

CIVIL SERVICE COMMISSION Hybrid Meeting

Agenda

Thursday, August 25, 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
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_2j8PprvNQhSjdELwr5Odjw

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](https://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) – August 25, 2022.

A.4 Approval of the Minutes (For Possible Action) – July 28, 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 from Lynn Adgett to be placed on the re-employment list for Program Assistant. (For Possible Action)

B.4. Request from Ronald S. Davis to be placed on the re-employment list for Maintenance Worker I. (For Possible Action)

B.5. Request to approve the minimum qualifications for the new classification specification of Senior Parking Enforcement Officer. (For Possible Action)

B.6. Request to approve the minimum qualifications for the new classification specification of Training and Development Specialist. (For Possible Action)

C. Regular Agenda

C.1 Presentation of the Civil Service Chief Examiner Performance Evaluation Survey results by Jesse Puett, Human Resources Management Analyst. (Not For Action)

C.2 Performance evaluation of the Chief Examiner, including discussion of goals, objectives, and accomplishments; and, discussion and potential direction regarding adjustment of Chief Examiner's compensation and benefits. (For Possible Action)

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

E. Confirm next meeting date – September 8, 2022 at 3:30 p.m. at the 6th floor Conference Room. (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 Hybrid Meeting

Draft Minutes

Thursday, July 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

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
Charla Honey
Jay Kenny
Nichole Paul

MEMBERS EXCUSED:

Ken Dalton
Ricardo Duarte

ALSO PRESENT FROM CIVIL SERVICE:

Barbara Ackermann, Chief Examiner
Albert Kenneson, Management Analyst
Sneha Sharma, Civil Service Technician

ATTORNEY PRESENT:

Karl Hall, City Attorney
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.

Ronald J. Dreher, Dreher Law attorney representing former employee Dee Malone, stated to the Commission that former employee Malone was wrongfully terminated and was entitled to an appeal in front of the Civil Service Commission.

Ron P. Dreher, Dreher Law attorney representing former employee Dee Malone, requested a formal appeal to the Commission on behalf of Dee Malone.

A.3 Approval of the Agenda (For Possible Action) – July 28, 2022.

It was moved by Vice Chair Allen, seconded by Commissioner Kenny, to approve the July 28, 2022 agenda. The motion passed unanimously.

A.4 Approval of the Minutes (For Possible Action) – Approval of the June 23, 2022 regular meeting minutes.

It was moved by Commissioner Kenny, seconded by Commissioner Paul, to approve the minutes for the June 23, 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 spoke about the changing economic times and mentioned that she is optimistic about the new fiscal year and the resources the City has.

Council Member Brekhus advised to the Commission that they could get independent attorney representation if they wish to.

Council Member Brekhus said that moving the Commission meeting is a good idea and it complies with the Charter.

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 informed the Commission that Civil Service continues to be busy and is currently working on 13 new recruitments and 5 more coming up. The Civil Service Team is currently managing 98 requisitions. She thanked the Civil Service Team for all their hard work.

Chief Examiner Ackermann reminded the Commission about the Civil Service Commissioner's Day at the Aces Game on August 20.

Chief Examiner Ackermann mentioned that the City is working on the Class and Comp Study.

Human Resources Assistant Director Jill Atkinson gave an update to the Commission regarding the Class and Comp Study.

Chief Examiner Ackermann spoke about hiring an external marketing agency to help with the development of organization-wide branding strategy.

Chief Examiner also mentioned that the Civil Service Team is wrapping up the Battalion Chief Assessment Center.

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 revised minimum qualifications for the classification specification of Custodian. (For Possible Action)**
- B.4 Request to void eligible list. (For Possible Action)**

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

C. Regular Agenda

C.1 Chief Examiner Fiscal Year 2021/2022 Report and Presentation. (Not For Action)

Chief Examiner Barbara Ackermann presented the Civil Service Commission Report for the Fiscal Year 2021-2022.

C.2 Discussion and possible approval of change to the Civil Service Commission Meeting date and time. (For Possible Action) ~ Item taken out of order ~

Chief Examiner Barbara Ackermann stated that all Commissioners were polled on the best date and time for the Commission meeting and the 2nd Thursday of the month at 3:30 pm would work best for everyone except for Commissioner Duarte who said it may be problematic for him but not impossible. The change would take effect on the September meeting.

It was moved by Commissioner Kenny, seconded by Commissioner Honey to approve item C.2 to change the Commission meeting date and time. The motion passed unanimously.

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

None.

E. Confirm next meeting date – August 25, 2022 at 3:30 PM. (For Possible Action)

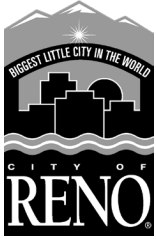
The next regular meeting of the Civil Service Commission is scheduled for Thursday, August 25, 2022 at 3:30 PM. The meeting will be in a hybrid format.

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.

None.

G. Adjournment (For Possible Action)

It was moved by Commissioner Paul, seconded by Commissioner Kenny, to adjourn the meeting at 4:18 P.M. The motion passed unanimously.



Civil Service Commission

Confirmation Report

Date: August 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:

Public Works Department
John Tarle

Job Title
Senior Engineering Technician I

Confirmation Date
July 12, 2022



Civil Service Commission

Eligible List Report

Date: August 12, 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:

<u>Classification</u>	<u>List Type</u>	<u>Description</u>
Assistant Planner	Open Competitive	There are ten (10) candidates on this list established on July 19, 2022 with racial and gender diversity.
Associate Civil Engineer	Open Competitive	There are twelve (12) candidates on this list established on August 11, 2022 with racial, ethnic, and gender diversity.
Business License Compliance Officer	Open Competitive	There are fourteen (14) candidates on this list established on July 26, 2022 with racial, ethnic, and gender diversity.
Emergency Medical Services (EMS) Coordinator	Open Competitive	There are four (4) candidates on this list established on July 25, 2022.
Fire Battalion Chief	Promotional	There are five (5) candidates on this list established on August 4, 2022.
Lateral Firefighter	Open Competitive	There are fifteen (15) candidates on this list established on August 3, 2022 with ethnic diversity.
Management Analyst	Promotional	There are five (5) candidates on this list established on July 25, 2022 with racial, ethnic, and gender diversity.
Plans Examiner	Open Competitive	There are four (4) candidates on this list established on August 2, 2022.

Security Manager	Open Competitive	There are thirteen (13) candidates on this list established on August 12, 2022 with racial, ethnic, and gender diversity.
Senior Cybersecurity Analyst	Promotional	There is one (1) candidate on this list established on August 1, 2022.
Therapeutic Recreation Coordinator	Open Competitive	There are seven (7) candidates on this list established on August 1, 2022 with ethnic and gender diversity.



Civil Service Commission

MEMORANDUM

Date: August 5, 2022

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.3. Request from Lynn Adgett to be placed on the re-employment list for Program Assistant. (For Possible Action)

Background:

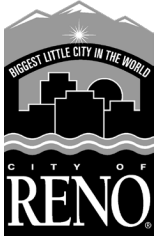
Lynn Adgett has submitted an application to be placed on the re-employment list for Program Assistant. Civil Service Rule XIII, Section 1.(b) provides the opportunity for a previous City of Reno Civil Service classified employee who resigned or an employee who voluntarily resigned in good standing to request placement on the re-employment list for the classification from which they resigned 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:

Mrs. Adgett has met all the requirements to be placed on the re-employment list for Program Assistant. It is recommended that Lynn Adgett's application for placement on the re-employment list for Program Assistant be approved.



Civil Service Commission

MEMORANDUM

Date: August 12, 2022

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.4. Request from Ronald S. Davis to be placed on the re-employment list for Maintenance Worker I. (For Possible Action)

Background:

Ronald S. Davis has submitted an application to be placed on the re-employment list for Maintenance Worker I.

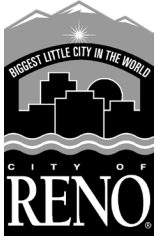
Civil Service Rule XIII, Section 1.(b) provides the opportunity for a previous City of Reno Civil Service classified employee who resigned or an employee who voluntarily resigned in good standing to request placement on the re-employment list for the classification from which they resigned within three 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. Davis has met all the requirements to be placed on the re-employment list for Maintenance Worker I. It is recommended that Ronald Davis' application for placement on the re-employment list for Maintenance Worker I be approved.



Civil Service Commission

MEMORANDUM

Date: August 12, 2022

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.5. Request to approve the minimum qualifications of the new classification specification of Senior Parking Enforcement Officer.
(For Possible Action)

Background:

Human Resources in collaboration with the City Manager's Office has developed the classification specification of Senior Parking Enforcement Officer to support the evolving needs of the Parking Enforcement Division.

Discussion:

The creation of the classification specification of Senior Parking Enforcement Officer in the City Manager's Office will assist the Parking Enforcement Division with the enforcement of City parking regulations and ordinances. The positions within this classification will also provide a dedicated front-line supervisor who will perform more technical and complex tasks relative to applicable parking regulations and responding to public enquiries.

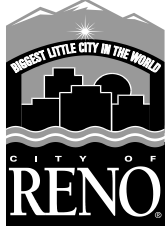
The proposed minimum qualifications include:

- Education:
 - Equivalent to the completion of the twelfth grade.
- Work Experience:
 - Two years of increasingly responsible experience in on-street parking involving public contact and some lead supervision over parking enforcement personnel.
- License or Certificate:
 - Valid Driver License.
 - Possession of or ability to obtain within six months of appointment, valid NLETS certification.

These qualifications have been found to be in line with the education and experience required 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 Senior Parking Enforcement Officer as presented with a twelve (12) month probationary period.



Department of Human Resources

MEMORANDUM

Date: August 09, 2022
To: Civil Service Commission
From: Jesse Puett, Management Analyst, Human Resources
Subject: Senior Parking Enforcement Officer

Recommendations:

It is recommended the Civil Service Commission approve the minimum qualifications for the Senior Parking Enforcement Officer classification.

Discussion:

The Senior Parking Enforcement Officer is a new classification. The classification, as proposed, would allow the Parking Enforcement division of the City Manager's Office to have a dedicated front-line supervisor within the chain of command.

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, state, and local laws, codes, and regulations including those related to parking.
Principles of supervision, training, and performance evaluation.
Parking enforcement principles, procedures, techniques, and equipment.
Basic principles and practices of municipal budget preparation and administration.
Principles and practices of record keeping.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and statistical databases.
Methods and techniques of dealing with the public.
Principles and practices of effective supervision.
Principles and techniques of effective public relations.
Principles and procedures of record keeping including proper procedures for the maintenance of activity logs and reports.
Dispute resolution and hearing procedures.
General office procedures, methods, and equipment.
Operational characteristics of light automotive vehicles.
Occupational hazards and standard safety practices.
Geography of the City, including the location and layout of streets.

Ability to:

Coordinate and direct the daily operations of the Parking Enforcement Division.
Supervise, organize, and review the work of assigned staff.
Select, train, and evaluate staff.
Recommend and implement goals, objectives, policies, and procedures for providing parking enforcement services.
Understand and carry out enforcement duties relating to the Parking Code and other appropriate laws and regulations.
Perform a variety of non-sworn law enforcement duties including those related to parking code enforcement.
Interpret and correctly, fairly, and impartially apply and enforce laws, ordinances, and departmental policies and procedures including those related to parking regulations.
Operate handheld ticket writer device including taking photos and printing citations.
Maintain a current knowledge of procedures related to areas of assignment.
Accurately complete appropriate forms and documents relevant to the work performed.
Respond to requests and inquiries from the general public; explain parking and other ordinances to merchants and other members of the public.
Deal tactfully and courteously with the public and law enforcement personnel.
Maintain appropriate professional demeanor when dealing with irate members of the public.
Understand and operate the NLETS system.
Safely and effectively operate light automotive vehicles.
Operate modern office equipment including computers and applicable software.
Analyze situations and adopt a course of action.
Exercise sound judgment in emergency situations.
Work independently in the absence of supervision
Work cooperatively with other departments, City officials, and outside agencies.
Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
Develop solutions to information processing and operational problems.
Understand and follow oral and written instructions.
Type and enter data at a speed necessary for successful job performance.
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 the completion of the twelfth grade.

Experience:

Two years of increasingly responsible experience in on-street parking involving public contact and some lead supervision over parking enforcement personnel.

License or Certificate:

Possession of an appropriate, valid driver's license.

Possession of or ability to obtain within six months of appointment, valid NLETS certification.

Action:

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Senior Parking Enforcement Officer classification.

SENIOR PARKING ENFORCEMENT OFFICER

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, supervises, assigns, reviews, and participates in the work of staff responsible for the enforcement of City parking regulations and ordinances; and ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to applicable parking regulations and responding to public inquiries.

DISTINGUISHING CHARACTERISTICS

This is the lead level class in the Parking Enforcement Officer series. Positions at this level are distinguished from the Parking Enforcement Officer by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties and exercises functional and technical lead supervision over lower level staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

REPRESENTATIVE DUTIES

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

1. Plan, prioritize, supervise, review, direct, and participate in the work of staff responsible for enforcing City parking regulations and ordinances pertaining to time, bus, loading and fire zones, bike lanes, residential parking permits, abandoned vehicles, and handicapped parking; review, on a daily basis, service requests, tow orders, and issued citations; issue citations or notices of violation; appear before a hearing officer to defend contested citations as necessary.
2. Participate in the development of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
3. Monitor parking enforcement program performance; recommend and implement modifications to systems and procedures.
4. Participate in the selection of parking enforcement staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
5. Monitor training and certification of employees throughout the Parking Enforcement division.
6. Patrol the City while monitoring a two-way radio and maintaining vigilance on the activity of all parking enforcement officers during a shift; perform all duties of a parking enforcement officer when necessary.
7. Receives, investigates, and responds to a variety of public inquiries and complaints regarding parking regulations and enforcement activities; provide assistance to the general public; provide assistance in road side emergency situations; follow-up and complete service requests generated through Reno Direct, or upper management; complete follow-up information in the Q-Alert system.

CITY OF RENO

Senior Parking Enforcement Officer (Continued)

8. Prepares reports, and maintains statistics on a variety of on-street parking related subjects; Assign personnel and assist in traffic and crowd control functions at various special events; interact with and provide assistance to various other public agencies in the performance of parking enforcement assigned duties.
9. Assess and report any issues related to proper signage for parking enforcement to the appropriate department; assess situations and coordinate with the Police Department, Code Enforcement, or Clean and Safe to address public nuisances.
10. Make entries and inquiries into the computer system regarding vehicle registration, title checks, and abandoned vehicles.
11. Provide training to new employees and employees from other departments.
12. 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:

Pertinent federal, state, and local laws, codes, and regulations including those related to parking.
Principles of supervision, training, and performance evaluation.
Parking enforcement principles, procedures, techniques, and equipment.
Basic principles and practices of municipal budget preparation and administration.
Principles and practices of record keeping.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and statistical databases.
Methods and techniques of dealing with the public.
Principles and practices of effective supervision.
Principles and techniques of effective public relations.
Principles and procedures of record keeping including proper procedures for the maintenance of activity logs and reports.
Dispute resolution and hearing procedures.
General office procedures, methods, and equipment.
Operational characteristics of light automotive vehicles.
Occupational hazards and standard safety practices.
Geography of the City, including the location and layout of streets.

Ability to:

Coordinate and direct the daily operations of the Parking Enforcement Division.
Supervise, organize, and review the work of assigned staff.
Select, train, and evaluate staff.
Recommend and implement goals, objectives, policies, and procedures for providing parking enforcement services.
Understand and carry out enforcement duties relating to the Parking Code and other appropriate laws and regulations.
Perform a variety of non-sworn law enforcement duties including those related to parking code enforcement.
Interpret and correctly, fairly, and impartially apply and enforce laws, ordinances, and departmental

CITY OF RENO

Senior Parking Enforcement Officer (*Continued*)

policies and procedures including those related to parking regulations.
Operate handheld ticket writer device including taking photos and printing citations.
Maintain a current knowledge of procedures related to areas of assignment.
Accurately complete appropriate forms and documents relevant to the work performed.
Respond to requests and inquiries from the general public; explain parking and other ordinances to merchants and other members of the public.
Deal tactfully and courteously with the public and law enforcement personnel.
Maintain appropriate professional demeanor when dealing with irate members of the public.
Understand and operate the NLETS system.
Safely and effectively operate light automotive vehicles.
Operate modern office equipment including computers and applicable software.
Analyze situations and adopt a course of action.
Exercise sound judgment in emergency situations.
Work independently in the absence of supervision
Work cooperatively with other departments, City officials, and outside agencies.
Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
Develop solutions to information processing and operational problems.
Understand and follow oral and written instructions.
Type and enter data at a speed necessary for successful job performance.
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 the completion of the twelfth grade.

Experience:

Two years of increasingly responsible experience in on-street parking involving public contact and some lead supervision over parking enforcement personnel.

License or Certificate:

Possession of an appropriate, valid driver's license.

Possession of or ability to obtain within six months of appointment, valid NLETS certification.

CITY OF RENO
Senior Parking Enforcement Officer (Continued)

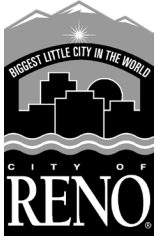
PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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 field environment; travel to different sites; exposure to inclement weather conditions, noise, dust, fumes, and gases; exposure to irate and abusive individuals; exposure to mechanical hazards and 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 a field setting; to walk or sit for prolonged periods of time; 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; to operate assigned equipment and vehicle; and to verbally communicate to exchange information.

Human Resources
August 2022



Civil Service Commission

MEMORANDUM

Date: August 12, 2022

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.6. Request to approve the minimum qualifications of the new classification specification of Training and Development Specialist.
(For Possible Action)

Background:

Human Resources in collaboration with the Maintenance and Operations Department has developed the classification specification of Training and Development Specialist to support the evolving needs of the department.

Discussion:

The creation of the classification specification of Training and Development Specialist in the Maintenance and Operations Department will assist the department with developing and implementing technical training programs. The positions within this classification will also oversee employee training and certification in the department.

The proposed minimum qualifications include:

- Education:
 - Associate's degree or certifications from an accredited college or university with major course work in public administration, business administration, human resources, organizational development, psychology, education, construction management, or a closely related field.
- Work Experience:
 - Two years of experience providing employee training and/or development programs as a primary responsibility.
 - An additional two years of directly relevant training or journey-level experience may substitute for the Associate's Degree requirement.
- Licenses and Certificates
 - Valid Driver License.
 - OSHA 10 hour certification is required within 14 days of appointment.
 - OSHA 30 hour certification must be obtained within six months of appointment.

Preferred qualification, but not required:

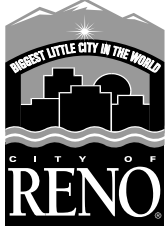
- Bachelor's degree is desirable.

These qualifications have been found to be in line with the education and experience required 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 Training and Development Specialist as presented with a twelve (12) month probationary period.

Attachment 1: Memo requesting approval of minimum qualifications from Jesse Puett, Human Resources Management Analyst.
Attachment 2: Classification Specification for Training and Development Specialist.



Department of Human Resources

MEMORANDUM

Date: August 09, 2022
To: Civil Service Commission
From: Jesse Puett, Management Analyst, Human Resources
Subject: Training and Development Specialist

Recommendations:

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

Discussion:

The Training and Development Specialist is a new classification. The classification, as proposed, would allow the Department of Maintenance and Operations to have a dedicated individual focus on technical training for positions within that department. The minimum qualifications allow for multiple qualification paths, so that those with degrees, training experience, and/or technical experience may qualify.

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:

- Principles of adult learning and technical training practices.
- Basic principles and practices of training program development and implementation.
- Operational characteristics and safety requirements of a variety of vehicles, equipment, and tools.
- Basic research techniques, methods, and procedures.
- Occupational hazards and standard safety practices.
- Recent developments, current literature, and information related to training practices.
- Operation of audiovisual equipment, electronic devices, and computer hardware/software.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Creating reports for data and cost analysis.

Ability to:

- Coordinate, direct, and instruct training programs for staff.
- Collect, compile, analyze, and research information and data.
- Effectively promote training programs.
- Provide guidance in matters of employee training and development.
- Instruct and train staff.
- Prepare concise written training materials, reports, and correspondence

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

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

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

Identify and coordinate with community resources.

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

Prepare clear and concise reports, maintain accurate records, provide professional correspondence, and presentations.

Handle multiple demands and priorities simultaneously.

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

Negotiate and resolve complex issues.

Deal constructively with conflict and developing consensus.

Identify and respond to community and organizational issues, concerns, and needs.

Coordinate multiple projects and meet critical deadlines.

Organize and prioritize timelines and project schedules in an effective and timely manner.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

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.

Identify proper training needs for the safe 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.

Work independently in the absence of supervision.

Understand and follow oral and written instructions.

Use sound independent judgment within regulatory and procedural guidelines.

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:

Associate's degree or certifications from an accredited college or university with major course work in public administration, business administration, human resources, organizational development, psychology, education, construction management, or a closely related field. A Bachelor's degree is desirable.

Experience:

Two years of experience providing employee training and/or development programs as a primary responsibility.

An additional two years of directly relevant training or 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 within 14 days of appointment and OSHA 30 hour certification must be obtained within six months of appointment.

Action:

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

TRAINING & DEVELOPMENT 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

Under general direction, analyzes, designs, schedules, develops, implements, maintains, and evaluates technical training programs for the Maintenance and Operations Department; assesses employee training and development needs and participates in program planning activities; conducts training classes; coordinates and monitors third-party training; administers the documentation and coordination of training and certification; and performs other related duties as required.

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. Determine training needs and objectives, develop content, coordinate, organize, implement, schedule, and/or provide a variety of training programs for Maintenance and Operations employees on a regular schedule.
2. Maintain employee training records and certifications; identify, plan, and schedule new, annual, refresher, and periodic training for employees.
3. Consults and advises with Maintenance and Operations managers and the Maintenance and Operations Director in formulating training plans and requests for special training programs.
4. Provides career development guidance and assistance to Maintenance and Operations employees.
5. Conducts training to instruct management and supervisory personnel in training methods and techniques (train-the-trainer; e.g. presentation skills, effective communication, etc.)
6. Reviews and researches training programs and materials for the Maintenance and Operations 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.
7. Operates and maintains digital video equipment, and related software, to create electronically recorded copies of training sessions, transfers recordings to a computer and creates training videos; makes content available to targeted audience.
8. Assist in City 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 requirements. Collect training data, statistically analyze that data, and prepare reports making recommendations for improvement.
9. Perform difficult and complex assignments associated with apprenticeship programs, on-the-job training, new employee orientation, and related job skills training.
10. Coordinate training programs and activities with outside agencies and organizations as necessary.
11. Maintain a variety of records and files related to training programs, ensuring all required documentation is up-to-date, organized, and easily retrievable when requested; prepare reports and

CITY OF RENO

Training and Development Specialist (Continued)

other correspondence as appropriate and necessary.

12. Develops content, coordinates, and conducts the training of staff on the use and function of technology enhanced office tools, electronic devices, hardware/equipment.
13. Maintain awareness of new developments in the field of training programs, including legally required training; incorporate new developments as appropriate; attend training as necessary.
14. Maintain compliance with applicable training regulations; maintain regulatory records, training records, reports and correspondence; prepare reports and maintain written correspondence to regulatory agencies.
15. Review and make training recommendations related to Job Hazard Analyses (JHAs) for various routine and special maintenance procedures with assistance from staff; maintain a comprehensive library of Standard Operating Procedures (SOPs) / work instructions for various administrative and operational functions in the Maintenance and Operations Department; provide input for development and regular updating of SOPs / work instructions.
16. Assist in the creation of training policies and procedures for approval by management.
17. Develops test or standards to measure competencies and to evaluate training effectiveness.
18. Organizes and maintains multimedia training libraries for a variety of levels of employees and managers; manages inventory of technical training documentation.
19. Uses subject matter experts for curriculum design and in-house training, trains technical experts to be trainers; coaches technical or supervisory staff to conduct on-the job training.
20. Enters data into automated or computer based work management systems.
21. 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:

Principles of adult learning and technical training practices.
Basic principles and practices of training program development and implementation.
Operational characteristics and safety requirements of a variety of vehicles, equipment, and tools.
Basic research techniques, methods, and procedures.
Occupational hazards and standard safety practices.
Recent developments, current literature, and information related to training practices.
Operation of audiovisual equipment, electronic devices, and computer hardware/software.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Creating reports for data and cost analysis.

Ability to:

Coordinate, direct, and instruct training programs for staff.
Collect, compile, analyze, and research information and data.
Effectively promote training programs.

CITY OF RENO

Training and Development Specialist (Continued)

Provide guidance in matters of employee training and development.
Instruct and train staff.
Prepare concise written training materials, reports, and correspondence
Participate in the development and administration of program goals, objectives, and procedures.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Interpret and apply federal, state, and local policies, laws, and regulations.
Identify and coordinate with community resources.
Research, analyze, and evaluate new service delivery methods and techniques.
Prepare clear and concise reports, maintain accurate records, provide professional correspondence, and presentations.
Handle multiple demands and priorities simultaneously.
Interpret and apply federal, state, and local policies, laws, and regulations.
Negotiate and resolve complex issues.
Deal constructively with conflict and developing consensus.
Identify and respond to community and organizational issues, concerns, and needs.
Coordinate multiple projects and meet critical deadlines.
Organize and prioritize timelines and project schedules in an effective and timely manner.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
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.
Identify proper training needs for the safe operation of a variety of vehicles, heavy and light power driven tools and equipment, and hand tools required for the work.
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Experience:

Two years of experience providing employee training and/or development programs as a primary responsibility.

An additional two years of directly relevant training or 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 within 14 days of appointment and OSHA 30 hour

CITY OF RENO
Training and Development Specialist (Continued)

certification must be obtained within six months of appointment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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

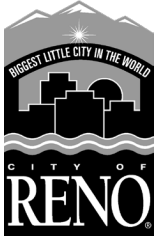
Environment: Work is performed in both indoor and outdoor environments; travel from site to site; exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, raw sewage, and all types of weather and temperature conditions; exposure to hazardous traffic conditions; work and/or walk on various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

August 2022



Civil Service Commission

MEMORANDUM

Date: August 12, 2022

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item C.1. Presentation of Civil Service Chief Examiner Performance Evaluation Survey results by Jesse Puett, Human Resources Management Analyst. (Not for Action)

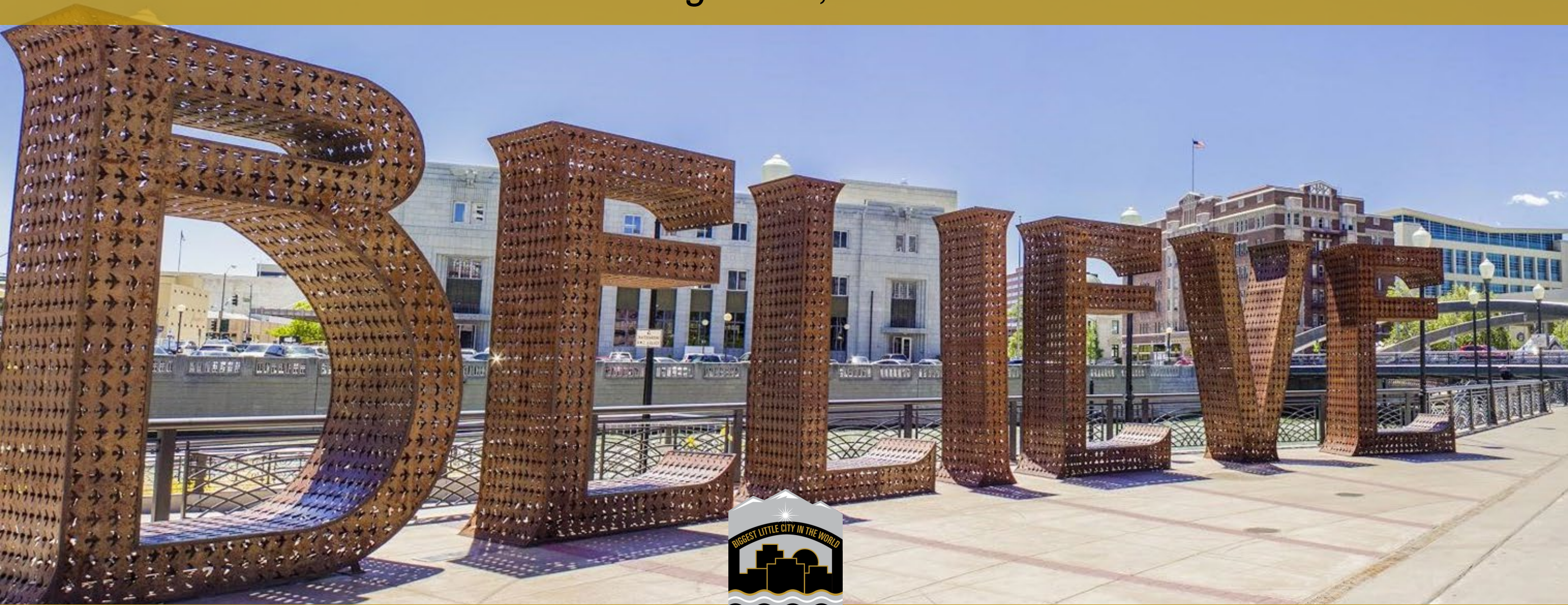
At the June 2022 Civil Service Commission meeting, the Commission moved to approve the formal review process of the Chief Examiner, which included sending out the 360 Performance Review Evaluation survey to identified stakeholders, by the Human Resources Department.

Jesse Puett, Human Resources Management Analyst will present the results of the Civil Service Chief Examiner Performance Evaluation Survey.

Attachment 1: Chief Examiner Evaluation presentation by Jesse Puett, Human Resources Management Analyst.
Attachment 2: Survey results and comments by the Commissioners and Staff.
Attachment 3: Survey results and comments compiled by Stakeholders.

Annual Chief Examiner's Performance Evaluation

August 25, 2022



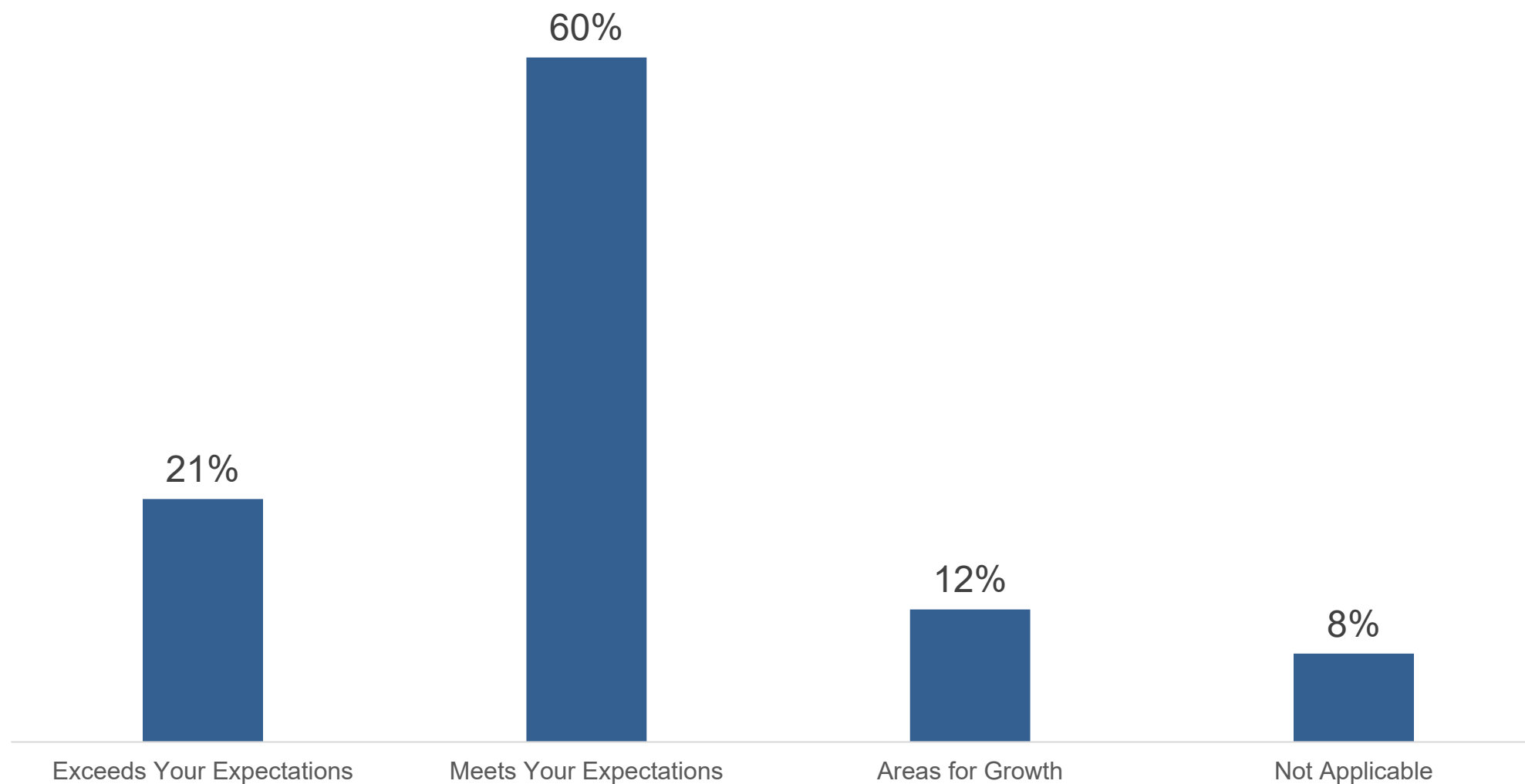
Methodology

- Human Resources was asked to facilitate 360 degree process
- Communication, Interpersonal Skills/Relationships, Leadership (Culture), Innovation, Management (Operations)
- Exceeds Expectations, Meets Expectations, Areas of Growth, Not Applicable

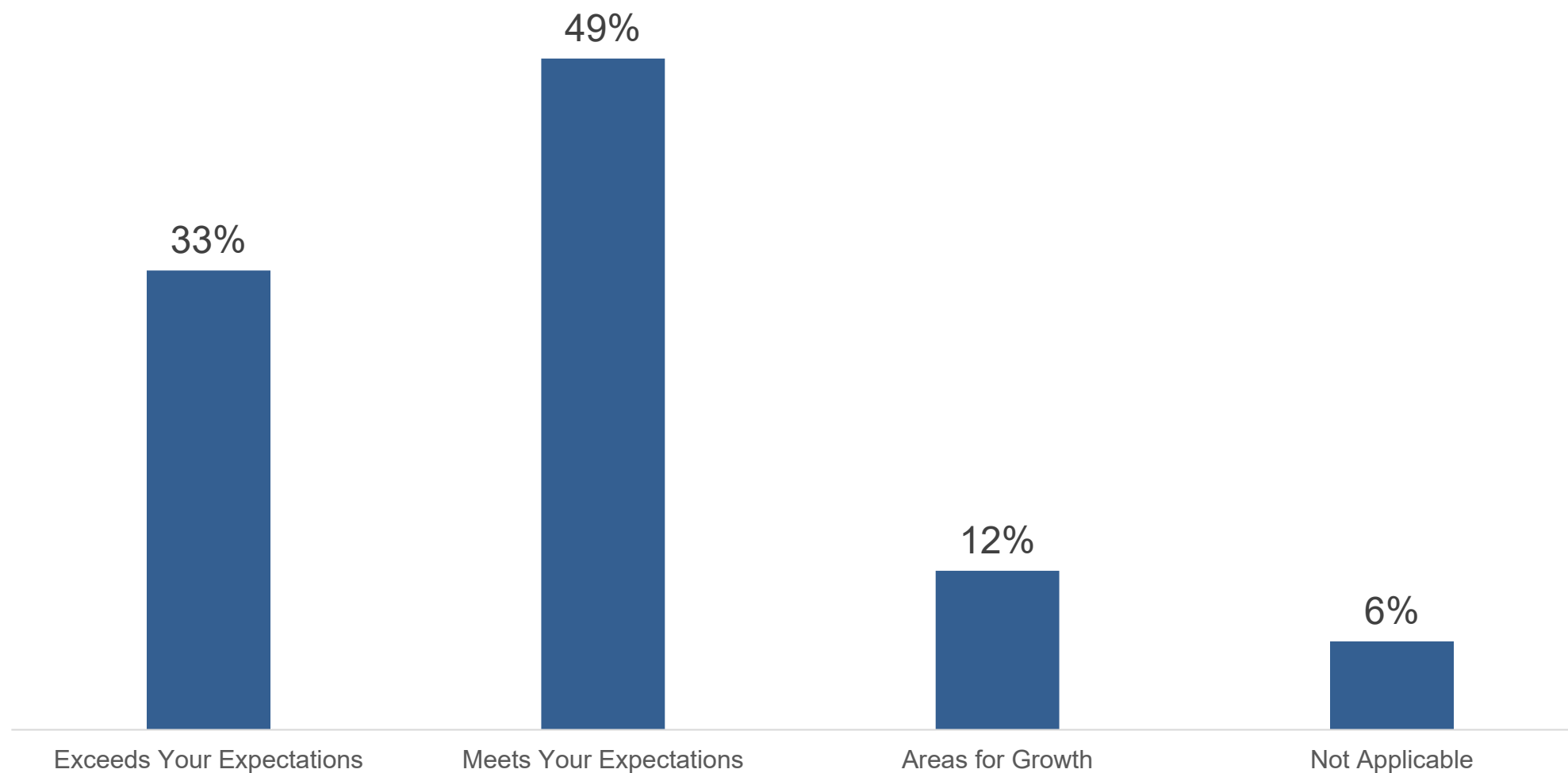
Internal Stakeholders

- Human Resources reached out to the department contacts provided by the Chief Examiner to solicit feedback
- 26 stakeholders provided feedback
- High-level overview provided as presentation
- Individual (anonymized) comments provided in agenda packet

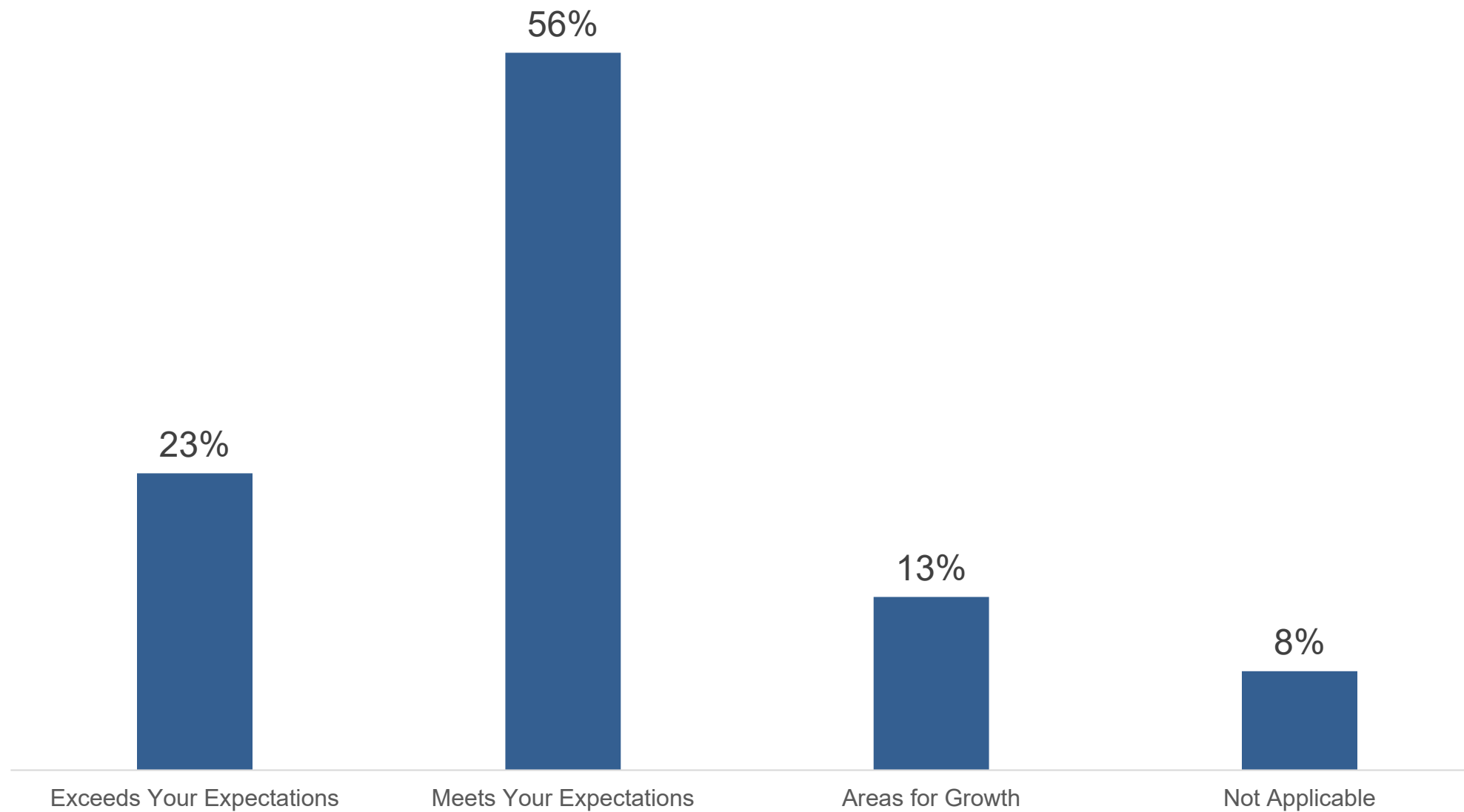
Communication Skills



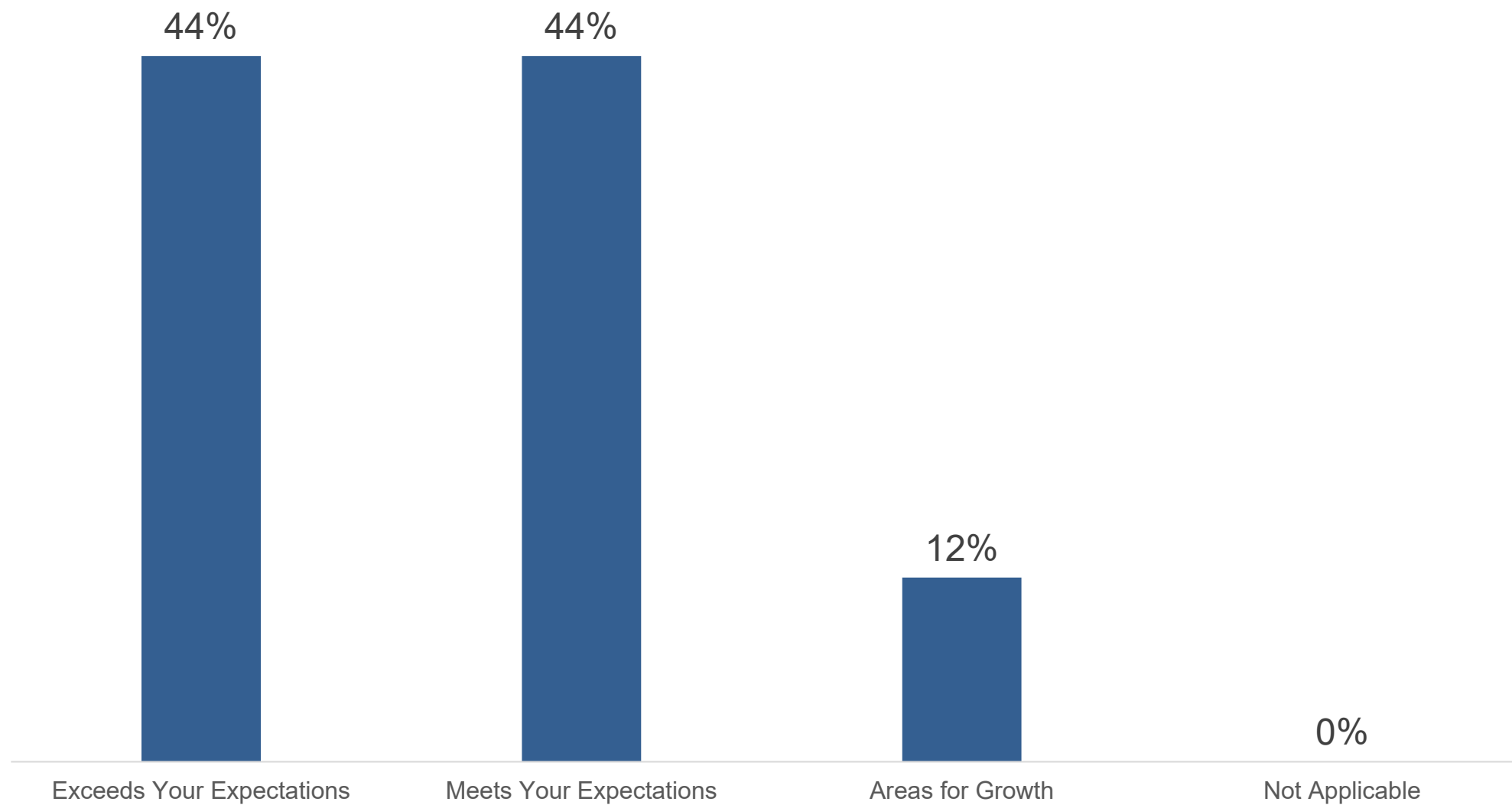
Interpersonal Skills / Relationships



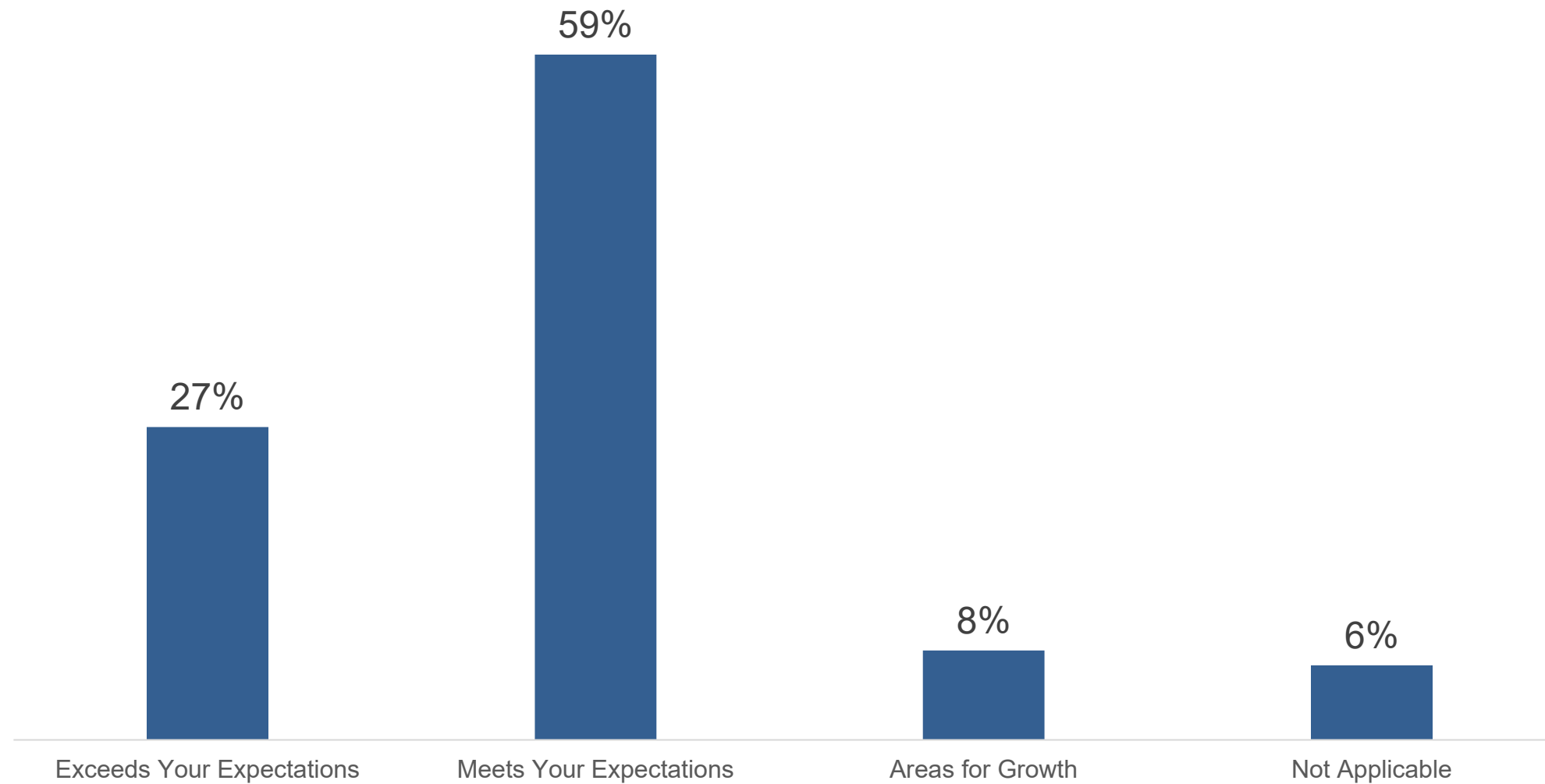
Leadership



Innovation



Management



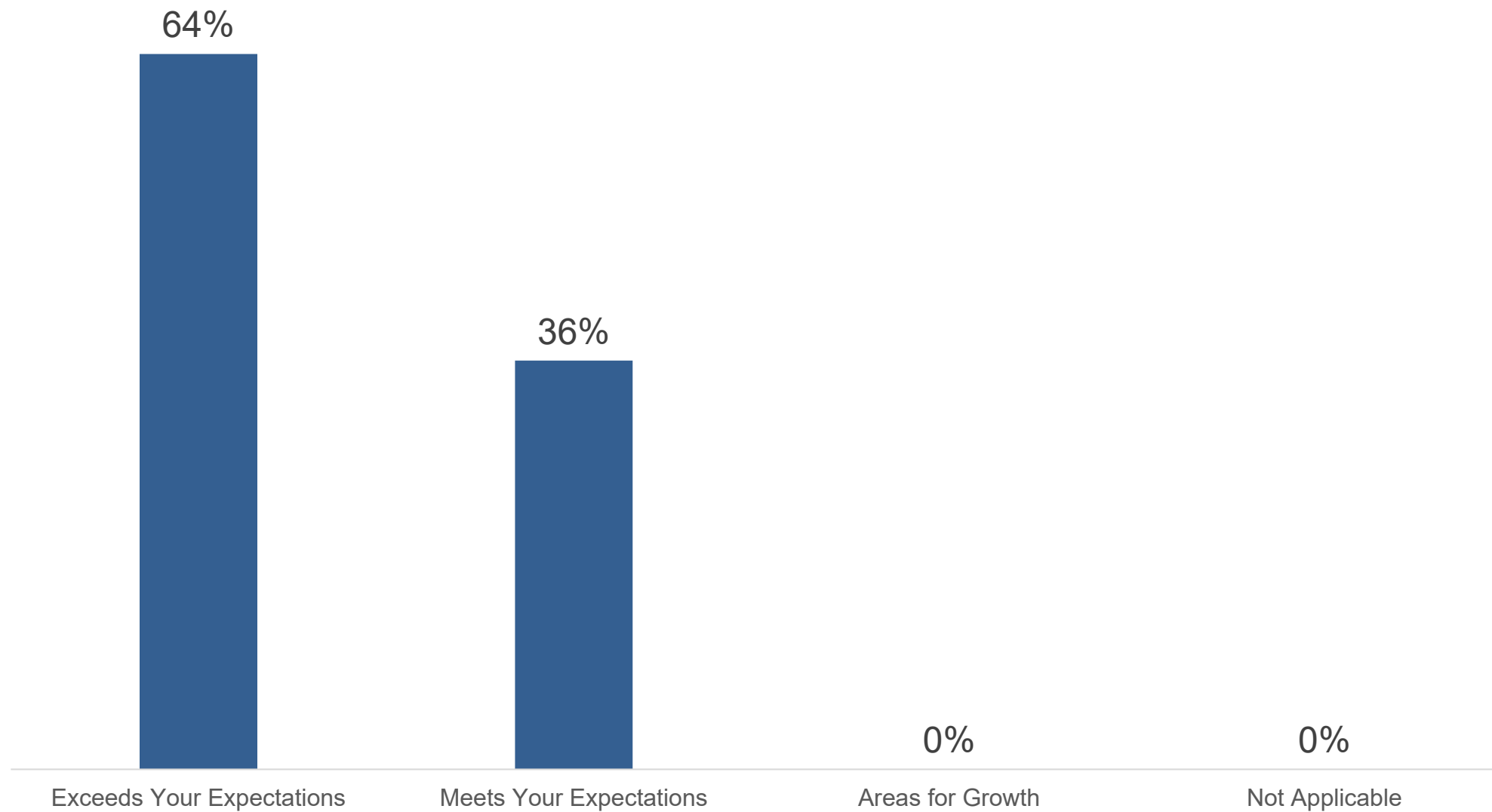
Comment Overview

- The Chief Examiner is responsive, available, and thorough
- Turnaround time for recruitments has drastically improved when compared to years past
- Training is needed for staff outside of Civil Service to better understand the recruitment process
- Points of contact for specific needs, delegation, and streamlining of processes would be helpful

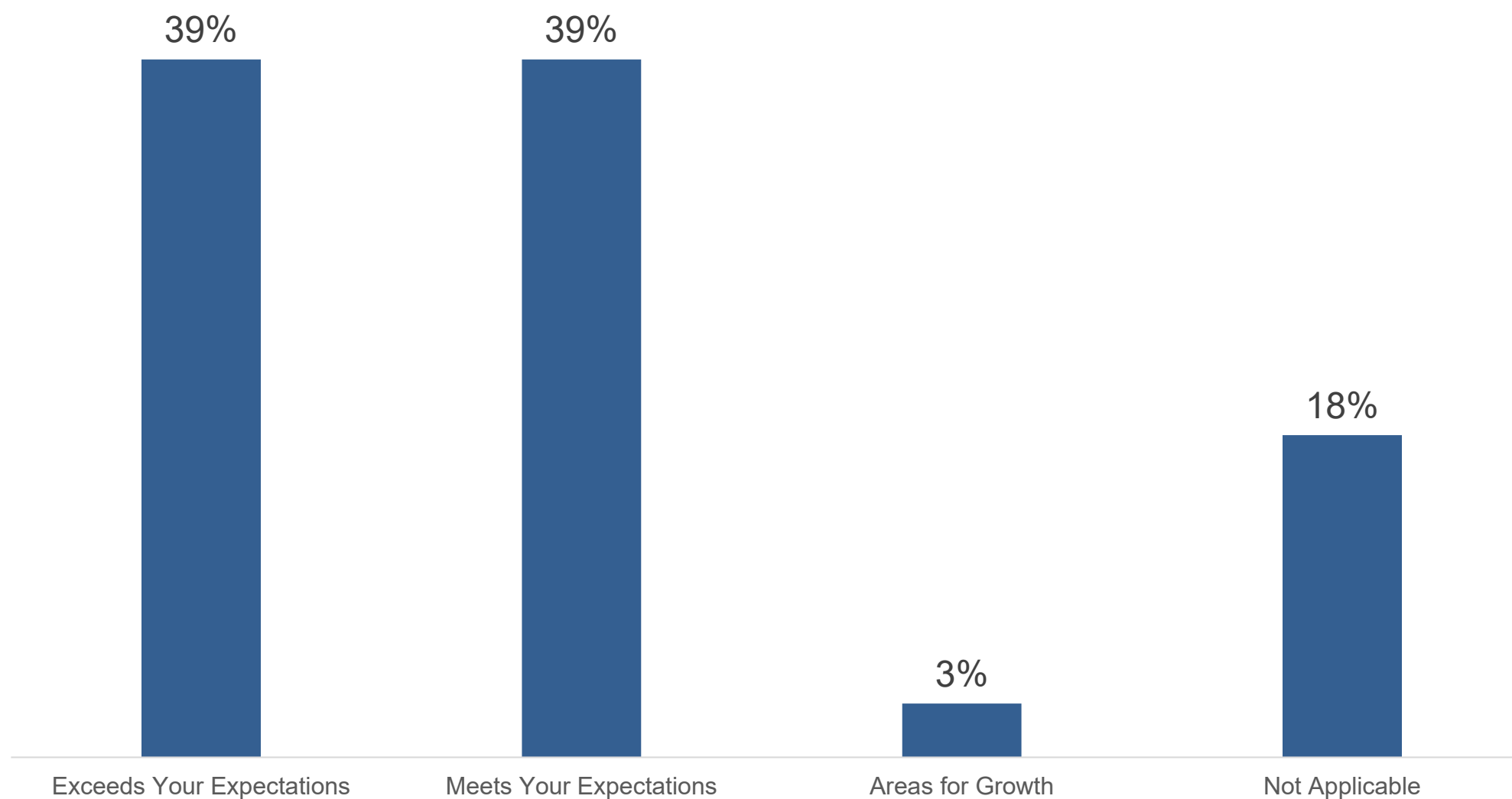
Commissioners and Staff

- All Commissioners provided feedback
- All Civil Service staff members provided (anonymized) feedback
- High-level overview provided as presentation
- Individual comments and ratings provided in agenda packet

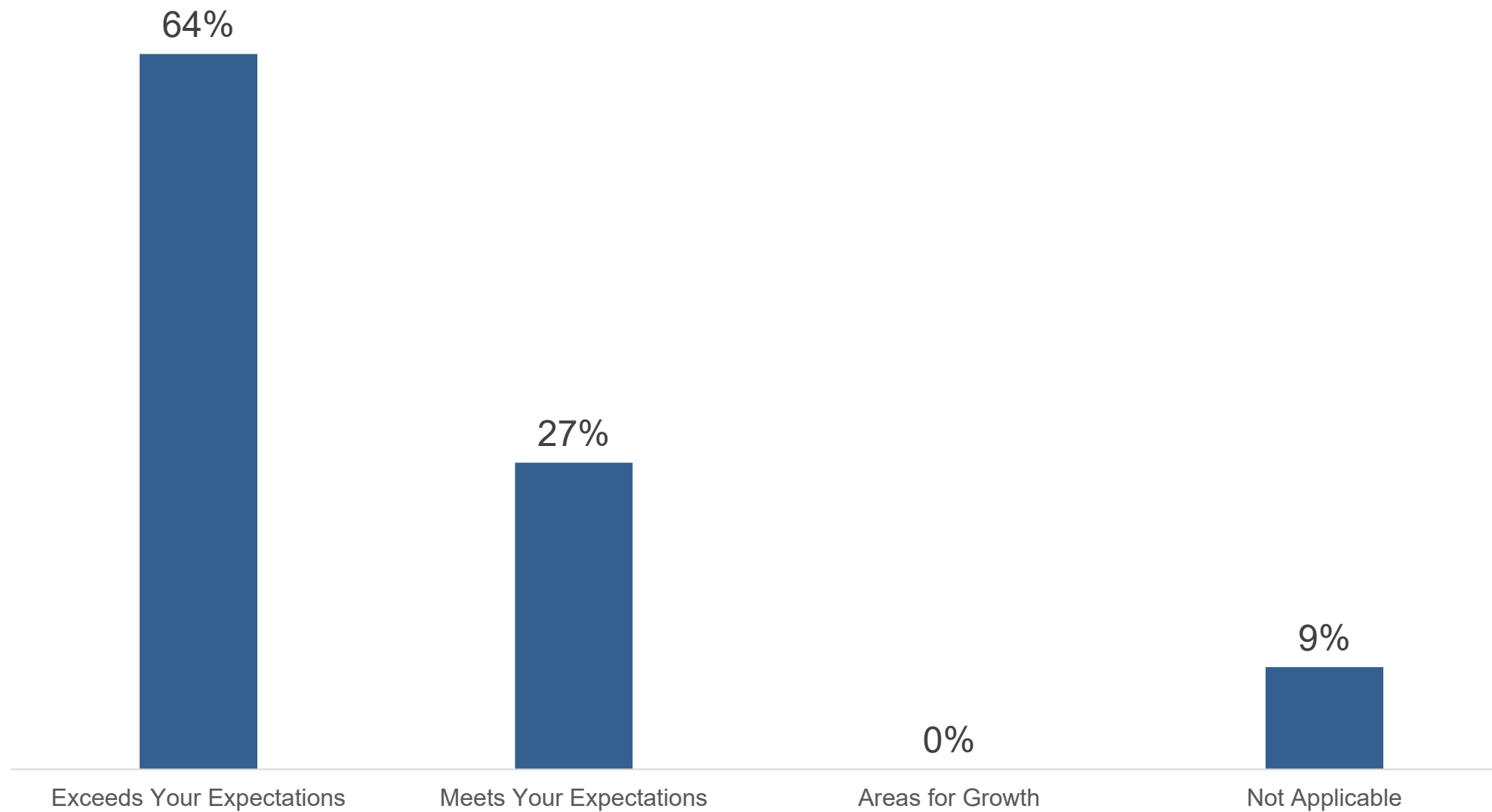
Communication Skills



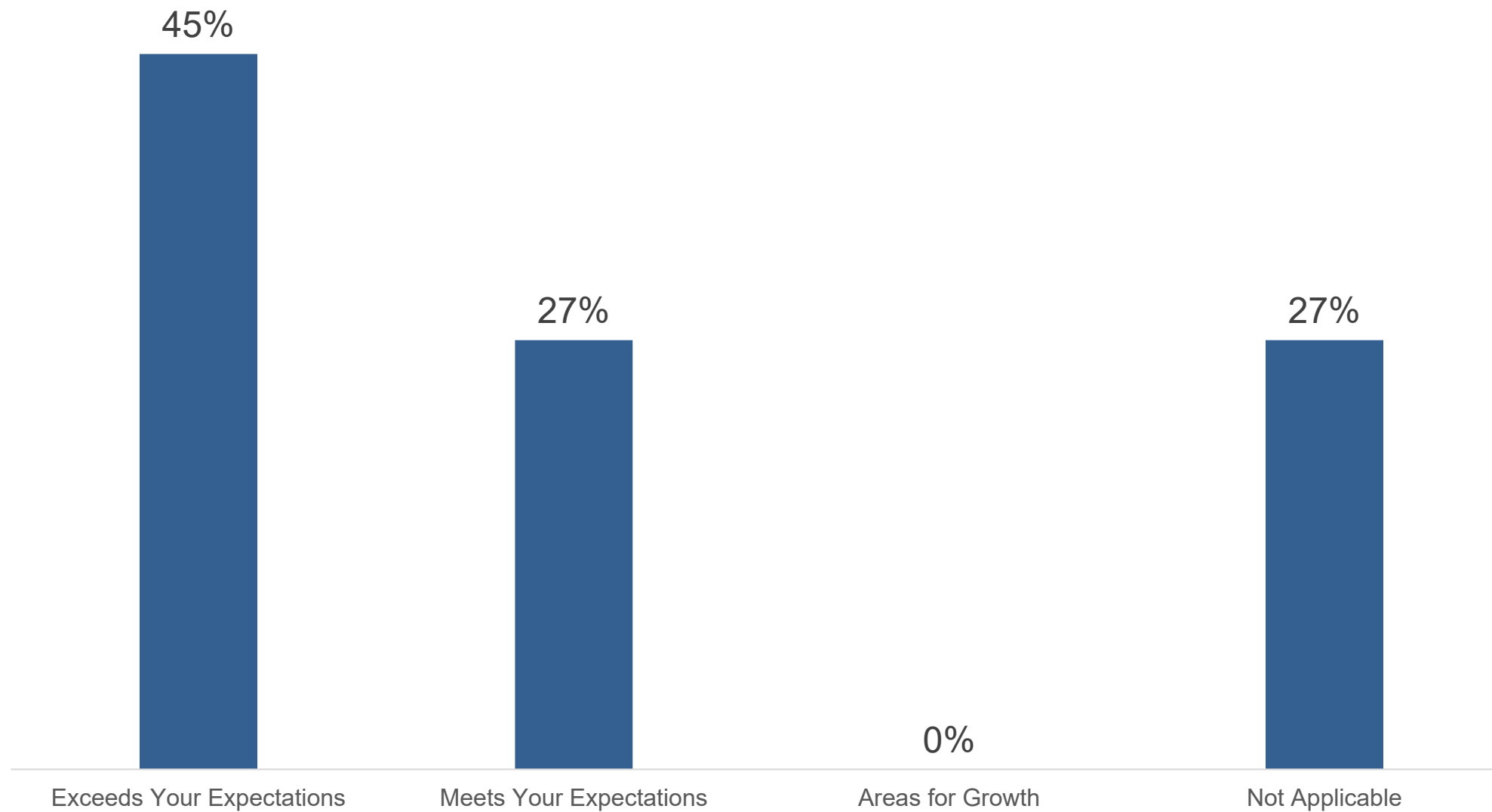
Interpersonal Skills / Relationships



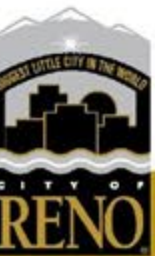
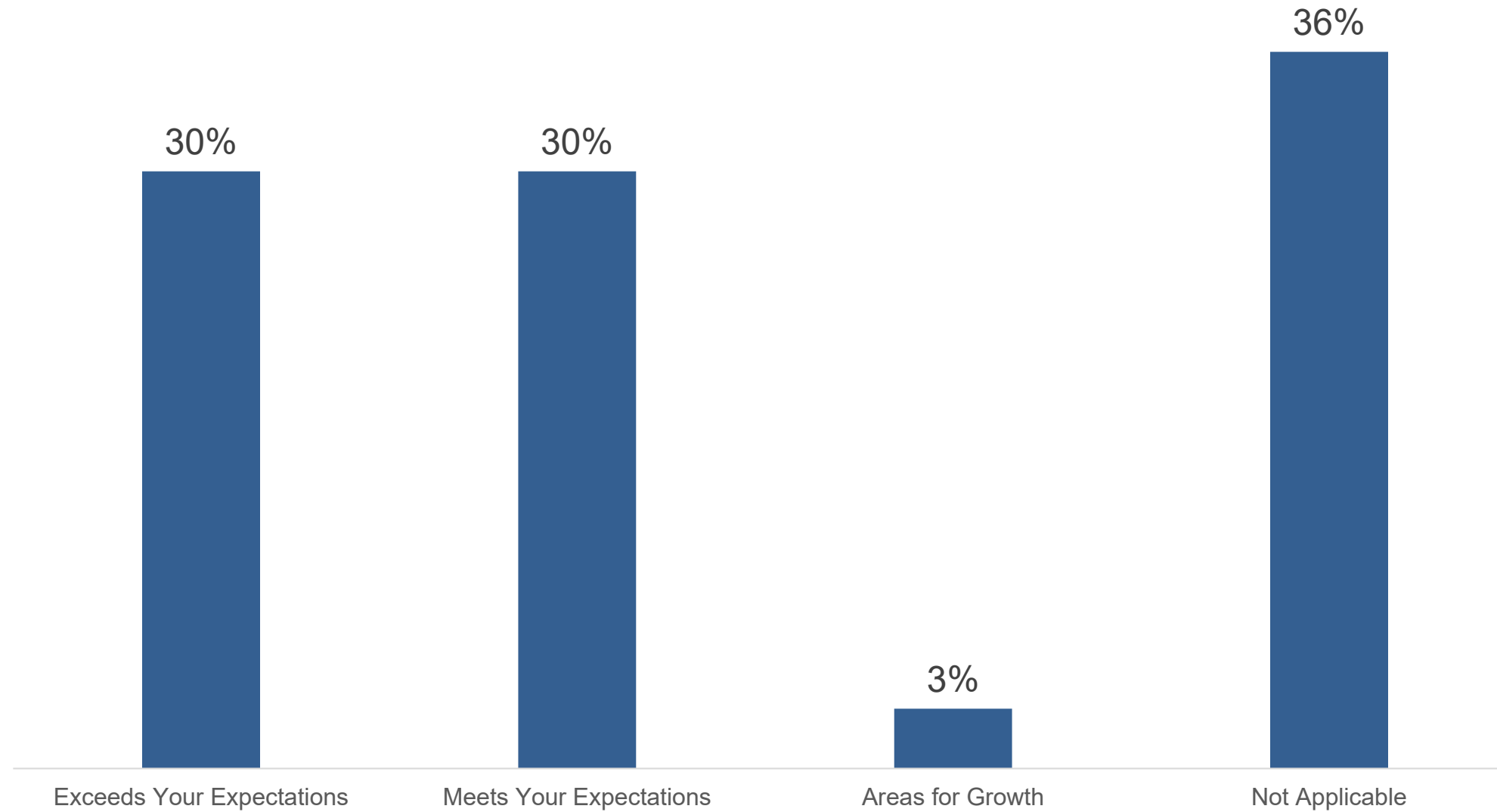
Leadership



Innovation



Management



Comment Overview

- The Chief Examiner is open, honest, organized, and detailed
- The Chief Examiner is a compassionate, competent, and effective leader
- Communication and retention of staff are key areas of growth

Please select your name.	Communication Skills:		
	Communication Skills - Good command of oral and written expression; expresses ideas clearly and concisely; easily comprehends ideas expressed by others; ability to explain and understand difficult and complex subjects.	Presentation Skills - Ability to present effective, quality presentations in public settings appealing to a variety of audiences.	Comments for Communication Skills:
Civil Service Chair Tray Abney	E – Exceeds your expectations.	M – Meets your expectations.	Barbara clearly and succinctly communicates with and delivers presentations to the Commission and to the public. Ensures that complex rules, issues, and subjects are made to be easily understood and comprehended.
Civil Service Vice-Chair YeVonne Allen	M – Meets your expectations.	E – Exceeds your expectations.	
Civil Service Commissioner Ricardo Duarte	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Ken Dalton	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Nichole Paul	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Commissioner Jay Kenny	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Charla Honey	E – Exceeds your expectations.	E – Exceeds your expectations.	Throughout this survey I marked N/A for areas that I have not have the opportunity to observe.
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	Barbara understands the CSC rules better than anyone on the commission or City staff. I have seen her try to explain these complex rules in a variety of ways to different people so that they can more easily understand them. When communicating with our internal staff as well as other City departmental staff, she is always courteous and professional. She is always cool headed and even in very frustrating situations/conversations, she keeps her communication constructive and moving towards a positive outcome. As far as public presentations, I have only witnessed one or two and they have always been good. While some presenters can tend to drone on, Barbara keeps her presentations short, sweet and to the point.

Please select your name.	Interpersonal Skills/Relationships:			
	Ability to relate well to others and to make people feel at ease, even in difficult situations.	Ability to gain the trust and confidence of the public; fosters contact and cooperation among citizens, community organizations and other government agencies.	Fosters cooperative communication and positive working relationships with departments.	Comments for Interpersonal Skills/Relationships
Civil Service Chair Tray Abney	E – Exceeds your expectations.	M – Meets your expectations.	NA – Not applicable.	Great, friendly demeanor. Always willing to talk through issues and questions. Inviting and welcoming. Listens, then responds.
Civil Service Vice-Chair YeVonne Allen	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Ricardo Duarte	NA – Not applicable.	NA – Not applicable.	NA – Not applicable.	
Civil Service Commissioner Ken Dalton	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Nichole Paul	M – Meets your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	
Civil Service Commissioner Jay Kenny	M – Meets your expectations.	AG – Areas for growth.	M – Meets your expectations.	
Civil Service Commissioner Charla Honey	NA – Not applicable.	NA – Not applicable.	E – Exceeds your expectations.	
Civil Service Staff	M – Meets your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	Barbara is all about positive relationships. She is extremely supportive of staff. In my 20+ years as a professional, she is hands down the best leader I have had. She has a lot of knowledge to share and she shares it openly and without ever making anyone feel stupid for not knowing what she knows. She also goes out of her way to help other department staff comfortable during our recruitment processes. We sometimes deal with city employees who are unhappy with their promotional test results and can be rude or angry. Barbara often does a great job of calming these folks down and explaining how and why the CSC operates. Barbara doesn't deal too much with citizens directly, but I am sure she would display great interpersonal skills in that aspect as well.

Please select your name.	Leadership:		
	Uses sound judgment in decision making; seeks out all relevant and necessary data, makes decisions in a timely manner.	Stays current on management practices and techniques and seeks to increase his/her value to the City.	Comments for Leadership:
Civil Service Chair Tray Abney	E – Exceeds your expectations.	M – Meets your expectations.	Barbara has shown that she can step up when issues arise with her team and will make a course correction when necessary. She is willing to take responsibility for the department and ensures that the entire team is on the same page. She has proved a willingness to seek additional training and guidance when necessary.
Civil Service Vice-Chair YeVonne Allen	M – Meets your expectations.	E – Exceeds your expectations.	
Civil Service Commissioner Ricardo Duarte	NA – Not applicable.	NA – Not applicable.	
Civil Service Commissioner Ken Dalton	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Nichole Paul	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Commissioner Jay Kenny	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Charla Honey	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	Barbara stays current on both management practices as well as the field of recruitment/assessment. She leads by example in being thorough, thoughtful and inclusive in creating our testing materials. Her judgment is something I would never question as she always acts in the best interest of the CSC and the CSC rules. She is ethical, fair and acts as a great role model for our team. As a manager she is extremely supportive of work/life balance, she gets the most out of our team without allowing us to burnout. She is the type of leader that I would go to hell and back for as she has earned my trust and support, because I know she will always be there for me.

Please select your name.	Innovation:		
	In developing and overseeing recruitment/testing processes, does the Chief Examiner ensure that the Civil Service Office works closely and collaboratively with your department?	Is the Chief Examiner receptive to exploring the viability of ideas for innovations/customizations that you suggest (even if there may be points of disagreement)?	Comments for Innovation:
Civil Service Chair Tray Abney	NA – Not applicable.	E – Exceeds your expectations.	Barbara has in-depth experience at other agencies and is always ready to bring new ideas to the table or suggestions on how things can be done better and more efficiently.
Civil Service Vice-Chair YeVonne Allen	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Commissioner Ricardo Duarte	NA – Not applicable.	NA – Not applicable.	
Civil Service Commissioner Ken Dalton	M – Meets your expectations.	M – Meets your expectations.	Barbara is very approachable in this area
Civil Service Commissioner Nichole Paul	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Jay Kenny	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Charla Honey	NA – Not applicable.	E – Exceeds your expectations.	
Civil Service Staff	NA – Not applicable.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	NA – Not applicable.	E – Exceeds your expectations.	Barbara is great about allowing our staff to try new things. If we bring ideas to her, she is always receptive to trying something out, as long as it is in line with CSC rules. I have seen her act in the same way with departmental staff on recruitments. If they want to change up things here or there, as long as they follow CSC rules, she is normally supportive.

Please select your name.	Management:			Comments for Management:
	Do Civil Service staff members work with you to align understanding on roles and responsibilities? That is to say, do you leave your discussions with a clear understanding of what the expected outcomes are, when they will be delivered, and who is on point to deliver them?	Do Civil Service staff members follow through in a timely manner on promises that they have made to you?	Ability to delegate authority, granting proper authority at the proper times; sound judgment in the evaluation of when delegation is appropriate.	
Civil Service Chair Tray Abney	NA – Not applicable.	NA – Not applicable.	NA – Not applicable.	N/A for the most part, but I do know that Barbara has a strong working relationship with HR and other departments.
Civil Service Vice-Chair YeVonne Allen	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Ricardo Duarte	NA – Not applicable.	NA – Not applicable.	NA – Not applicable.	
Civil Service Commissioner Ken Dalton	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Nichole Paul	E – Exceeds your expectations.	E – Exceeds your expectations.	NA – Not applicable.	
Civil Service Commissioner Jay Kenny	AG – Areas for growth.	M – Meets your expectations.	M – Meets your expectations.	
Civil Service Commissioner Charla Honey	NA – Not applicable.	M – Meets your expectations.	E – Exceeds your expectations.	
Civil Service Staff	NA – Not applicable.	NA – Not applicable.	M – Meets your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
Civil Service Staff	NA – Not applicable.	NA – Not applicable.	E – Exceeds your expectations.	I think Barbara does a good job of delegating tasks. She allows our staff enough space to be creative and is available to provide feedback or a sounding board as needed if we are trying something new or different. She is not a micro manager, but also makes you feel comfortable in coming to her for help/guidance if you want it.

Please select your name.	In a brief narrative, please describe what are you most pleased with in the Chief Examiner's performance?	In a brief narrative, what areas for growth would you like to see? Please provide specific suggestions on how the Chief Examiner may improve the areas for growth.
Civil Service Chair Tray Abney	Barbara is open, honest and is always willing to communicate. She responds right away to my inquiries and is ready to problem-solve.	Would like for Barbara to continue to seek out training and resources to ensure that her leadership style is inclusive and meets the needs of her employees and all who work with her.
Civil Service Vice-Chair YeVonne Allen	I appreciate the comprehensive reports on Civil Service processes and stats	Better communication between staff, CE, and commissioners.
Civil Service Commissioner Ricardo Duarte	I am very pleased with the hard work she and her staff put into when asked to provide the commission with any data or information regarding any concerns from the commission.	One of the areas she can grow in is the retention of the staff.
Civil Service Commissioner Ken Dalton	I like how Barbara works with the commissioners in all areas as well as making the Civil Service Commission a positive place to work and serve the city of Reno	I think Barbara is doing fine with the growth she just needs help from the commissioners to improve our sales in communication with her
Civil Service Commissioner Nichole Paul	In my experience, the Chief Examiner is extremely communicative and receptive to discussing new ideas and suggestions from a variety of stakeholders.	I do not currently have any suggestions for areas of growth for the Chief Examiner.
Civil Service Commissioner Jay Kenny	She is very organized and detailed.	More communication with Commissioners
Civil Service Commissioner Charla Honey	Barbara has worked hard in the last year to develop her team while keeping up with higher than usual vacancy rates in the organization.	I would like to see comments from the departments that Civil Service works with before I'd be able to make suggestions.
Civil Service Staff	Her ability to work effectively in a professional manner and communicate well with all departments and staff	N/A
Civil Service Staff	- Barbara is a compassionate leader - Razor focused on continuous quality improvement - Exceptional knowledge in Civil Service rules	She is GREAT!!
Civil Service Staff	Great manager and very competent leader. A pleasure to work with Chief Examiner Ackermann	Chief Examiner is amazing and she proactively implements opportunities for personal growth and growth for the Civil Service Team
Civil Service Staff	I already said this, but Barbara has been the best Leader I have worked for in my 20+ year work life. I respect her expansive knowledge of recruitment and especially assessment. I truly appreciate her willingness to share her knowledge with our team. Her patience is unbelievable. Because of her leadership and support, I am the happiest I have ever been at work (and that is saying quite a bit, because I have liked most of my other jobs and the people I work with). I look forward to continue learning from her.	As the Chief Examiner, I think Barbara sometimes gets treated unfairly. When we do promotional exams, candidates that fail or don't do as well as they thought often blame her or say that she has it out for them. I don't really have a suggestion on how she can improve in this, but if there was some way for her to stand up for herself or something. I just hate to see it and have tried to shut it down whenever I do see/hear it. She wants everyone to succeed and it is just frustrating to me that people blame her for their results when she has worked hard to make these processes fair across the board. Another example of this, is that some departments will complain about how long the CSC recruitment process takes, however what they don't always mention is how they were the main delay in the process. We often get contacted about starting a recruitment and then will have to wait for a week or two just to get names of who in the hiring department we should work with on that recruitment. Then as we are working through the recruitment process, we don't get responses from the department folks, further delaying our process. Our team is very efficient if the departmental folks are responsive. While Barbara is always supportive of our team and would never blame a delay on any of us, I want to see Barbara stand up to the two or three departments that are habitually delaying the process and then complaining about how long it takes. Make it extremely clear that we (CSC) can only move as fast as the department does. Again I don't really have suggestions on how she can do this, as I already think she does. It just frustrates me because I see how hard she and the team work, and then we are often in a state of hurry up and wait with a couple of departments. Barbara is extremely respectful of other departments and their processes related to recruitment/promotion. However she has some great ideas about how those departments could improve their processes in terms of reliability, defensibility (from a legal standpoint), and efficiency. Barbara stays in her lane which I think is great most of the time, as nobody likes it when another department tells them how they should do things. However, with the great ideas that she has, I think she should sometimes be more vocal and really push some departments to make some slight changes as they are in the best interest of the City from both an operational and legal standpoint. This might even include working with the legal team to enforce some of these changes.

Stakeholder #	Communication Skills:		
	Communication Skills - Good command of oral and written expression; expresses ideas clearly and concisely; easily comprehends ideas expressed by others; ability to explain and understand difficult and complex subjects.	Presentation Skills - Ability to present effective, quality presentations in public settings appealing to a variety of audiences.	Comments for Communication Skills:
1	AG – Areas for growth.	M – Meets your expectations.	Barbara and I are in two leadership meeting each week. On Monday's we attend the management meeting geared toward directors and the city manager's office. Here we reflect on wins, losses and areas we need help in. On Thursdays we have the Employee Ops and Improvement Meeting. This is a broader group which includes supervisors, managers, directors and our assistant city managers. A standing agenda item is Talent Acquisition and Retention. The goal is to help our formal and informal leaders with staffing and operations matters. As you can imagine, a significant amount of time is spent trying to identify ways to improve our recruitment and retention efforts. Barbara rarely speaks up. I recommend Barbara be more involved and bring ideas and metrics to share with the group. What can civil service do better? What areas are you struggling with that we can help with? This is what we are seeing and this our recommendation for improvement? I recommend she demonstrate a more proactive, leadership and strategic approach to how Civil Service plays a role in the overall organizational health of the City. Communicating and demonstrating this skill is needed to help address the current and ever changing staffing challenges.
2	M – Meets your expectations.	AG – Areas for growth.	
3	M – Meets your expectations.	M – Meets your expectations.	I frequently receive answers or direction from Barbara regarding the hiring process. Her communication is always clear.
4	E – Exceeds your expectations.	M – Meets your expectations.	
5	M – Meets your expectations.	M – Meets your expectations.	
6	AG – Areas for growth.	AG – Areas for growth.	
7	M – Meets your expectations.	NA – Not applicable.	
8	E – Exceeds your expectations.	E – Exceeds your expectations.	Every communication with her is crystal clear.
9	AG – Areas for growth.	NA – Not applicable.	
10	E – Exceeds your expectations.	E – Exceeds your expectations.	
11	M – Meets your expectations.	E – Exceeds your expectations.	
12	M – Meets your expectations.	M – Meets your expectations.	
13	E – Exceeds your expectations.	M – Meets your expectations.	
14	M – Meets your expectations.	M – Meets your expectations.	
15	E – Exceeds your expectations.	E – Exceeds your expectations.	
16	M – Meets your expectations.	M – Meets your expectations.	
17	M – Meets your expectations.	M – Meets your expectations.	
18	M – Meets your expectations.	M – Meets your expectations.	My interaction with CS has been mainly with Barbara's staff, but when I've reached out to her, she has been responsive.
19	M – Meets your expectations.	M – Meets your expectations.	
20	E – Exceeds your expectations.	NA – Not applicable.	
21	M – Meets your expectations.	NA – Not applicable.	
22	E – Exceeds your expectations.	M – Meets your expectations.	
23	AG – Areas for growth.	M – Meets your expectations.	The first job posting I worked with Barbara included numerous tests that were not completely understood and twice now the tests had been more heavily weighted than training and experience which created lists of positions that did not include very qualified individuals, merely good test takers. Until the most recent experience, I had never received the "informational only" results.
24	M – Meets your expectations.	M – Meets your expectations.	
25	M – Meets your expectations.	M – Meets your expectations.	
26	M – Meets your expectations.	M – Meets your expectations.	

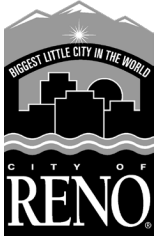
Stakeholder #	Interpersonal Skills/Relationships:			Comments for Interpersonal Skills/Relationships
	Ability to relate well to others and to make people feel at ease, even in difficult situations.	Ability to gain the trust and confidence of the public; fosters contact and cooperation among citizens, community organizations and other government agencies.	Fosters cooperative communication and positive working relationships with departments.	
1	AG – Areas for growth.	AG – Areas for growth.	AG – Areas for growth.	The above comments relate to interpersonal skills/relationships as well. Specifically, Barbara's lack of engagement leads me to conclude that she is not open to constructive feedback and willingness to seek process improvements to respond to the overall needs of the City. I've heard directly from others that they, too, feel this. Barbara can bridge those perceptions by demonstrating that she is a strategic partner by sharing information, being proactive, offering suggestions for improvement, seeking to understand the challenges and partnering to minimize the challenges.
2	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
3	E – Exceeds your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	I've always had great interactions with Barbara.
4	M – Meets your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	
5	M – Meets your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
6	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
7	E – Exceeds your expectations.	NA – Not applicable.	E – Exceeds your expectations.	
8	E – Exceeds your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	She is extremely easy to get along with; the only "complaint" is that she's initially very quiet and reserved which can easily be mistaken for a lack of confidence from her.
9	M – Meets your expectations.	AG – Areas for growth.	AG – Areas for growth.	There have been several examples of conflicting information or direction on recruitments. It is frustrating, as well as, difficult to clearly understand the rules/regulations/expectations when working with CS. Also, the clear lack of empowerment of staff is discouraging. Every action needs to go through Barbara, which makes her a single point of failure.
10	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
11	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
12	M – Meets your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	
13	E – Exceeds your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	
14	M – Meets your expectations.	M – Meets your expectations.	AG – Areas for growth.	
15	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
16	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
17	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
18	NA – Not applicable.	NA – Not applicable.	NA – Not applicable.	I rarely interact with Barbara. Most communication has been with her staff.
19	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
20	E – Exceeds your expectations.	M – Meets your expectations.	M – Meets your expectations.	
21	NA – Not applicable.	AG – Areas for growth.	AG – Areas for growth.	
22	E – Exceeds your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	
23	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
24	E – Exceeds your expectations.	M – Meets your expectations.	E – Exceeds your expectations.	
25	M – Meets your expectations.	AG – Areas for growth.	M – Meets your expectations.	
26	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	

Stakeholder #	Leadership:		
	Uses sound judgment in decision making; seeks out all relevant and necessary data, makes decisions in a timely manner.	Stays current on management practices and techniques and seeks to increase his/her value to the City.	Comments for Leadership:
1	AG – Areas for growth.	AG – Areas for growth.	At times, It appears Barbara does not see herself as part of the City of Reno leadership team that is responsible for the overall effectiveness of the organization. As leaders, we are all interconnected and work collectively toward a common goal. Having a one-city mindset is important. I regularly hear, it's not the Civil Service' responsibility but instead it's the hiring manager. There is an opportunity for Barbara to be a partner in solving cross-departmental challenges by sharing more of her expertise. For example, I learned that we were charging a fee to certain applicants to test for difficult to fill jobs. This action established barriers to entry. I think this is poor business practice in light of the labor challenges. This was an opportunity for Barbara, through her vast knowledge, to lead that poor decision in a different direction. We have regularly asked if the Covid vaccination requirement is impacting recruitments, and we are told that it is a hiring manager issue. This is true in part. However, this is an opportunity for Barbara to help guide that discussion and develop methods by which they have a better understanding of what is driving applicants toward and away from us.
2	M – Meets your expectations.	M – Meets your expectations.	
3	E – Exceeds your expectations.	M – Meets your expectations.	
4	E – Exceeds your expectations.	M – Meets your expectations.	
5	M – Meets your expectations.	M – Meets your expectations.	
6	M – Meets your expectations.	M – Meets your expectations.	
7	M – Meets your expectations.	NA – Not applicable.	
8	E – Exceeds your expectations.	E – Exceeds your expectations.	Her staff have only great things to say about her.
9	AG – Areas for growth.	NA – Not applicable.	
10	E – Exceeds your expectations.	E – Exceeds your expectations.	
11	E – Exceeds your expectations.	E – Exceeds your expectations.	
12	M – Meets your expectations.	M – Meets your expectations.	
13	E – Exceeds your expectations.	M – Meets your expectations.	
14	AG – Areas for growth.	AG – Areas for growth.	
15	M – Meets your expectations.	M – Meets your expectations.	
16	M – Meets your expectations.	M – Meets your expectations.	
17	M – Meets your expectations.	E – Exceeds your expectations.	
18	NA – Not applicable.	NA – Not applicable.	I rarely interact with Barbara. Most communication has been with her staff.
19	M – Meets your expectations.	M – Meets your expectations.	
20	E – Exceeds your expectations.	M – Meets your expectations.	
21	AG – Areas for growth.	AG – Areas for growth.	Processes are not consistent.
22	M – Meets your expectations.	M – Meets your expectations.	
23	E – Exceeds your expectations.	M – Meets your expectations.	Barbara is understanding of the demand some positions have and understands the need to push them up the line in order to fill a critical need when an opening arises.
24	M – Meets your expectations.	M – Meets your expectations.	
25	M – Meets your expectations.	M – Meets your expectations.	
26	M – Meets your expectations.	M – Meets your expectations.	

Stakeholder #	Innovation:		
	In developing and overseeing recruitment/testing processes, does the Chief Examiner ensure that the Civil Service Office works closely and collaboratively with your department?	Is the Chief Examiner receptive to exploring the viability of ideas for innovations/customizations that you suggest (even if there may be points of disagreement)?	Comments for Innovation:
1	AG – Areas for growth.	AG – Areas for growth.	I believe there is room for innovation and process improvement in our recruitment and hiring process while respecting the civil service process. However, I have not seen a willingness to embrace a process improvement mind-set. In August 2021, Barbara and I initiated a Civil Service and HR Team meeting focused on the Hiring Process. We have seen little progress. We attempted to get the team to join in developing joint metrics to provide the City an overall pulse of our recruitment efforts. We learned that the NEOGOV system is not used fully but instead spreadsheets are kept on the side. This hinders the City's abilities to pull metrics on the hiring process. It also hinders our ability to fully understand the time and cost of turnover and time to hire. NEOGOV generated emails that go to candidates need to be revamped to reflect the culture we are fostering here at the City of Reno. They are typical government communication and over the last year we have been extremely intentional about modeling a more approachable, engaging and caring organization. These emails need to be refreshed to reflect this persona. Additionally, NEOGOV has many other capabilities to be more efficient and innovative. I have other examples I am happy to share. The current structure and process do not lend to necessary flexibility to respond to dynamic shifts within our labor market and our city-wide goals.
2	M – Meets your expectations.	M – Meets your expectations.	
3	E – Exceeds your expectations.	E – Exceeds your expectations.	
4	E – Exceeds your expectations.	M – Meets your expectations.	
5	E – Exceeds your expectations.	E – Exceeds your expectations.	
6	M – Meets your expectations.	AG – Areas for growth.	
7	E – Exceeds your expectations.	E – Exceeds your expectations.	
8	E – Exceeds your expectations.	E – Exceeds your expectations.	Every time we've gone to her for clarification or adjustments she takes the time to walk us through the answers; when we've brought ideas or questions about the process she has always worked with us and compromised where she could and told us no where she had to.
9	M – Meets your expectations.	M – Meets your expectations.	I ranked this based on the employees I work with once it has been "assigned." I worked with AJ on a recruitment and it was a great experience and I had very qualified candidates.
10	E – Exceeds your expectations.	E – Exceeds your expectations.	
11	E – Exceeds your expectations.	E – Exceeds your expectations.	
12	E – Exceeds your expectations.	M – Meets your expectations.	
13	M – Meets your expectations.	M – Meets your expectations.	
14	M – Meets your expectations.	AG – Areas for growth.	
15	M – Meets your expectations.	M – Meets your expectations.	
16	M – Meets your expectations.	M – Meets your expectations.	
17	E – Exceeds your expectations.	E – Exceeds your expectations.	
18	M – Meets your expectations.	M – Meets your expectations.	All interactions have been positive.
19	M – Meets your expectations.	E – Exceeds your expectations.	Barbara is very willing to work with our individual needs and assists us when we need to make changes or consider other "out of the box" suggestions.
20	E – Exceeds your expectations.	E – Exceeds your expectations.	
21	M – Meets your expectations.	AG – Areas for growth.	One year it we have to comply with a standard, the following not the same consistency.
22	E – Exceeds your expectations.	E – Exceeds your expectations.	
23	M – Meets your expectations.	M – Meets your expectations.	I enjoy the tests however I feel the test weight is too high for many of the positions posted and should merely be used to separate the best of the best rather than seek out those via a test. The vast array of testing and ability to complete them online is a significant improvement from the past, however, the tests don't align with the positions completely.
24	M – Meets your expectations.	E – Exceeds your expectations.	
25	AG – Areas for growth.	M – Meets your expectations.	
26	M – Meets your expectations.	E – Exceeds your expectations.	

Stakeholder #	Management:			Comments for Management:
	Do Civil Service staff members work with you to align understanding on roles and responsibilities? That is to say, do you leave your discussions with a clear understanding of what the expected outcomes are, when they will be delivered, and who is on point to deliver them?	Do Civil Service staff members follow through in a timely manner on promises that they have made to you?	Ability to delegate authority, granting proper authority at the proper times; sound judgment in the evaluation of when delegation is appropriate.	
1	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
2	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
3	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	Barbara and her team have been great to work with. I appreciate their constant support.
4	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
5	E – Exceeds your expectations.	M – Meets your expectations.	M – Meets your expectations.	
6	AG – Areas for growth.	M – Meets your expectations.	M – Meets your expectations.	
7	M – Meets your expectations.	M – Meets your expectations.	NA – Not applicable.	
8	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	Civil Service has been universally good to work with at every turn, and I believe that's from good leadership.
9	M – Meets your expectations.	AG – Areas for growth.	AG – Areas for growth.	Every CS staff member defers to Barbara, which slows processes way down. That needs to change.
10	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
11	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
12	M – Meets your expectations.	M – Meets your expectations.	NA – Not applicable.	
13	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
14	AG – Areas for growth.	M – Meets your expectations.	M – Meets your expectations.	
15	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
16	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
17	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
18	M – Meets your expectations.	M – Meets your expectations.	NA – Not applicable.	
19	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
20	M – Meets your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
21	AG – Areas for growth.	M – Meets your expectations.	NA – Not applicable.	
22	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	
23	E – Exceeds your expectations.	E – Exceeds your expectations.	E – Exceeds your expectations.	I have been beyond pleased with my most recent experience in working with Rossmery and AJ. They were professional, understood what was needed within the position and moved the process along with a pace that made the lives on myself and staff very pleased. Those two gave me a much better understanding of the process.
24	M – Meets your expectations.	M – Meets your expectations.	NA – Not applicable.	
25	M – Meets your expectations.	M – Meets your expectations.	M – Meets your expectations.	
26	M – Meets your expectations.	AG – Areas for growth.	M – Meets your expectations.	

Stakeholder #	In a brief narrative, please describe what are you most pleased with in the Chief Examiner's performance?	In a brief narrative, what areas for growth would you like to see? Please provide specific suggestions on how the Chief Examiner may improve the areas for growth.
1	I understand Barbara has been a significant improvement over previous Chief Examiners. Barbara is extremely knowledgeable.	A more process-improvement and innovative approach to stay ahead of significant challenges in the labor market. A one-city mindset, help bridge the knowledge gap with departments and HR.
2	Communication and Feedback	Response time
3	I appreciate Barbara and her team's responsiveness, willingness to help, and to provide new ideas for process improvement.	It appears that their department could use another Tech or Admin to keep up with the demands of the City. Overall, her team gets things done though.
4	Barbara and her small team move mountains!! I believe they processed over 250 recruitments last year and I never felt that our department was treated any differently or put off so other go go-ahead of our recruitment. Barbara is also proactive and tries to anticipate issues and worked with us ahead of time and she and her team are a pleasure to work with.	training in newer technology for even more streamlined processes.
5	Barbara has been very responsive to the needs of the fire department and is also proactive in terms of anticipating future department needs and planning accordingly	Continue to be innovative and look for opportunities for CS and the City to get better in the recruiting and hiring process, particularly with respect to diversity
6	I believe the Chief Examiner is excited to be part of the team and looks for ways to improve the civil service process and experience for the organization.	Nevertheless, I would like to see the Chief Examiner develop stronger working relationships and guide her staff through the lens of the strategic priorities set out by the broader organization instead of the more limited view of the independent department.
7	Eagerness to explore ways to achieve recruitment objectives.	Identify points of contacts within civil service for various requests. Provide org chart with roles/responsibilities of civil service staff to City departments.
8	The Chief Examiner has always made herself available to help us understand some very complex processes: being able to explain (and to be willing to take the time) speaks to her fitness for the position. She's pulled in a million different directions but will always respond to questions professionally and clearly. She's in a tough role but never shows anything but patience and kindness even if it's the 300th time she's clarified the same answer. Every professional interaction with her has increased my understanding, not just answered a specific question.	I think she could delegate more. She has a very good, very competent staff that could easily train up to take some of her workload; there have been a number of times where they have to go to her for something because it's not in their power to make a change. That being said, I'm not sure what the legal requirements for being able to make those changes are so her staff may be doing exactly what they can be doing. Either way, more help for her wouldn't be the worst thing.
9	N/A	I'd like to see the unit go back to how it had been. I could call the office, the phone would be answered, and my questions would immediately be answered. There was stability and consistency. Remote work for the Chief Examiner and her team has been a challenge with access and timely responses. If that could be addressed, I think most of the other items would start to work themselves out.
10	Very responsive. testing and promotion very timely and much better than years past.	NA
11	The Chief Examiner has been very thorough with recruitments and has ensured that our division has received prompt service when initiating new recruitments.	I have not experienced any areas needing growth when dealing with the Chief Examiner. Thank you!
12	Both the Chief Examiner and staff are responsive in our recruitments and keep us informed along the way.	If there are ways to speed up the process, that would be an area for improvement.
13	I am most pleased with the quick responsiveness to questions and concerns from our department staff.	Training opportunities for City staff for the step by step requirement process from "open position to fill " through employment offer.
14	While there have been improvements related to timeliness and responsiveness, I believe the City is still missing opportunities in recruitment and selection due to the length of the process.	I would like to see grater engagement with candidates in the process before the lists reach the department so that they know what is happening and don't go get other jobs since they haven't heard anything. I would also like to see grater outreach. It is getting harder and harder to fill some positions, and we need to do a better job of targeting qualified individuals.
15	Barbara has been very personable in all of my interactions with her. During the last several months that I have worked with her, she has exhibited calm and cooperative demeanor, as well as the knowledge, skills and abilities needed to be effective in her role.	I cannot think of any specific areas that she needs to improve. However, I recommend that she continues her efforts to remain current with trending and innovative recruitment and testing practices, and to implement those that are fiscally reasonable and add value.
16	N/A	N/A
17	Testing of applicants and receiving a list of applicants to interview has been completed quickly.	Is there a minimum number of candidates that must be interviewed for each position? It would be nice if we could narrow down the number of candidates that MUST be interviewed.
18	Direct interaction with Barbara has been minimal. When she responds to emails, she answers questions clearly.	Reduced turnover in the department would help with speeding up the hiring process. In promoting DEI, We need a better system for minorities and women to rank/score higher in testing so that we can actually have them at the interview table. Also, if we want to create diversity and promote employee retention in the City (especially for internal candidates), job postings should more frequently allow for job experience to be more heavily factored in, not always requiring college degrees. This is not specifically a CS function, but maybe they can work with HR to make adjustments.
19	Barbara is a team player and is willing to listen to and address concerns.	The department, as a whole, needs more staffing to keep up with the City wide demands. I would also suggest looking at ways to improve and speed up the hiring process. There's a lot of paperwork that goes into getting a new position posted. Find ways to streamline that process so it's not so tedious.
20	Barbara is very responsive and helpful when it comes to the Civil Service rules and process for hiring.	Continue to build trust between department liaisons on the hiring process and its expectations.
21	The staff here is responsive.	Provide guidelines, list of expectations of processes.
22	The Chief Examiner has been extremely responsive to our needs and is always willing to guide us to ensure we are following City and Civil Services rules.	We have no complaints about the Chief Examiner or the Civil Service team.
23	I am pleased with the fact that jobs are posted and positions are filled quickly more often than not. I appreciate the ability to have a conversation in order to point out what is needed to get the process moving and how to appeal the position to more eyes.	The red tape needed to adjust a minimum qualification can be frustrating. I believe when an error is found, it should be corrected and approved rather than have to wait for meetings and votes. It limits the ability to recruit and significantly slows the process. I also feel that putting too much weight and trust in the testing process can eliminate qualified applicants due to the length of the process or taking tests for topics that don't always align with a majority of the job. Sometimes, a test just simply isn't needed or the answer.
24	Always willing to listen and work within civil service constraints to ensure we are provided with qualified candidates that are a good fit within our organization.	Given how many hires being made, we are happy with the level of service and the timeliness which we are provided names and are able to hire. If there is one criticism, it would be nice if the commission met 2x's a month to approve changes/positions.
25	Putting a highly motivated team together to better aid departmental needs.	Come up with a more substantive "weighting" process for advancement for Local 39 prospects. Criteria staff need to obtain for advancement. Very similar to an "apprenticeship" program criteria. Especially, with the more advanced positions.
26	N/A	N/A



Civil Service Commission

MEMORANDUM

Date: August 12, 2022

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item C.2. Performance evaluation of the Chief Examiner, including discussion of goals, objectives, and accomplishments; and, discussion and potential direction regarding adjustment of Chief Examiner's compensation and benefits. (For Possible Action)

At the June 2022 Civil Service Commission meeting, the Commission moved to approve the formal review process of the Chief Examiner.

Discussion will be held by the Commission on the goals, objectives, and accomplishments with potential direction regarding adjustment of Chief Examiner's compensation and benefits.

Attachment 1: Waiver of Notice of NRS 241.031 Meeting provided by Barbara Ackermann, Civil Service Chief Examiner.

Waiver of Notice

Pursuant to NRS 241.033, you are entitled to personal service of the notice of the meeting within 5 working days before the meeting or certified mailed notice 21 working days before the meeting, unless otherwise waived.

You understand that at 3:30 p.m. on Thursday, 25 day of August 2022, at Reno City Hall, 1 East First Street, a public meeting of the Civil Service Commission will be held which will include discussion of your performance.

By executing this Waiver of Notice, you understand and acknowledge your statutory rights and you intend to waive the notice requirements and authorize the meeting to proceed on August 25, 2022 before the Civil Service Commission.

Dated this 10 day of August, 2022.



Barbara Ackermann, Chief Examiner
Civil Service Commission