



CIVIL SERVICE COMMISSION Hybrid Meeting

Agenda

Thursday, December 14, 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_caypSelYQS-mF4R06Ch5lq

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) – December 14, 2023.

A.4 Approval of the Minutes (For Possible Action) – November 9, 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 Probationary Period extension for Robert Bradley, Firefighter. (For Possible Action)

B.4. Request to void the Traffic Signal Mechanic Eligible List (For Possible Action)

B.5. Request to approve the minimum qualifications of the new classification specification of Clean and Safe Manager. (For Possible Action)

B.6. Request from Therese Ciofalo to be placed on the re-employment list for Community Service Officer. (For Possible Action)

C. Regular Agenda

C.1 One-Way Video Interviewing Platform Demonstration (Not For 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, January 11, 2024, 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, November 9, 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 3:36 P.M. A quorum was established.

MEMBERS PRESENT:

Tray Abney, Chair
YeVonne Allen, Vice Chair
Nichole Paul
Christopher Svendsen
Charla Honey
Jay Kenny

MEMBERS EXCUSED:

Ricardo Duarte

MEMBERS OF THE CIVIL SERVICE TEAM PRESENT:

Barbara Ackermann, Chief Examiner
Sneha Sharma, Civil Service Technician
Rossmery Diaz, Civil Service Technician

ATTORNEY PRESENT:

Karl Hall, 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.

James Leonesio on behalf of the Reno Firefighters IAFF Local 731 provided an update on the next firefighter academy which will start in February 2024 and the Fire Department hopes to make 24 new hires. He thanked Civil Service for all the hard work to fill the vacancies.

Tom Dunn, Vice-President of Reno Firefighter Association provided a department update regarding the recruitment for Single Role Paramedics and Advanced Emergency Medical Technicians (AEMTs). He thanked Barbara, and the Civil Service department for all the hard work to fill the vacancies.

A.3 Approval of the Agenda (For Possible Action) – November 9, 2023.

It was moved by Commissioner Svendsen and seconded by Commissioner Kenny, to approve the November 9, 2023, agenda. The motion passed unanimously.

A.4 Approval of the Minutes (For Possible Action) – Approval of October 12, 2023, regular meeting minutes.

It was moved by Commissioner Svendsen and seconded by Vice Chair Allen, to approve the minutes for October 12, 2023, Civil Service Commission Meeting. The motion passed unanimously.

Approval of the Minutes (For Possible Action) – Approval of September 28, 2023, special meeting minutes.

It was moved by Commissioner Svendsen and seconded by Commissioner Kenny, to approve the minutes for September 28, 2023, Special 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 was not present at this meeting.

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 agenda item for commissioner appointments was pulled from the November City Council Meeting and will now be included in the December City Council Meeting.

Chief Examiner Ackermann thanked the Civil Service team for their hard work and dedication.

The Civil Service Team is concluding the 3-day Fire Captain Assessment center today. The team is now working to develop the Police Sergeant and Police Lieutenant assessment centers for the beginning of next year. The team is working with the Fire Department to develop the Fire Marshal assessment center for early next year.

The Civil Service team is rolling out the One-way Video Interviewing platform with various departments as part of the pilot program.

Chief Examiner Ackermann informed the Commission on the ongoing employee outreach efforts. Two Lunch & Learn sessions have been scheduled along with a social hour with employees. The team will serve holiday cookies and answer questions from employees during the social hour.

The Civil Service team is continuing the quarterly meetings with departments. The team met with Dispatch, Parks & Recreation, Police, Fire, Utility services and Public Works.

Chief Examiner Ackermann informed the Commission that the team attended a half-day virtual HR summit hosted by Bamboo HR.

Chief Examiner in collaboration with HR will be presenting at the graduation ceremony of the Reno Constituent Institute. She thanked Cody Freeman, Human Resource Management Analyst for putting together a fantastic presentation.

Chief Examiner Ackermann shared an email received from Angela Askey, IT Manager for Infrastructure and Operations appreciating the Civil Service team for everything they do.

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 of the classification specification of Fire Marshal. (For Possible Action)**
- B.4. Request to void the Maintenance Technician Eligible List (For Possible Action)**
- B.5. Request to void the Community Outreach Program Coordinator Eligible List (For Possible Action)**
- B.6. Request to approve the revised minimum qualifications of the classification specification of Head Pool Operator. (For Possible Action)**
- B.7. Request to approve the revised minimum qualifications of the classification specification of Recreation Leader. (For Possible Action)**
- B.8. Request to approve the revised minimum qualifications of the classification specification of Senior Recreation Leader. (For Possible Action)**

Fire Marshal Tray Palmer, Reno Fire Department, made a public comment regarding Consent Agenda Item B3. He voiced support for the proposed changes to the minimum qualifications of the classification specification of Fire Marshal.

Ton Dunn, Vice-President of Reno Firefighter Association also voiced support for Consent Agenda Item B3.

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

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

None

- D. Confirm next meeting date** – December 14, 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 December 14, 2023, at 3:30 p.m. at its regular location in City Hall.

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

None

- F. Adjournment** (For Possible Action)

It was moved by Commissioner Svendsen and seconded by Vice Chair Allen, to adjourn the meeting at 3:51 P.M. The motion passed unanimously.



Civil Service Commission

Confirmation Report

Date: November 28, 2023

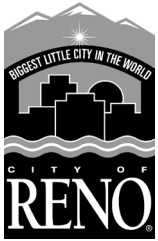
To: City of Reno Civil Service Commission

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>			
Cali Shy	Planning Technician	6 months	December 5, 2023
Elizabeth Reeder	Planning Assistant	12 months	November 29, 2023
Jordan Campbell	Building Inspector II	12 months	December 2, 2023
<u>Reno Fire Department</u>			
Rollin Gearhart	Fire Inspector II	12 months	November 18, 2023
<u>Reno Police Department</u>			
Cassandra Parshall	Management Assistant	12 months	November 4, 2023
Kari Christensen	Police Officer	12 months	November 18, 2023
Zsante Smith	Police Officer	12 months	December 5, 2023
Bryan Christensen	Police Officer	12 months	November 29, 2023



Civil Service Commission

Eligible List Report

Date: November 28, 2023

To: City of Reno Civil Service Commission

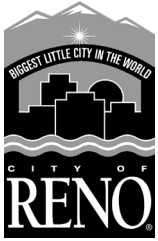
From: Barbara Ackermann, Chief Examiner

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
Advanced Emergency Medical Technician (AEMT)	Open Competitive	There are twenty-nine (29) candidates on this list established on November 14, 2023, with ethnic, racial, and gender diversity.
City Surveyor	Open Competitive	There is one (1) candidate on this list established on November 7, 2023.
Fabrication Specialist	Open Competitive	There is one (1) candidate on this list established on November 14, 2023.
Fabrication Specialist	Department Promotional	There are six (6) candidates on this list established on November 14, 2023, with ethnic, and racial diversity.
Fire Captain - Suppression	Promotional	There are eleven (11) candidates on this list established on November 20, 2023, with ethnic, and racial diversity.
Information Systems Technician I	Open Competitive	There are thirty (30) candidates on this list established on November 14, 2023, with ethnic, racial and gender diversity.
Licensing and Revenue Officer Supervisor	Promotional	There are two (2) candidates on this list established on November 16, 2023, with ethnic, and racial diversity.
Paramedic (Non-Suppression)	Open Competitive	There are fifteen (15) candidates on this list established on November 13, 2023, with ethnic, racial, and gender diversity.

CLASSIFICATION	LIST TYPE	DESCRIPTION
Police Officer Recruit	Continuous	There are four (4) candidates on this list established on August 28, 2023, with gender diversity.
Police Records Supervisor	Open Competitive	There are five (5) candidates on this list established on November 13, 2023, with ethnic, and racial diversity.
Police Records Supervisor	Promotional	There are two (2) candidates on this list established on November 13, 2023, with gender diversity.
Project Manager Parks Planner	Promotional	There is one (1) candidate on this list established on November 9, 2023.
Public Safety Dispatcher I	Open Competitive	There are six (6) candidates on this list established on November 17, 2023, with ethnic, racial, and gender diversity.
Public Safety Dispatcher - Lateral	Open Competitive	There is one (1) candidate on this list established on November 16, 2023.
Recreation Leader	Open Competitive	There are two (2) candidates on this list established on November 23, 2023, with ethnic, and racial diversity.
Recreation Leader	Open Competitive	There are twenty-one (21) candidates on this list established on November 21, 2023.
Senior Recreation Leader	Open Competitive	There is one (1) candidate on this list established on October 30, 2023.



Civil Service Commission

MEMORANDUM

Date: November 27, 2023

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.3. Request to approve Probationary Period extension for Robert Bradley, Firefighter. (For Possible Action)

It is requested that the Civil Service Commission approve a Probationary Period extension for Firefighter Robert Bradley of 48 days, pursuant to Civil Service Commission (CSC) Rule VII, Section 12 (b), which states:

In the event a six (6) or twelve (12) month probationary employee suffers injury, illness, other disability, or for other reasons has been in approved leave status in excess of thirty (30) consecutive days and is unable to perform all of the essential functions of the job, the Commission may, at the request of the appointing authority, extend the probationary period. The extension may not exceed the period of injury, illness, other disability, or absence which prevented the employee from performing all of the essential functions of the position and will be approved only in cases where the employer requires the full six (6) or twelve (12) month period to properly evaluate the employee's job performance.

Background:

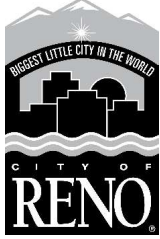
Firefighter Robert Bradley was placed on a light duty status on September 9, 2023. Mr. Bradley's current probationary period is set to end February 24, 2024.

The Department requested a Probationary Period extension of 48 days beyond Firefighter Bradley's probationary period set to end on February 24, 2024 to account for his time on light duty plus the remaining probationary period.

Recommendation:

Civil Service staff supports the approval of the department's requests to extend the Probationary Period by 48 days for Firefighter Robert Bradley, pursuant to CSC Rule VII, Section 12 (b).

Attachment 1: Memo requesting a probationary period extension for Robert Bradley from David Cochran, Fire Chief.



Reno Fire Department

MEMORANDUM

DATE: October 19, 2023

TO: Barbara Ackerman, Chief Examiner, Civil Service Commission

FROM: David Cochran, Fire Chief *DRC*
DRC

SUBJECT: Extension Request – Reno Fire Department Robert Bradley

As a standard practice for the Fire Department, Fire Administration would like to request that Firefighter Recruit Robert Bradley's probation period be extended as a result of an injury on September 9, 2023. Mr. Bradley's current probationary period is set to end February 24, 2024, but staff is requesting that his probation be delayed until April 12, 2024, to account for his time on light duty plus the probation time remaining (48 days). The City's Human Resources Department is aware of the circumstances regarding this request and supports the extension of Mr. Bradley's probation period.

We appreciate your consideration of our request, and we are happy to answer any questions that you may have.

Signature: *David Cochran*
David Cochran (Oct 22, 2023 07:56 PDT)

Email: cochrand@reno.gov




Memo to CSC-Bradley's Probation Extension

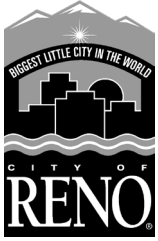
Final Audit Report

2023-10-22

Created:	2023-10-19
By:	Aaron Wike (wikea@reno.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAa4-xKACeFA5TP82Oj8FIYKsLjRkSP8Y

"Memo to CSC-Bradley's Probation Extension" History

-  Document created by Aaron Wike (wikea@reno.gov)
2023-10-19 - 10:22:44 PM GMT- IP address: 128.92.132.2
-  Document emailed to cochrand@reno.gov for signature
2023-10-19 - 10:22:59 PM GMT
-  Email viewed by cochrand@reno.gov
2023-10-20 - 3:34:52 AM GMT- IP address: 146.75.154.1
-  Signer cochrand@reno.gov entered name at signing as David Cochran
2023-10-22 - 2:55:58 PM GMT- IP address: 47.231.253.6
-  Document e-signed by David Cochran (cochrand@reno.gov)
Signature Date: 2023-10-22 - 2:56:00 PM GMT - Time Source: server- IP address: 47.231.253.6
-  Agreement completed.
2023-10-22 - 2:56:00 PM GMT



Civil Service Commission

MEMORANDUM

Date: November 20, 2023

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item B.4 Request to void the Traffic Signal Mechanic Eligible List pursuant to Civil Service Commission Rule VII, Section 9. (For Possible Action)

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

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

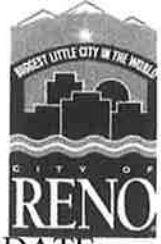
Background:

On May 12, 2023, Civil Service opened a recruitment for the position of Traffic Signal Mechanic. Eleven (11) candidates successfully completed the examination process and were placed on the eligible list established on June 6, 2023. All eleven (11) candidates were referred to the department and three (3) hires were made. After review by the department, a request has been made to void both the promotional and open competitive eligible lists due to the remaining active candidates not appearing to meet the department's specific needs for the current vacancy at this time.

Recommendation:

Civil Service staff recommends approval of the department's requests to void both lists so that they may continue their efforts to fill their existing vacancy pursuant to CSC Rule VII, Section 9.

Attachment 1: Memo requesting voiding of the Traffic Signal Mechanic Eligible List from Tim Hendricks, Maintenance and Operations Manager, Streets Division.



MAINTENANCE & OPERATIONS

MEMORANDUM

DATE: November 27, 2023

TO: Barbara Ackerman, Chief Examiner - Civil Service

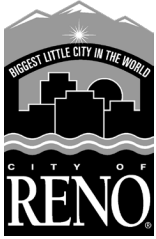
FROM: Tim Hendricks, Maintenance and Operations Manager 

SUBJECT: Traffic Signal Mechanic Recruitment List

The Streets Maintenance Division has hired three outstanding candidates from the current Traffic Signal Mechanic list that was created roughly 5-6 months ago. We have interviewed all the candidates on this list and we feel they do not have the skill set or experience needed for the Traffic Signal Mechanic position.

We feel we have exhausted the pool of candidates from this list and respectfully request to start a new recruitment in hopes of attracting a candidate that has the skillset needed for the vacant Traffic Signal Mechanic positions.

We appreciate the outstanding support provided by the Civil Service Department and look forward to another successful recruitment.



Civil Service Commission

MEMORANDUM

Date: November 28, 2023

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 Clean and Safe Manager. (For Possible Action)

Background:

Human Resources in collaboration with the City Manager's Office has developed the classification specification of Clean and Safe Manager to provide support to the Clean and Safe Program.

Discussion:

The work in the classification specification of Clean and Safe Manager will focus on managing, supervising, and coordinating the activities and operations of the City of Reno's Clean and Safe program. This position will be responsible for serving the unsheltered community and managing activities with other departments and outside agencies while performing complex managerial tasks related to Clean and Safe initiatives.

The proposed minimum qualifications include:

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Education and Experience:

- A Bachelor's Degree from an accredited college or university with major course work in human services, public health/safety, social work, business administration, or a closely related field.
- Two (2) years of experience in the areas of project management, homeless services, social work, public health/safety, or other related programs or any equivalent combination of training and experience.

Required Licenses or Certifications:

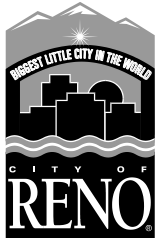
- Valid driver's license or otherwise demonstrate the ability to independently get to and from multiple work locations as required.

Recommendation:

Civil Service staff recommends that the Commission approve the minimum qualifications of the new classification specification of Clean and Safe 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

Attachment 2: Classification Specification for Clean and Safe Manager



Department of Human Resources

MEMORANDUM

Date: November 28, 2023

To: Civil Service Commission

From: Cody Freeman, Management Analyst, Human Resources

Subject: Clean and Safe Manager – Approval of Minimum Qualifications

Recommendations: It is recommended that the Civil Service Commission approve the minimum qualifications for the new classification of Clean and Safe Manager.

Discussion: The Clean and Safe Manager is an new classification. The Clean and Safe Manager manages, supervises, and coordinates the activities and operations of the City of Reno's Clean and Safe program. We have identified the need to create this new classification to help align community needs with strategic priorities as the program expands.

Action: It is requested the Civil Service Commission approve the minimum qualifications for the new Clean and Safe Manager classification.



DRAFT

Clean and Safe Manager

Department:	City Manager's Office	Level:	
Division:	Equity & Community Relations	Job Series:	
FLSA:		Reports To:	Chief Equity & Community Relations Officer
Bargaining Unit:	RAPG Admin	EEO-4 Code:	
Salary Grade:	R33A	Job Class Code:	1509

SUMMARY: The Clean and Safe Manager manages, supervises, and coordinates the activities and operations of the City of Reno's Clean and Safe program. The position plans, organizes, designs, administers, and manages resources to maximize clean and safe program initiatives. This includes serving the unsheltered community and citywide outreach efforts, overseeing homeless concerns and initiatives managing local and regional contracts, and managing in City Walks, among other programs; manages assigned activities with other divisions, departments, outside agencies, and assigned projects; and performs complex managerial tasks relative to Clean and Safe initiatives.

Distinguishing Characteristics: The Clean and Safe Manager is responsible for the management of assigned areas. Incumbents at this level independently perform difficult and complex duties.

Supervision Received and Exercised: Work may be reviewed upon completion of assigned program initiatives to ensure clean up logistics, contacts, property, and public receive collaborative and efficient program operations. This position exercises supervision, guidance, and oversight to other positions.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

Manages, supervises, coordinates, and reviews the work of assigned clean and safe staff; assigns work activities and coordinates schedules, projects, and programs; provides constructive feedback; reviews and evaluates work and makes effective suggestions and recommendations.

Manages, oversees, and reviews the cleanup logistics, unsheltered requests, contract management, and all related areas; provides assistance in administering the daily operations and activities of program; prepares staff reports and ensures progress of key issues align with organizational priorities and goals.

Identify needs for the unsheltered homeless population; present findings and identify potential solutions and operational adjustments.

Manages and participates in the development of goals and objectives as well as policies and procedures; makes recommendations for changes and improvements to existing standards, policies, and procedures; participates in the implementation of approved policies and procedures; monitors work activities to ensure compliance with established policies and procedures.

Represent the program by participating on committees and community organizations; work with regional partners to provide services and programs to help individuals end their homelessness.

Manages, oversees, and reviews citywide outreach strategies and community needs, including usage of corresponding databases (Homeless Information Management System) and internal case conferencing , along with participating in regional case conferencing meetings.

Manages, oversees, and reviews the cleanup logistics, unsheltered requests, contract management, and all related areas; provides assistance in administering the daily operations and activities of program; prepares staff reports and ensures progress of key issues align with organizational priorities and goals.

Oversees the management of all files and records related to Clean and Safe program; oversees and participates data management, related mapping systems, program reports, including composition of annual report; manages assigned information systems to analyze data, metrics, reporting, and data collaboration with partners.

Manages the preparation and administration of the assigned program budget; submit budget recommendations; monitors expenditures and identifies needs; reviews and approves reports, purchases, and payments according to established policies and practices; and makes recommendations and forecasts for future for staffing, equipment, materials, and supplies.

Assumes management responsibility for assigned services and activities of the City of Reno's Clean and Safe program; oversees the compliance activities to ensure follow-up and cleanup inspections are performed.

Researches and analyzes information, prepares presentations, and makes presentations to various educational, civic, business, government, and service groups; develops, promotes, and oversees funding/grant programs to support specialized activities; prepares and submits grant narratives and applications for funds available clean and safe initiatives.

Manages agreements with contractors and interlocals for all clean and safe operations including compliance, payments, staffing assignments, and priorities.

Responds and resolves difficult and sensitive citizen inquires and complaints, media inquiries, and community concerns and needs.

Coaches, trains, and motivates assigned staff; coordinates and/or provides staff training; participate in the employment and hiring process and employee relations for assigned area; supervises the workflow and prioritization of assigned projects and takes appropriate corrective action when necessary.

Manages assigned services and program/project activities with those of other City programs, functions, departments and staff, boards, committees, and task forces as well as external agencies, groups, and the general public; coordinates data, resources, and work products as necessary and upon request.

Represents the assigned area to public and private groups, organizations, and other City groups; provides information and assistance as appropriate.

Supervise staff; plan, direct, coordinate, and review assigned activities and operations of programs; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems; recommend improvements in workflow, procedures, and use of equipment and forms; implement improvements as approved.

Performs other duties as required.

MINIMUM QUALIFICATIONS:

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Education and Experience:

A Bachelor's Degree from an accredited college or university with major course work in human services, public health/safety, social work, business administration, or a closely related field; two (2) years of experience in the areas of project management, homeless services, social work, public health/safety, or other related programs or any equivalent combination of training and experience.

Possession of an active and valid license issued by the Nevada Board of Examiners for Social Workers is preferred.

Required Licenses or Certifications:

- Valid driver's license or otherwise demonstrate the ability to independently get to and from multiple work locations as required.

COMPETENCIES

These are reflective of the KSAs an individual would possess at the full-functioning level.

Knowledge of:

- Methods and procedures of clean and safe initiatives.
- Operations, services, and activities of municipal parks.
- Principles and practices of human services, cleanup program, and public health and safety.
- Municipal government functions specifically related to the program area.
- Modern and complex principles and practices of office management and administration.
- Methods and techniques of employee and citizen safety.
- Investigative and inspection methods and techniques.
- Principles and practices of conflict de-escalation.
- Laws, codes and regulations applicable to contract agreements.
- Principles and practices of accounting and auditing.
- Office procedures, methods, and equipment including computers.
- Principles and procedures of record keeping.
- Principles and practices of customer service.
- Pertinent federal, state, and local codes, laws, and regulations.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
- Principles, trends, methods, and techniques used in customer service, public safety, public health, and program education and promotion.
- Organization and operation of the City, assigned program, and outside agencies as necessary to responsibilities.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Coordinate and direct the daily operations related to clean and safe program.
- Manage, organize, and review the work of assigned staff.
- Select, train, and evaluate staff.
- Effectively manage and allocate limited resources in an efficient manner.
- Recommend and implement goals, objectives, policies and procedures for assigned areas.
- Recognize and take control of potentially hazardous situations.
- Interact effectively with general public and handle sensitive situations.
- Engage in difficult discussions and diffuse opportunities for conflict.

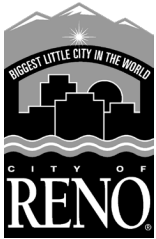
- Oversee and participate in the development and administration of goals, objectives and procedures.
- Collect, evaluate and interpret varied information, data, and reports.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable Reno Municipal Code, federal, state, and local policies, laws, and regulations.
- Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
- 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.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Maintain accurate and detailed records of plans and specifications.
- Provide effective and efficient customer service.
- Prepare clear and concise reports.
- Participate in the preparation and administration of assigned budgets.
- 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.
- Research, analyze, and formulate recommendations, work plans, and activities regarding planning, technical, and administrative issues.
- Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.
- Identify and respond to community and organizational issues, concerns, and needs.
- Participate in the preparation and administration of budgets.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Physical Demands and Working Environment:

- Work is performed in both indoor and outdoor environments; travel from site to site; exposure to noise, dust, potentially poisonous animals/insects, potentially hostile people, and all types of weather and temperature conditions; extensive public contact; exposure to hazardous traffic conditions; work in or around water and potentially hazardous chemicals and waste; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain. Incumbents may be required to work evenings and weekends.
- Primary functions require sufficient physical ability and mobility to work in an indoor and outdoor setting; to walk, 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 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.

Revision History:

Date	Nature of Revision	Initial of Reviser
10/2/2023	Established	Cody Freeman
11/17/2023	Revised	Cody Freeman



Civil Service Commission

MEMORANDUM

Date: November 20, 2022

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item **B.6.** Request from Therese Ciofalo to be placed on the re-employment list for Community Service Officer. (For Possible Action)

Background:

Therese Ciofalo has submitted an application to be placed on the re-employment list for Community Services Officer.

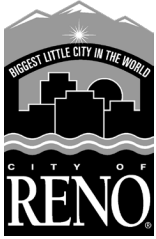
Civil Service Rule XIII, Section 1.(b) provides the opportunity for a previous City of Reno Civil Service classified employee who resigned or an employee who voluntarily resigned in good standing to request placement on the re-employment list for the classification from which they resigned within three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



Civil Service Commission

MEMORANDUM

Date: November 20, 2023

To: City of Reno Civil Service Commission

From: Barbara Ackermann, Chief Examiner

Subject: Item C.1. One-Way Video Interviewing Platform Demonstration. (Not for Action)

Demonstration by Management Analyst Albert Kenneson to the Civil Service Commission presenting the Criteria One-Way Video Interviewing platform the department will begin piloting at the beginning of 2024.