



CIVIL SERVICE COMMISSION Hybrid Meeting

Agenda

Thursday, July 13, 2023, at 3:30 p.m.
City of Reno City Hall, 6th Floor Conference Room
1 East First Street, Reno, NV 89501

Members

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

Jay Kenny
Nichole Paul
Christopher Svendsen

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) 334-2223.

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__JRORgRhQM6yztTjXSRLg

In Person: City of Reno City Hall, 6th Floor Conference Room. 1 East First Street, Reno, NV 89501

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) 334-2223, 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) 334-2223, and on the City's website at www.reno.gov. Pursuant to NRS 241.020(9), supporting material is made available to the general public at the same time it is provided to the public body.

Order of Business

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

Public Comment

In-Person

A person wishing to address the public body shall submit a "Request to Speak" form to the presiding officer. Public comment, whether on items listed on the agenda or general public comment, is limited to three (3) minutes per person. Unused time may not be reserved by the speaker, nor allocated to another speaker. No action may be taken on a matter raised under general public comment until the matter is included on an agenda as an item on which action may be taken.

Virtual

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

Pursuant to NRS 241.023, those wishing to submit public comment may do so through the online public comment form found at Reno.Gov/PublicComment, by sending an email to ackermannb@reno.gov, by leaving a voicemail at

(775) 334-2223 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 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) – July 13, 2023.

A.4 Approval of the Minutes (For Possible Action) – June 8, 2023.

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

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

B. Consent Agenda

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

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

B.3. Request to approve the minimum qualifications of the new classification specification of Economic Development and Marketing Program Manager. (For Possible Action)

B.4. Request to approve the minimum qualifications of the new classification specification of Property Analyst. (For Possible Action)

B.5. Possible approval of the request from the City Manager's Office to utilize Selective Certification pursuant to Rule VII, Section 8, on the Citizen Services Representative recruitment for establishment of a Bilingual List. (For Possible Action)

C. Regular Agenda

C.1 Presentation of Civil Service Chief Examiner Performance Evaluation Survey results by Cody Freeman, 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)

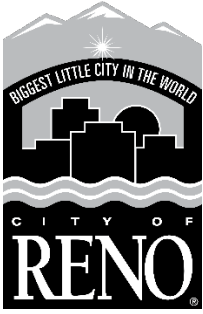
C.3 Election of Civil Service Chairperson and Vice Chairperson. These positions will be held through July 2025, pursuant to Rule II, Section 1 of the Civil Service Commission Rules. (For Possible Action)

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

E. Confirm the next meeting date – Thursday, August 10, 2023, at 3:30 p.m. City Hall - 6th Floor Conference Room (For Possible Action)

F. Public Comment - This item is for either public comment on any action item or 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, June 8, 2023, at 3:30 p.m.
City of Reno City Hall, 6th Floor Conference Room
1 East First Street, Reno, NV 89501

Members

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

Jay Kenny
Nichole Paul
Christopher Svendsen

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, Chair
YeVonne Allen, Vice-Chair
Ricardo Duarte
Jay Kenny
Nichole Paul
Christopher Svendsen

MEMBERS EXCUSED:

Charla Honey

MEMBERS OF THE CIVIL SERVICE TEAM PRESENT:

Barbara Ackermann, Chief Examiner
Rossmery Diaz, Civil Service Technician
AJ Kenneson, Management Analyst
Brenda Nguyen, Management Analyst
Sneha Sharma, Civil Service Technician

ATTORNEY PRESENT:

Karl Hall, Reno City Attorney

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

None.

A.3 Approval of the Agenda (For Possible Action) – June 8, 2023.

It was moved by Commissioner Svendsen and seconded by Vice-Chair Allen, to approve the June 8, 2023 agenda. The motion passed unanimously.

A.4 Approval of the Minutes (For Possible Action) – Approval of May 11, 2023, regular meeting minutes.

It was moved by Commissioner Svendsen and seconded by Commissioner Kenny, to approve the minutes for May 11, 2023, 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.

Councilmember Meghan Ebert did not have any announcements.

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

Chief Examiner Ackermann informed the Commission that the Civil Service Staff currently has over seventy vacancies in various stages of the recruitment process. There are eleven recruitments in progress. There were seven new positions approved in the new budget, from which four are within the classified service and the Civil Service team is currently working on them.

The Civil Service Team is currently holding third-quarter meetings with departments. AJ and Brenda are joining the meetings this quarter to present information regarding the test development process. The team attended the Nevada Law Enforcement Academy (NNLEA) graduation where twelve of the thirty-eight graduates are part of the Reno Police Department. The valedictorian of the class was also part of RPD.

Chief Examiner Ackermann updated the Commission on the upcoming vacancies on the Civil Service Commission. Chairperson Abney and Commissioner Duarte have completed their five-year terms and they are invited to reapply and continue serving the Civil Service Commission. Both Chairperson Abney and Commissioner Duarte will continue to fulfill their roles until a new successor is appointed.

Chief Examiner Ackermann announced that she is currently working with the Communications team to recruit applicants for the Civil Service Commission, and encouraged the current commissioners to invite people to apply.

Chief Examiner Ackermann reminded that Commission that during the July Civil Service Commission meeting, the appointment for Chair and Vice-Chair of the Commission would occur.

B. Consent Agenda

- B.1. Request to acknowledge employee confirmations in accordance with the dates listed in the Confirmation Report. (For Possible Action)**
- B.2. Request to accept eligible lists in accordance with the dates listed in the Eligible List Report. (For Possible Action)**
- B.3. Request to approve the minimum qualifications of the new classification specification of Advance EMT. (For Possible Action)**
- B.4. Request to approve the minimum qualifications of the new classification specification of Project Manager. (For Possible Action)**

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

C. Regular Agenda

C.1 Adoption of amendment to add Section 5. Return to Civil Service to Rule X of the Civil Service Rules. (For Possible Action)

Chief Examiner Ackermann brought the recommendation to the Commission to approve the addition of Rule X Section 5 to the Civil Service Rules with the word change on subsection (b) from standing to rating, and everything else as presented.

It was moved by Vice-Chair Allen and seconded by Commissioner Svendsen, to approve the motion to adopt the amendment to add Section 5. Return to Civil Service to Rule X of the Civil Service Rules. The motion passed unanimously.

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

Chief Examiner Review during the July Civil Service Commission Meeting.

E. Confirm next meeting date – July 13, 2023, at 3:30 p.m. City Hall - 6th Floor Conference Room (For Possible Action)

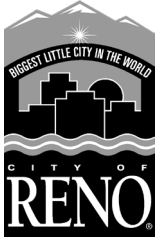
The next regular meeting of the Civil Service Commission is scheduled for July 13, 2023, at 3:30 p.m. at its regular location in City Hall.

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 Svendsen and seconded by Commissioner Kenny, to adjourn the meeting at 3:42 P.M. The motion passed unanimously.



Civil Service Commission

Confirmation Report

Date: June 28, 2023

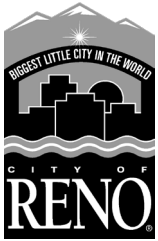
To: City of Reno Civil Service Commission

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:

| EMPLOYEE NAME | JOB TITLE | PROBATIONARY PERIOD | CONFIRMATION DATE |
|---|---------------------------------|----------------------------|--------------------------|
| <u>Development Services Department</u> | | | |
| Paul Gordon | Senior Combination Inspector | 12 months | June 3, 2023 |
| <u>Parks & Recreation Department</u> | | | |
| Lexali Bravo | Recreation Leader | 6 months | June 19, 2023 |
| <u>Public Works Department</u> | | | |
| Donnie Borden | Senior Engineering Technician I | 6 months | May 28, 2023 |
| <u>Reno Fire Department</u> | | | |
| Kim Eastman | EMS Coordinator | 12 months | July 1, 2023 |
| Cindy Green | EMS Program Manager | 12 months | July 8, 2023 |
| Katie Walker | Fire Inspector II | 12 months | June 27, 2023 |
| <u>Reno Police Department</u> | | | |
| Jason Haar | Police Officer | 12 months | January 7, 2023 |
| Steven Hernandez | Police Officer | 12 months | January 7, 2023 |
| Sanchez Salvador | Police Officer | 12 months | January 7, 2023 |
| <u>Utility Services</u> | | | |
| Rogelio Flores | Senior Civil Engineer | 12 months | May 23, 2023 |



Civil Service Commission

Eligible List Report

Date: June 28, 2023

To: City of Reno Civil Service Commission

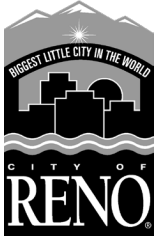
From: Barbara Ackermann, Chief Examiner

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:

| CLASSIFICATION | LIST TYPE | DESCRIPTION |
|-------------------------------|------------------|---|
| Development Permit Technician | Open Competitive | There are thirteen (13) candidates on this list established on June 26, 2023, with ethnic, racial, and gender diversity. |
| Fire Equipment Operator | Promotional | There is nine (9) candidate on this list established on May 31, 2023, with ethnic, racial, and gender diversity. |
| Head Pool Operator | Open Competitive | There are five (5) candidates on this list established on June 16, 2023, with ethnic and gender diversity. |
| Lift Station Technician | Promotional | There are four (4) candidates on this list established on June 20, 2023, with ethnic, and racial diversity. |
| Lift Station Technician | Open Competitive | There are two (2) candidates on this list established on June 2, 2023, with racial diversity. |
| Management Analyst - Finance | Open Competitive | There are twenty-three (23) candidates on this list established on June 2, 2023, with ethnic, racial, and gender diversity. |
| Paramedic (Non-Suppression) | Open Competitive | There are eleven (11) candidates on this list established on June 2, 2023, with ethnic, racial, and gender diversity. |

| CLASSIFICATION | LIST TYPE | DESCRIPTION |
|-------------------------|------------------|--|
| Traffic Signal Mechanic | Promotional | There are six (6) candidates on this list established on June 6, 2023, with ethnic, and racial diversity. |
| Traffic Signal Mechanic | Open Competitive | There are five (5) candidates on this list established on June 6, 2023, with ethnic, and racial diversity. |



Civil Service Commission

MEMORANDUM

Date: June 27, 2023

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.3. Request to approve the minimum qualifications of the new classification specification of Economic Development and Marketing Program Manager. (For Possible Action)

Background:

Human Resources, in collaboration with the City Manager's Office, has developed the classification specification of Economic Development and Marketing Program Manager to provide support to the Economic Development, Redevelopment, and Revitalization initiatives.

Discussion:

The work to be done in the classification specification of Economic Development and Marketing Program Manager will provide direction and supervision to assigned programs by assisting in policy, procedure, work methods, and budget development and implementation of the Economic Development, Redevelopment, and Revitalization initiatives.

The proposed minimum qualifications include:

- Education:
 - A Bachelor's degree from an accredited college or university with major course work in marketing, communication, journalism, business administration, urban planning, or a related field.
- Work Experience:
 - Three years of experience in marketing, economic development, urban planning, public relations, journalism, communication, media coverage or a related field.
- License or Certificate:
 - Possession of an appropriate, valid driver's license.

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:

Staff recommended that the Civil Service Commission approve the minimum qualifications of the new classification specification of Economic Development and Marketing Program Manager as presented with a twelve (12) month probationary period.

Attachment 1: Memo requesting approval of minimum qualifications from Cody Freeman, Human Resources Management Analyst and Classification Specification for Economic Development and Marketing Program Manager.



Department of Human Resources

MEMORANDUM

Date: June 26, 2023

To: Civil Service Commission

From: Cody Freeman, Management Analyst, Human Resources

Subject: Economic Development Marketing Program Manager – Approval of Minimum Qualifications

Recommendations: It is recommended the Civil Service Commission approve the minimum qualifications for the new position of Economic Development Marketing Program Manager classification.

Discussion: The Economic Development Marketing Program Manager position is a new classification. This position performs work managing, planning, directing, supervising, creating, and coordinating the assigned programs and marketing operations of the Economic Development, Redevelopment, and Revitalization initiatives.

Action: It is requested the Civil Service Commission approve the proposed minimum qualifications for the Economic Development Marketing Program Manager classification.

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CITY OF RENO

ECONOMIC DEVELOPMENT MARKETING PROGRAM MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general direction, manages, plans, directs, supervises, creating, and coordinates the assigned programs and marketing operations of the Economic Development, Redevelopment, and Revitalization initiatives; performs a full range of responsible and varied professional, analytical, financial, systems, statistical, programmatic, marketing management, and other administrative analyses duties in providing responsible staff support; assumes responsibility for the management and administration of program/project activities; recommends action and assists in policy, procedure, work methods, and budget development and implementation for area of assignment; coordinates assigned activities with other divisions, outside agencies, and the general public; and provides a variety of administrative tasks in support of 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.

Develop, design, implement, and coordinate communication dissemination plans consistent with approved strategic direction. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing public information services; implement policies and procedures.

Manage marketing initiatives in various executions including campaigns, press releases, graphic design, creative content, web site development, speech writing, strategic message development, and advertising.

Responsible for maintaining relationships with key stakeholders to identify economic development, redevelopment, and revitalization initiatives and programming; maintain strong working relationships with the business community and partnering government agencies; collaborate with the community to support cultural arts and sustainability initiatives and events to foster a vibrant arts community.

Coordinate and manage marketing projects, including websites, social media, newsletters, event promotions, email blasts, and video content focused on revitalization; support and assist in the creation of marketing material to community members, visitors, talent, businesses, and real estate investors; monitor, track and report on media relations; analyze program performance, results, and recommend implementation modifications to systems and procedures.

Maintain a high level of visibility for the community and redevelopment areas as related to revitalization efforts; present materials dealing with initiatives related to program; gather and compile information, and conduct informational briefings as needed.

Provide assistance in resolving the more difficult operational and administration problems; identify problem areas and issues; plan, organize, coordinate, direct, and/or conduct administrative and/or management studies relating to the activities or operation of the assigned department, office, or program area; conduct complex surveys, research, and analysis on administrative, fiscal, and operational issues; determine analytical techniques and information-gathering processes and obtain required information and data for analysis; analyze alternatives and make recommendations regarding such areas as staffing, facilities, equipment, cost analysis, productivity, and policy or procedure modifications; discuss findings with management staff and prepare reports of study conclusions; oversee and assist in the implementation of recommendations.

Perform a range of duties involved in the identification, planning, development, and implementation of new and/or modified programs/projects that would promote and enhance the mission, goals, and objectives of the City; oversee or perform the necessary research and analysis to justify the appropriateness of implementing the proposed program/project; prepare presentation materials and background documentation; monitor project success using appropriate tracking and feedback systems.

Attend and participate in professional group meetings; stays abreast of new trends and innovations in the fields of business and public administration and issues related to field of expertise.

Participate in the budget development process and budget monitoring activities for assigned areas of responsibility; collect and analyze financial data; review and analyze budget requests and budget changes; make recommendations and obtains final approval for changes; create data tracking and reporting systems; monitor monthly status.

Identify and pursue grant funding opportunities to support revitalization efforts; monitor program compliance with laws, rules and regulations related to program services.

Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services and activities of economic development, redevelopment, and revitalization programs.

Operations of graphic design programs, preferably with the ability to work in and design basic templates in Adobe Creative Suite.

Principles and practices digital marketing strategies, including email marketing targeting, media planning, and destination marketing.

Techniques and practices of organizing and coordinating programs, activities and special events.

Understanding and an appreciation of technology with an early-adapter philosophy.

New media practices.

Local community, particularly Downtown Reno, its history, and its business community

Techniques of speech writing and delivery including writing content for marketing materials, website content, press releases, and blog posts

Design, web, and multimedia software and applications, such as InDesign, Photoshop, Adobe Illustrator, Adobe Creative Suite, or similar.

English usage, spelling, grammar and punctuation including oral and written communication.

Operations of economic development, redevelopment, or revitalization functions.

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

Office procedures, methods, and equipment including computers and applicable software applications.

Ability to:

Coordinate and direct areas relate to program.

Recommend and implement goals and objectives for strategies and initiatives.

Interpret and explain department and City policies and procedures.

Edit and organize information into an appropriate format for presentation.

Research grant funding initiatives and the ability to navigate the grant application process.

Work without direct supervision, exercising independent judgment and personal initiative.

Respond to requests and inquiries from the general public.

Perform responsible professional work in a high-profile position dealing with topics under intense public and media scrutiny and respond rapidly and appropriately as needed.

Write, edit and format newsletters and articles.

Work in a team based environment to achieve common goals.

Coordinate multiple projects and complex tasks simultaneously.

Meet the physical requirements to safely and effectively perform the assigned duties.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in marketing, communication, journalism, business administration, urban planning, or a related field.

Experience:

Two (2) years of experience in marketing, economic development, urban planning, public relations, journalism, communication, media coverage or a related field.

License or Certificate:

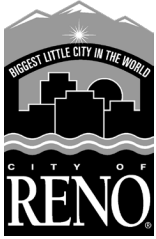
Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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

Environment: Work is performed primarily in a standard office setting with some travel to different sites and locations; occasional exposure to outside weather conditions; incumbents may be required to work extended hours including evenings and weekends

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



Civil Service Commission

MEMORANDUM

Date: June 27, 2023

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.4. Request to approve the minimum qualifications of the new classification specification of Property Analyst. (For Possible Action)

Background:

Human Resources, in collaboration with Civil Service and the City Manager's Office, has developed the classification specification of Property Analyst to provide support within the Redevelopment area.

Discussion:

The work in the classification specification of Property Analyst will focus on creating redevelopment strategies and plans and managing projects for the Redevelopment Agency. This position will be responsible for negotiating with developers, and ensuring that projects are completed on time and within budget.

The proposed minimum qualifications include:

- Education:
 - A Bachelor's Degree from an accredited college or university with major course work in Urban Planning, Architecture, Real Estate, Business Administration or a related field.
- Work Experience:
 - Five years of experience in property development, revitalization, project management, or urban planning.
- License or Certificate:
 - Possession of an appropriate, valid driver's license.

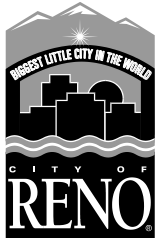
These qualifications have been found to be in line with the education and experience required to effectively complete the tasks associated with this position

Recommendation:

Staff recommends that the Civil Service Commission approve the minimum qualifications of the new classification specification of Property Analyst as presented with a twelve (12) month probationary period.

Attachment 1: Memo requesting approval of minimum qualifications from Cody Freeman, Human Resources Management Analyst.

Attachment 2: Classification Specification for Property Analyst.



Department of Human Resources

MEMORANDUM

Date: June 16, 2023

To: Civil Service Commission

From: Cody Freeman, Management Analyst, Human Resources

Subject: Property Analyst – Approval of Minimum Qualifications

Recommendations: It is recommended the Civil Service Commission approve the minimum qualifications for the new position of Property Analyst classification.

Discussion: The Property Analyst position is a new classification. This position performs work analyzing and evaluating land, buildings, and infrastructure within the Redevelopment Area.

Action: It is requested the Civil Service Commission approve the proposed minimum qualifications for the Property Analyst classification.

PROPERTY ANALYST

*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 direction, the Property Analyst performs work analyzing and evaluating land, buildings, and infrastructure within the Redevelopment Area. The position is responsible for determining the highest and best use for each site, creating redevelopment strategies and plans, managing projects for the Redevelopment Agency, preparing requests for processes (i.e. proposals, information, and qualifications), negotiating with developers, and ensuring that projects are completed on time and within budget.

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 practice.

Conduct site analysis and evaluation of land, buildings, and infrastructure within the Redevelopment Area.

Determine the highest and best use for each site and create an analysis on the reasonably probable and legal use of development for each site.

Analyze redevelopment project feasibility and prepare requests for processes (i.e. proposals, information, qualifications) for redevelopment projects.

Represent the City in negotiations with developers of urban redevelopment projects and communicate with residents, businesses, and property owners in Redevelopment Areas.

Market redevelopment opportunities to developers, realtors, and investors using marketing and digital media skills including news releases, flyers, schedules of events, pamphlets and brochures.

Develop and draft visual aids and pro-forma models for the purpose of presenting and marketing redevelopment opportunities.

Interact and negotiate with development applicants, recommending the most viable process and options for project development. Work with developers, engineers, and architects on project development and scheduling.

Explain and interpret the City's design requirements to appropriate development entities and community group.

City of Reno

Property Analyst (Continued)

Assist developers on inter-governmental issues. Maintain direct contact with local, county, state, and nationwide agencies.

Prepare and monitor project schedules and oversee activities of projects through other departments' review.

Analyze complaints, recommend solutions, and work with the management to resolve problems

Prepare and present a variety of reports. Maintain statistical data pertinent to redevelopment; maintain appropriate records including financial reports of activities.

Perform related duties as assigned

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic operations, services and activities of redevelopment.

Principles and practices of analyzing blighted land with a focus on redevelopment.

Analyzing and evaluating development proposals and preparing Requests for Proposals (RFPs)

Methods and techniques of organizing, implementing, and coordinating strategies and plans.

Principles and practices of community development and implementation.

Principles and practices of coordinating, maintaining and overseeing redevelopment initiatives.

Principles and theories of highest and best use of land.

Marketing theories, principles and practices and their application to property development.

Marketing and promoting redevelopment opportunities to developers, realtors, and investors using marketing and digital media skills

Techniques used in public relations and customer services practices.

Office procedures, methods, and equipment including computers.

Design principles and the ability to explain and interpret design

Principles and procedures of record keeping.

Principles of business letter writing and basic report preparation.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Principles and practices of fiscal, statistical, and administrative research and report preparation.

Appropriate safety precautions and procedures within the area of assignment.

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

Ability to:

Negotiate with developers, engineers, and architects on project development and scheduling

Coordinate and direct redevelopment and initiatives.

City of Reno

Property Analyst (Continued)

Develop, coordinate, organize, and manage projects in assigned area.
Interact and negotiate with development applicants, recommending the most viable process and options for project development.
Understand the Redevelopment Agency and initiatives with Redevelopment Areas.
Recommend and implement goals and objectives for redevelopment.
Elicit community and organizational support for redevelopment.
Interpret and explain City policies and procedures.
Allocate limited resources in a cost effective manner.
Respond to requests and inquiries from the public.
Operate office equipment including computers.
Maintain program related records, statistics, and documents.
Prepare clear and concise schedules and reports.
Work in an individual or team based environment to achieve common goals.
Coordinate multiple projects and complex tasks simultaneously.
Meet the physical requirements to safely and effectively perform the assigned duties.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Bachelor's Degree from an accredited college or university with major course work in Urban Planning, Architecture, Real Estate, Business Administration or a related field.

Experience:

Five years of experience in property development, revitalization, project management, or urban planning.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

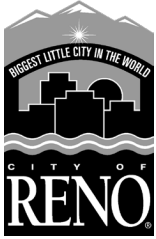
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in both an office and field setting with frequent travel to different sites and locations.

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

City of Reno
Property Analyst *(Continued)*

verbally communicate to exchange information; and visual acuity for the review and analysis of maps, plans, and computer screens.



Civil Service Commission

MEMORANDUM

Date: June 27, 2023

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.5. Possible approval of the request from the City Manager's Office to utilize Selective Certification pursuant to Rule VII, Section 8, on the Citizen Services Representative recruitment for establishment of a Bilingual List. (For Possible Action)

Background:

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

Discussion:

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

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

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

The Commission previously approved the Selective Certification for this position in the last recruitment held in November 2021. This resulted in a successful recruitment process.

Recommendation:

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

Attachment 1: Memo requesting approval of Selective Certification Bilingual Eligible List from Chad Waters, Digital Experience Manager.



City Manager's Office

MEMORANDUM

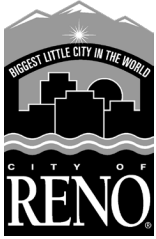
DATE: June 15, 2023

TO: Civil Service Commission

FROM: Chad Waters, Digital Experience Manager

SUBJECT: Selective Certification Bilingual List

Reno Direct is currently recruiting for a Citizen Services Representative. The position is forward-facing and deals primarily with the public. Reno Direct has more than 50,000 interactions with the public annually. As such, we are looking for a bilingual candidate to fill this position.



Civil Service Commission

MEMORANDUM

Date: June 21, 2023

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 Cody Freeman, Human Resources Management Analyst. (Not for Action)

At the May 2023 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.

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

Attachment 1: Chief Examiner Review Survey Results Presentation from Cody Freeman, Human Resources Management Analyst.



**Civil Service Commission
Chief Examiner
Performance Evaluation Summary**
July 13, 2023



Performance Evaluation Process

- Facilitated via an online survey platform
- Responses: 28
- Respondents included: Commissioners, Civil Service Staff, and Stakeholders
- 15 days to complete

Areas Evaluated and Rating Criteria

Rating Criteria

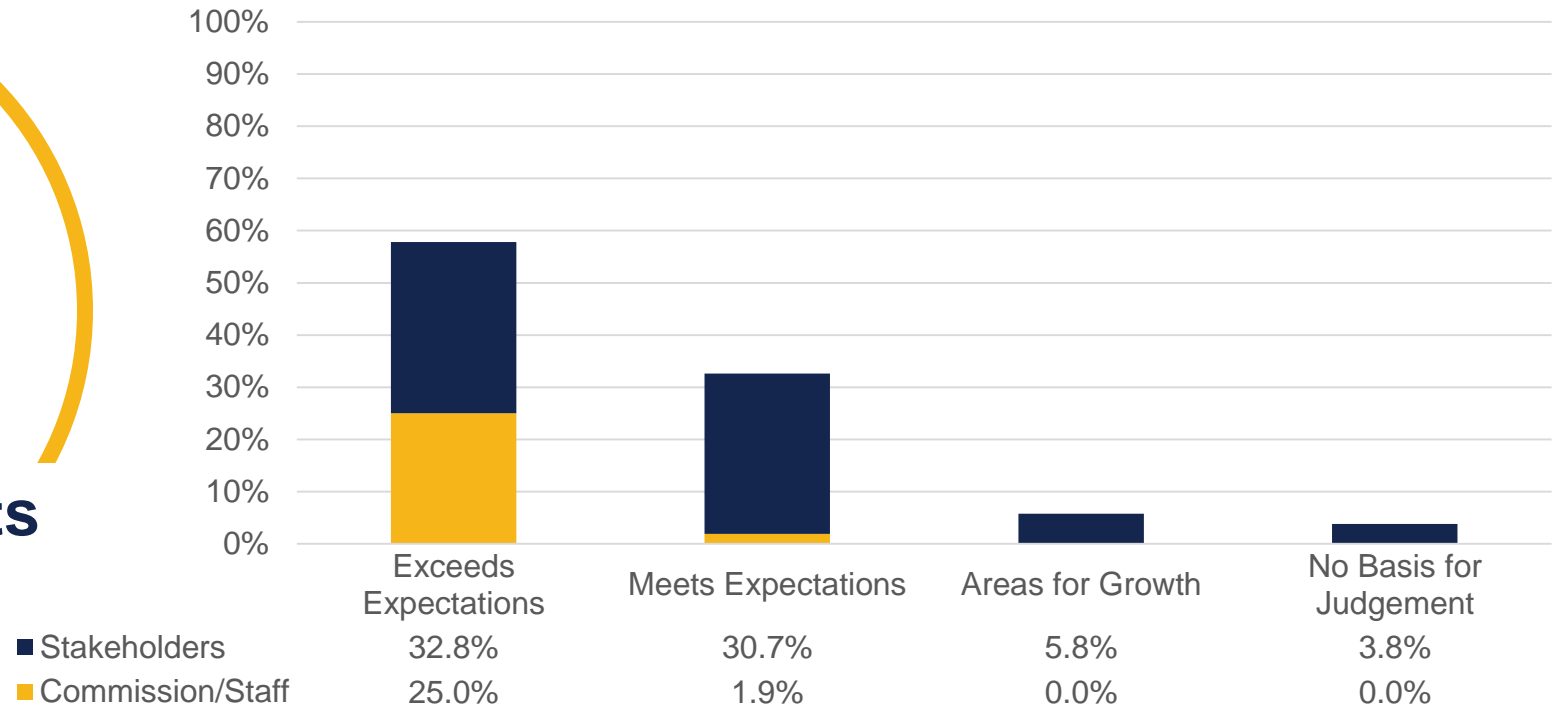
- Exceeds expectations
- Meets expectations
- Areas of growth
- No basis for judgement

Five Areas Evaluated

- Communication skills
- Interpersonal skills
- Leadership
- Innovation
- Management

The survey also included fields for comments

Communication Skills Summary



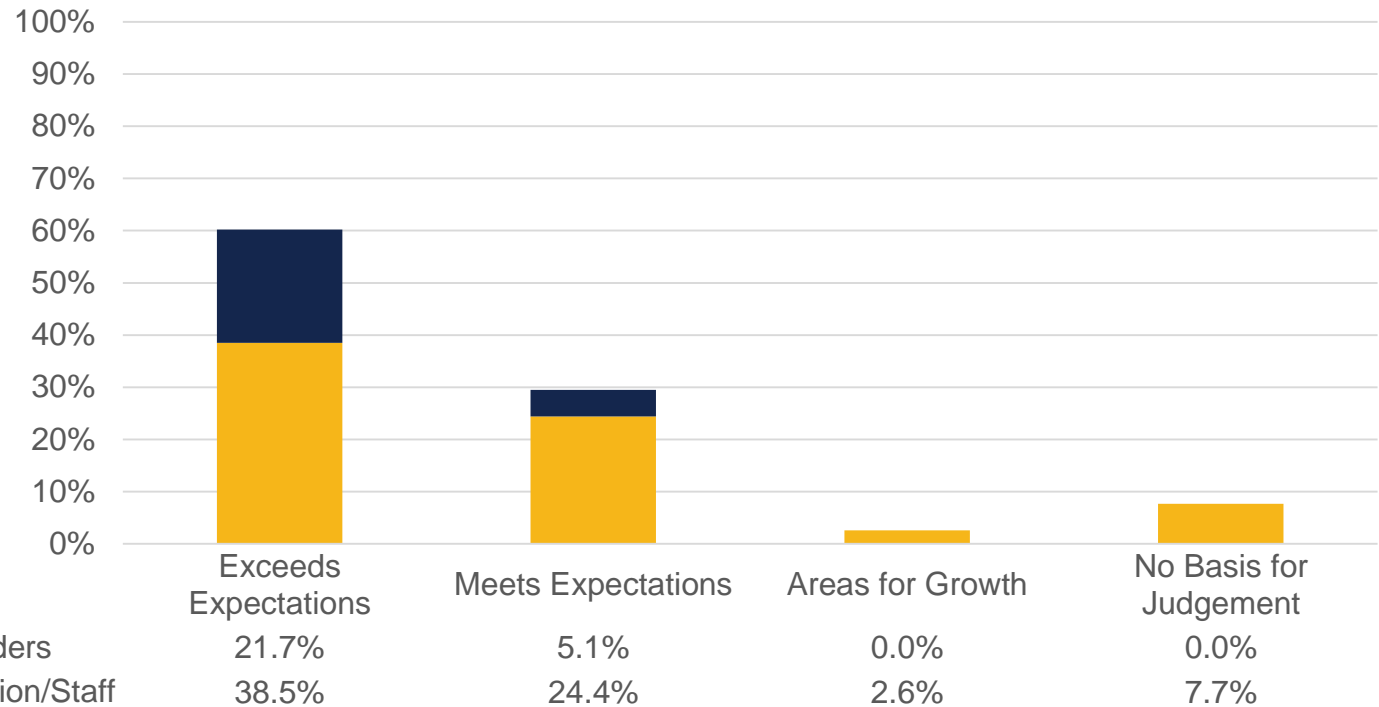
“Communication of updates and changes help but the delivery skills are either too detailed and therefore confusing or done in a way through different employees which can lead to slightly different messages.”

Interpersonal Skills/Relationships Summary



Exceeds or Meets Expectations

■ Stakeholders
■ Commission/Staff



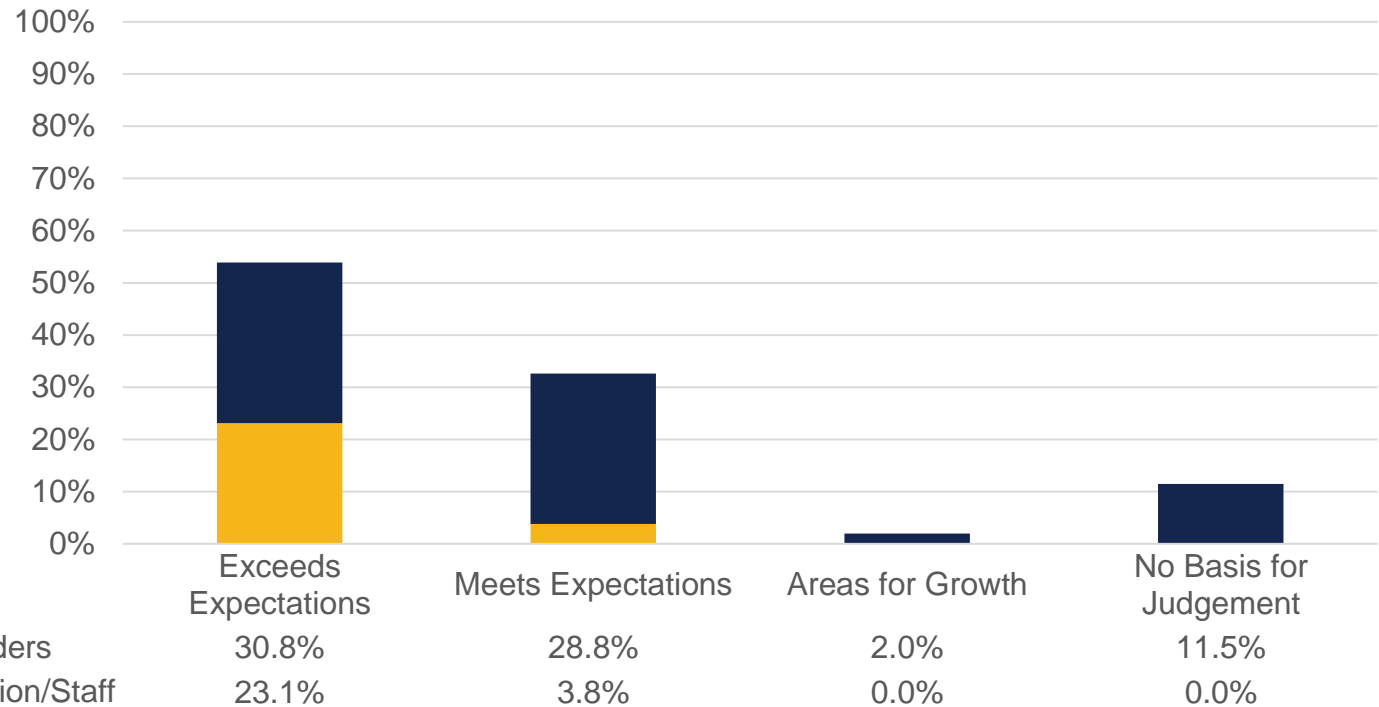
“[Chief Examiner] has done a great job of establishing quarterly meetings with the various departments to try to improve communication, understanding and overall positive working relationships.”

Leadership Summary

87%

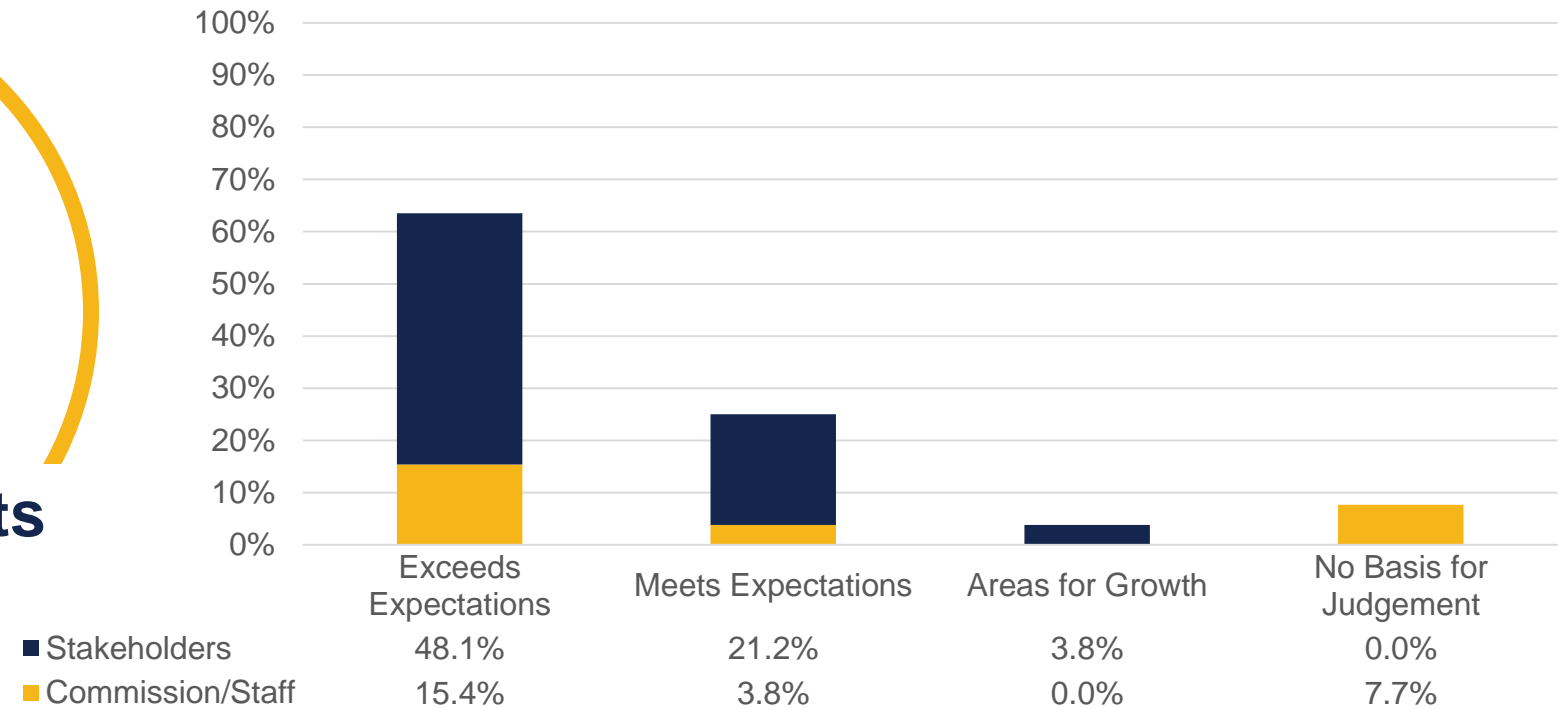
Exceeds or Meets Expectations

■ Stakeholders
■ Commission/Staff



“[Chief Examiner] has become a peer that can rely on for sound and consistent decision making. Her leadership is evident in the quality of work produced by her team.”

Innovation Summary



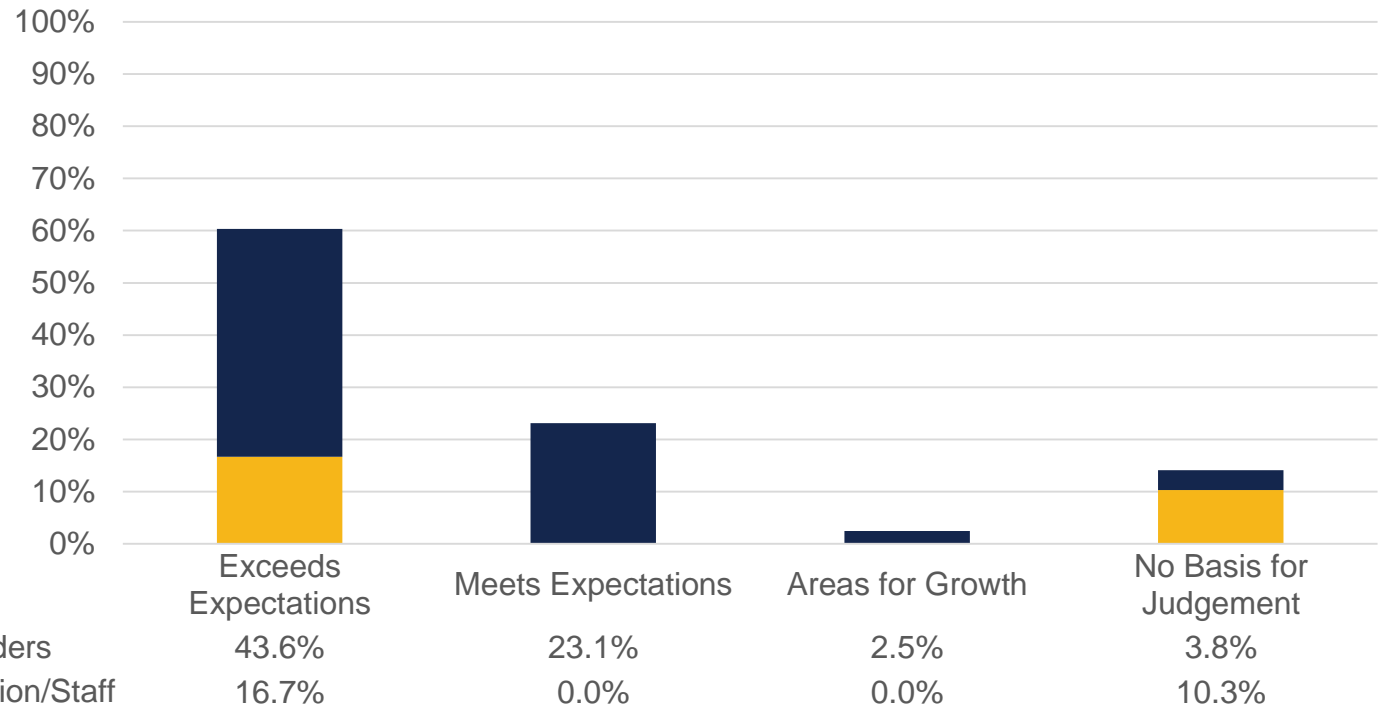
“Under direction of the Chief Examiner, the Civil Service department has greatly improved over the past couple of years. Staff are much more concise, direct, and proactive with recruitments. Much appreciated!”

Management Summary



Exceeds or Meets Expectations

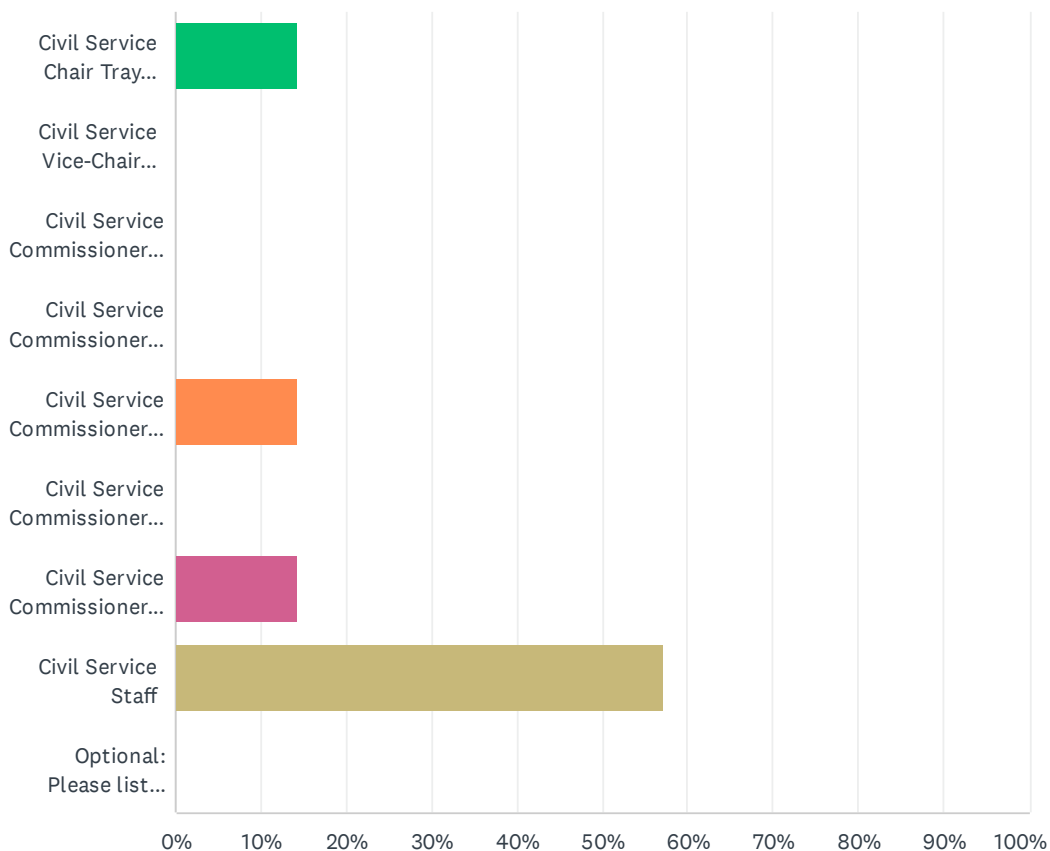
■ Stakeholders
■ Commission/Staff



“The Chief Examiner has a great team, which is a direct reflection of her leadership and management.”

Q1 Please select your name.

Answered: 7 Skipped: 0

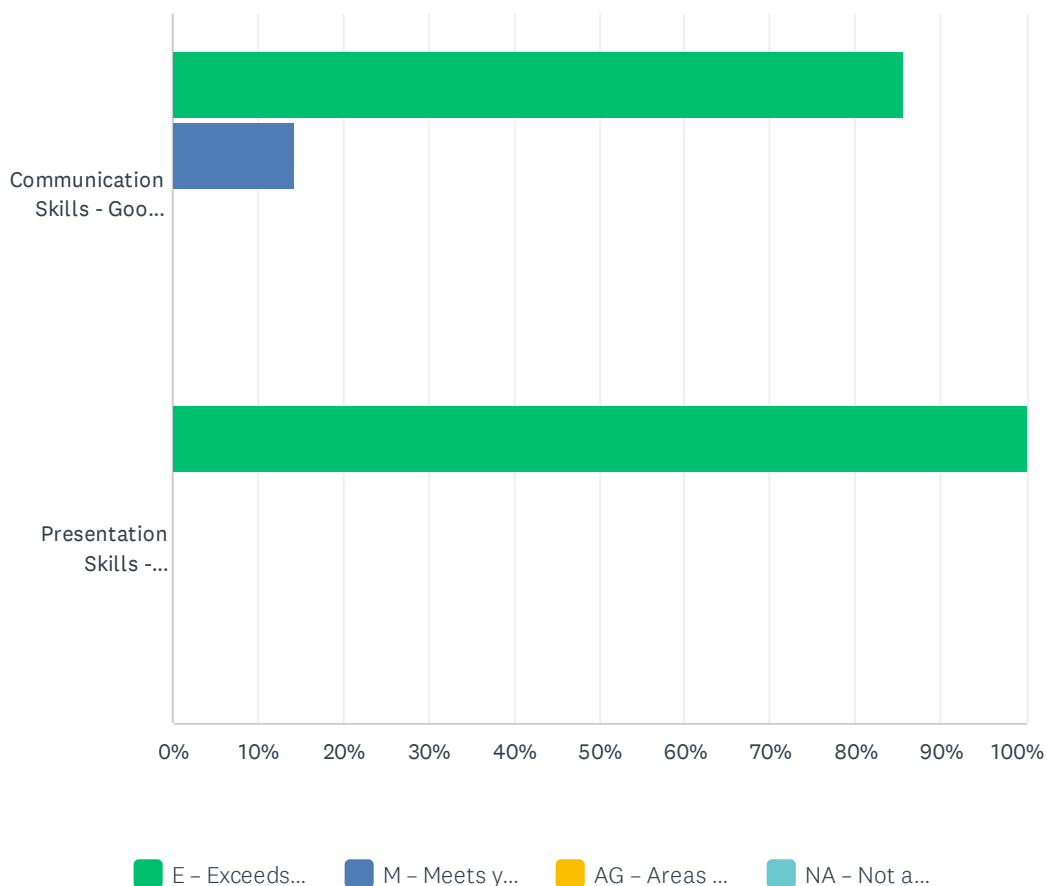


| ANSWER CHOICES | RESPONSES |
|--|-----------|
| Civil Service Chair Tray Abney | 14.29% 1 |
| Civil Service Vice-Chair YeVonne Allen | 0.00% 0 |
| Civil Service Commissioner Chris Svedson | 0.00% 0 |
| Civil Service Commissioner Ricardo Duarte | 0.00% 0 |
| Civil Service Commissioner Charla Honey | 14.29% 1 |
| Civil Service Commissioner Jay Kenny | 0.00% 0 |
| Civil Service Commissioner Nichole Paul | 14.29% 1 |
| Civil Service Staff | 57.14% 4 |
| Optional: Please list name below if desired. | 0.00% 0 |
| TOTAL | 7 |

| # | OPTIONAL: PLEASE LIST NAME BELOW IF DESIRED. | DATE |
|---|--|------|
| | There are no responses. | |

Q2 Communication Skills:

Answered: 7 Skipped: 0



| | E – EXCEEDS YOUR EXPECTATIONS. | M – MEETS YOUR EXPECTATIONS. | AG – AREAS FOR GROWTH. | NA – NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| 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. | 85.71% 6 | 14.29% 1 | 0.00% 0 | 0.00% 0 | 7 | 1.14 |
| Presentation Skills - Ability to present effective, quality presentations in public settings appealing to a variety of audiences. | 100.00% 7 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 7 | 1.00 |

| # | COMMENTS FOR COMMUNICATION SKILLS: | DATE |
|---|---|-------------------|
| 1 | Barbara is always excellent at taking the difficult, complex subjects and rules and regulations covered and governed by the Commission and breaking them down to easier to understand points. She can walk me through anything and explain the background and the "why" for | 6/19/2023 1:32 PM |

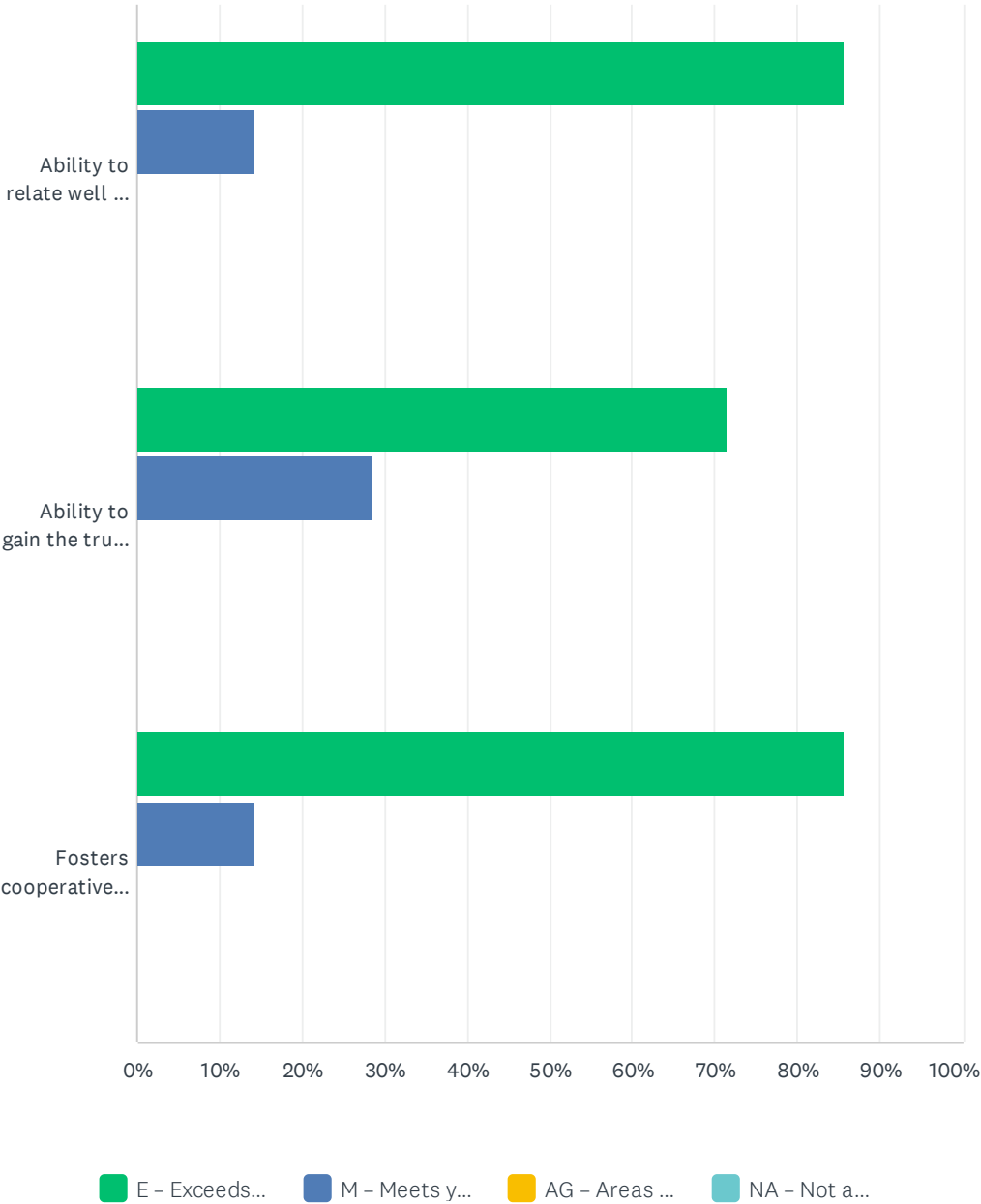
Chief Examiner Annual Performance Evaluation - Commissioners & Staff for July 2023

something. Her presentations are easily accessible for the layman and she is very comfortable presenting in a public setting.

| | | |
|---|---|-------------------|
| 2 | Barbara is very articulate. As a result there is no ambiguity and she ensures that her message is easily understood by others. Her presentations showcase deep knowledge and expertise on anything Civil Service. She maintains a calm and composed demeanor even during challenging moments and responds to questions with ease. | 6/15/2023 9:58 AM |
| 3 | Barbara is an excellent presenter and is so at ease while public speaking. She is always able to explain hard to understand concepts and ensures that everyone has an understanding of the topic. | 6/15/2023 8:15 AM |

Q3 Interpersonal Skills/Relationships:

Answered: 7 Skipped: 0



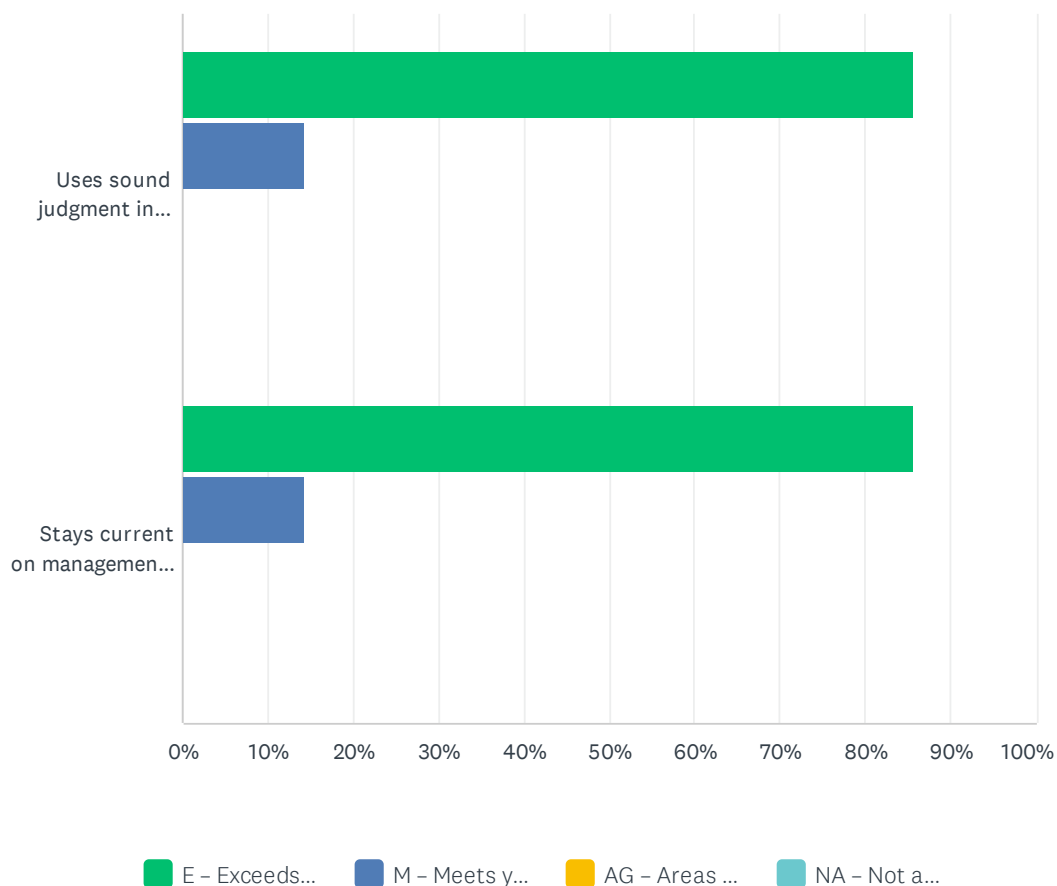
Chief Examiner Annual Performance Evaluation - Commissioners & Staff for July 2023

| | E – EXCEEDS YOUR EXPECTATIONS. | M – MEETS YOUR EXPECTATIONS. | AG – AREAS FOR GROWTH. | NA – NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| Ability to relate well to others and to make people feel at ease, even in difficult situations. | 85.71% 6 | 14.29% 1 | 0.00% 0 | 0.00% 0 | 7 | 1.14 |
| Ability to gain the trust and confidence of the public; fosters contact and cooperation among citizens, community organizations and other government agencies. | 71.43% 5 | 28.57% 2 | 0.00% 0 | 0.00% 0 | 7 | 1.29 |
| Fosters cooperative communication and positive working relationships with departments. | 85.71% 6 | 14.29% 1 | 0.00% 0 | 0.00% 0 | 7 | 1.14 |

| # | COMMENTS FOR INTERPERSONAL SKILLS/RELATIONSHIPS | DATE |
|---|---|--------------------|
| 1 | Barbara is able to relate well with anyone she talks to and can walk her way through difficult conversations and stressful situations. I have seen the relationships between Civil Service and the other city departments improve dramatically since Barbara has been at the helm. Barbara and her team should continue to work with all external stakeholders to ensure understanding and seek input from as many folks as possible. | 6/19/2023 1:32 PM |
| 2 | Barbara has done a great job of establishing quarterly meetings with the various departments to try to improve communication, understanding and overall positive working relationships. | 6/15/2023 10:28 AM |
| 3 | I would rate Barbara very high on empathy, relationship building, conflict resolution, mentoring and coaching and collaboration. | 6/15/2023 9:58 AM |
| 4 | Barbara has amazing interpersonal skills. She has built strong relations with all departments and always works towards strengthening those connections. | 6/15/2023 8:15 AM |

Q4 Leadership:

Answered: 7 Skipped: 0



| | E – EXCEEDS YOUR EXPECTATIONS. | M – MEETS YOUR EXPECTATIONS. | AG – AREAS FOR GROWTH. | NA – NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| Uses sound judgment in decision making; seeks out all relevant and necessary data, makes decisions in a timely manner. | 85.71% 6 | 14.29% 1 | 0.00% 0 | 0.00% 0 | 7 | 1.14 |
| Stays current on management practices and techniques and seeks to increase his/her value to the City. | 85.71% 6 | 14.29% 1 | 0.00% 0 | 0.00% 0 | 7 | 1.14 |

| # | COMMENTS FOR LEADERSHIP: | DATE |
|---|---|--------------------|
| 1 | Barbara is respected in her field, by her team, and by the stakeholders she works with everyday. | 6/19/2023 1:32 PM |
| 2 | Barbara is a great leader for our team. She is quick to share her knowledge with all of our team members. She leads by example and is a great mentor. | 6/15/2023 10:28 AM |
| 3 | Barbara leads by example. She sets high standards of integrity, professionalism, and work ethic for the team to follow. She is very good at recognizing and rewarding staff achievements. | 6/15/2023 9:58 AM |

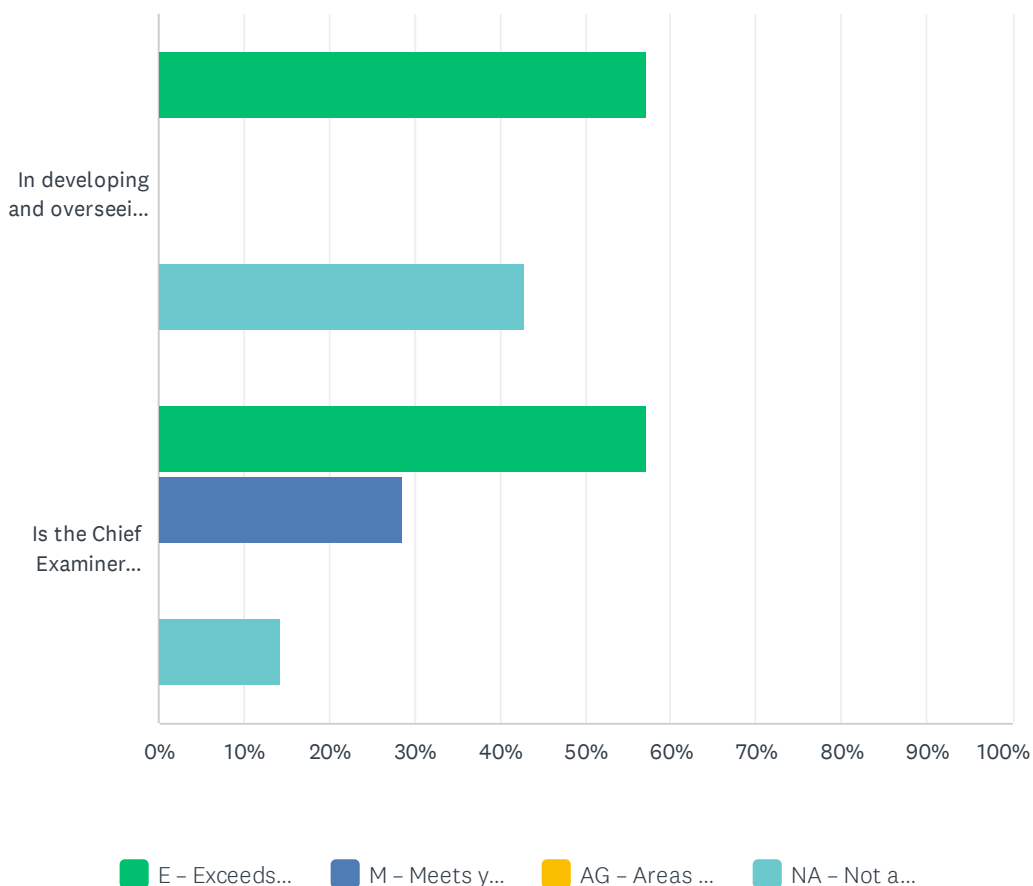
Chief Examiner Annual Performance Evaluation - Commissioners & Staff for July 2023

She does a great job at providing the necessary direction and feedback to the team.

| | | |
|---|--|-------------------|
| 4 | Barbara is an outstanding leader. She guides the department towards positive progress. She mentors all of us and encourages professional development. I have never worked under a leader who has wanted their team to succeed in all aspects, not just for work purposes only. | 6/15/2023 8:15 AM |
|---|--|-------------------|

Q5 Innovation:

Answered: 7 Skipped: 0



| | E – EXCEEDS YOUR EXPECTATIONS. | M – MEETS YOUR EXPECTATIONS. | AG – AREAS FOR GROWTH. | NA – NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| In developing and overseeing recruitment/testing processes, does the Chief Examiner ensure that the Civil Service Office works closely and collaboratively with your department? | 57.14% 4 | 0.00% 0 | 0.00% 0 | 42.86% 3 | 7 | 2.29 |
| 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)? | 57.14% 4 | 28.57% 2 | 0.00% 0 | 14.29% 1 | 7 | 1.71 |

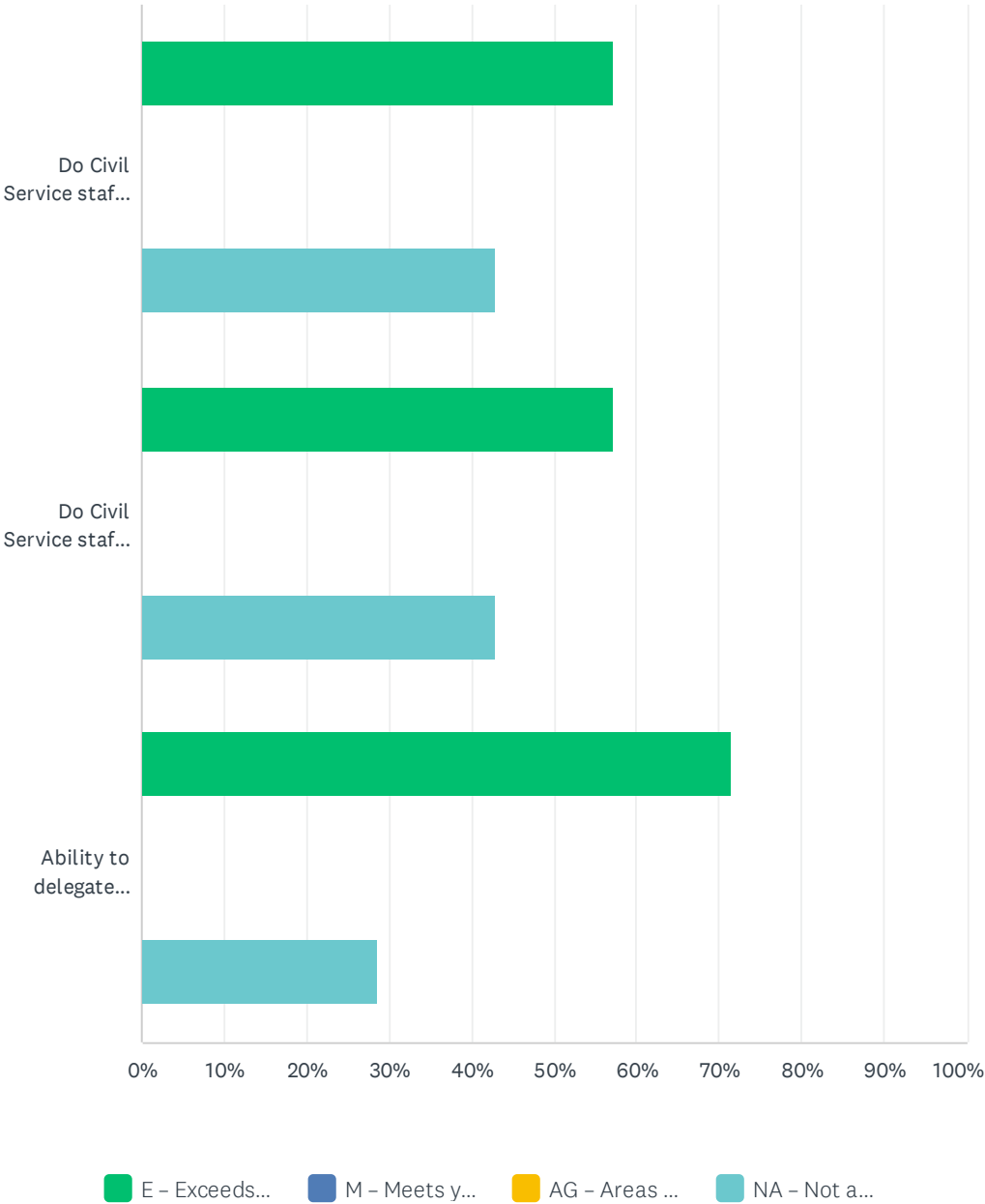
| # | COMMENTS FOR INNOVATION: | DATE |
|---|---|--------------------|
| 1 | N/A | 6/19/2023 1:32 PM |
| 2 | Barbara is always looking for ways to improve our recruitment processes. She is open to new ideas/suggestions from the team as well as departments. | 6/15/2023 10:28 AM |

Chief Examiner Annual Performance Evaluation - Commissioners & Staff for July 2023

| | | |
|---|---|-------------------|
| 3 | Barbara thinks outside the box!! She consistently brings fresh ideas and turns them into actionable plans. | 6/15/2023 9:58 AM |
| 4 | Barbara is very open to innovation and new ideas. She is constantly looking for ways to improve our processes and take recommendations from others seriously. I have seen first hand how she takes recommendations in and utilizes them to make the recruitment process better. | 6/15/2023 8:15 AM |

Q6 Management:

Answered: 7 Skipped: 0



Chief Examiner Annual Performance Evaluation - Commissioners & Staff for July 2023

| | E – EXCEEDS YOUR EXPECTATIONS. | M – MEETS YOUR EXPECTATIONS. | AG – AREAS FOR GROWTH. | NA – NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| 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? | 57.14% 4 | 0.00% 0 | 0.00% 0 | 42.86% 3 | 7 | 2.29 |
| Do Civil Service staff members follow through in a timely manner on promises that they have made to you? | 57.14% 4 | 0.00% 0 | 0.00% 0 | 42.86% 3 | 7 | 2.29 |
| Ability to delegate authority, granting proper authority at the proper times; sound judgment in the evaluation of when delegation is appropriate. | 71.43% 5 | 0.00% 0 | 0.00% 0 | 28.57% 2 | 7 | 1.86 |

| # | COMMENTS FOR MANAGEMENT: | DATE |
|---|---|--------------------|
| 1 | I know that this current Civil Service team that Barbara has assembled is the most cohesive, cooperative, friendly and outgoing team that I have experienced in my time here. If good leadership is represented by who you surround yourself with, then Barbara is a great leader. Since this review should also reflect the Civil Service team, I want to state that they are professional and excellent at what they do, but they are also great people and great to be around. | 6/19/2023 1:32 PM |
| 2 | Barbara allows our team latitude to make decisions, but offers support if we need it. She allows us to try new things in the pursuit of innovation and will review with us after the fact to see what we can learn from it. | 6/15/2023 10:28 AM |
| 3 | Barbara believes in delegating authority and empowering the team to take ownership of their work and contribute their ideas and expertise. | 6/15/2023 9:58 AM |
| 4 | This section is not applicable for me to review since I am a part of the Civil Service Staff. | 6/15/2023 8:15 AM |

Q7 In a brief narrative, please describe what are you most pleased with in the Chief Examiner's performance?

Answered: 7 Skipped: 0

| # | RESPONSES | DATE |
|---|--|--------------------|
| 1 | I am very supportive of Barbara and her team's innovative work. They have implemented quite a few positive changes in the last year. | 6/29/2023 11:19 AM |
| 2 | The Chief Examiner fosters open communication and is always willing to follow up, when needed. | 6/20/2023 9:34 AM |
| 3 | I am most pleased that Barbara has built a great team around her, that she is on top of issues early and ready to brief us on them and that she can walk us through all challenges that arise. | 6/19/2023 1:43 PM |
| 4 | Barbara is a pleasure to work with. She makes sure everyone feels heard and provides the feedback and support needed for improvement. She is an extremely ethical and fair person, as well as caring and understanding. Barbara is doing an amazing job leading the Civil Service team, and she is always looking for ways to increase the quality and performance of the department. | 6/15/2023 2:57 PM |
| 5 | Barbara has been a great mentor, teacher and leader. She is one of the main reasons I enjoy my job as much as I do. I think the easiest way to describe it would be to compare it to the military in that she is a leader that I would follow into "battle." I trust her leadership without doubt. | 6/15/2023 10:45 AM |
| 6 | Barbara's leadership has positively transformed the Civil Service department. One of the aspects that I appreciate the most is her commitment to fairness. She understands the significance of impartial evaluation and works tirelessly to ensure that all candidates are given equal opportunities. She establishes rigorous protocols, scrutinizes questions for any potential biases, and provides comprehensive training to the team to ensure consistent and unbiased process. | 6/15/2023 10:08 AM |
| 7 | I am most pleased with Barbara's mentorship and leadership. She works hard to develop her team and encourage all of us to succeed. | 6/15/2023 8:17 AM |

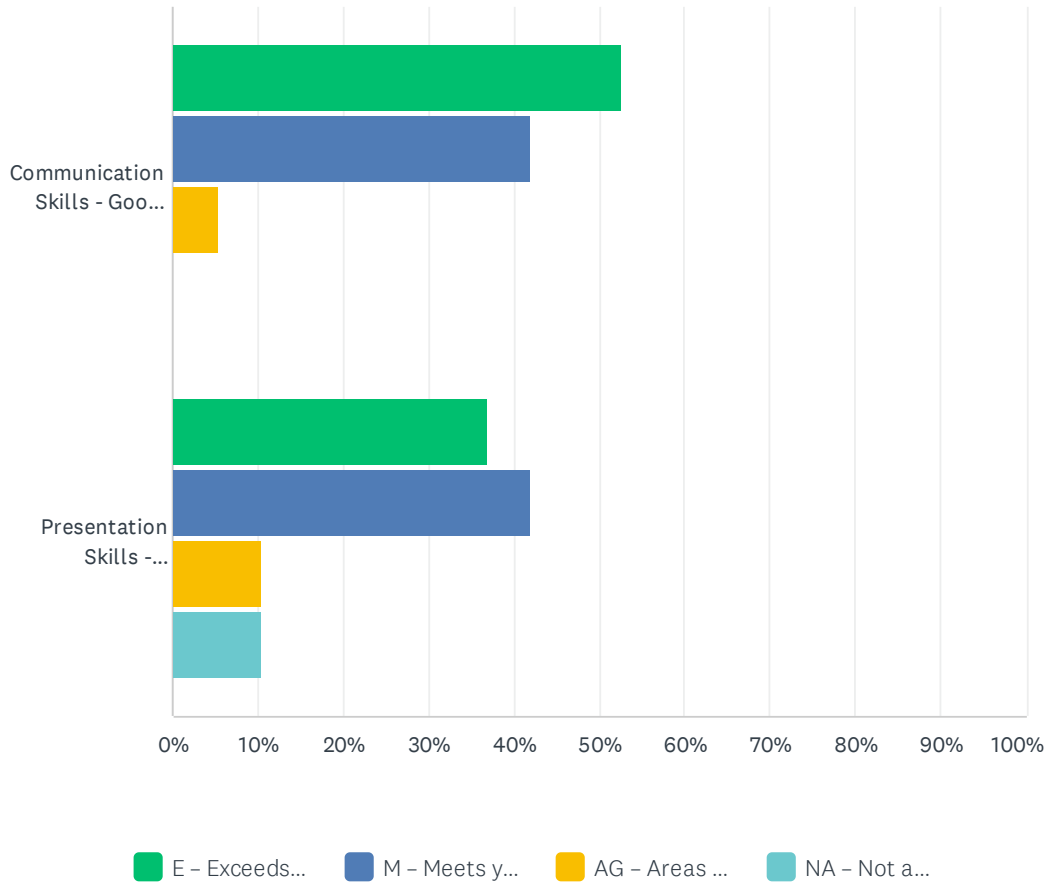
**Q8 In a brief narrative, what areas for growth would you like to see?
Please provide specific suggestions on how the Chief Examiner may
improve the areas for growth.**

Answered: 7 Skipped: 0

| # | RESPONSES | DATE |
|---|--|--------------------|
| 1 | Continue the good work! | 6/29/2023 11:19 AM |
| 2 | I do not have any suggestions for areas of growth. | 6/20/2023 9:34 AM |
| 3 | I just want Barbara and the team to continue constant outreach and education to other city departments and ensure that we are always taking external feedback seriously. | 6/19/2023 1:43 PM |
| 4 | Barbara and the team are constantly receiving additional training and education to be able to provide the best quality service to the City of Reno. She will make sure that all Civil Service processes are up to date with the needs of the City. | 6/15/2023 2:57 PM |
| 5 | Not really any areas for improvement, would just like to see Barbara continue to try to be innovative in our approaches to testing. | 6/15/2023 10:45 AM |
| 6 | Continue your unwavering commitment to excellence. | 6/15/2023 10:08 AM |
| 7 | I am not sure what areas of growth I would like to see or that she really needs to improve on. I am excited to be on her team and see where the new fiscal year will take us. | 6/15/2023 8:17 AM |

Q2 Communication Skills:

Answered: 19 Skipped: 2



| | E – EXCEEDS YOUR EXPECTATIONS. | M – MEETS YOUR EXPECTATIONS. | AG – AREAS FOR GROWTH. | NA – NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| 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. | 52.63% 10 | 42.11% 8 | 5.26% 1 | 0.00% 0 | 19 | 1.53 |
| Presentation Skills - Ability to present effective, quality presentations in public settings appealing to a variety of audiences. | 36.84% 7 | 42.11% 8 | 10.53% 2 | 10.53% 2 | 19 | 1.95 |

| # | COMMENTS FOR COMMUNICATION SKILLS: | DATE |
|---|---|-------------------|
| 1 | There is opportunity to improve the consistency of the information provided by Civil Service. This has occurred in several meetings where a question is asked regarding Civil Service | 6/30/2023 5:03 PM |

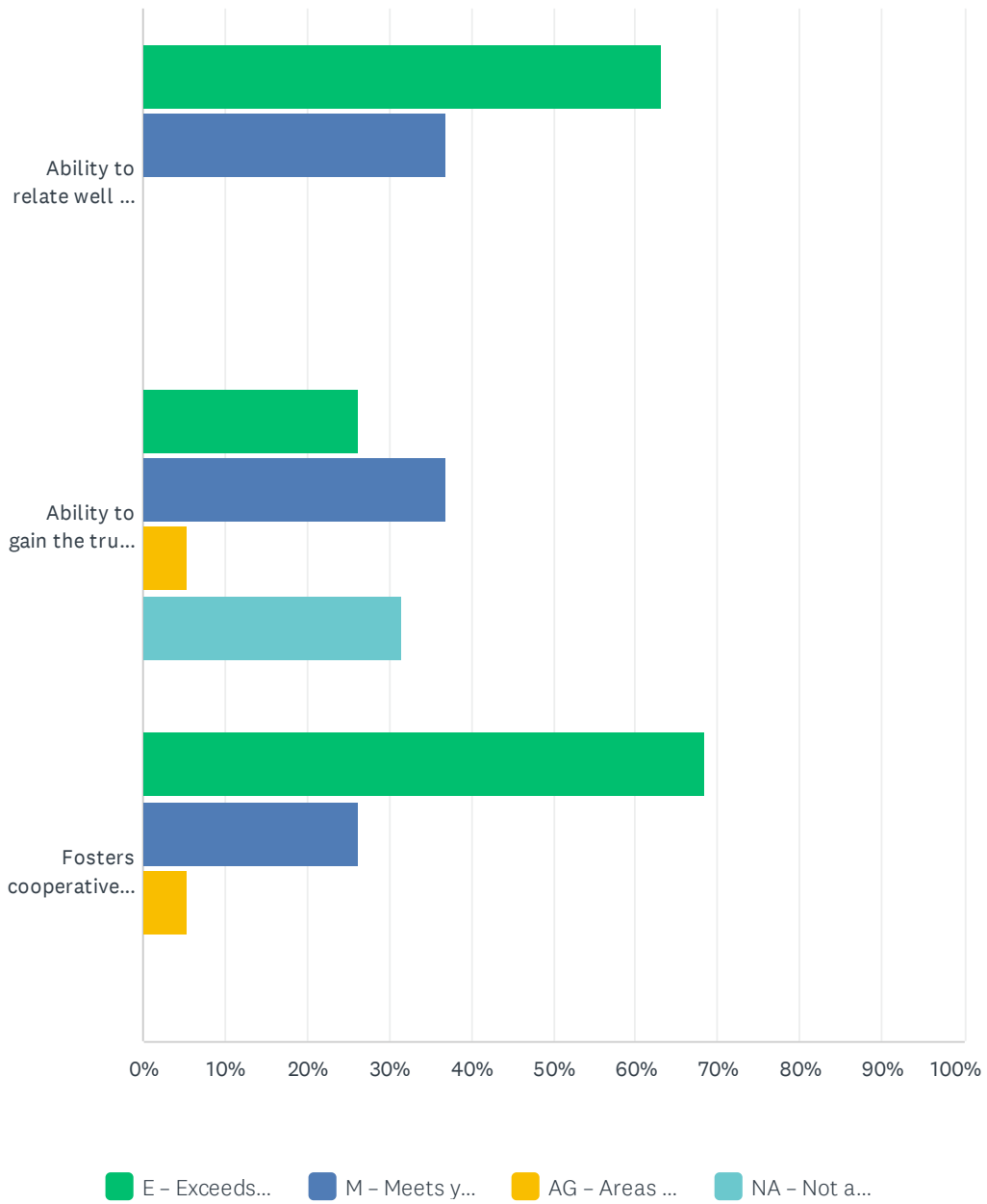
Chief Examiner Annual Performance Evaluation - Stakeholders July 2023

procedures and conflicting information is provided. This leads to a lot of confusion and wasted time.

| | | |
|---|---|-------------------|
| 2 | Communication with both the Chief Examiner and her staff have been great over this past year. I have not witnessed her ability to present information in a public setting. | 6/15/2023 2:15 PM |
| 3 | Barbara is very good at having pre or follow up meetings to discuss any issues and to verify our understanding of the topic. | 6/15/2023 1:56 PM |
| 4 | Communication of updates and changes help but the delivery skills are either too detailed and therefore confusing or done in a way through different employees which can lead to slightly different messages. | 6/15/2023 9:53 AM |

Q3 Interpersonal Skills/Relationships:

Answered: 19 Skipped: 2



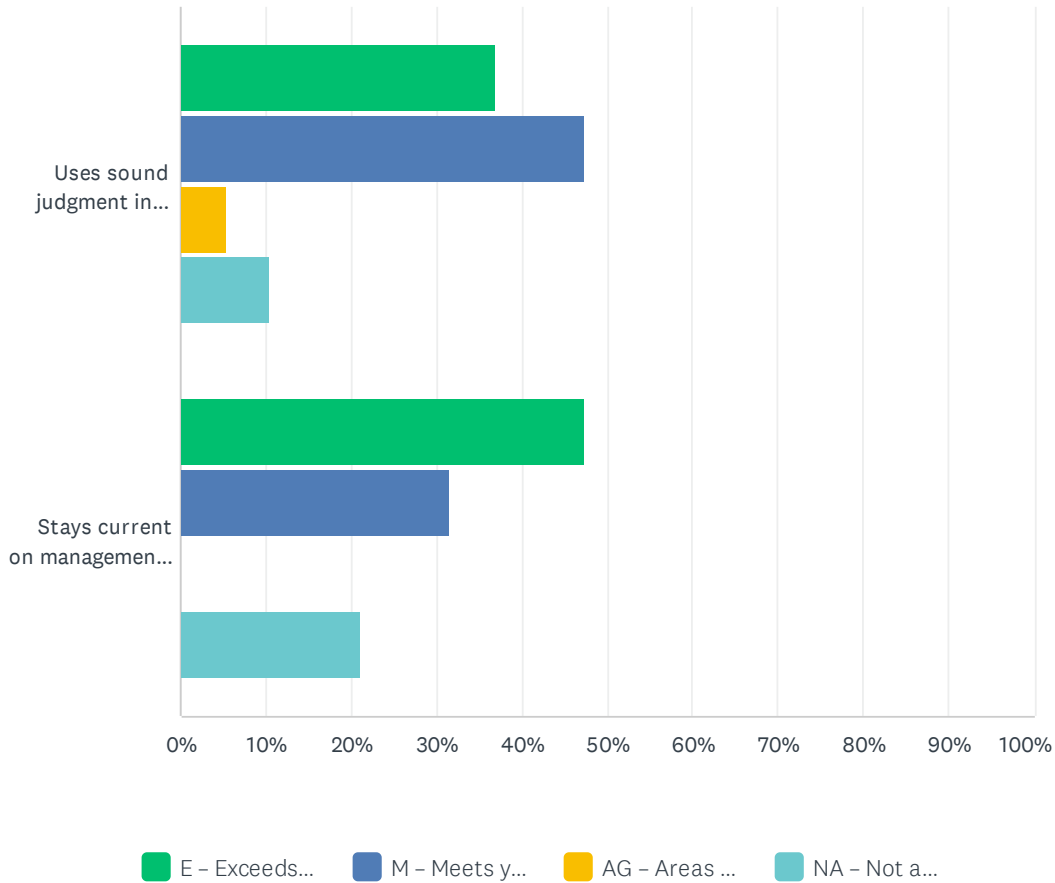
Chief Examiner Annual Performance Evaluation - Stakeholders July 2023

| | E – EXCEEDS YOUR EXPECTATIONS. | M – MEETS YOUR EXPECTATIONS. | AG – AREAS FOR GROWTH. | NA – NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| Ability to relate well to others and to make people feel at ease, even in difficult situations. | 63.16% 12 | 36.84% 7 | 0.00% 0 | 0.00% 0 | 19 | 1.37 |
| Ability to gain the trust and confidence of the public; fosters contact and cooperation among citizens, community organizations and other government agencies. | 26.32% 5 | 36.84% 7 | 5.26% 1 | 31.58% 6 | 19 | 2.42 |
| Fosters cooperative communication and positive working relationships with departments. | 68.42% 13 | 26.32% 5 | 5.26% 1 | 0.00% 0 | 19 | 1.37 |

| # | COMMENTS FOR INTERPERSONAL SKILLS/RELATIONSHIPS | DATE |
|---|--|-------------------|
| 1 | There have been several missed opportunities for collaboration. As a result, actions taken by Civil Service often come as a surprise to the people impacted. For example, the most recent rule change brought forward to the Commission. | 6/30/2023 5:03 PM |
| 2 | The Chief Examiner has helped tremendously in improving cooperation between her department and ours. She is thoughtful in her decision making and collaborative in finding solutions to problems. | 6/15/2023 2:15 PM |
| 3 | Very easy to approach and talk with regarding any issue. | 6/15/2023 1:56 PM |

Q4 Leadership:

Answered: 19 Skipped: 2



| | E - EXCEEDS YOUR EXPECTATIONS. | M - MEETS YOUR EXPECTATIONS. | AG - AREAS FOR GROWTH. | NA - NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| Uses sound judgment in decision making; seeks out all relevant and necessary data, makes decisions in a timely manner. | 36.84% 7 | 47.37% 9 | 5.26% 1 | 10.53% 2 | 19 | 1.89 |
| Stays current on management practices and techniques and seeks to increase his/her value to the City. | 47.37% 9 | 31.58% 6 | 0.00% 0 | 21.05% 4 | 19 | 1.95 |

| # | COMMENTS FOR LEADERSHIP: | DATE |
|---|---|-------------------|
| 1 | There is opportunity to align the goals and objectives of Civil Service with the goals and objectives of the City. I watched a Civil Service Meeting earlier this year where the annual goals for Civil Service were presented to the Commission. This presentation was the first time I heard these goals. The goals also were primarily output driven, meaning the execution of a task, versus outcome driven, which is more strategic, and some of the goals duplicate other efforts currently underway. | 6/30/2023 5:03 PM |
| 2 | Barbara has taken great initiative and has made significant improvements to the Civil Service | 6/21/2023 2:32 PM |

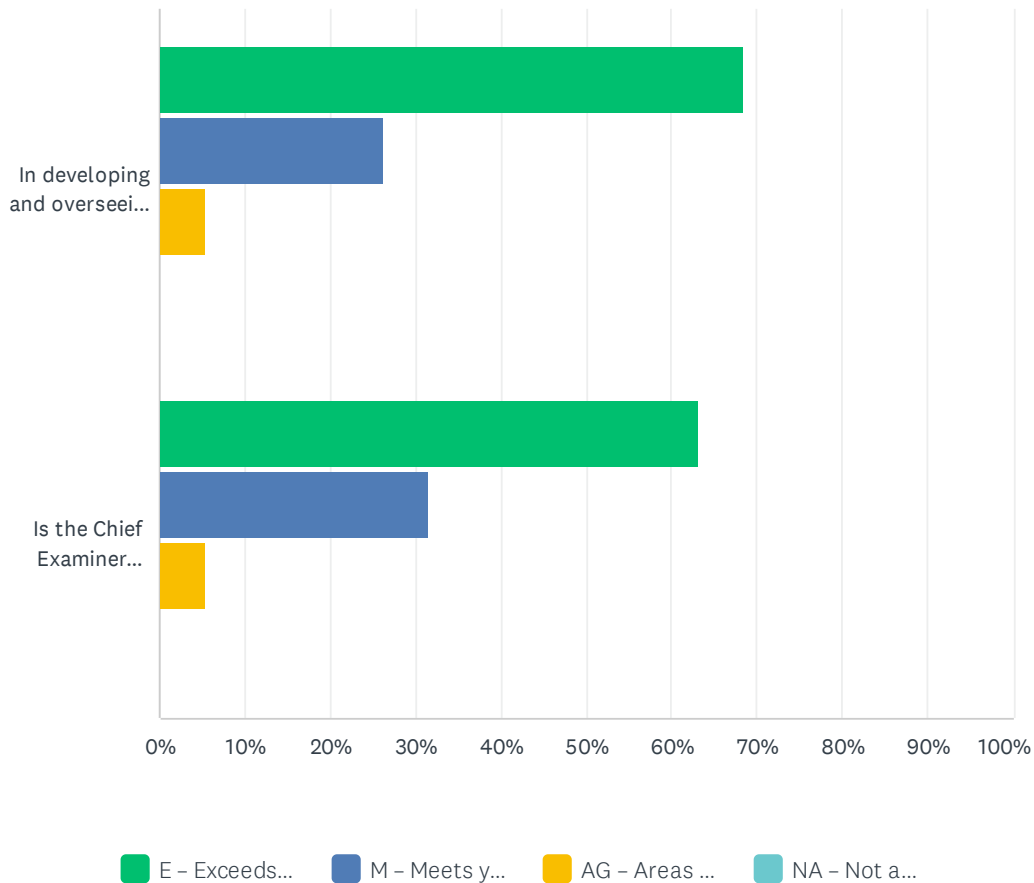
Chief Examiner Annual Performance Evaluation - Stakeholders July 2023

department and the processes that affect the whole city.

| | | |
|---|--|--------------------|
| 3 | The Chief Examiner has become a peer that can rely on for sound and consistent decision making. Her leadership is evident in the quality of work produced by her team. | 6/15/2023 2:15 PM |
| 4 | Her team is always prompt and courteous. | 6/15/2023 1:56 PM |
| 5 | Not aware or able to answer. | 6/15/2023 10:18 AM |
| 6 | I appreciate the changes to help with the expediated posting of positions and re-scoring to open up more options on lists with the same titled position that may do different tasks. | 6/15/2023 9:53 AM |

Q5 Innovation:

Answered: 19 Skipped: 2



| | E - EXCEEDS YOUR EXPECTATIONS. | M - MEETS YOUR EXPECTATIONS. | AG - AREAS FOR GROWTH. | NA - NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| In developing and overseeing recruitment/testing processes, does the Chief Examiner ensure that the Civil Service Office works closely and collaboratively with your department? | 68.42% 13 | 26.32% 5 | 5.26% 1 | 0.00% 0 | 19 | 1.37 |
| 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)? | 63.16% 12 | 31.58% 6 | 5.26% 1 | 0.00% 0 | 19 | 1.42 |

| # | COMMENTS FOR INNOVATION: | DATE |
|---|---|-------------------|
| 1 | Under direction of the Chief Examiner, the Civil Service department has greatly improved over the past couple of years. Staff are much more concise, direct, and proactive with recruitments. Much appreciated! | 6/22/2023 7:48 AM |
| 2 | Civil Service has been operating the best since Barbara came in and I have dealt with them for | 6/15/2023 1:56 PM |

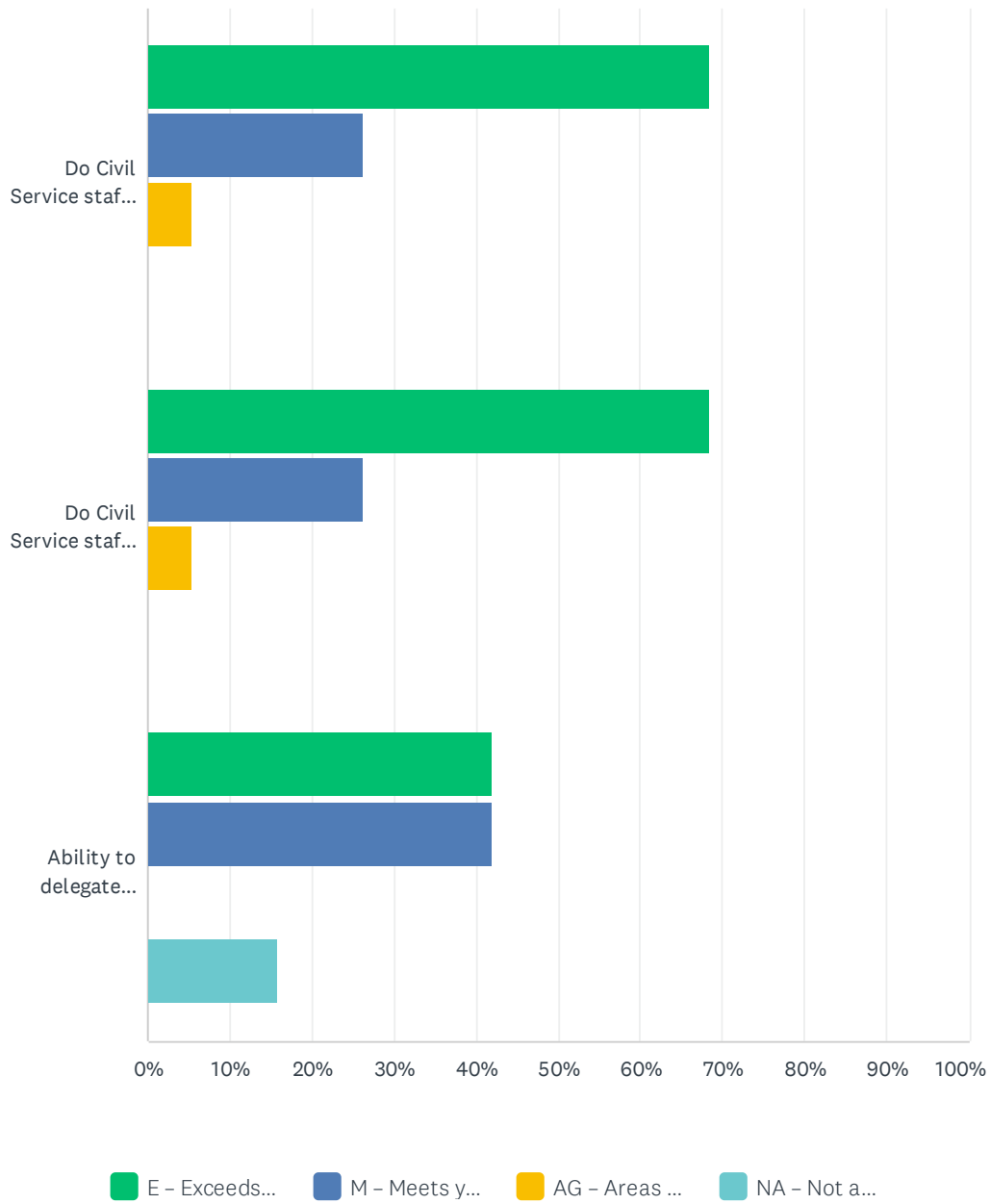
Chief Examiner Annual Performance Evaluation - Stakeholders July 2023

19 years.

| | | |
|---|--|-------------------|
| 3 | I do feel still too much weight is put into the testing portion of the process rather than training and experience. Subject matter expert review will help to find the most qualified candidates on paper. | 6/15/2023 9:53 AM |
|---|--|-------------------|

Q6 Management:

Answered: 19 Skipped: 2



Chief Examiner Annual Performance Evaluation - Stakeholders July 2023

| | E – EXCEEDS YOUR EXPECTATIONS. | M – MEETS YOUR EXPECTATIONS. | AG – AREAS FOR GROWTH. | NA – NOT APPLICABLE. | TOTAL | WEIGHTED AVERAGE |
|--|--------------------------------|------------------------------|------------------------|----------------------|-------|------------------|
| 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? | 68.42% 13 | 26.32% 5 | 5.26% 1 | 0.00% 0 | 19 | 1.37 |
| Do Civil Service staff members follow through in a timely manner on promises that they have made to you? | 68.42% 13 | 26.32% 5 | 5.26% 1 | 0.00% 0 | 19 | 1.37 |
| Ability to delegate authority, granting proper authority at the proper times; sound judgment in the evaluation of when delegation is appropriate. | 42.11% 8 | 42.11% 8 | 0.00% 0 | 15.79% 3 | 19 | 1.89 |

| # | COMMENTS FOR MANAGEMENT: | DATE |
|---|---|-------------------|
| 1 | Just this month the deadline for items for inclusion on the Commission agenda was communicated to the City as June 28th. An agenda item was submitted on June 28th. Civil Service responded that they were not going to be able to get this item on the agenda because Barbara was out of town so it would have to go the following month. The members of Civil Service had a practice of changing/modifying the minimum qualifications for jobs in a manner that deviates from what the Commission has approved as minimum qualifications. For example the discretionary exclusion of equivalent substitutions of education or experience. Civil Service is also reporting to the Commission stakeholder feedback on recruitments. I was informed the surveys are sent to the hiring managers after the recruitment is completed. We have yet to be provided the survey. | 6/30/2023 5:03 PM |
| 2 | The Civil Service team is very effective, communicates clearly and works quickly to help our department during recruitments. | 6/21/2023 2:32 PM |
| 3 | The Chief Examiner has a great team, which is a direct reflection of her leadership and management. | 6/15/2023 2:15 PM |
| 4 | The team is great to work with and if they unsure they will get you an answer promptly. | 6/15/2023 1:56 PM |
| 5 | I feel the members of the civil service team trust the process and know their role very well within the department and it does help with the communication piece greatly. | 6/15/2023 9:53 AM |

Q7 In a brief narrative, please describe what are you most pleased with in the Chief Examiner's performance?

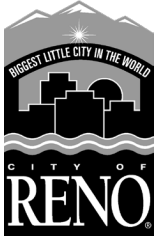
Answered: 18 Skipped: 3

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | N/A | 6/30/2023 5:03 PM |
| 2 | Excellent responsiveness | 6/30/2023 4:13 PM |
| 3 | The Chief Examiner has encouraged increased collaboration between Civil Service and individual departments. She has expanded our candidate pool and helped our recruitment processes succeed. | 6/27/2023 8:56 AM |
| 4 | Creating a team of dedicated and proactive professionals. She also seems to actively work to improve the Civil Service rules and regulations to reflect the changing times. | 6/22/2023 7:50 AM |
| 5 | Under Barbara's leadership, the Civil Service department has improved processes, started initiatives that are helpful to our employees, and have developed materials that are helpful to better understand the recruitment process. | 6/21/2023 2:34 PM |
| 6 | Streamlining the promotional exam process and increasing transparency as to final results whenever possible. Providing a single point of contact for each exam. | 6/21/2023 12:59 PM |
| 7 | The team the Chief Examiner has established a team that is focused on customer service. Customer service can easily be forgotten from internal departments within the city, but that is furthest from the case with the Chief Examiner and her team. They seek to understand our needs and work extremely diligently on recruitments to ensure timeliness and quality candidates. | 6/20/2023 6:41 PM |
| 8 | Recruitment processes have taken less time | 6/20/2023 10:15 AM |
| 9 | Civil Service has been cooperative with us and often proactive in trying to improve our testing and recruiting efforts. | 6/19/2023 8:04 AM |
| 10 | The communication and turn around time on questions is excellent. | 6/16/2023 9:50 AM |
| 11 | There has been a notable improvement in the CS Department over the past year. Collaboration between departments regarding policy, testing, and job description development has been outstanding. | 6/15/2023 2:20 PM |
| 12 | How she and her team work hands on with us. | 6/15/2023 1:57 PM |
| 13 | Staff feedback and cooperation | 6/15/2023 11:16 AM |
| 14 | Her communications with other departments. | 6/15/2023 10:43 AM |
| 15 | The noticeable efforts to collaborate with departments and have one on one sessions to exchange current information, topics, and changes coming | 6/15/2023 10:36 AM |
| 16 | I feel the team built has good rapport with one another. They are organized and can deliver the information to the departments. I feel the willingness to allow for re-scoring of lists and not being inflexible with the process has really allowed for better candidates being moved forward. Getting the information explained on the process of open, internal, promotional recently was beneficial. | 6/15/2023 9:56 AM |
| 17 | n/a | 6/15/2023 9:13 AM |
| 18 | The Chief Examiner and her staff make themselves available for questions, information gathering and general discussions from staff. | 6/15/2023 8:57 AM |

Q8 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.

Answered: 18 Skipped: 3

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | Please see comments in each area of assessment. | 6/30/2023 5:03 PM |
| 2 | Continue regular meetings with personnel from other departments that are involved with hiring. | 6/30/2023 4:13 PM |
| 3 | The quarterly meetings have been a great start. I would like to see increased communication with Civil Service staff on individual department responsibilities. | 6/27/2023 8:56 AM |
| 4 | I have no recommendations for growth at this time. | 6/22/2023 7:50 AM |
| 5 | The Civil Service is complex and difficult to understand for many. I'd like to see more barriers continuing to be broken down so that access to Civil Service protected jobs is increased. | 6/21/2023 2:34 PM |
| 6 | In my 30+ years with the City, Barbara has been the only Chief Examiner that has been easy to deal with even when there are disagreements. From my perspective she has little room for improvement in RFD testing. My hope is that she continues to see the value of the FEO testing process as it exists and Lea it intact for the future. | 6/21/2023 12:59 PM |
| 7 | I believe this is already in process, but I would say that having active ongoing lists that don't wait for a vacancy to appear would be beneficial in limiting the duration of a vacant position. | 6/20/2023 6:41 PM |
| 8 | Better understanding the role of the CS Commission and department | 6/20/2023 10:15 AM |
| 9 | Continue working on improving the testing and recruiting process to attract more and diverse applicants. Look for ways to improve our internal (promotional) testing process. This is not a criticism. I simply believe we should all be always looking for opportunities to improve. | 6/19/2023 8:04 AM |
| 10 | None at this time. | 6/16/2023 9:50 AM |
| 11 | Improvements made to testing which allow for a robust "bank" of relevant questions per job description. Test development has improved greatly, but having a large repository of test questions for each job class would help to reduce staff time in test development. | 6/15/2023 2:20 PM |
| 12 | I am unaware of any at this time, Civil Service as team has been great to work with. | 6/15/2023 1:57 PM |
| 13 | Better understand what division do | 6/15/2023 11:16 AM |
| 14 | / | 6/15/2023 10:43 AM |
| 15 | Areas for growth may include simplifying or reducing the instructional steps involved in recruitment, when possible. There are currently a few different How To documents involved, a few flow charts. One comprehensive power point in an interactive, "choose your own adventure" style format embedded on the BLI may be easier for users. Imagine letting a user go to the BLI, click on "Recruitment", and then be guided through the entire process from this one thing based on their type of position. (For example, when filling in Neogov, you could ask "Is this a new position? Yes / No". If No, then the powerpoint jumps to a slide with a display of what you should input into Neogov so the user can just follow along.) | 6/15/2023 10:36 AM |
| 16 | I think a simple checklist of the process for each posting would be helpful for those who don't live in the civil service world. Job, changes to MQ's, type of hiring (open, internal, etc) question changes, etc. Really simplify it so people don't get overwhelmed in the process and can make choices that don't possibly eliminate deserving candidates. | 6/15/2023 9:56 AM |
| 17 | n/a | 6/15/2023 9:13 AM |
| 18 | N/A | 6/15/2023 8:57 AM |



Civil Service Commission

MEMORANDUM

Date: June 21, 2023

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 May 2023 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.

Waiver of Notice of NRS 241.031 Meeting

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.

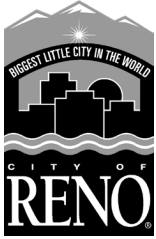
You understand that at 3:30 p.m. on Thursday, 13 day of July 2023, at Reno City Hall, 1 East First Street, a public meeting of the Civil Service Commission will be held which will include discussion of your performance.

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 July 13, 2023, before the Civil Service Commission.

Dated this 12th day of July, 2023.



Barbara Ackerman, Chief Examiner
Civil Service Commission



Civil Service Commission

MEMORANDUM

Date: June 21, 2023

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item C.3. Election of Civil Service Chairperson and Vice Chairperson. These positions will be held through July 2025, pursuant to Rule II, Section 1 of the Civil Service Commission Rules. (For Possible Action)

Rule II, section 1 of the Civil Service Commission Rules states, "The Commission shall select one (1) of its members to serve as Chairperson and one (1) other member to serve as Vice-Chairperson for a period of two (2) years beginning with the first regular meeting in July of each odd numbered year."

Those Commissioners elected today will retain the positions until elections are held in July 2025.