.

B. Consent Agenda

B.1 Request to acknowledge employee confirmations in accordance with the dates listed in the Confirmation Report. (For Possible Action)

B.2 Request to accept eligible lists in accordance with the dates listed in the Eligible List Report. (For Possible Action)

B.3 Request to approve the minimum qualifications for the classification specification of Lateral Public Safety Call Taker. (For Possible Action)

C. Future Agenda Items - Identification of items for future agendas. No action may be taken on this item.

D. Confirm next meeting date - January 27, 2022 at 3:30 PM. (For Possible Action)

E. Public Comment - This item is for either public comment on any action item or for any general public comment and is limited to no more than three (3) minutes for each commentator.

F. Adjournment (For Possible Action)

CITY OF RENO – CIVIL SERVICE COMMISSION

DRAFT MINUTES Thursday – November 18, 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
Ricardo Duarte (via phone)
Charla Honey
Jay Kenny
Nichole Paul

MEMBERS EXCUSED: YeVonne Allen
Ken Dalton

ALSO PRESENT FROM CIVIL SERVICE:

Barbara Ackermann, Chief Examiner
Rossmery Diaz, Civil Service Technician
Candie Lorenzo, Management Analyst
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.

Jerry Frederick, representative of Local 39 Supervisory and Non-Supervisory, made a comment on the vaccination requirement for promotional classification only under the minimum qualifications on the job posting for Maintenance Worker III on the City of Reno website. He asked if the Commission approved the requirement and was concerned that it would be a deterrent for current employees to apply.

James Leonesio from Reno Firefighters Association introduced Danny Kilbourn as the Liaison for the Reno Firefighters Association on the Civil Service Board.

Local 731 completely endorses Consent Agenda Item 6F. He explained that they need about 20 Paramedics to fill the roles and get more ambulances to help, even though they are very happy to get 6. He said it was a step in the right direction.

Peter Larson, from Reno Firefighters Association, commented that RFD wants to help REMSA so the City of Reno has more ambulances.

3. APPROVAL OF AGENDA (For Possible Action)

It was moved by Commissioner Kenny, seconded by Commissioner Paul, to approve the November 18, 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 wished the Commission a Happy Thanksgiving. She gave updates on the COVID vaccination requirement and City Council Business

5. MINUTES – Approval of the October 28, 2021 regular meeting minutes. (For Possible Action)

It was moved by Commissioner Honey, seconded by Commissioner Kenny, to approve the minutes for the October 28, 2021 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 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)

It was moved by Commissioner Kenny, 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 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)

Chief Examiner Ackermann informed the Commission that Civil Service is currently recruiting for a Citizen Services Representative for the City Clerk’s Office - Reno Direct. The position is forward-facing and deals primarily with the public. They are looking for a bilingual candidate, not limited to Spanish speaking candidates.

It was moved by Commissioner Honey, seconded by Commissioner Kenny, to approve the Regular Agenda. The motion passed unanimously.

- B. Review and Presentation by the Chief Examiner as to the Firefighter diversity statistics with regard to applications, certifications, and hiring. (Not for Action)

Chief Examiner Ackermann presented the Commission with the statistics on the applications, certification, and hiring for the Firefighter academy.

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 the City is getting ready to start working on the budget for the next fiscal year. Civil Service will not be making any funding requests.

Civil Service completed Fire Captain promotional testing and results were distributed. Police Sergeant and Lieutenant promotional testing will be the next focus early next year. There are eight recruitments open, and six more opening tomorrow.

Chief Examiner Ackermann thanked the Civil Service team for their good work. She also updated the Commission about the vacant Management Analyst position in the Civil Service Commission, which interviews will happen early next year.

Chief Examiner Ackermann will not attend the December Civil Service Commission Meeting.

9. IDENTIFICATION OF FUTURE AGENDA ITEMS

None.

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

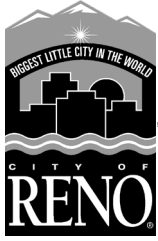
The next regular meeting of the Civil Service Commission was scheduled for Thursday, December 16, 2021 at 3:30 PM.

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 Paul, seconded by Commissioner Kenny, to adjourn the meeting at 3:58 PM. The motion passed unanimously.



Civil Service Commission

CONFIRMATION REPORT

DATE: December 7, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

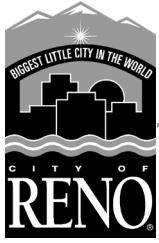
SUBJECT: Item B.1. Request to acknowledge employee confirmations in accordance with the dates listed in this Confirmation Report. (For Possible Action)

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>
Shelly Lieberman	Fire Inspector II	December 4, 2021
Sean McCool	Captain	December 4, 2021
Justin Volsko	Mechanic	November 27, 2021
Mark Wright	Fire Inspector II	November 23, 2021

<u>Parks & Recreation Department</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Spencer Banda	Recreation Leader	November 24, 2021
Jason Folchi	Parks Maintenance Worker II	December 7, 2021
Girard Hostetler	Parks Maintenance Worker II	December 4, 2021
Lisa Rice	Parks Maintenance Worker II	November 21, 2021

<u>Public Safety Dispatch</u>	<u>Job Title</u>	<u>Confirmation Date</u>
Linda Maines	Public Safety Dispatcher	October 13, 2021
Secret Holt-Soto	Public Safety Dispatcher	September 23, 2021



Civil Service Commission

ELIGIBLE LIST REPORT

DATE: December 7, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.2. 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:

Accounting Assistant	There are eighteen (18) candidates on this open competitive list established on November 16, 2021 with ethnic, gender, and racial diversity.
Accounting Manager - Promotional	There is one (1) candidate on this promotional list established on November 19, 2021.
Accounting Manager	There are three (3) candidates on this open competitive list established on November 19, 2021 with gender diversity.
Clean & Safe Field Assistant	There are two (2) candidates on this open competitive list established on December 6, 2021.
Equipment Parts Technician	There are twenty-eight (28) candidates on this open competitive list established on December 7, 2021 with racial and gender diversity.
Fire Captain - Promotional	There are seven (7) candidates on this open competitive list established on November 18, 2021 with racial and ethnic diversity.

Firefighter - Continuous

There are one-hundred and fifty-nine (159) candidates on this continuous open competitive list established on November 10, 2021 with racial and gender diversity.

Firefighter Paramedic - Continuous

There are fifteen (15) candidates on this continuous open competitive list established on November 10, 2021 with racial, gender, and ethnic diversity.

Maintenance Worker III - Department Promotional

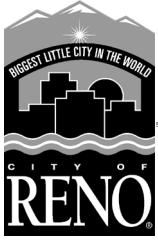
There are ten (10) candidates on this department promotional list established on December 3, 2021 with ethnic diversity.

Maintenance Worker III - City Wide Promotional

There is one (1) candidate on this city-wide promotional list established on December 3, 2021.

Plans Examiner

There are two (2) candidates on this continuous open competitive list established on November 16, 2021.



Civil Service Commission

MEMORANDUM

DATE: December 7, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.3. Request to approve the minimum qualifications of the new the classification specification of Lateral Public Safety Call Taker. (For Possible Action)

Background:

The Reno Police Department has been working with Human Resources to create a new classification specification of Lateral Public Safety Call Taker.

Discussion:

The creation of the classification specification of Lateral Public Safety Call Taker would allow the Reno Police Department to expand the applicant pool of qualified candidates for the Dispatch Section of RPD.

These minimum qualifications are in line with neighboring jurisdictions which also utilize a parallel lateral recruitment process.

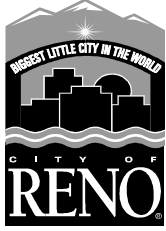
The creation of this classification specification would allow for a streamlined training process which would be shortened from the current eighteen month training period.

Recommendation:

It is recommended that the Civil Service Commission approve the minimum qualifications of the new classification specification of Lateral Public Safety Call Taker 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 Lateral Public Safety Call Taker.



Department of Human Resources

MEMORANDUM

Date: August 20, 2021
To: Civil Service Commission
From: Norma Santoyo, Director of Human Resources *NS*
Subject: Lateral Public Safety Call Taker – Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the Lateral Public Safety Call Taker classification.

Discussion:

The Lateral Public Safety Call Taker is a new classification. This position would allow Reno public safety dispatch the opportunity to bring in qualified individuals with a shortened training schedule to contribute more quickly towards staffing shortages (less than 4 months). By utilizing the Lateral classification, the recruiting/training time is reduced to 4 months maximum as opposed to the current 18-month training period.

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 public safety dispatch center.
Methods and techniques of public safety call taking , including the use of a computer aided dispatch and manual card system.
Streets, landmarks and geography of the City and surrounding areas
Techniques of questioning for both emergency and non-emergency calls.
English usage, spelling, grammar and punctuation.
Principles and procedures of record keeping.
Public safety dispatch center e procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Department policies and procedures.
Pertinent federal, state, and local laws, codes and regulations.

Ability to:

Establish priority and classification of emergency and non-emergency situations.
Effectively communicate and elicit information from upset and irate callers.
Operate NG911 and computer aided dispatch systems.
Work under pressure, exercise good judgment and make sound decisions in emergency situations and with constant interruptions.
Respond calmly and effectively to emergency situations.

Analyze and interpret maps.
Respond to and resolve difficult and sensitive citizen inquiries and complaints.
Type or enter data at a speed necessary for successful job performance.
Understand and follow verbal and written instructions.
Apply the methods and techniques of emergency communications dispatching.
Operate public safety related equipment including computers supporting word processing, spreadsheet, and database applications.
Interpret and apply federal, state and local policies, procedures, laws, codes and regulations.
Work irregular work hours including weekends, evenings, holidays and overtime as routinely necessary
Work in a fast paced and unpredictably stressful environment; able to identify and manage personal stress along with available resources.
Work in a team-based environment to achieve common goals.
Coordinate multiple incidents and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both verbally 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:

Completion of a high school diploma or equivalent.

Experience:

Two (2) full years of public safety call taking or dispatch experience, or equivalent, with a public safety agency within the last three (3) years.

Or

One (1) full year of public safety call taking or dispatching experience, or equivalent, with a public safety agency within the last three (3) years AND have obtained one or more of the following certifications:

- Certified Emergency Dispatcher (International Academies of Emergency Dispatch EFD/EPD/EMD or equivalent)
- P.O.S.T. Certified Dispatcher (NV or out of state)

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Lateral Public Safety Call Taker classification.

LATERAL PUBLIC SAFETY CALL TAKER

*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 supervision, receives incoming emergency and non-emergency telephone calls and evaluates requests for services; processes requests for services in a timely and appropriate manner using a variety of communication and computer equipment and systems; and performs a variety of tasks relative 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. Receive, evaluate and prioritize emergency and non-emergency police, fire, medical and rescue calls for service; elicit essential incident information from callers and determine the nature, location and pertinent details of incidents.
2. Operate a variety of emergency dispatch and communications equipment including a Next Generation E911 (NG911) telephony system, a Public Safety Computer Aided Dispatch (CAD) system, tape recording equipment and general office equipment.
3. Coordinate the receipt of both emergency and non-emergency calls and relay information and assistance with other law enforcement, fire, medical and other emergency response agencies.
4. Evaluate the nature and severity of the calling party's situation to assist in determining call priority and necessary responding equipment.
5. Retrieve and enter information from local, state and federal computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information.
6. Answer routine inquiries and refer callers not requiring dispatches to appropriate departments and agencies.
7. Maintain accurate and complete logs and records of all activities and calls that are received.
8. Perform a variety of functions related to public safety dispatch operations.
9. 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 public safety dispatch center.

Methods and techniques of public safety call taking , including the use of a computer aided dispatch and manual card system.

Streets, landmarks and geography of the City and surrounding areas

Techniques of questioning for both emergency and non-emergency calls.

English usage, spelling, grammar and punctuation.

Principles and procedures of record keeping.

Public safety dispatch center e procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Department policies and procedures.

Pertinent federal, state, and local laws, codes and regulations.

CITY OF RENO
Lateral Public Safety Call Taker (Continued)

Ability to:

Establish priority and classification of emergency and non-emergency situations.
Effectively communicate and elicit information from upset and irate callers.
Operate NG911 and computer aided dispatch systems.
Work under pressure, exercise good judgment and make sound decisions in emergency situations and with constant interruptions.
Respond calmly and effectively to emergency situations.
Analyze and interpret maps.
Respond to and resolve difficult and sensitive citizen inquiries and complaints.
Type or enter data at a speed necessary for successful job performance.
Understand and follow verbal and written instructions.
Apply the methods and techniques of emergency communications dispatching.
Operate public safety related equipment including computers supporting word processing, spreadsheet, and database applications.
Interpret and apply federal, state and local policies, procedures, laws, codes and regulations.
Work irregular work hours including weekends, evenings, holidays and overtime as routinely necessary
Work in a fast paced and unpredictably stressful environment; able to identify and manage personal stress along with available resources.
Work in a team-based environment to achieve common goals.
Coordinate multiple incidents and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both verbally and in writing.
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Education/Training:

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Two (2) full years of public safety call taking or dispatch experience, or equivalent, with a public safety agency within the last three (3) years.

Or

One (1) full year of public safety call taking or dispatching experience, or equivalent, with a public safety agency within the last three (3) years AND have obtained one or more of the following certifications:

- Certified Emergency Dispatcher (International Academies of Emergency Dispatch EFD/EPD/EMD or equivalent)
- P.O.S.T. Certified Dispatcher (NV or out of state)

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 an emergency dispatch center-type of office setting; exposure to unusual fatigue factors, irregular and unpredictable hours, and emergency or stressful situations; exposure to noisy distractions from simultaneous events while working on multiple computer systems and

CITY OF RENO
Lateral Public Safety Call Taker (*Continued*)

monitors while utilizing both a headset and telephone and/or telephony system for verbal communications; exposure to varying lighting conditions.

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.

December 2021
Human Resources