



CIVIL SERVICE COMMISSION Hybrid Meeting

Agenda

Thursday, April 28, 2022 at 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

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 www.reno.gov, and NRS 232.2175 at www.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, NV 89501; civilservice@reno.gov or (775) 334-2303.

Members of the Commission may participate in this meeting using the zoom video conference platform.

Members of the public may participate in the meeting by registering through the below zoom link which will provide the meeting ID number and call-in phone number.

Virtual registration link: https://us06web.zoom.us/webinar/register/WN_F3eqnKdtQRaiNFC9jEo-2A

In Person: 1 East First Street, 7th floor Caucus Conference Room

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, NV 89501; civilservice@reno.gov or (775) 334-2303 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, NV 89501; civilservice@reno.gov or (775) 334-2303, and on the City's website at www.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

In-Person

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.

Virtual

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 241.023, those wishing to submit public comment may do so through the online public comment form found at Reno.Gov/PublicComment, 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 Commission for review, and entered into the record. Comments received after 4:00 pm on the day preceding the meeting will be provided to the Commission 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) – April 28, 2022.

A.4 Approval of the Minutes (For Possible Action) – March 24, 2022.

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 revised minimum qualifications for the classification specification of Program Assistant. (For Possible Action)

B.5 Request to approve the revised minimum qualifications for the classification specification of Safety and Training Specialist. (For Possible Action)

C. Regular Agenda

C.1 Presentation by Management Analyst Jovonna Puertos as to the Firefighter and Police Officer Recruit diversity statistics. (Not For Action)

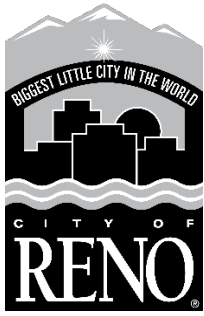
C.2 Presentation by the Chief Examiner of Civil Service Rules and Processes. (Not For Action)

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

E. Confirm next meeting date – May 26, 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)



**Civil Service Commission
Virtual Meeting**

Draft Minutes

Thursday, March 24, 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

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
Jay Kenny
Nichole Paul
Ricardo Duarte
Charla Honey

ALSO PRESENT FROM CIVIL SERVICE:

Barbara Ackermann, Chief Examiner
Rossmery Diaz, Civil Service Technician
Karl Hall, City Attorney
Albert Kenneson, Management Analyst
Jovonna Puertos, Management Analyst
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) – March 24, 2022.

It was moved by Vice Chair Allen, seconded by Commissioner Paul, to approve the March 24, 2022 agenda. The motion passed unanimously.

- A.4 Approval of the Minutes (For Possible Action)** – Approval of the February 24, 2022 regular meeting minutes.

It was moved by Vice Chair Allen, seconded by Commissioner Dalton, to approve the minutes for the February 24, 2022 Civil Service Commission Meeting. The motion passed unanimously.

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

Council Member Brekhus was not present at the meeting.

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

Chief Examiner Barbara Ackermann introduced Jovonna Puertos as the second Management Analyst. Jovonna started on March 11 and she is still managing some on her Civil Service Technician duties as well as her new Management Analyst duties.

Civil Service is currently recruiting for the second Civil Service Technician vacancy left by Jovonna. Civil Service expects to have the position filled by early May. Chief Examiner Ackermann thanked the Civil Service team for their great work.

Chief Examiner Ackermann informed the Commission that Civil Service is working on the following promotional processes: Fire Equipment Operator practical and testing will occur in April and May, and Fire Battalion Chief Assessment will take place in July.

Civil Service is currently recruiting for 9 positions, and 3 more recruitments in progress.

Chief Examiner Ackermann informed the Commission that the Civil Service team will be working on a hybrid schedule and the physical office will be closed on Fridays starting April 1. This only refers to the physical location at City Hall, the Civil Service team will be working remotely and this should not impact the service that Civil Service provides.

B. Consent Agenda ~ *Item taken out of order* ~

- 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)**

It was moved by Vice Chair Allen, seconded by Commissioner Paul 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.

There will be a presentation in the next meeting to help the Commissioners and the public understand better the Civil Service practices and processes.

D. Confirm next meeting date – April 28, 2022 at 3:30 PM. (For Possible Action)

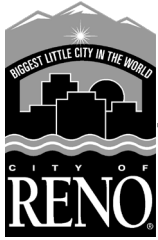
The next regular meeting of the Civil Service Commission is scheduled for Thursday, April 28, 2022 at 3:30 PM.

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. ~ *Item taken out of order* ~

Christopher Waddle, current president of the Reno Police Protective Association, said he submitted a grievance with regards to the Sergeant promotions that occurred so far this year and the list establishment/certification. Christopher talked about the promotion of a candidate from the list that was certified today. Christopher said the candidate was promoted thereby stepping over another candidate from the other eligible list who should have been promoted instead. Christopher said the remedy for this situation would be to immediately promote the candidate who was stepped over backdating them to the date they should have been promoted and not reduce the officer who was promoted out of turn. Christopher would like this grievance to be a part of the agenda as soon as possible.

F. Adjournment (For Possible Action)

It was moved by Commissioner Kenny, seconded by Commissioner Dalton, to adjourn the meeting at 3:51 P.M. The motion passed unanimously.



Civil Service Commission

CONFIRMATION REPORT

DATE: April 12, 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:

Civil Service Department

Rossmery Diaz

Job Title

Civil Service Technician

Confirmation Date

March 27, 2022

Parks and Recreation Department

Ashley Estrada

Job Title

Senior Recreation Leader

Confirmation Date

April 28, 2022

Scott Hoffman

Park Ranger

April 28, 2022

Karina Mercier

Management Analyst

April 28, 2022

Reno Fire Department

Brendan Adams

Job Title

Firefighter

Confirmation Date

April 5, 2022

Patrick Brown

Firefighter

April 5, 2022

Leonel Campos-Santillan

Firefighter

April 5, 2022

Layne Christopher

Firefighter

April 5, 2022

Jonathan Dourneau

Firefighter

April 5, 2022

Nathan Flint

Firefighter

April 5, 2022

Nathan Goins

Fire Captain

April 30, 2022

Chad Hopkins

Firefighter

April 5, 2022

Ian Mays

Firefighter

April 5, 2022

James McKay

Fire Captain

April 30, 2022

Tucker Melcher

Firefighter

April 5, 2022

Logan Nicholas

Firefighter

April 5, 2022

Caleb Stever

Firefighter

April 5, 2022

Joseph Van Walraven

Firefighter

April 5, 2022

Reno Police Department

Michael Browett

Job Title

Police Lieutenant

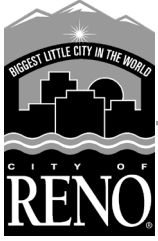
Confirmation Date

September 4, 2021

Darlene Troop

Police Assistant I

February 17, 2022



Civil Service Commission

ELIGIBLE LIST REPORT

DATE: April 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:

Building Inspector I	There are eighteen (18) candidates on this open competitive list established on March 28, 2022 with ethnic diversity.
Civil Service Technician	There are seven (7) candidates on this open competitive list established on April 5, 2022 with racial, gender, and ethnic diversity.
Civil Service Technician - Promotional	There is one (1) candidate on this promotional list established on April 5, 2022.
Development Permit Specialist - Promotional	There are three (3) candidates on this promotional list established on March 25, 2022 with racial and gender diversity.
Human Resources Technician	There are eighteen (18) candidates on this open competitive list established on March 28, 2022 with racial, gender, and ethnic diversity.
Information Systems Technician I	There are nineteen (19) candidates on this open competitive list established on April 11, 2022 with racial and ethnic diversity.
Parks Maintenance Worker II	There are ten (10) candidate on this open competitive list established on March 28, 2022 ethnic diversity.

Parks Maintenance Worker II – Department Promotional

There are two (2) candidates on this promotional list established on March 28, 2022 with ethnic diversity.

Parks Maintenance Worker II – City-Wide Promotional

There are two (2) candidates on this promotional list established on March 28, 2022 with racial diversity.

Program Assistant (Business License)

There are twenty-one (21) candidates on this open competitive list established on March 28, 2022 with racial, gender, and ethnic diversity.

Recreation Leader

There are two (2) candidates on this open competitive list established on April 8, 2022 with gender and ethnic diversity.

Senior Civil Engineer (Utility Services)

There is one (1) candidate on this open competitive list established on April 1, 2022.

Senior Planner

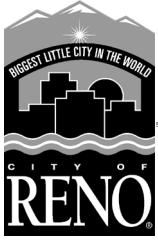
There are five (5) candidates on this open competitive list established on March 17, 2022 with gender diversity.

Systems Analyst (Digital Collaboration & Communication)

There are four (4) candidates on this open competitive list established on April 8, 2022.

Systems Analyst (Digital Collaboration & Communication) – Department Promotional

There are two (2) candidates on this promotional list established on April 8, 2022 with racial diversity.



Civil Service Commission

ELIGIBLE LIST EXTENSION REPORT

DATE: April 15, 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)

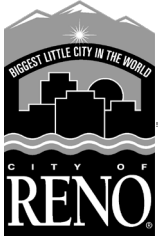
With candidates remaining on each list, pursuant to Rule VII, Section 9, I recommend that the Civil Service Commission approve the extension of the following eligible lists in accordance with the dates listed below:

Fire Battalion Chief - Promotional

There is one (1) name remaining on this list established on October 28, 2021. The list will expire as of April 28, 2022. A three (3) month extension is recommended.

Recreation Supervisor

There are twenty-one (21) names remaining on this list established on April 27, 2021. The list will expire as of April 27, 2022. A twelve (12) month extension is recommended.



Civil Service Commission

MEMORANDUM

DATE: April 15, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.4. Request to approve the revised minimum qualifications of the classification specification of Program Assistant. (For Possible Action)

Background:

Human Resources in collaboration with Civil Service has developed updated language to amend the minimum qualifications for the classification specification of Program Assistant.

Discussion:

This update to the existing minimum qualifications for the classification specification of Program Assistant will create a promotional pathway for internal candidates. We routinely encounter current classified employees in lower clerical classification who do not meet the minimum qualifications because they are not provided an opportunity to perform all of the functions required but have valuable organizational experience needed to be successful in this role.

The current minimum qualifications include:

- High school diploma or equivalent, supplemented by specialized office support training.
- Three years of increasingly responsible clerical, programmatic, and administrative supports experience including some experience directly related to the assigned area
- Some positions may require possession of an appropriate, valid driver's license issued

The proposed additional pathway to the minimum qualifications includes:

- Two years of experience as an Office Assistant II with the City of Reno in a programmatic area that is substantially similar to the program being recruited for.

The proposed additional pathway is in line with the education and experience required of open entry candidates to be able to effectively complete the tasks associated with this position.

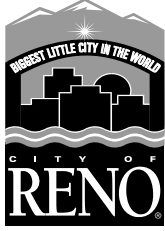
This additional option will add promotional language that will help promote career growth within the organization and a clear path of progression.

Recommendation:

It is recommended that the Civil Service Commission approve the updated minimum qualifications of the classification specification of Program Assistant as presented with a six (6) month probationary period.

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

Attachment 2: Classification Specification for Program Assistant.



Department of Human Resources

MEMORANDUM

Date: March 29, 2022
To: Civil Service Commission
From: Jesse Puett, Management Analyst, Human Resources
Subject: Program Assistant – Approval of Revised Minimum Qualifications

Recommendations:

It is recommended the Civil Service Commission approve the revised minimum qualifications for the Program Assistant classification.

Discussion:

The Program Assistant is an existing classification. This change would allow for an internal recruitment qualification path for those who may not meet the minimum qualifications as currently stated, but with experience in the relevant programmatic area.

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:

Equivalent to completion of the twelfth grade supplemented by specialized office support training. Additional specialized or college level course work in business administration or a related field is desirable.

Experience:

Three years of increasingly responsible clerical, programmatic, and administrative support experience including some experience directly related to the assigned area.

OR

Two years of experience as an Office Assistant II with the City of Reno in a programmatic area that is substantially similar to the program being recruited for.

License or Certificate:

Some positions may require possession of an appropriate, valid driver's license issued.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Program Assistant classification.

PROGRAM ASSISTANT

*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 advanced clerical and routine technical, programmatic, and administrative duties requiring the application of specific program knowledge and administrative, secretarial, and clerical skills in support of a City department, division, or program area; assumes on-going programmatic responsibilities specific to area of assignment; researches and recommends new service delivery methods, policies, and procedures; coordinates assigned programs, projects, and services with other City departments, divisions, and outside agencies; and provides specialized departmental or program information and assistance to City staff and the general public.

The Program Assistant classification is distinguished from the Office Assistant class in that incumbents in the Program Assistant class perform significant technical and specialized administrative and office support functions with minimal direction and supervision, in addition to providing general clerical support. Incumbents in the Program Assistant class are responsible for providing programmatic and administrative support services to a City department, division, or program area requiring a thorough knowledge of regulations, policies, and procedures related to area of assignment. Assigned work requires the use of initiative and judgment in selecting appropriate work methods, interacting with and handling complaints from customers, parties of interest, and the public, and in solving non-routine problems based on knowledge gained through experience. Positions assigned to the Program Assistant classification may provide lead supervision and training to lower level clerical support staff

The Program Assistant classification is distinguished from the Administrative Secretary class in that incumbents in the Administrative Secretary class perform more difficult and complex administrative support tasks involving a thorough knowledge of the policies and procedures for their functional areas with a significant degree of independent judgment. Incumbents in the Administrative Secretary class are assigned significant responsibility for carrying out administrative and office secretarial duties, frequently of a complex, highly sensitive, and confidential nature in an assigned functional area, often in a rapidly changing environment.

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 advanced clerical and routine technical, programmatic, and administrative duties requiring the application of specific program knowledge and administrative, secretarial, and clerical skills in support of a City department, division, or program; assume responsibility for specific program area duties; provide assistance in administrative and operating programs as assigned.
2. Serve as primary contact and liaison for assigned functions and programs with other City staff, the general public, and outside agencies and organizations; screen office calls, visitors, and mail; provide information and assistance including responding to requests for information and assistance; assist the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances; research information related to City regulations and departmental policies; explain, justify, and defend programs, policies, and activities.
3. Conduct a variety of studies and research for assigned area; collect, compile, and review information from various sources on a variety of specialized topics related to program area of assignment;

CITY OF RENO
Program Assistant (Continued)

participate in the preparation of reports that present data, identify alternatives, and make and justify recommendations.

4. Perform a variety of special projects and assignments in assigned area including the implementation and coordination of assigned program and project components; assist with the development of policies and procedures; implement and monitor program activities.
5. Verify and review materials, applications, records, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and reports; provide information and forms to the public; collect and process appropriate information.
6. Assist in coordinating and monitoring the assigned budget and contracts; compile annual budget requests; prepare revenue projections; recommend expenditure requests for designated accounts; monitor approved budget accounts; process progress payments and monitor contractual expenses
7. Process invoices, contracts, work orders, change orders, purchase order numbers, check requests, and requisitions for assigned area; coordinate the resolution of contract and invoice issues with accounts payable and contracts functions; ensure vendor invoices and change order files are accurate and up-to-date including having correct account codes and appropriate approvals; ensure new vendors have completed required new vendor information form.
8. Type and proofread a wide variety of reports, letters, memoranda, correspondence, contracts, agreements, Requests for Proposals, agenda items, statistical charts, and other documents and material; type from rough draft, verbal instruction, or transcribing machine; independently compose documents related to assigned area of responsibility.
9. Maintain calendar of activities, meetings, and various events for assigned projects, programs, and staff; coordinate activities with other City departments, the public and outside agencies.
10. Arrange and coordinate meetings, workshops, and training sessions for various groups and committees; prepare agendas and correspondence; attend meetings and take, transcribe, and assure proper distribution of minutes.
11. Establish and maintain various filing systems, schedules and records; file correspondence, reports, bulletins and cards; log reports, applications, and/or telephone calls; maintain records related to specific area of assignment.
12. Perform a variety of general bookkeeping and clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintain a variety of accounting records, logs, and files; verify, balance, and adjust accounting records.
13. Recommend improvements in work flow, procedure and use of equipment and forms; implement improvements as approved; develop and revise office forms and report formats as required.
14. Ensure that all required supplies are available as needed and that the facility and equipment are in proper working order.
15. Operate a variety of office equipment including copiers, facsimile machine and computer; utilize various computer applications and software packages; enter data, maintain and generate reports from a database or network system; input, maintain, and utilize data to develop reports using spreadsheet software; create, format, and revise charts, graphs, flowcharts, worksheets, booklets, brochures, and

CITY OF RENO
Program Assistant (Continued)

forms using word processing, desktop publishing, and other computer applications; organize and maintain disk storage and filing.

16. As assigned, arrange and coordinate meetings; prepare agendas and correspondence; attend meetings and take, transcribe, and assure proper distribution of minutes.
17. May lead, oversee, and review the work of lower level clerical staff; review work for accuracy and completeness.
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:

Operational characteristics, services, and activities of assigned functions, programs, and operational area.

Basic technical knowledge of business/industry principles and practices related to the area of responsibility.

Methods and techniques of used in the performance of duties and responsibilities specific to the area of assignment.

Basic principles and practices of program administration.

Office procedures, methods, and equipment including computers.

Computer applications such as word processing, spreadsheets, and statistical databases.

Principles and procedures of record keeping.

Principles and practices used in establishing and maintaining files and information retrieval systems.

Principles of business letter writing and basic report preparation.

Customer service techniques, practices, and principles.

Methods and techniques of proper phone etiquette.

Mathematical principles.

Basic accounting and bookkeeping principles and practices.

Basic principles and practices of budget preparation and administration.

English usage, spelling, grammar and punctuation.

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

Ability to:

Perform a full range of advanced clerical and routine technical, administrative, and programmatic work of a general or specialized nature involving the use of independent judgment and personal initiative.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures.

Research, compile, and interpret a variety of information and make appropriate recommendations.

Participate in the preparation of a variety of administrative and financial reports.

Independently prepare correspondence and memoranda.

Implement and maintain filing systems.

Type and enter data at a speed necessary for successful job performance.

Exercise good judgment in maintaining information, records, and reports.

Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.

CITY OF RENO
Program Assistant (Continued)

Work independently in the absence of supervision.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Plan and organize work to meet changing priorities and deadlines.
Work cooperatively with other departments, City officials, and outside agencies.
Respond tactfully, clearly, concisely, and appropriately to inquiries related to area of responsibility.
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:

Equivalent to completion of the twelfth grade supplemented by specialized office support training. Additional specialized or college level course work in business administration or a related field is desirable.

Experience:

Three years of increasingly responsible clerical, programmatic, and administrative support experience including some experience directly related to the assigned area.

OR

Two years of experience as an Office Assistant II with the City of Reno in a programmatic area that is substantially similar to the program being recruited for.

License or Certificate:

Some positions may require possession of an appropriate, valid driver's license issued.

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

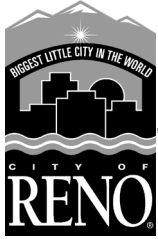
Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

July 1, 1998

March ~~2008~~2022

CITY OF RENO
Program Assistant (*Continued*)

Johnson & Associates



Civil Service Commission

MEMORANDUM

DATE: April 18, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item B.5. Request to approve the revised minimum qualifications of the classification specification of Safety and Training Specialist. (For Possible Action)

Background:

Human Resources has developed updated language to amend the minimum qualifications for the classification specification of Safety and Training Specialist.

Discussion:

The update to the existing minimum qualifications for the classification specification of Safety and Training Specialist will align more closely with the availability within the talent pool for a position of this level. Additionally, these changes will allow for the position to perform work outside of the Public Works Department as it relates to occupational safety.

The current minimum qualifications include:

- Equivalent to the completion of the twelfth grade supplemented by specialized or college level course work in safety, occupational health and safety, or a closely related field.
- Five years of increasingly responsible safety and training experience related to public works, construction, or general industrial safety programs.
- Possession and maintenance of an applicable, valid driver's license on the date of appointment.
- OSHA 10 hour certification is required at the time of appointment and OSHA 30 hour certification must be obtained within six months of appointment.

The proposed changes to the minimum qualifications are:

- Associate's degree in occupational safety, construction management, or a closely related field.
- Two years of journey-level safety and training experience related to construction management or general industrial safety programs.
- An additional two years of journey-level experience may substitute for the Associate's Degree requirement.
- Possession and maintenance of an applicable, valid driver's license on the date of appointment.
- OSHA 10 hour certification is required within 14 days of appointment and OSHA 30 hour certification must be obtained within six months of appointment.

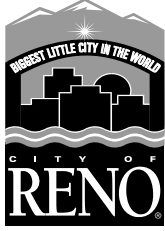
These changes will create more opportunity for applicants to meet the minimum qualifications through a combination of education and experience, as well as provide more time to obtain the OSHA 10 hour certification.

Recommendation:

It is recommended that the Civil Service Commission approve the minimum qualifications of the revised classification specification of Safety and Training Specialist 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 Safety and Training Specialist.



Department of Human Resources

MEMORANDUM

Date: April 18, 2022
To: Civil Service Commission
From: Jesse Puett, Management Analyst, Human Resources
Subject: Program Safety and Training Specialist

Recommendations:

It is recommended the Civil Service Commission approve the revised minimum qualifications for the Safety and Training Specialist classification.

Discussion:

The Safety and Training Specialist is an existing classification. The proposed changes to the minimum qualifications for this position more closely align with the availability within the talent pool for a position of this level. Additionally, these changes allow for the position to perform work outside of the Public Works Department as it relates to occupational safety.

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:

Pertinent federal (OSHA), state and local safety laws, codes and regulations ~~related to public works (industrial) operations~~.

Basic operations, services, and activities of a ~~public works~~-safety and training program.

Basic principles and practices of training program development and implementation.

Operational characteristics and safety requirements of a variety of ~~public works maintenance and repair~~ vehicles, equipment, and tools.

Basic methods and techniques of conducting ~~public works related~~-safety inspections.

Methods and techniques of safety training and teaching.

Recent developments, current literature, and information related to ~~public works, construction and industrial applicable~~ safety regulations.

Basic research techniques, methods, and procedures.

Basic office procedures, methods, and equipment including computers and common software.

Occupational hazards and standard safety practices.

Ability to:

Coordinate and direct ~~public works~~-safety and training programs.

Coordinate and administer ~~public works~~-safety training to staff.

Collect, compile, and research information and data.

Identify improper operation of a variety of vehicles, heavy and light power driven tools and equipment,

and hand tools required for the work.
Research, compile, and review a variety of information and make recommendations.
Maintain and organize accurate records and prepare basic reports.
Operate office equipment including computers, using Microsoft Word, Excel, PowerPoint, ~~Access,~~
~~Outlook,~~ Target Solutions (Training Program) SDS tracking systems and electronic safety
programs.
Work independently in the absence of supervision.
Identify unsafe conditions and work practices and ensure adherence to safe work practices and
procedures.
Understand and follow oral and written instructions.
Work in a team based environment to achieve common goals, helping fellow employees to understand
the benefits of working safely through encouragement and cooperation.
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.
Prepare clean and concise written training materials, reports, and correspondence.
Use sound independent judgment within regulatory and procedural guidelines.
Work outside of regular hours, on rare occasion, when necessary to provide safety services to Public
Works.

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:

~~Equivalent to the completion of the twelfth grade supplemented by specialized or college level course work~~ Associate's degree in occupational safety, construction management, occupational health and safety, or a closely related field.

Experience:

~~Five years of increasingly responsible safety and training experience related to public works, construction,~~ Two years of journey-level safety and training experience related to construction management or general industrial safety programs.

An additional two years of journey-level experience may substitute for the Associate's Degree requirement.

License or Certificate:

Possession and maintenance of an applicable, valid driver's license on the date of appointment.

OSHA 10 hour certification is required at the time within 14 days of appointment and OSHA 30 hour certification must be obtained within six months of appointment.

Certification in one or more of the following areas is strongly preferred: Certified Safety Professional (CSP), Certified Industrial Hygienist (CIH), Occupational Health and Safety Technologist (OHST), Construction Health and Safety Technologist (CHST), Associate Safety Professional (ASP).

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Safety and Training Specialist classification.

SAFETY & TRAINING SPECIALIST

*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

To develop and administer programs to ensure employee, contractor and visitor safety within the Public Works Department; to ensure facility compliance with safety and health regulations, policies and procedures; to provide approaches and solutions to managerial and supervisory personnel for safety/health problems encountered in any/all areas of the Department; review and research, and provide safety training programs.

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. Design, coordinate, organize, implement, schedule, and/or provide a variety of safety and training programs for Public Works employees including OSHA required training, and other training related to public works safety.
2. Review and research training programs for the Public Works Department; collect, compile, and review information from various sources; make recommendations to supervisors and management based upon effectiveness, time commitment, location and cost; implement new programs as necessary.
3. Assist in overseeing public works safety programs to protect employees against harm and to maintain safe working conditions; suggest and help implement work safety standards; make recommendations concerning compliance with applicable state and federal safety (OSHA) requirements. Collect safety data, statistically analyze that data, and prepare reports making recommendations for improvement.
4. Conduct equipment and vehicle inspections; evaluate physical conditions, safe work practices, and hazardous operations; make written recommendations for corrective action as required.
5. Conduct facility and work place inspections; evaluate physical conditions, safe work practices, and hazardous operations. Ensure Public Works is in compliance with state and federal laws and regulations and health and safety practices; make written recommendations for corrective action as required.
6. Coordinate training programs and activities with outside agencies and organizations as necessary.
7. Maintain a variety of records and files related to safety and training programs, ensuring all OSHA and other required documentation is up-to-date, organized and easily retrievable when requested; prepare reports and other correspondence as appropriate and necessary.
8. Maintain awareness of new developments in the field of safety and training programs; incorporate new developments as appropriate; attend training as necessary.
9. Maintain compliance with applicable environmental health and safety regulations, permits and safety programs; maintain regulatory records, training records, reports and correspondence; prepare reports and maintain written correspondence to regulatory agencies.

CITY OF RENO

Safety & Training Specialist (Continued)

10. Participate in the development and implementation of emergency and disaster response plans; including attending training for ICS certification.
11. Ensure all Public Works operations have proper safety programs, including (but not limited to) safety orientation, workplace safety, hazard communication, lock out/tag out, confined space entry, hearing conservation, blood borne pathogens, hot work permits, respirator programs (including fit testing and physicals), forklift training and compliance, electrical safety, ergonomics, etc.
12. Develop Job Hazard Analyses (JHAs) for various routine and special maintenance procedures with assistance from Public Works staff; provide input for Standard Operating Procedures (SOPs) / Work Instructions.
13. Independently shut down a job or work site in the event of imminent danger or significant threat to safety or health and immediately notify the appropriate supervisor/manager of such a shut down and train Public Works staff, through direct training and SOP's, to perform actions necessary for the shut down of a job or work site; document and investigate incident and near miss accidents, and identify potential accident causes and hazards; make recommendations for preventative action.
14. Investigate safety and health complaints, accidents, injuries, incidents or other violations of safety policy or regulations; evaluate and discuss possible solutions with management, recommend best solution, document findings and recommendations, implement approved solution and communicate solution to affected employees.
15. Lead safety discussions in management meetings.
16. Draft safety policies for approval by management.
17. 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:

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Basic research techniques, methods, and procedures.

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Occupational hazards and standard safety practices.

Ability to:

Coordinate and direct ~~public works~~ safety and training programs.

CITY OF RENO
Safety & Training Specialist (Continued)

Coordinate and administer ~~public works~~ safety training to staff.
Collect, compile, and research information and data.
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Understand and follow oral and written instructions.
Work in a team based environment to achieve common goals, helping fellow employees to understand the benefits of working safely through encouragement and cooperation.
Coordinate multiple projects and complex tasks simultaneously.
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PHYSICAL DEMANDS AND WORKING ENVIRONMENT

CITY OF RENO
Safety & Training Specialist (Continued)

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.

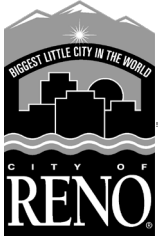
Environment: Work is performed in both indoor and outdoor environments; travel from site to site; exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, raw sewage, and all types of weather and temperature conditions; exposure to hazardous traffic conditions; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

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

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

~~September 2021~~ April 2022



Civil Service Commission

MEMORANDUM

DATE: April 5, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item C.1. Review and Presentation by the Chief Examiner as to the Firefighter and Police Officer Recruit diversity statistics with regards to applications, certifications and hiring. (Not for action)

Presentation by Management Analyst, Jovonna Puertos to the Civil Service Commission regarding the diversity statistics of the most recent Firefighter and Police Recruit rounds of hiring.

FIRE & POLICE RECRUITMENT UPDATES





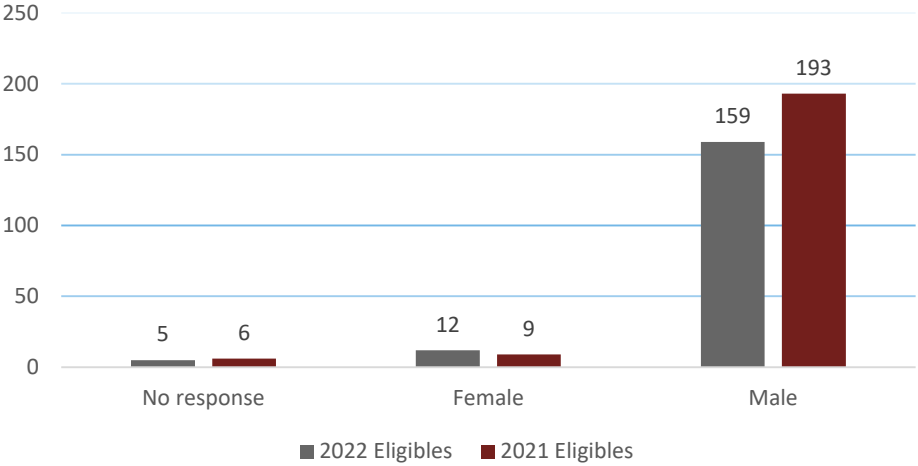
Firefighter Recruitment Highlights

- 150+ qualified applicants at the time of spring 2022 hiring
- Referred applicants from 13 different states
- 39.2% of eligible candidates were from diverse racial/ethnic backgrounds
- 37.6% of referred candidates were from diverse racial/ethnic backgrounds
- Of the 11 qualified females, 3 were hired for selection

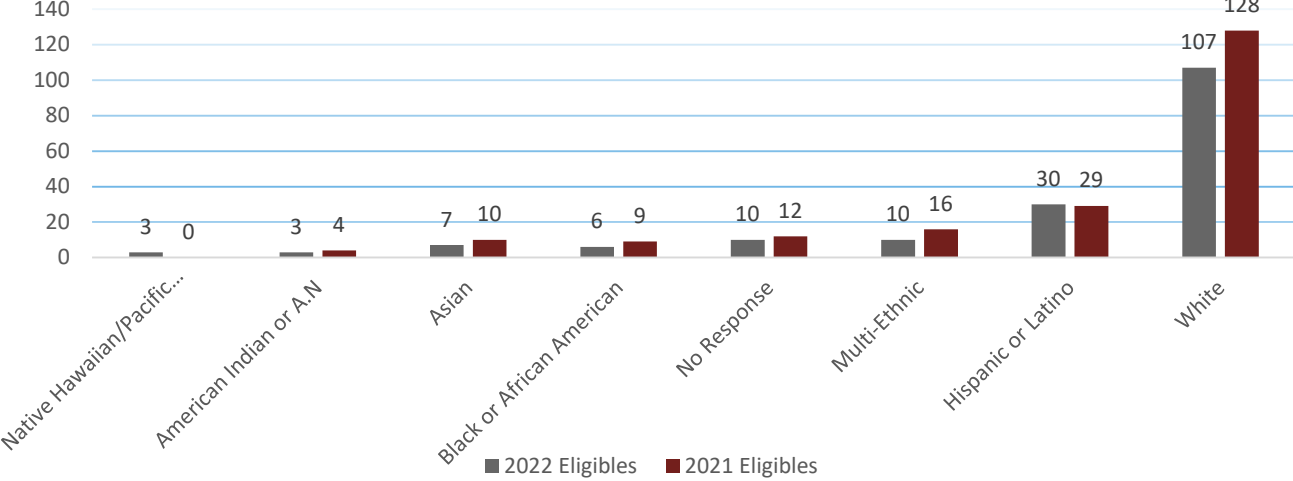


DEMOGRAPHICS OF ELIGIBLE CANDIDATES

Eligibles by Gender



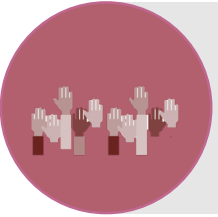
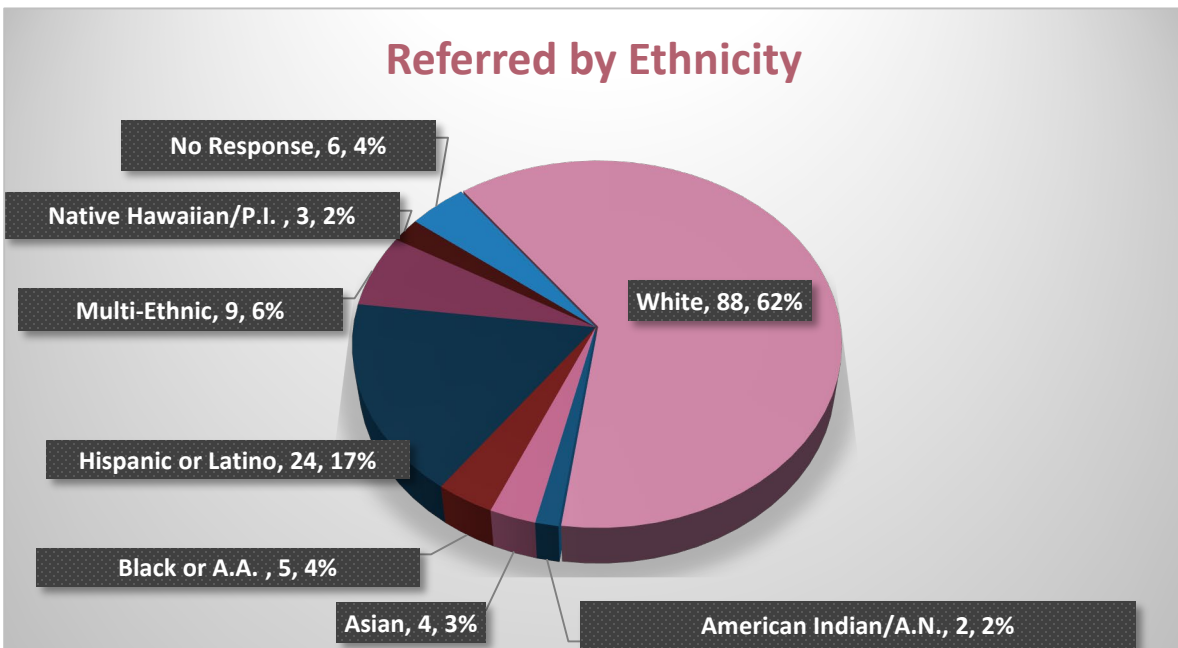
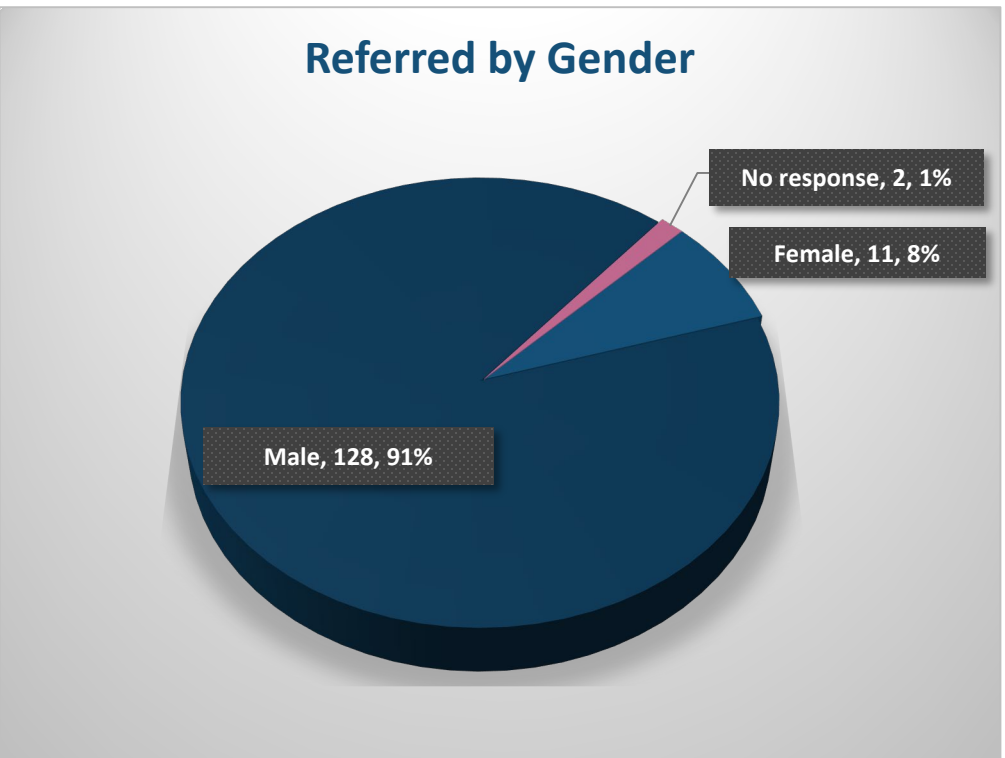
Eligibles by Ethnicity





DEMOGRAPHICS OF REFERRED CANDIDATES

2022 REFERRED CANDIDATES
TOTAL REFERRED: 141

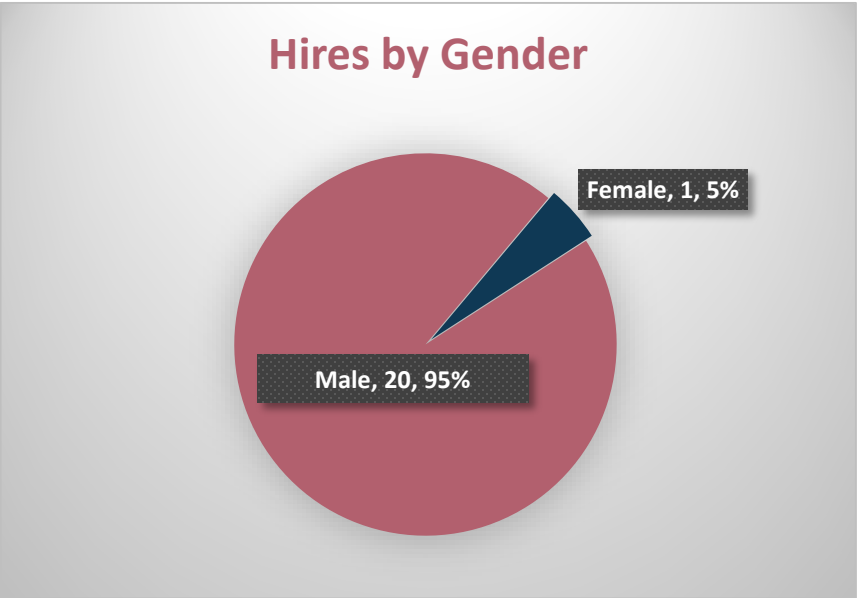
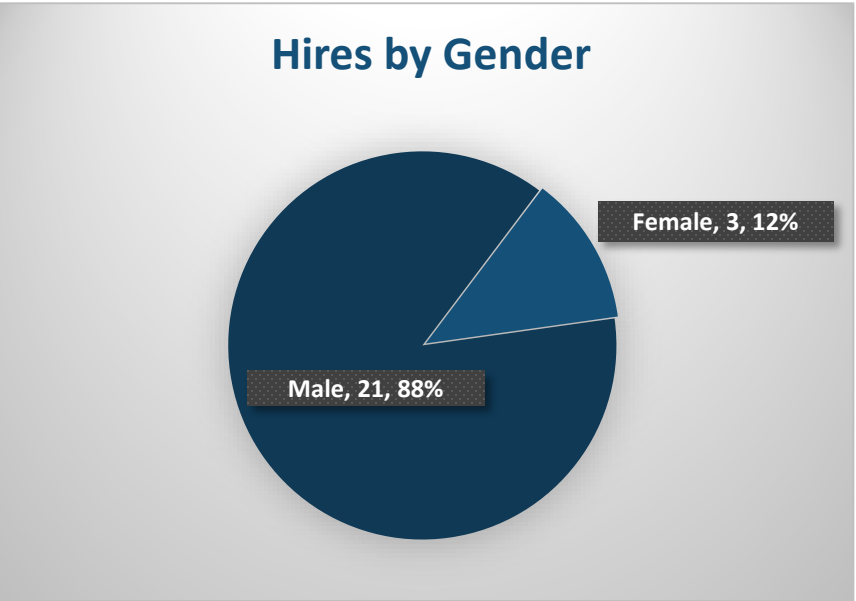


2022 REFERRED CANDIDATES
TOTAL REFERRED: 141



DEMOGRAPHICS OF HIRED CANDIDATES

2022 SPRING HIRES
HIRED POOL: 24



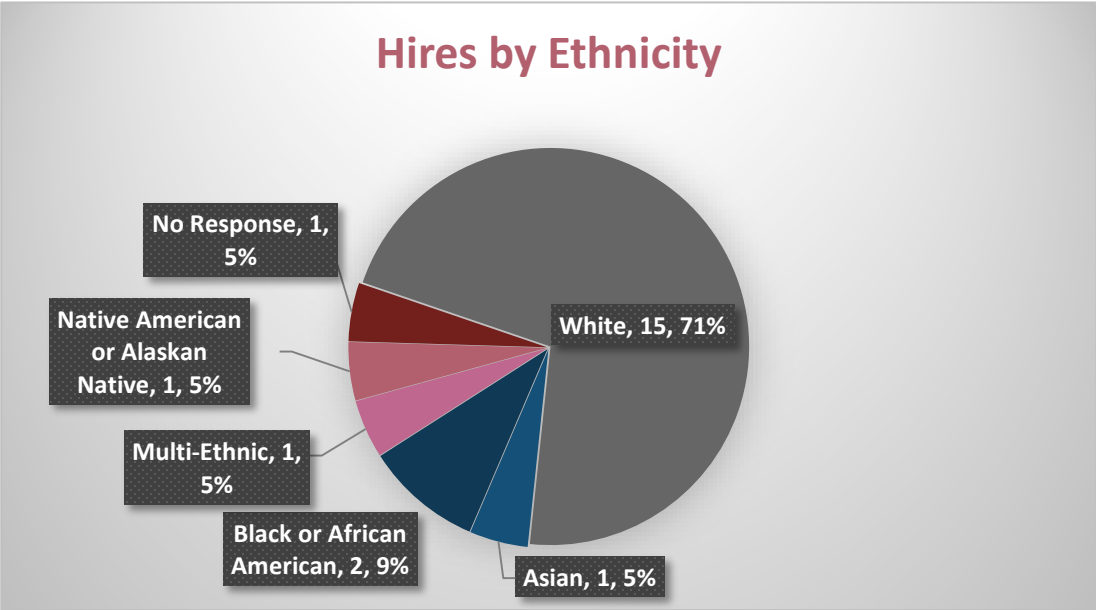
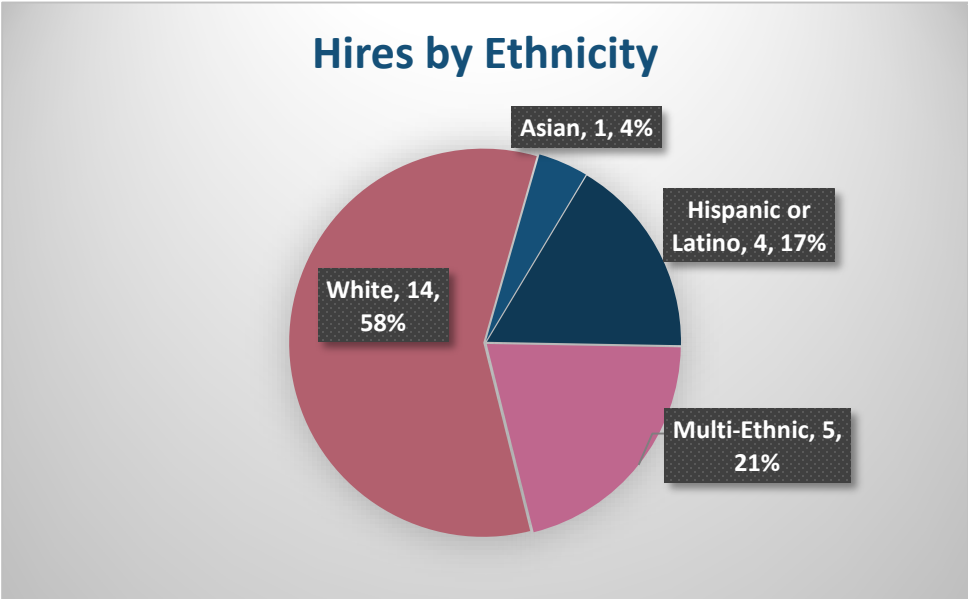
2021 FALL HIRES
HIRED POOL: 24



DEMOGRAPHICS OF HIRED CANDIDATES

2022 SPRING HIRES

HIRED POOL: 24



2021 FALL HIRES

HIRED POOL: 24



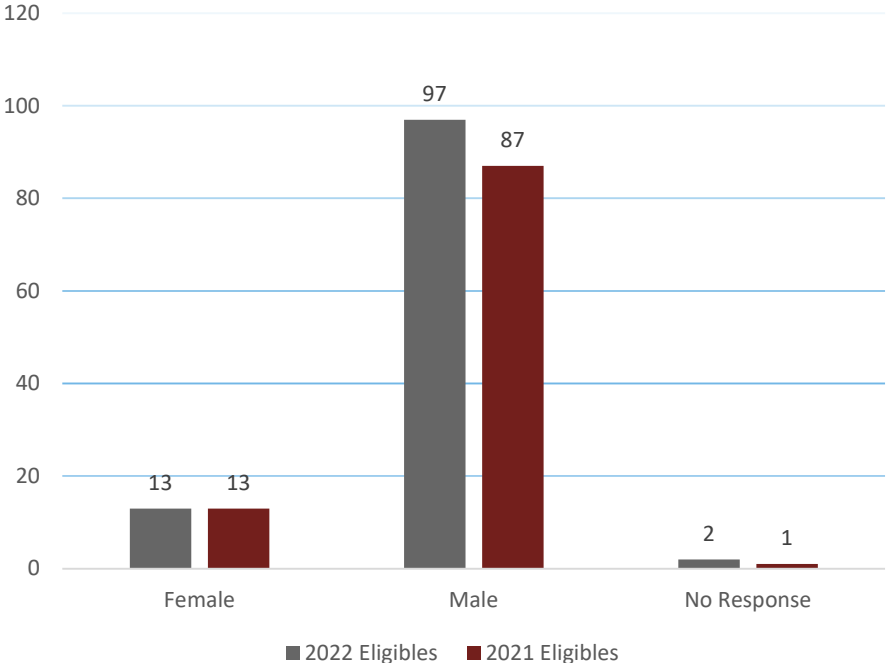
Police Recruit Highlights

- 200+ qualified applicants at the time of winter 2022 hiring
- Referred applicants from 5 different states
- 39.3% of eligible and referred candidates were from diverse racial/ethnic backgrounds
- Of the 13 qualified females, 3 were hired for selection

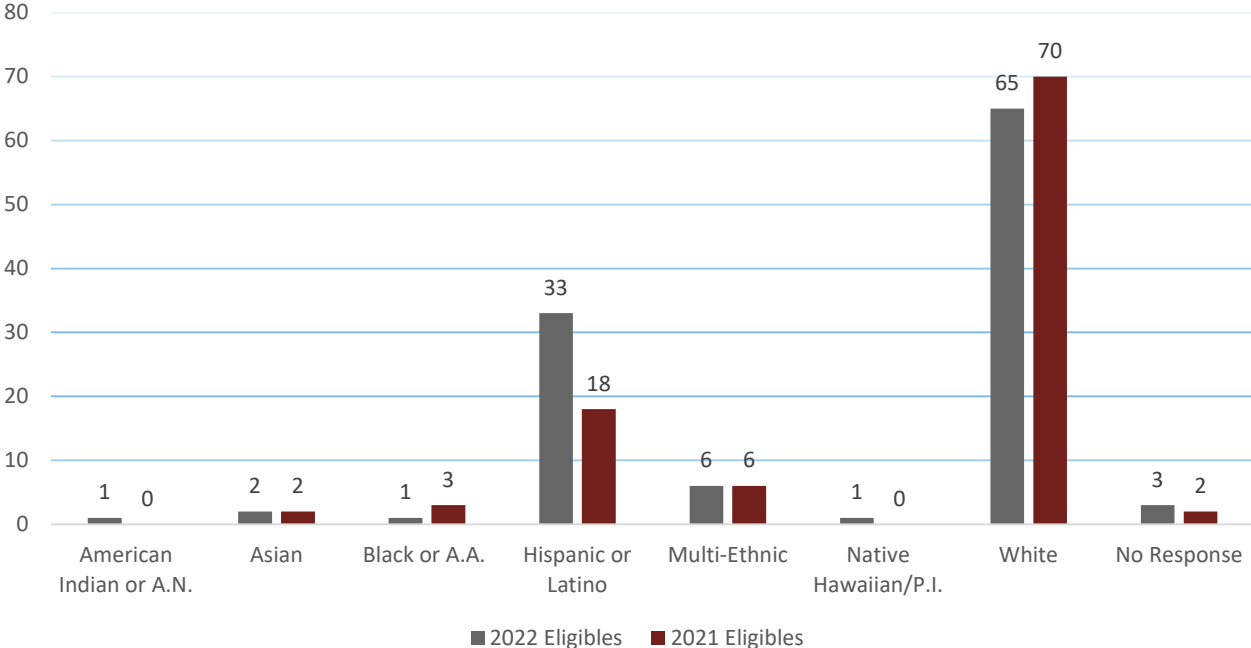


DEMOGRAPHICS OF ELIGIBLE & REFERRED CANDIDATES

Eligibles by Gender



Eligibles by Ethnicity



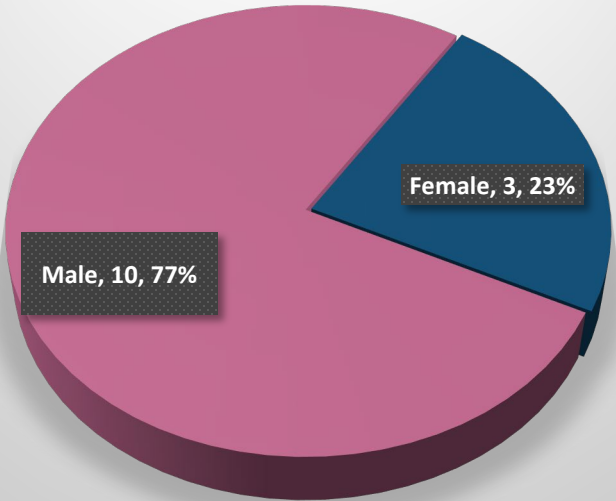


DEMOGRAPHICS OF HIRES

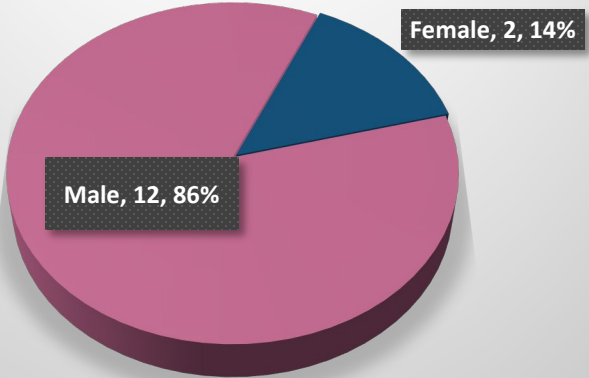
HIRES BY GENDER



Winter 2022 Hires by Gender



Summer 2021 Hires by Gender

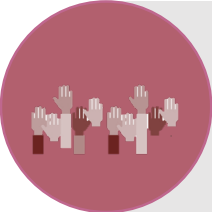
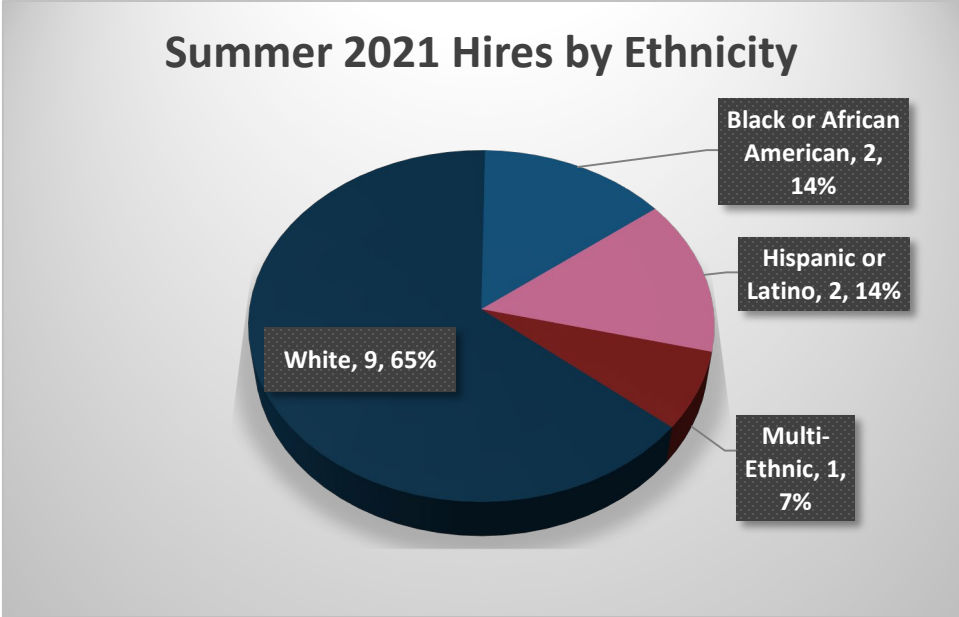
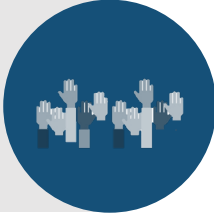


HIRES BY GENDER



DEMOGRAPHICS OF HIRES

HIRES BY ETHNICITY



HIRES BY ETHNICITY

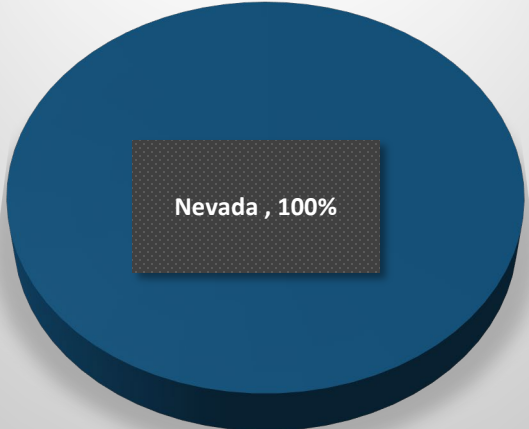


DEMOGRAPHICS OF HIRED CANDIDATES

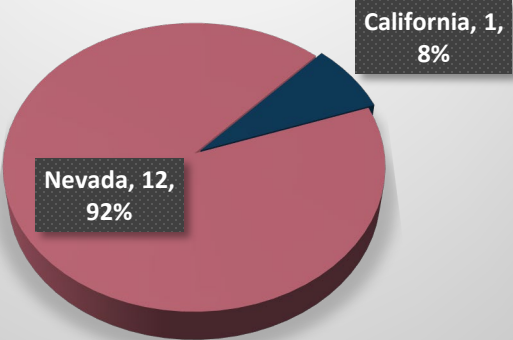
2022 WINTER HIRES
HIRED POOL: 13



Hires by State of Residence



Hires by State of Residence



2021 SUMMER HIRES
HIRED POOL: 14





THANK YOU

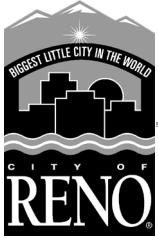
QUESTIONS?



CIVILSERVICE@RENO.GOV



[HTTP://WWW.RENO.GOV/JOBS](http://www.reno.gov/jobs)



Civil Service Commission

MEMORANDUM

DATE: April 5, 2022

TO: City of Reno Civil Service Commission

FROM: Barbara Ackermann, Chief Examiner

SUBJECT: Item C.2. Presentation by the Chief Examiner of Civil Service Rules and Processes.
(Not for action)

Presentation by Chief Examiner Ackermann to the Civil Service Commission regarding the following rules and day to day processes.

Rules and processes to be presented include:

Rule II – Commission Organization, Section 3. Staff

Rule V – Classification, Section 5. Reclassification

Rule VII – Certification of Eligibles, Appointments and Probation, Section 4. Action by Appointing Authority, paragraph three

Rule VII – Certification of Eligibles, Appointments and Probation, Section 9. Eligible List Extension

Civil Service Rules & Processes

PRESENTED TO THE CIVIL SERVICE COMMISSION

APRIL 28, 2022



Overview and Clarification of the Following Rules

with Regards to Processes & Procedures

Rule II – Commission Organization

- *Section 3. Staff*

Rule V – Classification

- *Section 5. Reclassification*

Rule VII – Certification of Eligibles, Appointments and Probation

- *Section 9. Eligible List Extension*

Rule VII – Certification of Eligibles, Appointments and Probation

- *Section 4. Action by Appointing Authority, paragraph three*

Rule II

Section 3

“(a) The staff of the Commission will consist of a Chief Examiner and such assistants and employees as may be required to administer the Civil Service system. The Chief Examiner, or his or her authorized designee, **shall be empowered to act for and in the name of the Commission in the conduct of daily routine business** and in other matters relating to the administration of these Rules as authorized by the Commission.”

Authority to Act on Behalf of the Commission

Staff develops processes and procedures to conduct the routine work of the Commission including but not limited to:

- Posting and advertising recruitments
- Screening applications
- Developing and administering examinations
- Establishing eligible lists
- Referring / Removing names from eligible lists
- Transfers and Voluntary Demotions
- Seniority points promotional examinations / Seniority in layoffs
- Investigations

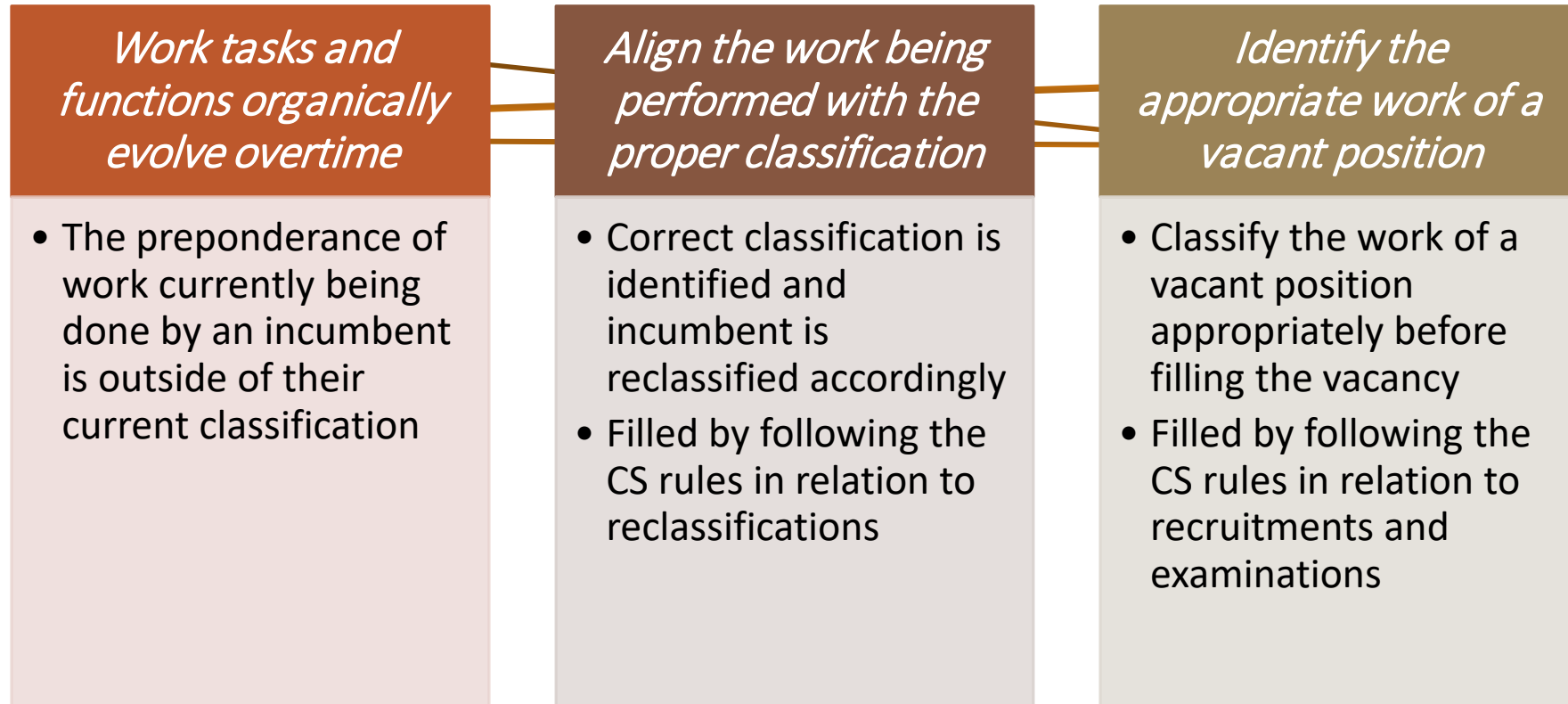
Rule V

Section 5

“Whenever duties or responsibilities of a classified position change to the extent that they are no longer representative of the assigned classification, **the position may be reclassified** by the City Manager.

(a) Whenever a classified position is reclassified which **involves a promotion**, the incumbent shall be required to **take and pass the current Civil Service examination** for the new classification before the promotion may take effect.”

Reclassification



Reclassification Processes and Procedures

Written notification is given to Civil Service of approval

- Human Resources conducts a work/desk audit of the work being performed by an existing classified employee
- Results are communicated to Civil Service in writing, approval to reclassify the employee into the proper classification
- Outcome of a reclassification work/desk audit can result in a promotion, down grade or no change to the current classification

- Civil Service develops an examination and/or administers an existing examination for the approved classification
- Requires the person being reclassified to complete and submit an application and complete the required examination
- Minimum qualifications are screened and examination is scored
- Human Resources is notified of the results of the Civil Service process

Involves a promotion (upgrading of the existing classification)






Rule VII

Section 9

“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 be maintained by the Commission.”

List Establishment and Expiration Processes and Procedures

Civil Service staff establish eligible lists as soon as possible upon completion of the recruitment process

-  Qualified candidates achieving a passing score are placed in rank order on an eligible register, establishing the eligible list
-  Eligible list effective date is established – list is in force for one year from this date
-  Ranking notification is sent to the candidate
-  Candidates are referred immediately to hiring authority if there is an approved requisition
-  Eligible list is submitted to the Civil Service Commission for acceptance on the Eligible List Report at the next regularly scheduled Commission meeting
 - The Eligible List Report includes the actual date the list was established and in force
 - The Commissions action of accepting eligible list on the Eligible List Report is a perfunctory act

Rule VII

Section 4

Paragraph 3

“If fewer than three (3) names appear on the approved eligible list, such name or names may be certified, but the appointing authority may reject such eligible list, in which case the Chief Examiner shall **declare the list exhausted**. Another examination then will be held and the appropriate number of names certified.”

List Exhaustion Processes and Procedures

*Once established,
eligible list are in
force for one year
or until they are
exhausted*

- One name is a viable list
- We refer all in force lists regardless of the number of names
- Hiring authority can choose to use a list or not use a list with less than three names
- CS regularly develops new lists to replace exhausting or exhausted lists
 - A current vacancy exist and the hiring process is in progress but has not made a hiring decision
 - A vacancy is anticipated in the near future
 - Regular vacancies occur in the classification
- Establish a new list upon completion of the recruitment
 - If current list is still in force (not expired or exhausted) – new list is subordinate and names are referred accordingly
 - If previous list is not in force (expired or exhausted) – new list becomes the current list and names are referred accordingly

Questions

