

Civil Service Commission Virtual Meeting

Agenda

Thursday, January 27, 2022 at 3:30 P.M.

Members

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

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 (notice of meetings) at Reno City Hall – 1 East First Street. In addition, this agenda has been electronically posted in compliance with NRS 241 at <http://www.reno.gov>, and NRS 232 at <https://notice.nv.gov/>. To obtain further documentation regarding posting, please contact Rossmery Diaz at 775-334-2303 or civilservice@reno.gov.

Members of the Board/Commission/Committee will participate in this meeting using the zoom video conference platform.

Members of the public may participate in the meeting by using the zoom video conference link or telephone number:

Zoom link: [https://zoom.us/meeting/register/tJMocuiqzsiHNLcc5wnmdak2cP4y6Vp0ocF](https://zoom.us/join/zoom/register/tJMocuiqzsiHNLcc5wnmdak2cP4y6Vp0ocF)

Meeting ID: 975 5125 0866

Call in number: +1 253 215 8782

Accommodations

Reasonable efforts will be made to assist and accommodate individuals with disabilities attending the meeting. Please contact Rossmery Diaz at 775-334-2303 or 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 at 775-334-2303 or civilservice@reno.gov and on the City's website at Reno.Gov. Pursuant to NRS 241, 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. Items scheduled to be heard at a specific time will be heard no earlier than the stated time, but may be heard later.

Virtual Public Comment

No action may be taken on a matter raised under general public comment until the matter is included on a subsequent agenda as an action item.

Pursuant to NRS 241, those wishing to submit public comment may do so by sending an email to ackermannb@reno.gov, by leaving a voicemail at 775-334-2303 or at the meeting during virtual public comment. Public comment is limited to three (3) minutes per person. Comments received prior to 4:00 p.m. on the day preceding the meeting will be transcribed, provided to the Board/Commission/Committee for review, and entered into the record. Comments received after 4:00 pm on the day preceding the meeting will be provided to the Board/Commission/Committee for review prior to adjournment, and entered into the record.

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) – January 27, 2022.

A.4 Approval of the Minutes (For Possible Action) – Approval of the November 18, 2021 and December 16, 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 eligible list extensions in accordance with the dates listed in the Eligible List Extension Report. (For Possible Action)

B.4 Request to approve the minimum qualifications for the new classification specification of Human Resources Business Partner. (For Possible Action)

B.5 Request from William Weston to be placed on the re-employment list for Police Officer. (For Possible Action)

B.6 Request from Marisa McCune to be placed on the re-employment list for Parking Enforcement Officer. (For Possible Action)

B.7 Request to void eligible list. (For Possible Action)

C. Regular Agenda

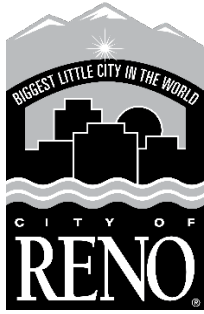
C.1 Chief Examiner year in review presentation. (Not For Action)

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

E. Confirm next meeting date – February 24, 2022 at 3:30 PM. (For Possible Action)

F. 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.

G. Adjournment (For Possible Action)



City of Reno Civil Service Commission Meeting

DRAFT MINUTES

Thursday, November 18, 2021, 2021 - 3:30 P.M.
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

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

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.

Civil Service Commission – Draft Minutes

November 18, 2021

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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)

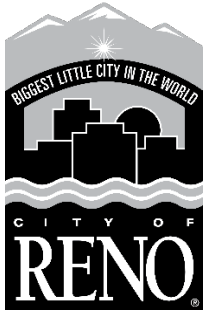
The next regular meeting of the Civil Service Commission was scheduled for Thursday, December 16, 2021 at 3:30 PM.

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.



City of Reno Civil Service Commission Meeting

DRAFT MINUTES

Thursday, December 16, 2021 - 3:30 P.M.
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

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

A. Introductory Items

A.1 Call To Order/Roll Call

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

MEMBERS PRESENT: Tray Abney
YeVonne Allen
Ken Dalton (via phone)
Ricardo Duarte
Charla Honey

MEMBERS EXCUSED: Jay Kenny
Nichole Paul

ALSO PRESENT FROM CIVIL SERVICE:
Rossmery Diaz, Civil Service Technician
Candie Lorenzo, Management Analyst
Jovonna Puertos, Civil Service Technician
Susan Rothe, Deputy City Attorney

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.

None.

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

It was moved by Commissioner Allen, seconded by Commissioner Duarte, to approve the December 16, 2021 agenda. The motion passed unanimously.

A.4 Approval of the Minutes (For Possible Action) – Approval of the November 18, 2021 regular meeting minutes. ~ *Item taken out of order* ~

Minute approval will take place on the January Civil Service Commission meeting.

Civil Service Commission took a brief recess.

- A.5 Council Liaison Report** – Item for general announcements and informational items only. No action may be taken on this item. ~ *Item taken out of order* ~

Council Member Brekhus's liaison notified the Commission that the Council closed out the year and she was happy to be assigned another year to the Commission. She wished everyone Happy Holidays.

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

None.

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)**

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

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

None.

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

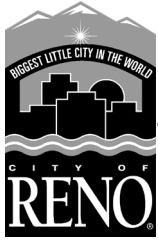
The next regular meeting of the Civil Service Commission was scheduled for Thursday, January 27, 2022 at 3:30 PM.

- 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.

None.

- F. Adjournment** (For Possible Action)

It was moved by Commissioner Allen, seconded by Commissioner Duarte, to adjourn the meeting at 3:38 P.M. The motion passed unanimously.



Civil Service Commission

CONFIRMATION REPORT

DATE: January 13, 2022

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:

Code Enforcement Department

Frank Perez

Job Title

Code Enforcement II

Confirmation Date

December 14, 2021

Public Safety Dispatch

Sara Colacurcio

Job Title

Public Safety Dispatcher Supervisor

Confirmation Date

October 16, 2021

Public Works Department

Nick Bloesser

Navi Cuellar

Paul Finley

Eric Hynd

Mario Lopez

Ian Ramirez

Blake Rials

Anthony Trujillo

Trevor Wood

Edward Young

Job Title

Equipment Service Worker

Maintenance Worker II

Maintenance Worker I

Maintenance Worker I

Maintenance Worker I

Maintenance Worker I

Maintenance Worker I

Public Works Crew Supervisor

Maintenance Worker I

Maintenance Worker I

Confirmation Date

February 16, 2022

January 30, 2022

January 12, 2022

January 19, 2022

January 12, 2022

February 2, 2022

January 26, 2022

January 1, 2022

January 19, 2022

January 26, 2022

Reno Fire Department

Jeff Chapel

Katie Walker

Job Title

Shop Supervisor

Fire Inspector I

Confirmation Date

January 1, 2022

January 8, 2022

Reno Police Department

Jacob Brunson

Christian Fleck IV

Zachary Souza

Job Title

Police Officer

Police Officer

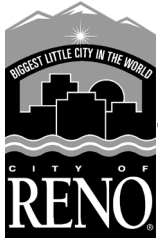
Police Officer

Confirmation Date

December 10, 2021

December 10, 2021

December 10, 2021



Civil Service Commission

ELIGIBLE LIST REPORT

DATE: January 13, 2022

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:

Citizen Service Representative	There are eleven (11) candidates on this open competitive list established on December 15, 2021 with ethnic and gender diversity.
Citizen Service Representative - Selective Certification Bilingual	There are seven (7) candidates on this selective certification list established on December 14, 2021 with ethnic and racial diversity.
Clean & Safe Team Program Assistant	There are thirteen (13) candidates on this open competitive list established on December 20, 2021 with racial, gender, and ethnic diversity.
Clean & Safe Team Program Assistant - Promotional	There is one (1) candidate on this promotional list established on December 20, 2021.
Information Systems Technician II	There are twenty-six (26) candidates on this open competitive list established on January 10, 2022 with racial, gender, and ethnic diversity.
Information Systems Technician II - Promotional	There is one (1) candidate on this promotional list established on January 10, 2022.
Information Technology Manager	There are nine (9) candidates on this open competitive list established on January 5, 2022 with racial and ethnic diversity.

Information Technology Manager - Promotional	There are two (2) candidates on this promotional list established on January 5, 2022 with gender diversity.
Maintenance Worker II – Promotional	There are twelve (12) candidates on this promotional list established on January 12, 2022 with racial and ethnic diversity.
Management Assistant - Department Promotional	There is one (1) candidate on this department promotional list established on December 8, 2021.
Management Assistant - City Wide Promotional	There are ten (10) candidates on this city-wide promotional list established on December 8, 2021 with gender diversity.
Senior Engineering Technician I	There are four (4) candidates on this open competitive list established on December 20, 2021 with gender and ethnic diversity.



Civil Service Commission

ELIGIBLE LIST EXTENSION REPORT

DATE: January 7, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.3. Request to approve eligible list extensions in accordance with the dates listed in this Eligible List Extension Report. (For Possible Action)

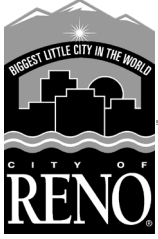
With candidates remaining on each list, pursuant to Rule VII, Section 9, I recommend that the Civil Service Commission approve the extension of the following eligible lists in accordance with the dates listed below:

Equipment Mechanic

There are nineteen (19) names remaining on this list established on February 3, 2020. The list will expire as of February 3, 2022. A twelve (12) month extension is recommended.

Equipment Mechanic - Promotional

There is one (1) name remaining on this list established on February 3, 2020. The list will expire as of February 3, 2022. A twelve (12) month extension is recommended.



Civil Service Commission

MEMORANDUM

DATE: January 7, 2021

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.4. Request to approve the minimum qualifications of the new the classification specification of Human Resources Business Partner. (For Possible Action)

Background:

Human Resources has created a new classification specification of Human Resources Business Partner.

Discussion:

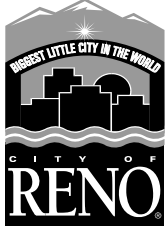
The creation of the classification specification of Human Resources Business Partner supports the department's transition to a business partner service delivery model. This new classification aligns the new roles and responsibilities of the current management analysts in the department with the direction the department is going to provide a more seamless customer service experience within the organization. This new classification will also enhance our ability to recruit and attract talent to these very specialized positions. These positions will be responsible for providing comprehensive support in all areas of human resources, including talent management, classification and compensation, employee experience and relations, organizational development and effectiveness, performance management, and employment compliance.

The positions within this classification require a Bachelor's degree from an accredited college or university with major course work in public administration, business administration, human resources, or a closely related field and five years of progressively responsible paraprofessional and/or professional level experience in human resources management that must include direct responsibility for the full scope of duties related to employee relations, recruiting, compensation, training and HR project management or program implementation. 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 new classification specification of Human Resources Business Partner 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 Human Resources Business Partner.



Department of Human Resources

MEMORANDUM

Date: December 22, 2021
To: Civil Service Commission
From: Norma Santoyo, Director of Human Resources *NS*
Subject: Human Resources Business Partner – Approval of Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the Human Resources Business Partner classification.

Discussion:

The Human Resources Business Partner is a new classification. This new position will allow the Human Resources Department to provide a level of customer service to internal departments that has not been possible in the past. This position is a proactive, strategic, and tactical classification acting as both an employee and leadership champion.

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:

Modern principles and practices of human resource management and public administration.
Organization and operation of municipal government.
Research and data analysis methods and techniques.
Methods and techniques of recruitment, testing, selection, and interviewing.
Principles of job evaluation and analysis.
Equal Employment Opportunity laws.
Methods and techniques for conducting analytical studies of administrative and management practices.
Current trends in employee/employer relationships.
Collective bargaining in the public sector.
Federal, state, and local government organizations.
Pertinent Federal, state, and local laws, codes, and regulations.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Principles, trends, methods, and techniques used in customer service, public relations, public information, and program education and promotion.

English usage, spelling, grammar, and punctuation.

Ability to:

Develop and maintain confidence of executive/senior level managers with agency/department services.

Research, analyze, and make recommendations on administrative, management, and procedural practices.

Maintain cooperative and effective working relationships.

Prepare clear and concise written and oral reports.

Make effective presentations of conclusions and recommendations orally and in writing.

Develop and maintain effective relationships with employees at all levels of the organization.

Read, interpret, and apply rules, regulations, policies, procedures, laws, court decisions, and labor agreements.

Perform responsible and difficult paraprofessional and professional analytical, programmatic and administrative duties involving the use of independent judgment and personal initiative.

Learn, read, interpret, apply, and explain a variety of written information governing human resources programs.

Learn basic principles of a merit personnel system.

Prepare a variety of analytical reports.

Maintain accurate, confidential and complete employee records.

Plan and organize work to meet schedules and timelines.

Operate and use modern office equipment including a computer and various software packages.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.

Select, train, and evaluate assigned staff.

Supervise, organize and review the work of lower level staff.

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:

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

Experience:

Five years of progressively responsible paraprofessional and/or professional level experience in human resources management that must include direct responsibility for the full scope of duties related to employee relations, recruiting, compensation, training and HR project management or program implementation.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Human Resources Business Partner classification.

HUMAN RESOURCES BUSINESS PARTNER

*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, provides consultative expertise on human resources and organizational issues serving as both employee and leadership champion through providing support to align organizational resources with strategic priorities and goals. Provides comprehensive support in all areas of human resources, including talent management, classification and compensation, employee experience and relations, organizational development and effectiveness, performance management, and employment compliance. Performs other related duties as required.

The Human Resources Business partner is characterized by the overall responsibility of acting as a liaison between Human Resources and the departments served. The Human Resources Business Partner actively supports the employees and the leadership team of the departments served to enhance HR service delivery and cultivate best practices.

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. Establish and develop a dialogue and relationship with senior management and other HR Business Partners to understand the key resource issues and associated requirements to meet both current and future organizational challenges.
2. Consult with, advise, and make recommendations to department staff on human resources management problems. Research and analyze a variety of organizational issues and recommend appropriate action. Provide advice on the interpretation and application of personnel policies and procedures.
3. Advise departments on disciplinary actions, recommend appropriate level of discipline, and prepare notices and orders of action based on applicable bargaining agreements, laws, rules, and regulations.
4. Provide coaching, facilitation, team development, and organization development services in consultation with executive leaders and senior managers to implement organizational improvement initiatives and assure alignment with the organization's strategic plans.
5. Perform employee and labor relations functions for assigned departments including performance management, employee coaching, disciplinary procedures, investigations, and accommodations under the Americans with Disabilities Act (ADA); oversee leave programs for assigned departments.
6. Participate in negotiations as a member of a bargaining team. Conduct a variety of studies related to compensation and personnel practices, and analyze data.
7. Monitor salary structure, balance staffing needs with cost controls, and assist in ensuring that policies, procedures, and programs are in alignment with the organization's overall strategic objectives.
8. Understand the human resources needs of each business area supported and partner with line managers to identify their human resources services requirements and support business change efforts.
9. Provide input on human resources strategy and translate this into implementation plans within supported business areas, leading and facilitating the human resources agenda items for designated business areas.
10. Keep abreast of current developments in the human resources field, including new techniques for personnel administration, recent court decisions, and applicable pending legislation.
11. 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:

CITY OF RENO

Human Resources Business Partner *(Continued)*

Modern principles and practices of human resource management and public administration.
Organization and operation of municipal government.
Research and data analysis methods and techniques.
Methods and techniques of recruitment, testing, selection, and interviewing.
Principles of job evaluation and analysis.
Equal Employment Opportunity laws.
Methods and techniques for conducting analytical studies of administrative and management practices.
Current trends in employee/employer relationships.
Collective bargaining in the public sector.
Federal, state, and local government organizations.
Pertinent Federal, state, and local laws, codes, and regulations.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Principles, trends, methods, and techniques used in customer service, public relations, public information, and program education and promotion.
English usage, spelling, grammar, and punctuation.

Ability to:

Develop and maintain confidence of executive/senior level managers with agency/department services.
Research, analyze, and make recommendations on administrative, management, and procedural practices.
Maintain cooperative and effective working relationships.
Prepare clear and concise written and oral reports.
Make effective presentations of conclusions and recommendations orally and in writing.
Develop and maintain effective relationships with employees at all levels of the organization.
Read, interpret, and apply rules, regulations, policies, procedures, laws, court decisions, and labor agreements.
Perform responsible and difficult paraprofessional and professional analytical, programmatic and administrative duties involving the use of independent judgment and personal initiative.
Learn, read, interpret, apply, and explain a variety of written information governing human resources programs.
Learn basic principles of a merit personnel system.
Prepare a variety of analytical reports.
Maintain accurate, confidential and complete employee records.
Plan and organize work to meet schedules and timelines.
Operate and use modern office equipment including a computer and various software packages.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
Select, train, and evaluate assigned staff.
Supervise, organize and review the work of lower level staff.
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:

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

Experience:

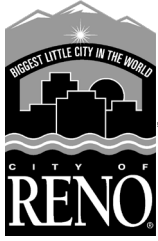
Five years of progressively responsible paraprofessional and/or professional level experience in human resources management that must include direct responsibility for the full scope of duties related to employee relations, recruiting, compensation, training and HR project management or program implementation.

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.

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: January 7, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.5. Request from William Weston to be placed on the re-employment list for Police Officer. (For Possible Action)

Background:

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

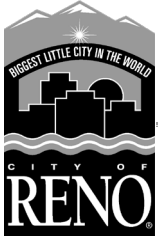
Civil Service Rule XIII, Section 1.(b) provides the opportunity for a previous City of Reno Civil Service classified employee who resigned or an employee who voluntarily demoted in good standing to request placement on the re-employment list for the classification from which they resigned/demoted within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

Discussion:

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

Recommendation:

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



Civil Service Commission

MEMORANDUM

DATE: January 12, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.6. Request from Marisa McCune to be placed on the re-employment list for Parking Enforcement Officer. (For Possible Action)

Background:

Marisa McCune has submitted an application to be placed on the re-employment list for Parking Enforcement Officer.

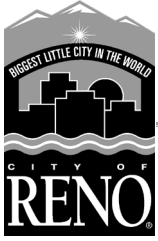
Civil Service Rule XIII, Section 1.(b) provides the opportunity for a previous City of Reno Civil Service classified employee who resigned or an employee who voluntarily demoted in good standing to request placement on the re-employment list for the classification from which they resigned/demoted within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

Discussion:

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

Recommendation:

Ms. McCune has met all the requirements to be placed on the re-employment list for Parking Enforcement Officer. It is recommended that Marisa McCune's application for placement on the re-employment list for Parking Enforcement Officer be approved.



Civil Service Commission

MEMORANDUM

DATE: January 10, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.3. Request to void the Accounting Assistant Eligible List pursuant to Civil Service Commission Rule VII, Section 9. (For Possible Action)

It is requested that the Civil Service Commission void the Accounting Assistant Eligible List, pursuant to Civil Service Commission (CSC) Rule VII, Section 9, which states:

Eligible lists shall be effective from the date of their approval by the Commission and shall continue in force for a period of one (1) year unless extended by the Commission for a period not to exceed one (1) additional year. The Commission may in a noticed public meeting, declare any list void at any time for good cause, in the sole discretion of the Commission. No rights are provided to applicants to require a list by maintained by the Commission.

Background

On March 1, 2021, the Civil Service Commission Office opened a recruitment for the position of Accounting Assistant.

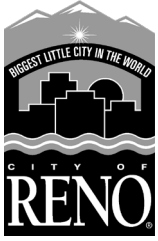
Fifty-one (51) candidates successfully completed the examination process and were placed on the eligible list. Twenty-one (21) candidates were referred to the department and three (3) hires were made.

After review by the department, a request has been made to void the eligible list due to the remaining active candidates not appearing to meet the department's specific needs at this time.

The department requested a new recruitment be open and a new eligible list created.

Recommendation

Civil Service staff supports the department's requests, and recommends that the Commission voids the Accounting Assistant Eligible List pursuant to CSC Rule VII, Section 9.



Civil Service Commission

MEMORANDUM

DATE: January 7, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

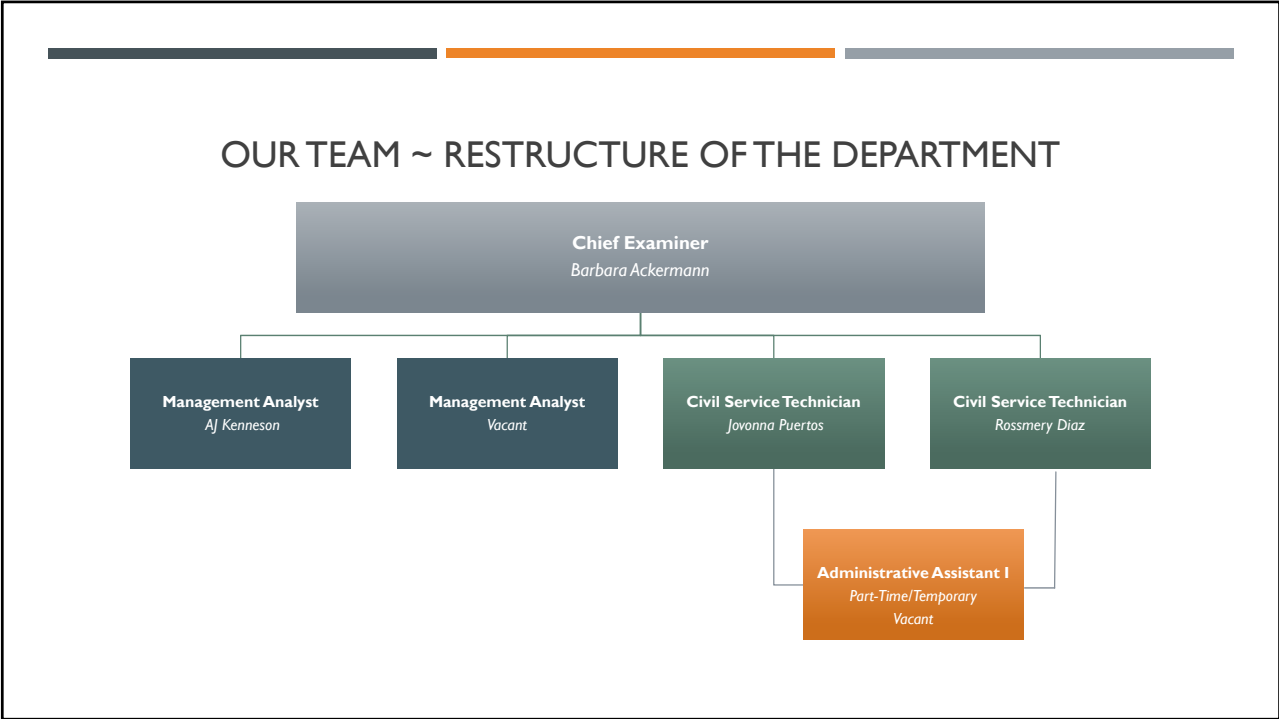
SUBJECT: Item C.1. Chief Examiner year in review presentation (Not For Action)

The Chief Examiner will present a brief 2021 year in review presentation. The presented information will highlight the department's accomplishments, performance measures and other statistical analysis, objectives and ongoing challenges, and strategies for moving the department forward.



2020 / 2021 OVERVIEW

-  **Top Accomplishments**
 - Restructure of Department Structure
 - Budget Savings
 - Rule Changes & Updates
 - Police Officer Recruitment
-  **Performance Metrics**
 - Existing List vs. New List
 - Time to Certify/Recruit
 - Requisitions Processed
-  **Annual Statistics**
 - Classified Workforce
 - Recruitments
 - Hires
-  **Challenges and Strategies**



**TOP
ACCOMPLISHMENTS**

**RULE CHANGES &
UPDATES**

- 1) June 2021
 - i. Rule VII. Section 3. Certification – Number of eligibles referred/vacancy
 - ii. Rule VII. Section 1 I. Removal from Eligible List – Decreased number of times required to interview eligibles
 - iii. Rule XI. Section 4. Causes – Corrected outdated reference to RMC

- 2) August 2021
 - 1) Section 1 I. Removal from Eligible list – Option to remain active on eligible list

TOP ACCOMPLISHMENTS

RECORDS RETENTION & MANAGEMENT PROJECT

- Permanent Records Moved to OnBase
 - Commission Meeting Agendas
 - Commission Agenda Packets
 - Commission Meeting Approved Minutes
 - Reduction in Force Files
 - Temporary Employee Hours Reports
- Document Retention & Management
 - Document and Destruction of department records according to recording retention schedules completed
 - Organization of Recruitment





TOP ACCOMPLISHMENT ~ POLICE RECRUITING

Police Officer Recruit ~ Continuous <i>As of: Sep 2021</i>	Police Officer Lateral ~ Continuous <i>As of: July 2021</i>	Public Safety Dispatch Trainee Continuous <i>As of: Jan 2021</i>
# of Applicants: 180	# of Applicants: 85	# of Applicants: 327
% of Ethnicity: 46%	% of Ethnicity: 51%	% of Ethnicity: 43%
% Female: 14%	% Female: 17%	% Female: 70%
# of Hires: 12	# of Hires: 4	# of Hires: 4

PERFORMANCE METRICS

Avg. Time from Approved Req. to Certification of Eligible List

EXISTING LIST

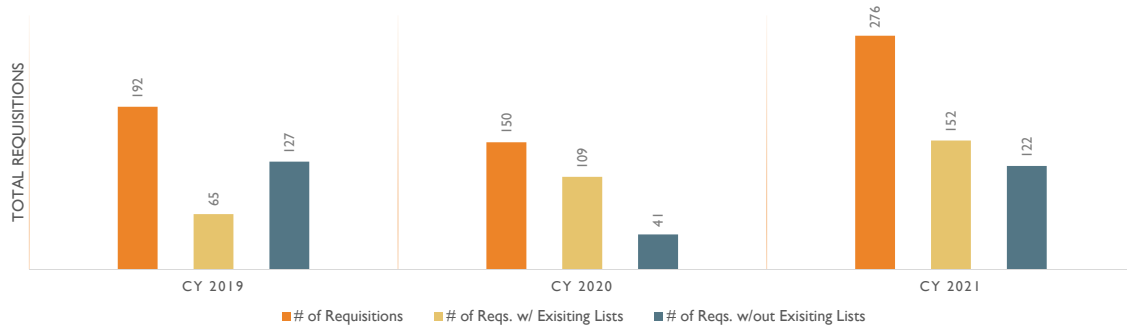
- Target Goal: 24 hours (100%)
- Current Status: 24 hours (92.%)

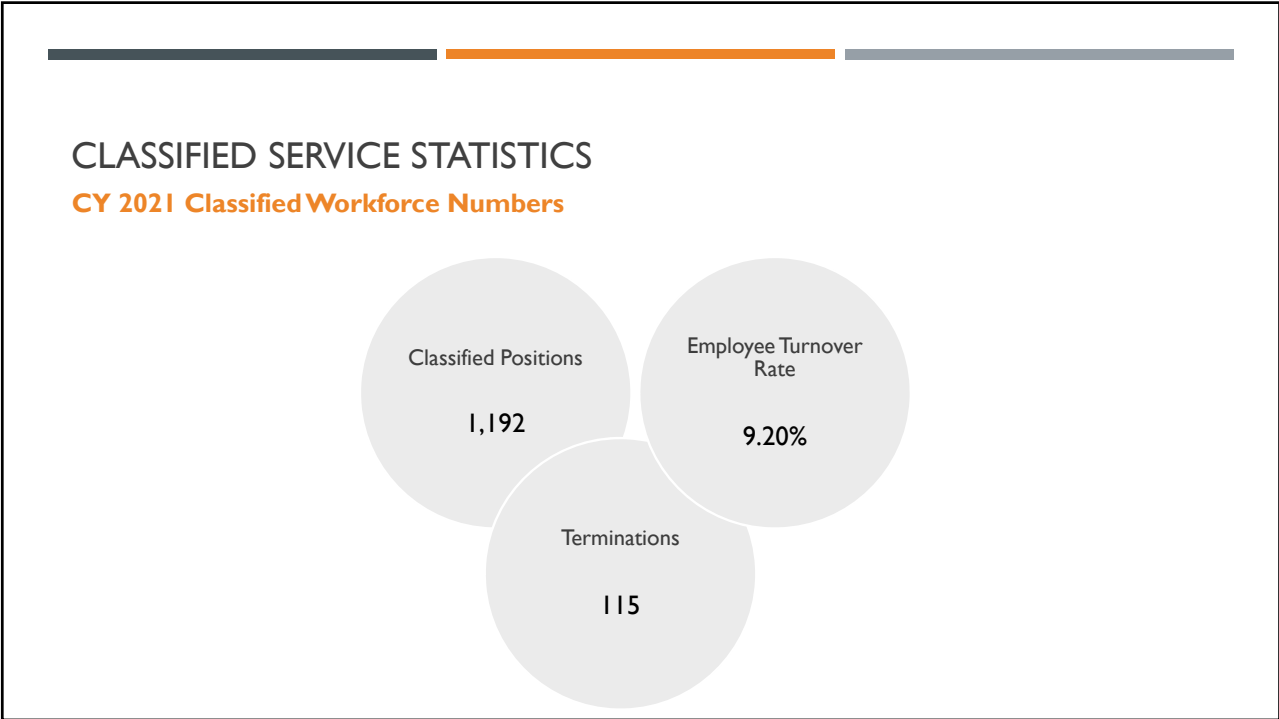
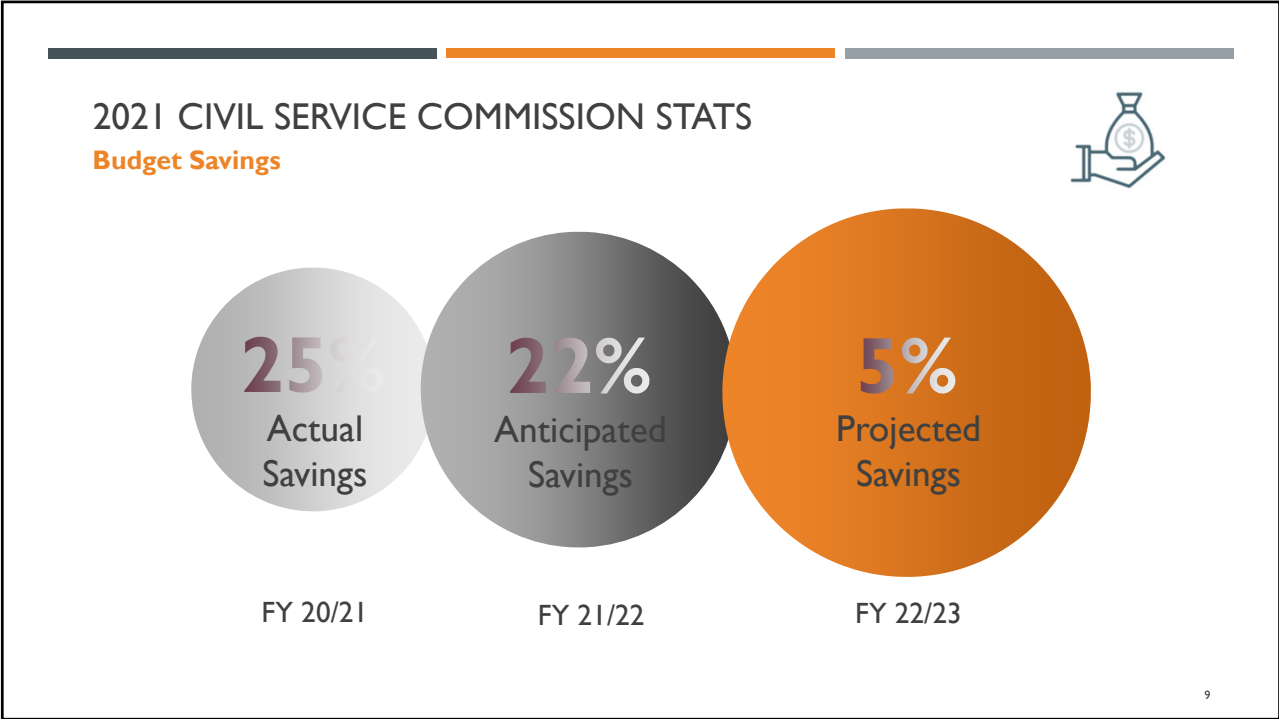
NEW LIST

- Target Goal: 23 days
- Current Status: 31 days
- Average of 1 day longer than previous CY
- Strive to improve

PERFORMANCE METRICS

REQUISITIONS PROCESSED BY YEAR



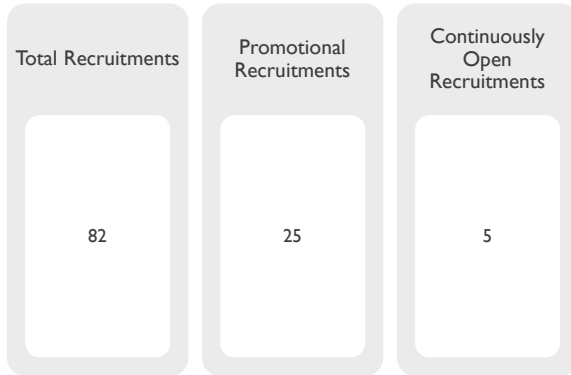


CLASSIFIED SERVICE STATISTICS

CY 2021



Recruitments



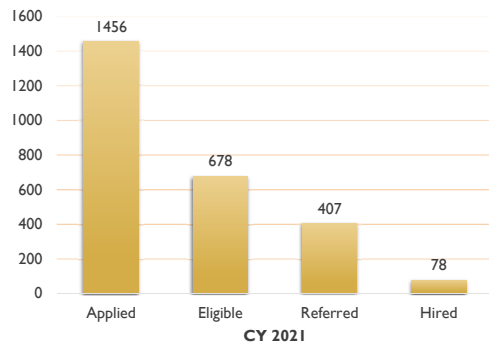
Hires



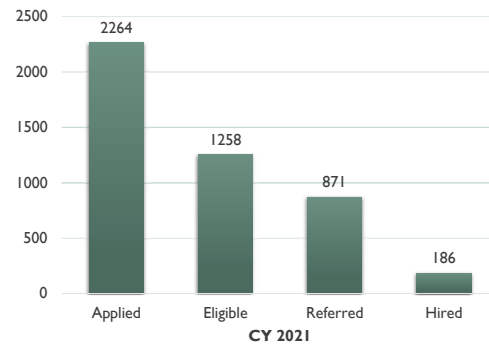
CY 2021 STATISTICS

Comparison of Female and Male Candidates by Gender

Female Candidates by Gender

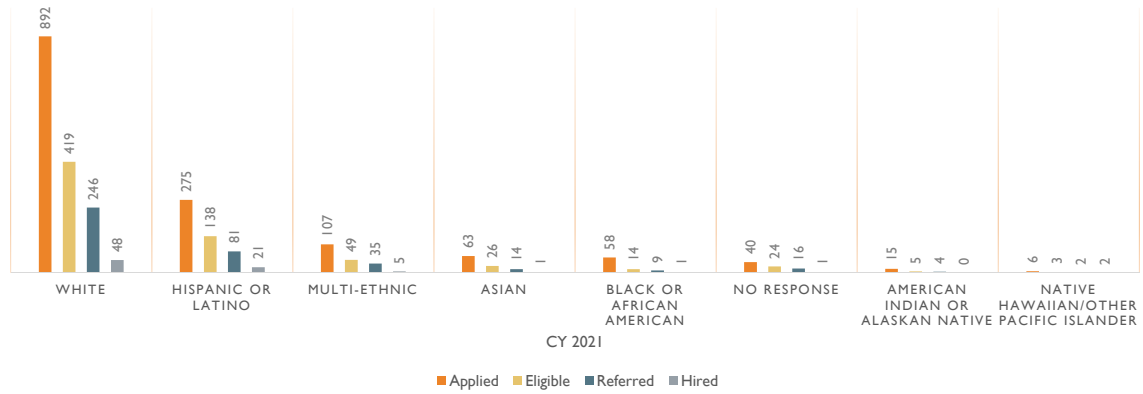


Male Candidates by Gender



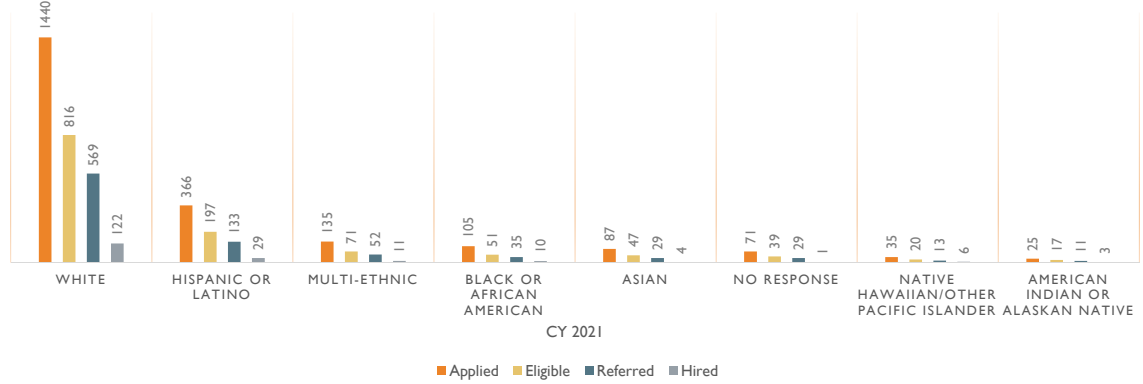
CY 2021 STATISTICS

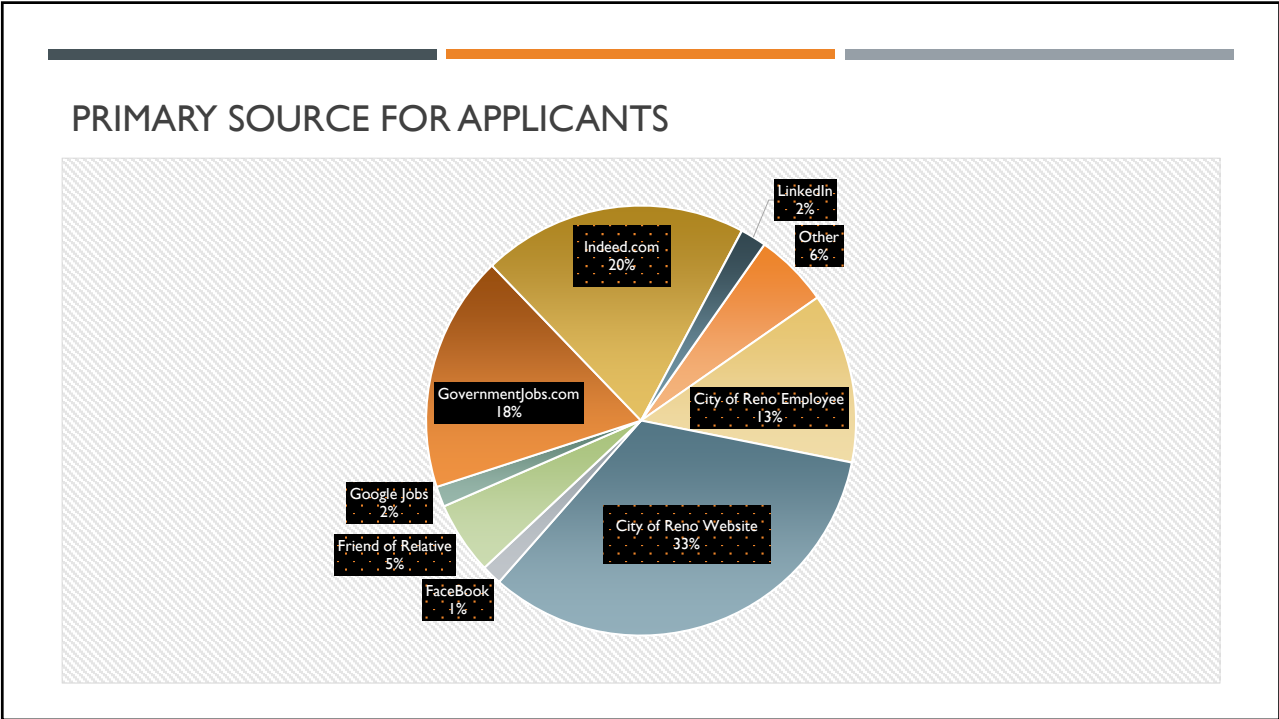
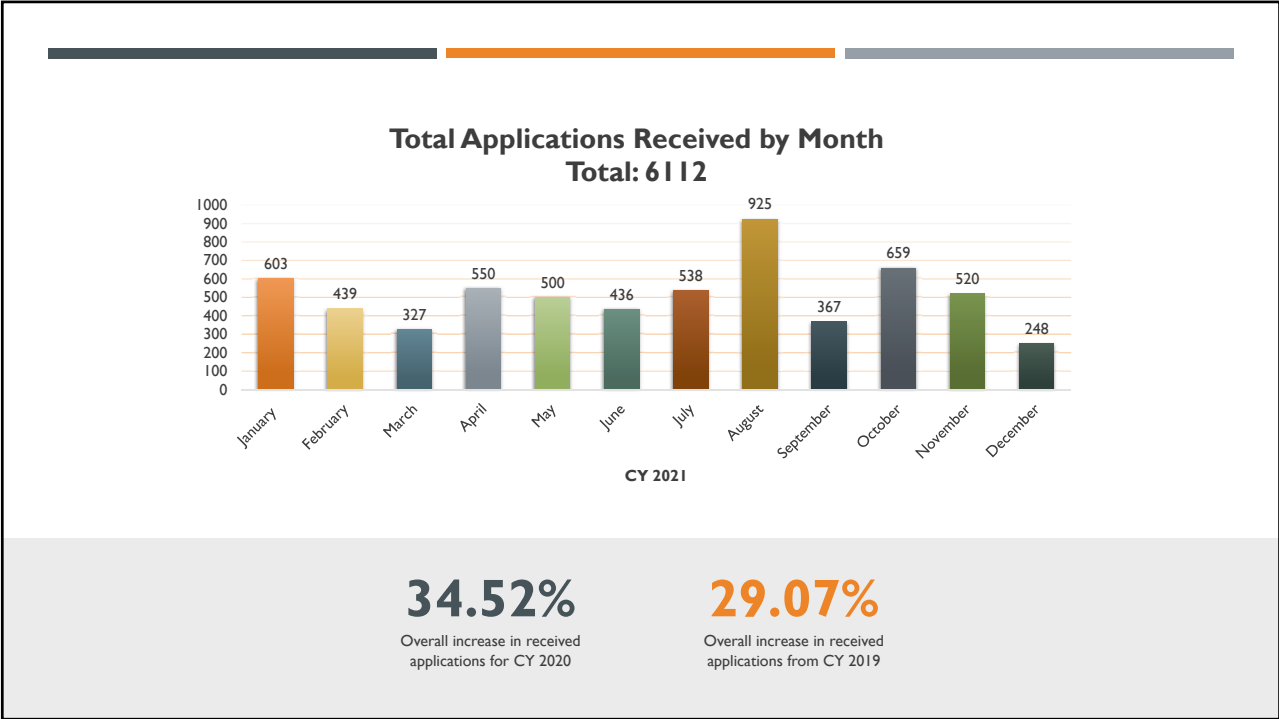
FEMALE CANDIDATES BY R/E



CY 20/21 STATISTICS

MALE CANDIDATES BY R/E





2021 CIVIL SERVICE COMMISSION STATS

Commission Statistics

Appeals

- 0

Claims & Administrative Complaints Heard

- 0

Number of Hearings

- 0

Commissioner Status

Newly Appointed Commissioner

- Charla Honey

Re-Appointed Commissioner

- Ken Dalton



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STRATEGIC GOAL I

DIVERSITY

Goal

- Create an organization that mirrors the demographics of the community we serve

Strategies

- Employer branding
- Funding for new recruiting platforms
- Broaden employment options that appeal to a more diverse applicant pool
- Improved opportunities for career growth and development

Progress

- Improved data collection and tracking tools
- Increased remote/virtual testing opportunities
- Social media presence
- Establishment of OKR Teams
- Remote work



STRATEGIC GOAL 2

POLICY & PROCESS

Goal

- Create a proactive and responsive structure, with processes and procedures that allows Civil Service to anticipate and adapt seamlessly to the changing needs of the City.

Strategies


- Identify areas within the current CS Rules where challenges exist
- Develop, implement, and update CS Rule changes
- Streamline routine processes and workflow
- Establish standards and timeframes to be measured

Progress

- Implementation of several rule changes
- Recording and tracking tools
- Streamline test development processes
- Completion of Job Analysis
- Develop and implement job analysis and test development process
- Records Management & Retention Project

STRATEGIC GOAL 3

CUSTOMER SERVICE



Goal

- Provide superior service delivery to all of our customers; citizens, residents, external/internal applicant pool

Strategies

- Introduce customer satisfaction surveys to measure customer feedback
- Enhance community engagement
- Technicians share emails and see Criteria Scores

Progress

- Discussion with stakeholders focused on providing solutions to a variety of managerial challenges are in progress
- Turn around times
- Templates vs. Personalization

STRATEGIC GOAL 4

HIGH PERFORMING CIVIL SERVICE TEAM

Goal

- Deliver a highly functioning team that can quickly adapt and recover with minimal disruption to our core services

Strategies

- Increase collaboration and communication both intra-departmentally & inter-departmentally
- Establish benchmarks and goals for improvement and accountability
- Nurture the sharing of information and breakdown silos
- Standardize and document CS processes

Progress

- Standardized processes, procedures and documentation
- Onboarding/training process
- Cross-training between CS Techs/Analysts
- Monthly collaboration meetings with HR
- Created an open environment culture
- Team building activities

Questions?

THANK YOU

CIVIL SERVICE COMMISSION
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CIVILSERVICE@RENO.GOV