

## CIVIL SERVICE COMMISSION Hybrid Meeting

### Agenda

Thursday, January 11, 2024, at 3:30 p.m.  
City of Reno City Hall, 6<sup>th</sup> Floor Conference Room  
1 East First Street, Reno, NV 89501

### Members

YeVonne Allen, Vice-Chair  
Charla Honey  
Jay Kenny  
Escenthio Marigny Jr

Nichole Paul  
Christopher Svendsen  
Brad Johnson

### 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](http://www.reno.gov), and NRS 232.2175 at [www.notice.nv.gov](http://www.notice.nv.gov). To obtain further documentation regarding posting, please contact Sneha Sharma, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, NV 89501; [civilservice@reno.gov](mailto: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\\_8pu5YnsMTEe38wdOGI4rsg](https://us06web.zoom.us/webinar/register/WN_8pu5YnsMTEe38wdOGI4rsg)

**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 Sneha Sharma, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, NV 89501; [civilservice@reno.gov](mailto: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 Sneha Sharma, Civil Service Commission, City Hall, 1 East First Street, 5th Floor, Reno, NV 89501; [civilservice@reno.gov](mailto:civilservice@reno.gov) or (775) 334-2223, and on the City's website at [www.reno.gov](http://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](http://Reno.Gov/PublicComment), by sending an email to [ackermannb@reno.gov](mailto: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)** – January 11, 2024.

**A.4 Approval of the Minutes (For Possible Action)** – December 14, 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 void the Fire Inspector I Eligible List. (For Possible Action)**

**B.4. Request to approve the minimum qualifications of the new classification specification of Police Captain. (For Possible Action)**

## **C. Regular Agenda**

**C.1 Presentation of Internal Audit Findings (Not For Action)**

**C.2 Election of Civil Service Chairperson. This position will be held through July 2025, pursuant to Rule II, Section 1 of the Civil Service Commission Rules. (For Possible Action)**

**C.3 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, February 8, 2024, at 3:30 p.m. City Hall - 6<sup>th</sup> 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, December 14, 2023, at 3:30 p.m.  
City of Reno City Hall, 6<sup>th</sup> 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  
Nichole Paul  
Charla Honey

##### MEMBERS EXCUSED:

Ricardo Duarte  
Christopher Svendsen  
Jay Kenny

##### MEMBERS OF THE CIVIL SERVICE TEAM PRESENT:

AJ Kenneson, Management Analyst  
Sneha Sharma, Civil Service Technician  
Rossmery Diaz, Civil Service Technician

##### ATTORNEY PRESENT:

Susan Rothe, Deputy City Attorney

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

James Leonesio on behalf of the Reno Firefighters IAFF Local 731 provided an update on the upcoming firefighter academy. He said they have concluded interviewing 120 candidates to fill 24 firefighter positions. Interviews are ongoing to fill 9 single role medics positions. He thanked Civil Service for all the hard work to fill the vacancies.

**A.3 Approval of the Agenda (For Possible Action)** – December 14, 2023.

*It was moved by Commissioner Honey and seconded by Vice Chair Allen, to approve the December 14, 2023, agenda. The motion passed unanimously.*

**A.4 Approval of the Minutes (For Possible Action)** – Approval of November 9, 2023, regular meeting minutes.

*It was moved by Vice Chair Allen and seconded by Commissioner Paul, to approve the minutes for November 9, 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 Barbara Ackermann was not present at the meeting.

## **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)**

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

## **C. Regular Agenda**

### **C.1 One-Way Video Interviewing Platform Demonstration (Not For Action)**

AJ Kenneson, Management Analyst, presented the One-Way Video Interviewing platform to the Commission.

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

Commissioner Honey asked for a presentation of the One-way video interviewing platform from the evaluator's standpoint.

**E. Confirm next meeting date** – January 11, 2024, at 3:30 p.m. City Hall - 6<sup>th</sup> Floor Conference Room (For Possible Action)

The next regular meeting of the Civil Service Commission is scheduled for January 11, 2024, 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.

James Leonesio on behalf of the Reno Firefighters IAFF Local 731 expressed appreciation on the use of One-Way video interviewing platform in conducting interviews. He said it was very productive and they enjoyed using it.

Susan Rothe, Deputy City Attorney, announced that this is Tray Abney's last meeting as a Chair. We have 2 new commissioners coming on board next month – Escenthio Marigny Jr. and Brad Johnson.

Chairperson Tray Abney said that he appreciates the Civil Service staff and HR team and thanked them for their efforts. He wished everyone a Merry Christmas and Happy Holidays.

Management Analyst, AJ Kenneson, thanked Tray Abney for his time as Chair.

**G. Adjournment** (For Possible Action)

***It was moved by Commissioner Honey and seconded by Commissioner Paul, to adjourn the meeting at 3:51 P.M. The motion passed unanimously.***



# Civil Service Commission

## Confirmation Report

**Date:** December 29, 2023

**To:** City of Reno Civil Service Commission

**From:** Barbara Ackermann, Chief Examiner

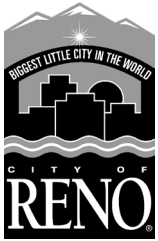
**Subject:** Item B.1. Request to acknowledge employee confirmations in accordance with the dates listed in this Confirmation Report. (For Possible Action)

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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:

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<b>EMPLOYEE NAME</b>	<b>JOB TITLE</b>	<b>PROBATIONARY PERIOD</b>	<b>CONFIRMATION DATE</b>
<b><u>Reno Fire Department</u></b>			
Michael Garcia	Fire Equipment Mechanic	12 months	December 5, 2023
<b><u>Reno Police Department</u></b>			
Wesley Leedy	Police Sergeant	12 months	December 16, 2023
Dylan Angella	Police Officer	12 months	December 5, 2023
Isaiah Bowden	Police Officer	12 months	December 5, 2023
Cassandra Camarena	Police Officer	12 months	December 5, 2023
Toy Sharp	Police Officer	12 months	December 5, 2023
Samantha Trejo Vea	Police Officer	12 months	December 5, 2023
Grace Jenkins	Police Officer	12 months	December 5, 2023
Frances Guerrero	Police Assistant I	12 Months	December 11, 2023
<b><u>Utility Services Department</u></b>			
Anna Lindsey	Program Assistant	6 months	December 5, 2023



# Civil Service Commission

## Eligible List Report

**Date:** December 29, 2023

**To:** City of Reno Civil Service Commission

**From:** Barbara Ackermann, Chief Examiner

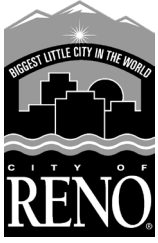
**Subject:** Item B.2. Request to accept eligible lists in accordance with the dates listed in this Eligible List Report. (For Possible Action)

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Pursuant to Rule VII, I recommend that the Civil Service Commission accept the eligible lists in accordance with the dates listed below:

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CLASSIFICATION	LIST TYPE	DESCRIPTION
Recreation Leader	Open Competitive	There are two (2) candidates on this list established on December 6, 2023, with ethnic, racial, and gender diversity.
Recreation Leader	Open Competitive	There are two (2) candidates on this list established on December 18, 2023 with gender diversity.
Senior Recreation Leader	Open Competitive	There is one (1) candidate on this list established on December 4, 2023.
System Analyst	Open Competitive	There are nine (9) candidates on this list established on December 8, 2023, with ethnic, racial, and gender diversity.
Traffic Signal Mechanic	Open Competitive	There are ten (10) candidates on this list established on December 4, 2023, with ethnic, and racial diversity.



# Civil Service Commission

## MEMORANDUM

**Date:** December 29, 2023

**To:** City of Reno Civil Service Commission

**From:** Barbara Ackermann, Chief Examiner

**Subject:** Item B.3 Request to void the Fire Inspector I Eligible List pursuant to Civil Service Commission Rule VII, Section 9. (For Possible Action)

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It is requested that the Civil Service Commission void the Fire Inspector I 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 January 13, 2023, Civil Service opened a recruitment for the position of Fire Inspector I. Twenty-three (23) candidates successfully completed the examination process and were placed on the eligible list established on February 3, 2023. Ten (10) candidates were referred to the department and one (1) hire was made. . The department has a current vacancy and anticipates at least one more soon and has requested that the Commission void the eligible list due to the current list being almost one year old and candidates not showing continued interest in the position.

**Recommendation:**

Civil Service staff recommends approval of the department's requests to void the Fire Inspector I eligible list 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 Fire Inspector I Eligible List from Tray Palmer, Fire Marshal, Reno Fire Department.*



**David R Cochran**  
*Fire Chief*



**Tray Palmer**  
*Fire Marshal*

**To: Barbara Ackerman, Chief Examiner**  
**Civil Service**

**From: Tray Palmer, Fire Marshal**  
**Reno Fire Department**

**Date: 12/26/2023**

**Subj: Fire Inspector 1 Recruitment List**

The Reno Fire Department is requesting to void the current Fire Inspector 1 List that was established in February of 2023.

Based on the previous lackluster candidate interviews from the current list, and new interest from several highly qualified individuals interested in future recruitment of Fire Inspector 1 not on the current list, we believe voiding the current list will allow for recruitment of a bigger and stronger applicant pool.

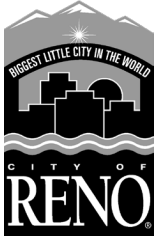
We will be hiring one, maybe two Fire Inspector 1 positions in February. We believe a new recruitment and applicant list is necessary in order to select and attract the right individual for the position of Fire Inspector 1.

Please contact me if you need any further information.

Sincerely,

A handwritten signature in black ink, appearing to be "TP", followed by a long horizontal line extending to the right.

**Tray Palmer, Fire Marshal**  
[palmert@reno.gov](mailto:palmert@reno.gov)



# Civil Service Commission

## MEMORANDUM

**Date:** December 29, 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 Police Captain. (For Possible Action)

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### **Background:**

Human Resources in collaboration with the Reno Police Department has developed a new classification specification of Police Captain.

### **Discussion:**

The work in the classification specification of Police Captain will focus on managing, supervising, and coordinating the activities and operations of an assigned Division within the Police Department. This position will be responsible for coordinating activities with other departments and outside agencies while providing high level administrative support to the Assistant Chief of Police

The proposed minimum qualifications include:

**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 criminal justice, police science, business or public administration, or a related field.

### **Experience:**

Two years at a rank equivalent to a Police Lieutenant in the Reno Police Department.

### **License or Certificate:**

Possession of an appropriate, valid driver's license.  
Must possess an appropriate valid POST certificate.

### **Recommendation:**

Civil Service staff is presenting the proposed MQs to the Commission for review and approval with the understanding that based on the "any combination of education and experience statement" a Bachelor's degree will be substitutable for additional years of RPD Police Lieutenant Experience. With that understanding, we recommend the approval of the minimum qualifications of the new classification specification of Police Captain as presented with a twelve (12) month probationary period.

*Attachment 1: Memo requesting approval of minimum qualifications from Jesse Pruett, Labor Relations Manager*

*Attachment 2: Classification Specification for Police Captain*



# Department of Human Resources

## MEMORANDUM

**Date:** December 28, 2023  
**To:** Civil Service Commission  
**From:** Jesse Puett, Labor Relations Manager, Human Resources  
**Subject:** Police Captain – Approval of Minimum Qualifications

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**Recommendations:** It is recommended the Civil Service Commission approve the minimum qualifications for the new position of Police Captain.

**Discussion:** A Police Captain classification is necessary to meet the needs of the Reno Police Department's command structure and long-term sustainability of that structure. The proposed minimum qualifications for this new classification include two years equivalent to a Police Lieutenant in the Reno Police Department and the possession of a valid POST certificate.

**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 criminal justice, police science, business or public administration, or a related field.

**Experience:**

Two years at a rank equivalent to a Police Lieutenant in the Reno Police Department.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

Must possess an appropriate valid POST certificate.

**Action:** It is requested the Civil Service Commission approve the proposed minimum qualifications for the Police Captain classification.

####

## POLICE CAPTAIN

CITY OF RENO

*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 administrative direction, assists in the administration and supervision of the Police Department; directs, manages, supervises, and coordinates the activities and operations of an assigned Division within the Police Department including Operations, Administration, or Support Services; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Assistant Chief of Police.

### **REPRESENTATIVE DUTIES**

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

1. Assist the Assistant Chief of Police in planning and controlling Police Department operations.
2. Assume management responsibility for assigned services and activities of an assigned Division within the Police Department including Operations, Administration, or Support Services; coordinate the activities of sworn and non-sworn personnel in preserving order, protecting life and property, investigating crimes, and in enforcing laws and municipal ordinances as the operating manager of assigned divisions.
3. Oversees the planning and coordination of law enforcement for special events and incidents.
4. Manage incidents, calls, and events requiring special assistance or oversight.
5. Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs and divisions; recommend and administer policies and procedures.
6. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
7. Plan, direct, coordinate, and review the work plan for assigned staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
8. Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
9. Oversee and participate in the development and administration of the assigned divisions' annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies for the assigned divisions; monitor and approve expenditures; implement adjustments.
10. Serve as the liaison for the assigned divisions with other divisions, City departments, and outside agencies; negotiate and resolve sensitive and controversial issues.
11. Establish policies and procedures for the on-going development of community relations as an investment of the Reno Police Department within the local community for total integration with the community.
12. Serve as staff liaison on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.

**CITY OF RENO**  
**Police Captain (Continued)**

13. Provide responsible staff assistance to the Assistant Chief of Police; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to assigned programs, policies, and procedures as appropriate.
14. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of law enforcement; incorporate new developments as appropriate.
15. Respond to and resolve difficult and sensitive citizen inquiries and complaints; manage and investigate citizen complaints against employees; prepare reports and maintain administrative files; make recommendations for disciplinary actions.
16. Prepares reports and/or presentations for court as required; appears in court to provide testimony for civil or criminal cases as required.
17. Perform related duties as required.

**QUALIFICATIONS**

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

**Knowledge of:**

- Operations, services, and activities of a comprehensive municipal law enforcement program.
- Law enforcement theory, principles, and practices and their application to a wide variety of services and programs.
- Principles and practices of law enforcement administration, organization, and management.
- Modern police methods and procedures, including patrol, crime prevention, traffic control, and investigation.
- Use of firearms and other modern police equipment.
- Principles and practices of program development and administration.
- Rules of evidence pertaining to search and seizure and preservation of evidence.
- Techniques and applications of self defense and proper use of force.
- Use, operation, and maintenance of police equipment, vehicles, and tools.
- Methods and techniques of public relations.
- Recent court decisions and how they affect department operations.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations, including laws governing the apprehension, arrest, and custody of persons accused of felonies and misdemeanors.

**Ability to:**

- Oversee and participate in the management of assigned divisions of the Police Department.
- Effectively plan, direct, supervise, and coordinate the work of assigned divisions of the Police Department.
- Oversee, direct, and coordinate the work of lower level staff
- Select, supervise, organize, schedule, review, train and evaluate staff.
- Participate in the development and administration of division goals, objectives, and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Utilize mental capacity allowing the capability of exercising sound judgment and rational thinking under dangerous and stressful conditions.
- Respond to requests and inquiries from the general public.
- Prepare clear and concise administrative and financial reports.

**CITY OF RENO**  
**Police Captain (Continued)**

Prepare and administer large and complex budgets.  
Effectively use and qualify with law enforcement tools and weapons including firearms, batons, defensive tactics, and other safety equipment.  
Operate specialized law enforcement equipment including specialized police vehicles, radios, video systems, and radars.  
Meet the physical requirements necessary to safely and effectively perform the assigned duties.  
Act quickly and calmly in emergencies.  
Interpret, apply, and make decisions in accordance with applicable federal, state, and local policies, laws, and regulations.  
Interpret, apply, and explain City law enforcement policies and procedures.  
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 criminal justice, police science, business or public administration, or a related field.

**Experience:**

Two years at a rank equivalent to a Police Lieutenant in the Reno Police Department.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

Must possess an appropriate valid POST certificate.

**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.*

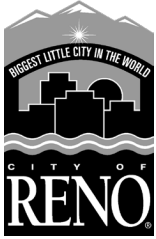
**Environment:** Work is performed in varying working conditions including a standard office setting, reactive emergency, natural or man-made disaster, and routine peace keeping environments with travel to various locations to attend meetings or respond to major crime scenes, disasters or critical incidents; the employee is occasionally exposed to outside weather conditions; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of electrical shock, risk of radiation, and vibration; the noise level in the work environment is usually moderate; however, the noise level is occasionally very loud due to sirens, firearm training, etc.; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to walk, stand, or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally climb and balance; to lift, carry, push, and/or pull light to moderate amounts of weight; to verbally communicate to exchange information; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to operate and use specialized law enforcement tools and equipment including guns and handcuffs; and to operate a vehicle to travel to various locations

**CITY OF RENO**  
**Police Captain (Continued)**

December 2023  
*Human Resources*





# Civil Service Commission

## MEMORANDUM

**Date:** December 29, 2023

**To:** City of Reno Civil Service Commission

**From:** Barbara Ackermann, Chief Examiner

**Subject:** Item C.1. Presentation of Internal Audit Findings

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Presentation by Staff Auditor, Rob Miller to the Civil Service Commission regarding the findings of the Civil Service Audit.

*Attachment 1: Civil Service Audit Report*



CITY OF RENO  
AUDIT REPORT

CIVIL SERVICE AUDIT  
FEBRUARY 2024

DRAFT

## BACKGROUND

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The City of Reno Charter provides for the establishment of a civil service system to provide for an efficient workforce and equity in hiring for employees covered under the system. The fundamental principle for a civil service system is to provide for a professional and non-partisan workforce to support government functions. The civil service system for the City of Reno includes the provision for open and competitive recruitments, job security, career progression, and adherence to ethical standards. Recent developments in the provision of civil service systems are a growing emphasis on promoting diversity and inclusion and to promote a workforce which reflects the demographics of the population and ensure a broad range of perspectives.

Regulations for the civil service system at the City of Reno are detailed in the Reno City Charter Article IX – *Civil Service*, and the Civil Service Commission Rule Book. Pursuant to Charter §9.020, “the City of Reno Civil Service System covers all employees of the City except those specifically exempted under this section of the Charter.”

### The Civil Service Commission

Per the Civil Service Commission Rule Book, “The Commission is an autonomous body of seven (7) residents of the City with no other connection with the City government who are appointed to five (5) year terms on succeeding years by the Mayor with approval of the City Council.” The Commission is authorized per the Reno City Charter and is the only Civil Service commission, committee, or board established by Charter to be independent of the rest of the City.

According to the Civil Service Rule Book,

“It is the Commission’s task to supervise the merit system of competition and fitness in procedures for recruiting, evaluating, selecting, employing, promoting, and retaining all employees in Civil Service within the City. They receive and evaluate all applications for employment in the City’s Civil Service, administer written and oral examinations, establish eligible lists, and certify eligibles for all Civil Service classifications. They function as an appeal tribunal for confirmed classified employees within Civil Service regarding adverse actions premised upon Prohibited Acts, classification, layoff, dismissal, demotion, suspension, and disciplinary actions. It is their duty to establish career paths on which classified employees within Civil Service may progress to mutual advantage. They are responsible for all Civil Service classified employee transfers. It is also their responsibility to assure equal employment opportunities to persons of all races, colors, sexes, sexual orientation, marital status, gender identity or expression, disability, ages, national origins, religious beliefs and political or organizational affiliations.”

In order to fulfil the objectives of the Civil Service Commission as outlined in the Reno City Charter, the Commission is empowered to appoint a Chief Examiner under Reno City Charter § 9.070. Under this appointment, “The Chief Examiner shall administer the provisions of this article in regard to the selection, appointment and promotion of employees in the Civil Service, under the direction of the Commission and within restrictions established by the Commission.”

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## AUDIT RESULTS

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Audit reviewed documentation and queried City of Reno staff and Civil Service Commissioners regarding the processes and procedures involved in recruitments, classifications, reclassifications, promotions, and appeals of adverse management actions. Queries included surveys of hiring managers and department directors to gather information on their understanding of and interaction with the Civil Service Commission and its staff. Interviews were conducted with key Civil Service Commissioners and staff. These queries were evaluated for process efficiency, points of confusion or overlap, equity, and security. Citywide policies and best business practices were also considered during the audit fieldwork.

The audit identified seven separate findings. A finding is noted when audit testing identifies an area of noncompliance with documented policies or best practices. Simply put, findings identify areas of risk. In addition, we have identified one area of note to be considered for review and analysis. The audit's findings and recommendations are detailed below with management's responses at the end of the report.

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The Civil Service System is an institution within governmental organizations to provide employees protections and insulation from political influence and interference in their hiring, promotion, and execution of their duties. The City of Reno Charter outlines the objectives of the Civil Service System under Article IX § 9.010 as,

“The purpose of this article is to provide the City with an efficient workforce, with equity to all persons concerned. To attain this objective:

1. All appointments and promotions to positions in the Civil Service must be made on the sole basis of merit and fitness, without regard to non-job-related considerations.
2. Career and promotional opportunities must be readily available to employees.
3. A high level of performance is required of employees to meet their obligations to the City administration, to the users of City services and to the taxpayers.”

### Clarify Program Administration

1. An impetus for this audit was a sense of confusion from hiring managers as to who administers the various functions and processes relating to position description development, position minimum qualifications, position classifications, position recruitment, hiring, promotions or reclassifications, and employee discipline. Part of this confusion is directly related to the City of Reno Charter which provides for certain functions to be administered by the Civil Service Commission and certain function to be administered by the City Manager or their designee. Specifically, RMC Article IX, Sec. 9.180, states, in part, “1. The City Manager or his or her designee shall: (a) Prepare maintain, and, as necessary, revise a classification plan for all positions in the Civil Service. (b) Allocate each position in the Civil Service to a class set forth in the classification plan.”

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This division of duties provides for a Civil Service System that is shielded from political influence and undue pressure to conform or have their employment negatively impacted. However, a consequence of this division is confusion, as many of these functions are interrelated and cannot be easily separated into distinct tasks. Confusion in the hiring process may reduce confidence in the hiring and promoting process and create potential delays in recruitments.

#### Recommendations

We recommend:

- the City Manager clarify the duties they have delegated to other managers as permitted in the City Charter, and
- the Chief Examiner clarify the responsibilities for the Civil Service function.

### Clarify Due Diligence Responsibilities

2. Due diligence within the hiring process is the assessment and evaluation of the information provided by the applicants for employment with the City. It generally involves reviewing and assessing the information provided by the applicant through a variety of tasks including resume review, testing, interviewing, reference checks, and verification of work samples provided by the applicant. Effective due diligence in hiring helps mitigate the risks associated with making poor hiring decisions, reduces employee turnover, and contributes to building a strong and capable workforce.

Per queries with 13 departmental hiring managers/directors citywide and three Civil Service employees, the expectation of who performs due diligence tasks and how it should be performed in the recruitment and hiring process is unclear. A lack of clear due diligence responsibilities creates the risk that unqualified applicants being advanced and potentially hired. Best practices support conducting formal, iterative due diligence during the hiring process.

#### Recommendation

We recommend the Chief Examiner clarify the due diligence responsibilities between Civil Service, Human Resources, and departmental hiring managers, and train applicable staff with a formal, iterative process.

### Enhance Security of Documents

3. The use of Personal Identifying Information (PII) is necessary when potential employees are recruited for employment with the City. Multiple employees, departmental directors, and hiring managers across the organization have been tasked with reviewing applicant materials and

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have access to PII provided by the applicant as an element of the recruiting process through Civil Service.

The physical security and cybersecurity of applicants' PII may be compromised with the current procedures in place. Those application documents with PII are maintained in several locations by departmental hiring managers and hiring committee members such as desktop computers, laptops, email, and shared drives – each with various states of security. There is no formal training program to protect PII.

Citywide Policy 103 - Records Management Section V states, in part, "Properly managing City records is a fundamental role of being a public employee," and also, Section VIII.B. Care of Records states, in part, "Access Control: All employees must maintain the security of City Records. Records must be stored in safe and secure locations." In addition, per NRS 603A.210 Security measures, includes, in part, "1. A data collector that maintains records which contain personal information of a resident of this State shall implement and maintain reasonable security measures to protect those records from unauthorized access, acquisition, destruction, use, modification or disclosure."

#### Recommendation

We recommend best practices and policies surrounding the security of recruitment documents, and Personal Identifying Information within, be established, communicated to applicable directors and hiring managers, and implemented timely.

## Include Proper Supporting Documentation

4. We tested 19 expenditures from the Civil Service account for compliance with documented policies and best practices and two did not include supporting documentation that proves the purchase was for a legitimate business meeting. Citywide Policy #303 Purchasing, Section VIII.E allows for refreshments and light lunch purchases for “staff meetings, public meetings and business meetings.” Without supporting documentation which identifies the business purpose of the meetings that include City-purchased food and beverages, verifying compliance with citywide policies is not possible.

#### Recommendation:

We recommend, for expenditures that include food or beverage, the supporting documentation include the business purpose for the meeting.

## Standardized Training

Effective training programs are essential for personal and professional development of employees, to ensure compliance with applicable rules and regulations, ensure safety, provide innovation and support overall organizational success. Training programs provide the organization with well-qualified employees who are more effective while supporting employee growth and promotional opportunities.

Training programs need to have components of skill development, awareness, and application of legal and regulatory issues to ensure compliance, provide for knowledge transfer, and reinforce cultural norms within the organization. Providing opportunities for learning and development can boost employee morale and job satisfaction and demonstrates that the organization values its employees' growth and invests in their success.

Organizations which offer robust training programs are often more attractive to potential employees and plays a role in retaining talent, as employees are more likely to stay with organization's who invest in employee development.

### Provide Hiring Manager Training Periodically

5. A systematic, iterative program to train departmental hiring managers on the Civil Service processes and rules has not been formalized. While informational sessions have recently been instituted by Civil Service and offered to employees citywide, the content is general in nature and not specific to the procedures conducted by departmental hiring managers. Without required appropriate and periodic training, compliance with Civil Service processes, Civil Service rules, and citywide policies may be compromised.

#### Recommendation

We recommend a systematic, iterative training program be developed by Civil Service and implemented to ensure hiring managers receive formal training on which portions of the recruitment process are covered under the Civil Service processes and rules. In addition, we recommend hiring managers be required to participate in the formal training provided by Civil Service.

### Provide Staff Training Periodically

6. Training opportunities are being developed and implemented for Civil Service staff, but these training programs are ad hoc at this point and not a standardized program for Civil Service staff. A lack of standardized training creates uneven knowledge between personnel of the same level and performing the same duties.

#### Recommendation

We recommend the training programs currently being delivered on an ad hoc basis be formalized and a standard training routine be implemented

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and documented through training manuals to ensure all employees of a similar title and workload are receiving the same training.

### Provide Training on Personal Identifying Information Security

7. Personal Identifying Information (PII) is collected through the recruitment process and this information is disturbed to hiring managers through electronic means and other methods. Standardized training on the treatment of PII is not provided to employees with access to it. Without appropriate training, the physical security and cybersecurity of individuals' PII may be compromised.

#### Recommendation

We recommend formal training be provided to all hiring managers and Civil Service staff as it relates to physical security and cybersecurity for the collection, distribution, and retention of Personal Identifying Information to meet industry best practices.



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## **ADDITIONAL AREAS OF NOTE**

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During the course of the audit, additional matters were considered and may warrant further review and analysis. While not an audit *finding* or instances of noncompliance with documented City policies, these matters present areas of note and/or opportunities to improve the operational process and/or the internal control environment to reduce risk and increase efficiencies.

### Municipal Court Hiring

The Court Administrator noted employees hired by the Municipal Court are exempt from the Civil Service process as provided for in the Reno City Charter Article IX § 9.020(g). This presents two distinct conditions for the City:

1. Duplication of Effort - The City currently has a robust classification, recruitment, examination, and hiring process by professionals in Civil Service and Human Resources. By not partnering with the City departments charged with this specialized work, the Court is taking on additional work and costs associated with those activities.
2. Employee Protections - As noted in the background section of this report, Civil Service Systems provide the City and the employees certain protections. These protections are not in effect for employees of the Municipal Court as they currently hire the Court employees directly.

## **NOTEWORTHY ACCOMPLISHMENTS**

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The Chief Examiner has hired a full staff and has begun instituting training for staff to help clear a backlog of recruitment requests and provide a stable and well qualified City staff. Civil Service has instituted quarterly informational meetings for employees citywide on specific portions of the Civil Service process. In addition, improvements have recently been made to the Civil Service Commission website including helpful links and access to forms providing a more robust information center for departmental hiring managers' reference.

## Audit's Objective, Scope, and Standards

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### Objectives

- To clarify the criteria surrounding the Civil Service Function at the City;
- Assess the overall process and data used during the Civil Service processes;
- To determine if Civil Service is posting the minimum qualifications that have been approved by the Civil Service Committee;
- To determine if Civil Service is conducting due diligence by verifying applicants' information provided;
- To determine if staff is adequately protecting personally identifying information of applicants during the Civil Service process; and
- To evaluate the risk of fraud, waste, and abuse relative to the audit objectives.

### Scope

The audit scope included the procedures and methodologies in place within the Civil Service Department at the time of the audit fieldwork, August – October 2023.

### Audit Standards

We conducted this audit in accordance with standards of The Institute of Internal Auditors, sans Standards 1310-1 through 1321. Standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our finding and conclusions based on our audit objectives. The evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.



## Findings' Conditions, Recommendations, and Management Responses

*Responses from Civil Service Management:*

### Clarify Program Administration

1. An impetus for this audit was a sense of confusion from hiring managers as to who administers the various functions and processes relating to position description development, position minimum qualifications, position classifications, position recruitment, hiring, promotions or reclassifications, and employee discipline.

We recommend the Chief Examiner clarify the responsibilities for the Civil Service function.

What measures are planned to address this finding?

*The City of Reno Charter very clearly defines the areas in which the Commission has authority over and is responsible for in Article IX – Civil Service. The City Manager does not have authority to clarify and/or delegate the responsibilities of the Commission or the Chief Examiner. The Commission, Chief Examiner and attorney will as needed provide clarification. The Commission and attorney will provide direction to the Chief Examiner and staff in this matter.*

*An educational presentation and training will be developed to present to the City Manager, Department Directors and hiring managers regarding the authority and responsibilities of the Commission.*

When will the measures be taken?

*Educational presentation will be developed by March 31, 2024 and will be presented at our regularly scheduled 2<sup>nd</sup> quarterly hiring team meetings. Quarterly meetings are with all departments and include Directors, hiring managers, and NeoGov liaisons. These meetings will be completed by June 30, 2024.*

### Clarify Due Diligence Responsibilities

2. Per queries with 13 departmental hiring managers/directors citywide and three Civil Service employees, the expectation of who performs due diligence tasks and how it should be performed in the recruitment and hiring process is unclear.

We recommend the Chief Examiner clarify the due diligence responsibilities between Civil Service, Human Resources, and departmental hiring managers, and train applicable staff with a formal, iterative process.

What measures are planned to address this finding?

*As addressed in finding 1., Civil Service staff will develop and present for educational purposes the recruitment and hiring areas of responsibility that fall within the purview of the Civil Service Commission. This presentation will continue to expand upon the routine training currently being provided to hiring managers and other applicable staff on the recruitment lifecycle, Subject*

*Matter Expert (SME) criteria and selection, job analysis, competency mapping, assessment development, certification of eligibles procedures and probationary periods.*

*A formal SOP will be developed regarding the due diligence process Civil Service utilizes from application receipt through placement on an eligible list. Training will be provided to Civil Service staff on an annual basis to ensure consistency throughout the delivery of our uniform process.*

*Civil Service staff will work with Human Resources to develop a hiring process flow chart that will identify the responsibilities of Human Resources, Civil Service and Department hiring managers and post this to our BLI page for reference.*

**When will the measures be taken?**

*Educational presentation will be developed by March 31, 2024, and will be presented at our regularly scheduled 2<sup>nd</sup> quarterly hiring team meetings. Quarterly meetings are with all departments and include Directors, hiring managers, and NeoGov liaisons. These meetings will be completed by June 30, 2024.*

*SOP to be complete and available for training by June 30, 2024. Training to commence immediately following.*

*The timeframe for posting the reference material to the Civil Service BLI page is subject to coordination with Human Resources but anticipated to be completed by March 31, 2024.*

## Enhance Security of Documents

- 3.** The physical security and cybersecurity of applicants' Personal Identifying Information (PII) may be compromised with the current administration's methodology. Those application documents with PII are maintained in several locations by departmental hiring managers and hiring committee members such as desktop computers, laptops, email, and shared drives – each with various states of security. There is no formal training program to protect PII.

We recommend best practices and policies surrounding the security of recruitment document be established and communicated to applicable directors and hiring managers and implemented timely.

**What measures are planned to address this finding?**

*The PII included in recruiting documents is not expansive and carries limited risk. Civil Service Staff will work with Human Resources and IT to identify all employees who have access to applicant information as collected by Civil Service during the application process and distributed during the hiring process. Best practices and policies will be established, communicated, and implemented timely.*

**When will the measures be taken?**

*Implementation in coordination with IT per City Policy 103 will be provided by June 30, 2024.*

## Include Proper Supporting Documentation

4. We tested 19 expenditures from the Civil Service account for compliance with documented policies and best practices and two did not include supporting documentation that proves the purchase was for a legitimate business meeting.

We recommend, for expenditures that include food or beverage, the supporting documentation include the business purpose for the meeting.

What measures are planned to address this finding?

*Civil Service staff will implement an updated process to include an information sheet with supporting details surrounding the purchase of food and beverages to include the purpose, the date and a list of participants. Once a formal process or form is developed by Finance or Purchasing, we will implement that into our accounts payable process.*

When will the measures be taken?

*These changes will occur on December 1, 2023.*

## Provide Citywide Training Periodically

5. A systematic, iterative program to train departmental hiring managers on the Civil Service processes and rules has not been formalized.

We recommend a systematic, iterative training program be developed by Civil Service and implemented to ensure hiring managers receive formal training on which portions of the recruitment process are covered under the Civil Service processes and rules.

What measures are planned to address this finding?

*Civil Service staff is currently providing routine training to Directors, hiring managers and other staff that utilize the NeoGov applicant tracking system. NeoGov support training is provided to all authorized NeoGov users and is administered whenever a new user is identified.*

*Quarterly training on various Civil Service processes and rules are covered during the regularly scheduled hiring team meetings with departments. Civil Service staff will continue to provide these in-depth trainings on specific rules and process that include the portions of the recruitment process covered by Civil Service. Director and hiring manager attendance at regularly scheduled meetings/trainings is sporadic and interferes with our ability to provide valuable information to them.*

*This is a continuing effort that will culminate in a formal training program that can be provided to new directors and hiring managers as they are being onboarded.*

When will the measures be taken?

*Training will be provided at the quarterly training meetings beginning in 2024.*

## Provide Staff Training Periodically

6. Training opportunities are being developed and implemented for Civil Service staff, but these training programs are ad hoc at this point and not a standardized program for Civil Service staff.

We recommend that the training programs currently being delivered on an ad hoc basis be formalized and a standard training routine be implemented and documented through training manuals to ensure all employees of a similar title and workload are receiving the same training.

What measures are planned to address this finding?

*Institute an Analyst training tracker that identifies the skills and tasks required of the Analyst position and documents that training and progress of proficiency similar to the one currently in use for the Civil Service Technician position.*

*Continue to update training materials and operations manuals to reflect current processes and procedures.*

When will the measures be taken?

*Training tracker will be developed and implemented by June 30, 2024 and training materials and operation manuals will be updated by December 31, 2024.*

## Provide Training on Personal Identifying Information Security

7. Personal Identifying Information (PII) is collected through the recruitment process and this information is disturbed to hiring managers through electronic means and other methods. Standardized training on the treatment of PII is not provided to employees with access to it.

We recommend formal training be provided to all hiring managers and Civil Service staff as it relates to physical security and cybersecurity for the collection, distribution, and retention of Personal Identifying Information to meet industry best practices.

What measures are planned to address this finding?

*Civil Service Staff will work with Human Resources to identify all employees who have access to applicant information as collected by Civil Service during the application process.*

*Civil Service will collaborate with Human Resources and IT to train employees regarding the safekeeping and protection of employee information captured and distributed through the application and hiring process.*

When will the measures be taken?

*Training in coordination with IT per City Policy 103 will be provided by June 30, 2024.*



## Findings’ Conditions, Recommendations, and Management Responses

*Responses from the City Manager’s Office follow:*

### Clarify Program Administration

1. An impetus for this audit was a sense of confusion from hiring managers as to who administers the various functions and processes relating to position description development, position minimum qualifications, position classifications, position recruitment, hiring, promotions or reclassifications, and employee discipline. Part of this confusion is directly related to the City of Reno Charter which provides for certain functions to be administered by the Civil Service Commission and certain function to be administered by the City Manager or their designee. Specifically, RMC Article IX, Sec. 9.180, states, in part, “1. The City Manager or his or her designee shall: (a) Prepare maintain, and, as necessary, revise a classification plan for all positions in the Civil Service. (b) Allocate each position in the Civil Service to a class set forth in the classification plan.”

This division of duties provides for a Civil Service System that is shielded from political influence and undue pressure to conform or have their employment negatively impacted. However, a consequence of this division is confusion, as many of these functions are interrelated and cannot be easily separated into distinct tasks. Confusion in the hiring process may reduce confidence in the hiring and promoting process and create potential delays in recruitments.

We recommend the City Manager clarify the duties they have delegated to other managers as permitted in the City Charter.

What measures are planned to address this finding?

*The City Manager will work with HR to lead a review of RMC 9.180 to identify and assign responsibilities of Human Resources and Civil Service related to classification and compensation.*

When will the measures be taken?

*A Classification and Compensation Guidelines Manual is identified as a deliverable in the current classification and compensation project to be completed by February 2024.*

### Provide Citywide Training Periodically

6. A systematic, iterative program to train departmental hiring managers on the Civil Service processes and rules has not been formalized. While informational sessions have recently been instituted by Civil Service and offered to employees citywide, the content is general in nature and not specific to the procedures conducted by departmental hiring managers. Without required appropriate and periodic training, compliance with Civil Service processes, Civil Service rules, and citywide policies may be compromised.

We recommend a systematic, iterative training program be developed by Civil Service and implemented to ensure hiring managers receive formal training on which portions of the recruitment process are covered under the Civil Service processes and rules.

Audit Comment:

*Civil Service has indicated “Quarterly training on various Civil Service processes and rules are covered during the regularly scheduled hiring team meetings with departments. Civil Service staff will continue to provide these in-depth trainings on specific rules and process that include the portions of the recruitment process covered by Civil Service. Director and hiring manager attendance at regularly scheduled meetings/trainings is sporadic and interferes with our ability to provide valuable information to them.”*

To ensure the systematic, iterative training program offered by the Civil Service team is implemented effectively, we recommend the City Manager’s Office *require* participation in formal trainings, for all applicable directors and hiring managers.

What measures are planned to address this finding?

*The City Manager will work with HR to identify and develop a training program and personnel required to participate in classes specific to hiring manager competencies.*

When will the measures be taken?

*Legal and Effective Interviewing and Hiring training courses is scheduled to launch in February 2024.*



# 23-02 Civil Service Audit

## Civil Service Commission Review

*January 11, 2024*



C I T Y O F  
**RENO**

# Internal Audit Function @ City

- To provide the City of Reno with an independent appraisal function designed to assist the Reno City Council, constituents, and City management in establishing accountability, transparency, and a culture of continuous improvement in City operations.
- At its core, Internal Audit helps the organization achieve its objectives.



Independent ✓

Objective ✓

Reno.Gov | @CityofReno

# Purpose of the Audit

**A performance audit assesses how well resources are utilized to achieve intended objectives.**



- 1. Effectiveness**
- 2. Efficiency**
- 3. Culture**
- 4. Compliance**
- 5. Risk**
- 6. Transparency**
- 7. Accountability**
- 8. Public Trust**
- 9. Continuous Improvement**
- 10. Informed Decision-Making**

# Audit Findings - Overview

## Finding Categories

- Program Administration and Duties
- Security
- Expenses
- Training

# Audit Findings – Program Administration & Duties

1. Confusion around administration of recruiting/hiring tasks
  - Civil Service duties vs HR duties vs Hiring Department duties
2. Confusion on Due Diligence
  - Who checks what on the application



# Audit Findings – Security

## 3. Security of Personal Identifying Information (PII)

- No processes/training regarding use/distribution of paper application materials which may contain PII
- No processes/training regarding the use/distribution of electronic application materials which may contain PII



# Audit Findings – Expenses

## 4. Proper Supporting Documentation

- Purchase of food and/or beverages needs additional documentation



# Audit Findings – Training

5. Provide systemic, iterative program to train Hiring Managers
  - Specific training on recruitment best practices has not been provided to all Hiring Managers
  
6. Provide systemic, iterative program to train Civil Service Staff
  - Specific training on recruitment best practices has not been provided to all Civil Service staff in a uniform manner
  
7. Provide training on PII handling
  - Specific training on handling of application materials with potentially sensitive information has not been provided to Hiring Managers



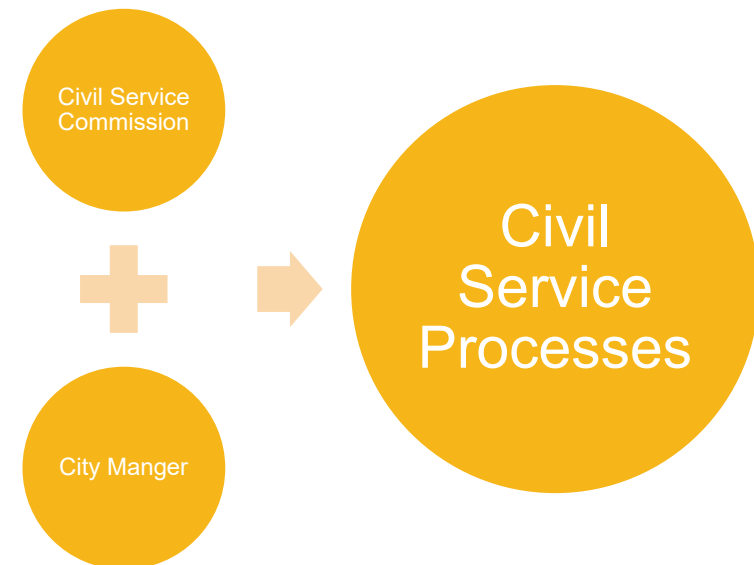
# Audit Recommendations

Per the City of Reno Charter, Civil Service Functions are divided between the Civil Service Commission and the City Manager.

Because of this division in responsibilities – Management actions will need to come from Civil Service through the Chief Examiner and the City Manager’s Office through the City Manager

## Audit Recommendations

1. Provide clarification
2. Provide documentation
3. Provide training



# Management Responses

What measures are planned to address this finding?

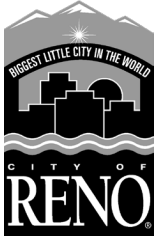
When will the measures be taken?

- Responses from the Chief Examiner and the City Manager's Office are included in the Report
- These responses adequately address the findings following the Audit Recommendations
- Internal Audit will follow up with both departments in 6 months to review progress on management responses

# Audit Acknowledgement

Internal Audit would like to acknowledge the work and progress Civil Service has made under Chief Examiner Ackermann:

1. Full Staffing
2. Quarterly Informational Meetings/Sessions
3. Updated website resources



## Civil Service Commission

### MEMORANDUM

**Date:** December 29, 2023

**To:** City of Reno Civil Service Commission

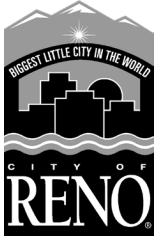
**From:** Barbara Ackermann, Chief Examiner

**Subject:** Item C.2. Election of Civil Service Chairperson. This position will be held through July 2025, pursuant to Rule II, Section 1 of the Civil Service Commission Rules. (For Possible Action)

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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."

The Chairperson elected today will retain the position until elections are held in July 2025.



# Civil Service Commission

## MEMORANDUM

**Date:** January 2, 2024

**To:** City of Reno Civil Service Commission

**From:** Barbara Ackermann, Chief Examiner

**Subject:** Item C.3. One-Way Video Interviewing Platform Demonstration. (Not for Action)

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Demonstration by Management Analyst Albert Kenneson to the Civil Service Commission presenting the Criteria One-Way Video Interviewing platform from the evaluator's standpoint.