



## JANUARY REGULAR CIVIL SERVICE BOARD MEETING AGENDA

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**Date: January 16, 2025**

**OPEN SESSION 5:30 p.m.**

**City Hall, One Frank H. Ogawa Plaza, Hearing Room 1**

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**BOARD MEMBERS:** Chairperson, Yvonne Hudson- Harmon; Vice Chair, Lauren Baranco; Michael Brown; Beverly A. Williams

**STAFF TO THE BOARD:**

Mary Hao, HRM Director/Secretary to the Board  
Tina Pruett, Human Resources Manager/Staff to the Board  
Amber Lytle, Human Resources Manager/Staff to the Board  
Ayana Smith, Administrative Assistant II/Staff to the Board  
Jady Leung, Attorney to the Board

The following options will be available to observe this meeting:

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**ID: Webinar ID: 847 7008 1425 Passcode: 7708206**

Find your local number: <https://us02web.zoom.us/j/84770081425?pwd=N0V1VTEyeTZnRjdvUDBhQ09oaUZWQT09>

**ROLL CALL****1) PUBLIC COMMENT:**

**COMMENTS ON ALL AGENDA ITEMS AND ITEMS NOT ON THE AGENDA WILL BE TAKEN AT THIS TIME.**

**2) APPROVAL OF THE JANUARY 16, 2025, CIVIL SERVICE BOARD MEETING AGENDA** ACTION

**3) UPDATES, SECRETARY TO THE BOARD** INFORMATION

**4) CONSENT CALENDAR:** ACTION

a) Approval of Provisional Appointment (0)

- There are no Provisional Appointment requests for this month.

b) Approval of Employee Requests for Leave of Absence (3)

- Department of Transportation (1)
- Oakland Public Library (2)

c) Approval of Revised Classification Specifications (1)

- Complaint Investigator II

**5) OLD BUSINESS:**

a) Approval of the December 19, 2024, Civil Service Board Meeting Agenda Minutes ACTION

b) Determination of Schedule of Outstanding Board Items INFORMATION

- c) Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of all ELDE's and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21 INFORMATION
- d) Approval of the scheduling of a Special Meeting of the Civil Service Board to replace the June Regular Meeting due to the observance of the Juneteenth holiday. ACTION

## 6) NEW BUSINESS:

- a) Approval of New Classification Specification for Complaint Investigator I ACTION

## 7) ADJOURNMENT

NOTE: The Civil Service Board meets on the 3rd Thursday of each month. The next meeting is scheduled to be held on Thursday, February 20, 2025. All materials related to agenda items must be submitted the first Thursday of the month. For any materials over 100 pages, please also submit an electronic copy of all materials.

Submit items via email or U.S. Mail to:

[civilservice@oaklandca.gov](mailto:civilservice@oaklandca.gov)

**City of Oakland - Civil Service Board**  
**150 Frank H. Ogawa Plaza, 2nd floor**  
**Oakland, CA 94612**



Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate?

Please email [civilservice@oaklandca.gov](mailto:civilservice@oaklandca.gov) or call (510) 238-3112 or (510) 238-3254 for TDD/TTY five days in advance.

¿Necesita un intérprete en español, cantonés o mandarín, u otra ayuda para participar? Por favor envíe un correo electrónico [civilservice@oaklandca.gov](mailto:civilservice@oaklandca.gov) o llame al (510) 238-3112 o al (510) 238-3254 Para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

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[civilservice@oaklandca.gov](mailto:civilservice@oaklandca.gov)  
或致電 (510) 238-3112 或 (510) 238-3254 TDD/TTY



# MEMORANDUM

**DATE:** January 16, 2025  
**TO:** The Honorable Civil Service Board  
**FROM:** Mary Hao, HRM Director / Secretary to the Board  
**SUBJECT:** Request Authorization for Employee Requests for Leave of Absence

HRM is in receipt of three (3) Unpaid Leave of Absence Request's pursuant to Personnel Manual Section 8.07 Miscellaneous Leaves of Absence.

Employee Name	Classification Title	Department	Dates	Civil Service Provision
Emily Ehlers	Transportation Planner, Supervisor	Department of Transportation	September 3, 2022 – Through exempt position	CSR 8.07 (c)
Brianna Collins	Library Assistant	Oakland Public Library	December 20, 2024 – January 2, 2025	CSR 8.07 (c)
Pat Toney	Library Assistant	Oakland Public Library	April 15, 2025 – April 24, 2025	CSR 8.07 (c)

**RECOMMENDATION:**

Staff recommends that the Civil Service Board approve the requested Leave of Absence forms.



# Unpaid Leave of Absence

Leave Type:

- FCL – Family Care Extended
- FDN – Family Death (no pay)
- MNP – Military Leave (no pay)
- SLV – Sick Leave (no pay)
- ANP – Miscellaneous (no pay)
- P – Maternity Leave (no pay)
- CS – Leave from permanent status

Employee Name: Emily Ehlers Employee ID# 25393 Date Requested: 8/20/24

Department/Division: DOT Permanent Job Title Transportation Planner, Supervising

If requesting leave from permanent status for an exempt appointment, please provide the title of the non-civil service appointment and the type of exempt appointment.

Exempt Position Title: Transportation Manager

ELDE  Limited Duration  Interim  Non-Civil Service Permanent Appointment

Number of Business Days Requested: all From: 9/3/22 To: exempt position duration

Unpaid Leave Taken this year?  Yes  No If yes, what type of leave: ANP

Comparison of Different Leave Types					
Leave Type	Maximum Duration	Keep Accrued Seniority?	Accrue Seniority?	Keep Health Benefits?	Other
FCL	4 months*	Yes	No	Depends*	Combination of paid & unpaid leave
FDN	5 days	Yes	No	Yes	Family death leave (paid) exhausted
MNP	1 year	Yes	Yes	For 5 months*	For military training and service
SLV	1 year	Yes	No	No*	Sick leave (paid) exhausted
ANP	1 year	Yes	No	No*	Miscellaneous leave (no pay)
P	1 year	No	No	No *	Maternity Leave
CS	Varies	Yes	No	Depends*	Subject to Department discretion

\* Additional Information

Employees on ANP, MNP, SLV, or Maternity leave may continue to participate in a City group health plan under COBRA at their own cost.

Employees taking a leave from permanent status for non-civil service appointments may be eligible to keep health benefits, depending on the specifics of the non-civil service appointment. Duration of leave from Civil Service status is discretionary.

Family Care Extended Leave allows employees to use a combination of paid and unpaid leave. Employees using paid leave keep their health benefits, while employees on unpaid leave for this category are entitled to extend their coverage under COBRA at their own cost. If the leave is unpaid maternity, an employee may take up to a maximum of 5 months leave.

Employee Name: Emily Ehlers Copyright registered to the City of Oakland, 2024. 12/20/23 09:05:00 12/30/24

Employee's Signature

Date

City Administrator Approval

Date

  
Joseph Richardson (Last 2, 2025 12:24 PST)

Department Head Approval

Date

Civil Service Board Resolution #

Date

Note: Civil Service Board approval is required for leave of 5 days or more for classified employees. City Administrator approval is required for leave of 5 days or more for exempt employees.



# Unpaid Leave of Absence

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- ANP – Miscellaneous (no pay)
- P – Parental Leave (no pay)
- CS – Leave from permanent status

Employee Name: Brianna Collins Employee ID# 25681 Date Requested: 12/19/24

Department/Division: Library/Lakeview Permanent Job Title Librarian II, FT

If requesting leave from permanent status for an exempt appointment, please provide the title of the non-civil service appointment and the type of exempt appointment.

Exempt Position Title: \_\_\_\_\_

- ELDE   
  Limited Duration   
  Interim   
  Non-Civil Service Permanent Appointment

Number of Business Days Requested: 7 From: 12/20/24 To: 01/02/25

Unpaid Leave Taken this year?  Yes  No If yes, what type of leave: ANP

Comparison of Different Leave Types					
Leave Type	Maximum Duration	Keep Accrued Seniority?	Accrue Seniority?	Keep Health Benefits?	Other
FCL	4 months*	Yes	No	Depends*	Combination of paid & unpaid leave
FDN	5 days	Yes	No	Yes	Family death leave (paid) exhausted
MNP	1 year	Yes	Yes	For 5 months*	For military training and service
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ANP	1 year	Yes	No	No*	Miscellaneous leave (no pay)
P	1 year	No	No	No*	Parental Leave (no pay)
CS	Varies	Yes	No	Depends*	Subject to Department discretion

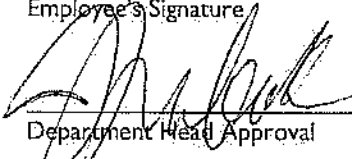
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Brianna Collins Digitally signed by Brianna Collins  
Date: 2024.12.19 13:58:30 -0800 12/19/24

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_  
 12/19/24  
 Department Head Approval \_\_\_\_\_ Date \_\_\_\_\_

City Administrator Approval \_\_\_\_\_ Date \_\_\_\_\_

Civil Service Board Resolution # \_\_\_\_\_ Date \_\_\_\_\_

Note: Civil Service Board approval is required for leave of 5 days or more for classified employees. City Administrator approval is required for leave of 5 days or more for exempt employees.



# Unpaid Leave of Absence

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- ANP – Miscellaneous (no pay)
- P – Parental Leave (no pay)
- CS – Leave from permanent status

Employee Name: Pat Toney Employee ID# 20404 Date Requested: \_\_\_\_\_

Department/Division: Library Permanent Job Title Librarian II

If requesting leave from permanent status for an exempt appointment, please provide the title of the non-civil service appointment and the type of exempt appointment.

Exempt Position Title: \_\_\_\_\_

- ELDE     
  Limited Duration     
  Interim     
  Non-Civil Service Permanent Appointment

Number of Business Days Requested: 8 From: 4/15/25 To: 4/24/25

Unpaid Leave Taken this year?  Yes  No If yes, what type of leave: \_\_\_\_\_

Comparison of Different Leave Types					
Leave Type	Maximum Duration	Keep Accrued Seniority?	Accrue Seniority?	Keep Health Benefits?	Other
FCL	4 months*	Yes	No	Depends*	Combination of paid & unpaid leave
FDN	5 days	Yes	No	Yes	Family death leave (paid) exhausted
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*\* Additional Information*

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Family Care Extended Leave allows employees to use a combination of paid and unpaid leave. Employees using paid leave keep their health benefits, while employees on unpaid leave for this category are entitled to extend their coverage under COBRA at their own cost. If the leave is unpaid maternity, an employee may take up to a maximum of 5 months leave.

Employee's Signature: [Signature] Date: 12.4.24

City Administrator Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Department Head Approval: [Signature] Date: 12/9/24

Civil Service Board Resolution #: \_\_\_\_\_ Date: \_\_\_\_\_

Note: Civil Service Board approval is required for leave of 5 days or more for classified employees. City Administrator approval is required for leave of 5 days or more for exempt employees.



CITY OF OAKLAND

## MEMORANDUM

**DATE:** January 16, 2025

**TO:** The Honorable Civil Service Board

**FROM:** Jaime Pritchett  
Principal Human Resource Analyst

**THROUGH:** Tina Pruett, Human Resources Manager, Recruitment & Classification

**THROUGH:** Mary Hao, Director of Human Resources Management  
Secretary to the Board

**SUBJECT:** Approval of a Revised Classification Specification for Complaint Investigator II

Based upon a upon a classification review request from the Community Police Review Agency (CPRA), Human Resources Management (HRM) has proposed the revision of the existing classification specification for **Complaint Investigator II**. The classification was established in February 1997 and last revised in March 2008.

The City currently has Complaint Investigator II (journey level) and Complaint Investigator III (supervisory level) classifications, but the Complaint Investigator I (entry level) classification was never drafted or established. The CPRA's Executive Director recognized the need to fill this void and create a pipeline for investigator staff, which is difficult to recruit. Work began to draft the entry level classification while ensuring that new language should be incorporated into this Complaint Investigator II description; the revision process for this existing journey level description occurred simultaneously with the development of the new classification. The request to approve the new Complaint Investigator I classification is also scheduled for the January 16, 2025 Civil Service Board Meeting.

The following modifications were proposed to the existing Complaint Investigator II description:

1. Throughout the description, replace the former department name with the current department name.
2. Update the Definition and Distinguishing Characteristics sections to more accurately reflect the assigned duties and the reporting relationship.
3. Revamp the Examples of Duties to make necessary changes while also aligning with language that is included in the new Complaint Investigator I classification specification.
4. Make minor changes to and reorder some of the Knowledge and Ability statements.
5. Modify the Minimum Qualifications to eliminate artificial barriers in terms of years of experience and add the Juris Doctorate degree as desirable since legal backgrounds are highly applicable.
6. In the License or Certificate section, update the language to match the passage from the current template.
7. Add the new Flexible Staffing section since employees in the new Complaint Investigator I classification are eligible to promote to this existing Complaint Investigator II classification in accordance with the City's Flexible Staffing policy.



**CIVIL SERVICE BOARD**

Subject: Complaint Investigator II Classification Specification

Date: January 16, 2025

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There are two (2) filled positions and several vacancies. The updated classification specification will be used for the upcoming recruitment and selection process.

The International Federation of Professional & Technician Engineers (IFPTE, Local 21) was notified of the proposal to revise the existing Complaint Investigator II classification in November 2023. City and union representatives met several times during 2024 to review the proposed revisions and address potential impacts to members. Concerns were explored at multiple meetings to ensure that the revised description accurately and thoroughly reflects the expectations, roles, and responsibilities of this existing classification given that the new entry level classification is being added to the existing job family. Feedback was provided by the union and their membership and incorporated into subsequent drafts of the classification specification. By September 2024, the proposed revised job description had mostly been finalized. However, concerns remained about terms and conditions of work and related provisions in the memorandum of understanding; the union has agreed to bifurcate issues that are MOU-related and address them in a separate forum. The revised classification can be routed for approval.

Staff recommends that the Civil Service Board approve the proposed revised **Complaint Investigator II** classification specifications.

**Attachment:** Proposed revised Complaint Investigator II classification specification



DRAFT

## COMPLAINT INVESTIGATOR II

Class Code: AP146 FTE

Civil Service Classified

### DEFINITION

Under ~~direction~~supervision of the ~~Citizens' Police Review Board~~ Community Police Review Agency (CPRA) Executive Director ~~in the City Administrator's Office~~, investigates ~~citizen's~~ complaints of alleged police misconduct ~~which are filed with the Citizens' Police Review Board~~; compiles and analyzes facts and data for cases; prepares investigative reports for meetings and hearings; attends meetings and hearings that take place on nights and weekends; makes presentations; and performs other related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

This is the journey level position classification in the professional Complaint Investigator series. ~~Under supervision~~†The incumbent is responsible for conducting thorough complex, sensitive, and diverse investigations of ~~citizens'~~community members' complaints alleging a broad range of misconduct by sworn police officers ~~and park rangers~~. The incumbent is responsible for maintaining case ~~intake~~records, critically evaluating complaints, developing a comprehensive investigation plan, pursuing and gathering relative and probative factual information from a variety of sources, analyzing the facts, reviewing and applying appropriate policies, ~~and~~ submitting comprehensive and objective written reports, and making recommendations on complaints in accordance with standards and timely ~~in a~~ timely manner, considering applicable statute of limitations and tolling provisions. A high degree of independence is utilized in conducting the investigation. The incumbent is expected to carry out assignments with little or no direction except as new or unusual circumstances require. This classification is distinguished from the higher-level Complaint Investigator III, which is a supervisory classification that participates in and oversees intake and investigations. It is further distinguished from the lower-level Complaint Investigator I in that the former is typically responsible for fewer and/or less complex cases while developing mastery of investigative skills.

~~The incumbent is also required to present reports and information orally to the Community Police Review Agency staff, the Police Commission, and local community groups. A high degree of independence is utilized in conducting the investigation. The incumbent is expected to carry out assignments with little or no direction except as new or unusual circumstances require. The incumbent will be expected to attend meetings and hearings outside of normal business hours.~~

The incumbent receives general supervision from the ~~Citizens' Police Review Board~~ Executive Director ~~or Complaint Investigator III~~ and may receive direction from other management staff.

### EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Provide assistance to ~~citizens~~community members filing complaints ~~with~~received by the ~~CPRA~~Citizens' Police Review Board and provide referrals to other appropriate agencies as necessary.

Investigate complaints ~~filed with~~received by the ~~Citizens' Police Review Board~~CPRA; ~~as~~

~~directed, provide information regarding facilitate~~ mediation of complaints ~~as appropriate.~~

Analyze and compile facts and data for cases concerning police complaints; formulate objective recommendations based on critical analysis; interpret rules, laws and regulations pertaining to police conduct; develop, maintain, revise, and provide ~~CPRACitizens' Police Review Board~~ Executive Director with ~~the~~ comprehensive investigative plans and case status.

Prepare a variety of complex written reports.

~~;~~ attend meetings and hearings ~~during regular business hours, at night, and on weekends and prepare minutes of Citizens' Police Review Board meetings and hearings;~~ make oral presentations to the Mayor, City Administrator, City Council, ~~Citizen's Police Review Board~~ ~~CPRACitizens' Police Review Board~~, and community groups, and ~~other~~ the public.

Consult and confer with ~~the Complaint Investigator III, Executive Director, and other staff as directed~~ regarding ~~the following~~: prioritization of cases for investigation; facts established in investigations; important issues that may arise in interpreting various laws; facts, trends and patterns identified through investigations; the recommended disposition and conclusion of cases.

Under the direction of the Executive Director, act as liaison between the Mayor's Office, City Administrator's Office, City Attorney's Office, and Police Department in the acquisition and presentation of findings; respond to inquiries from ~~citizens~~ ~~community members~~, Police Officers, ~~Citizens' Police Review Board~~ ~~Police Commission~~, ~~the media~~ and other interested parties in a timely manner; ~~forward media inquiries to the Executive Director.~~

Participate in community outreach activities and serve as a representative of the ~~CPRACitizens' Police Review Board and City Administrator's Office~~ to ~~citizen~~ ~~community~~ groups, the police department, and other government agencies.

Identify, actively seek out, and interview complainants, witnesses, technicians, sworn police personnel, dispatchers, medical personnel, and others as necessary to complete thorough investigations; gather pertinent evidence material to complaints.

~~Review and evaluate assess~~ Oakland Police Department, ~~including Internal Affairs Division records,~~ and maintain confidentiality; compile and summarize information collected.

Maintain complete and accurate complaint files, ~~conversation~~ logs, closed files, ~~media reports,~~ police reports, computerized files, and other related files and records.

~~f~~Formulate reports based on the evidence gathered.

~~E~~ensure that records are secured and confidential.

~~Operate a vehicle Drive in the performance of assigned duties, to various locations to conduct interviews, research complaints, access data and information and attend meetings and hearings.~~

Participate in training new personnel ~~and Board members~~; make recommendations regarding training and policy changes.

~~Assist with P~~processing Public Records Act requests ~~by compiling records~~ in accordance with City policy and applicable laws, ~~consulting and conferring with City Attorney and Executive Director~~ as needed.

## KNOWLEDGE AND ABILITIES

## Knowledge of:

- Principles, practices, and techniques of conducting an investigation including conducting ~~of~~ interviews and interrogation, research and data investigation, analysis of information, and preparing thorough and objective recommendations.
- Laws of arrest, search, and seizure; legal rights of ~~citizens~~ community members; principles of constitutional law; and Public Safety Officer's Bill of Rights.
- Public relations principles including public speaking and conflict mediation techniques.
- Police department administration and organization; administrative hearing practices.
- English punctuation, syntax, language mechanics, and spelling.
- Principles and techniques necessary for the objective presentation of recommendations both in oral and written formats.
- ~~Basic personal~~ Computer systems and software applications, including word processing, databases, and spreadsheets.

## Ability to:

- Plan, organize, and conduct thorough investigations of complex and sensitive matters in accordance with standards and ~~timeliness~~ manner.
- Maintain accurate records and files.
- Create comprehensive investigative operational plans.
- Utilize effective ~~Interview~~ effectively and analytically ~~techniques and practice active listening~~.
- ~~Follow-up~~ on discrepancies
- ~~Corroborate~~ evidence and leads to other evidence suggested by complaint and defense.
- Use tact and diplomacy in interviewing individuals from diverse backgrounds while remaining calm and impartial during sensitive, confrontational, and stressful situations.
- Compile and critically analyze information, facts, evidence, and other data to evaluate testimony and analyze the credibility of the witness and the probative value of information obtained.
- Utilize and apply ~~Reason~~ logically.
- ~~Apply~~ rules and facts.
- ~~Draw~~ conclusions and make supported recommendations.
- Operate a camera to photograph complainants' injuries and the scene of the incident if necessary.
- Read, comprehend, and analyze complex policies, rules, laws, reports, medical records, and other pertinent documents.
- Interpret information regarding the case and process in lay person's terms.
- Maintain a high level of professionalism and ethical standards in approaching each case without preconceived biases.
- Communicate effectively orally and in writing.
- Make ~~verbal~~ presentations to a variety of diverse audiences ~~both large and small groups~~.
- Handle stressful and sensitive situations with tact and diplomacy; meet critical deadlines, manage time effectively and adapt quickly to changing priorities.
- Work with minimal supervision and direction.
- Work flexible hours, as necessary, including nights and weekends.
- Establish and maintain professional-effective working relationships with employees, elected officials, boards and commissions, community groups, and the ~~general~~ public.

- ~~▪ Handle stressful and sensitive situations with tact and diplomacy; meet critical deadlines, manage time effectively and adapt quickly to changing priorities.~~
- ~~▪ Work with minimal supervision and direction.~~
- ~~▪ Work flexible hours as necessary including nights and weekends.~~

**MINIMUM QUALIFICATIONS**

*Any combination of education and experience that is equivalent to the following minimum qualifications may be acceptable.*

**Education:**

A Bachelor’s degree from an accredited college or university in public administration, behavioral science, political science, or a related field. A Juris Doctorate degree is highly desirable.

**Experience:**

~~Three~~Two (2) years of professional full-time, paid experience in civil or criminal investigation or related field where the responsibility includes evidence gathering, evidence evaluation, and disposition recommendation.

**LICENSE OR CERTIFICATE**

Successful incumbents in this job are expected to operate automotive vehicles in the performance of the assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.  
~~Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.~~

**OTHER REQUIREMENTS**

Oral and written bi-lingual skills in Spanish, Mandarin, or Cantonese are highly desirable. Other languages may be added to comply with the City’s Equal Access Ordinance or other relevant legislation or department needs.

Incumbents will be ~~assigned~~expected to work nights and weekends, as necessary.

**FLEXIBLE STAFFING**

Incumbents in the Complaint Investigator I classification are eligible to promote to the Complaint Investigator II classification in accordance with established City policy related to flexible staffing.

<b>DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY</b>			
Established:	02/27/1997	CSB Resolution #:	44365
Exempted:	Y <input type="checkbox"/> N <input type="checkbox"/>	Exemption Resolution #:	Salary Ordinance #:

Revision Date:	03/06/2008/	CSB Resolution #:	44515
Re-titled Date:	/ /	CSB Resolution #:	Salary Ordinance #:
(Previous title(s):	)		



CITY OF OAKLAND

## DECEMBER REGULAR CIVIL SERVICE BOARD MEETING AGENDA MINUTES (DRAFT)

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**Date: December 19, 2024**

**OPEN SESSION 5:30 p.m.**

**City Hall, One Frank H. Ogawa Plaza, Hearing Room 1**

**BOARD MEMBERS:** Chairperson, Yvonne Hudson- Harmon; Vice Chair, Lauren Baranco; Michael Brown; Beverly A. Williams

**STAFF TO THE BOARD:**

Mary Hao, HRM Director/Secretary to the Board  
Tina Pruett, Human Resources Manager/Staff to the Board  
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**ROLL CALL**

**The roll call was conducted, and it was noted that all Board members were present:**

- Present:**
- Chairperson Hudson-Harmon**
- Vice Chair Baranco**
- Member Brown**
- Member Williams**

There were no absences or abstentions, indicating full attendance of the Board members.

**1) PUBLIC COMMENT:**

**COMMENTS ON ALL AGENDA ITEMS AND ITEMS NOT ON THE AGENDA WILL BE TAKEN AT THIS TIME.**

<b>2) APPROVAL OF THE DECEMBER 19, 2024, CIVIL SERVICE BOARD MEETING AGENDA</b>	<b>ACTION</b>
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**45283 A motion was made by Member Williams and seconded by Member Brown to approve December 19, 2024, Regular Civil Service Board meeting agenda.**

**Votes:**

- Board Member Ayes: Chairperson Hudson-Harmon, Vice Chair Baranco, Member Brown, Member Williams**
- Noes: None**
- Abstentions: None**

<b>3) UPDATES, SECRETARY TO THE BOARD</b>	<b>INFORMATION</b>
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<b>4) CONSENT CALENDAR:</b>	<b>ACTION</b>
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**a) Approval of Provisional Appointment (0)**

- There are no Provisional Appointment requests for this month.**

**b) Approval of Employee Requests for Leave of Absence 6)**



- Department of Transportation (1)
- Oakland Fire Department (2)
- Human Resources Management (1)
- Oakland Police Department (1)
- Oakland Public Library (1)

c) Approval of Revised Classification Specifications (X)

- Administrative Services Manager II
- Carpenter

**45284 A motion was made by Member Brown and seconded by Member Williams to approve the Consent Calendar for the December, 2024 Regular Civil Service Board meeting.**

**Votes:**

**Board Member Ayes: Chairperson Hudson-Harmon, Vice Chair Baranco, Member Brown, Member Williams**

**Noes: None**

**Abstentions: None**

**5) OLD BUSINESS:**

- a) Approval of the November 21, 2024, Civil Service Board Meeting Agenda Minutes.

**ACTION**

**45285 A motion was made by Member Williams and seconded by Vice Chair Baranco to approve the November 21, 2024, Civil Service Board Meeting Agenda Minutes.**

**Votes:**

**Board Member Ayes: Chairperson Hudson-Harmon, Vice Chair Baranco, Member Brown, Member Williams**

**Noes: None**

**Abstentions: None**

- b) Determination of Schedule of Outstanding Board Items

**INFORMATION**

- c) Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of all ELDE's and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21 INFORMATION

## 6) NEW BUSINESS:

Adoption of the 2025 Regular Civil Service Board Meeting Schedule

ACTION

- January 16, 2025
- February 20, 2025
- March 20, 2025
- April 17, 2025
- May 15, 2025
- June 19, 2025
- July 17, 2025
- August 21, 2025
- September 18, 2025
- October 16, 2025
- November 20, 2025
- December 18, 2025

**45286 A motion was made by Member Williams and seconded by Member Williams to approve the 2025 Civil Service Board Meeting Calendar, pending the approval of a special meeting date for the June 2025 regular meeting, due to the observance of the Juneteenth holiday.**

### Votes:

- **Board Member Ayes: Chairperson Hudson-Harmon, Vice Chair Baranco, Member Brown, Member Williams**
- **Noes: None**
- **Abstentions: None**

## 7) ADJOURNMENT

**45287 A motion was made by Member Williams and seconded by Member Williams to adjourn the meeting.**

### Votes:

- **Board Member Ayes: Chairperson Hudson-Harmon, Vice Chair Baranco, Member Brown, Member Williams**

- **Noes: None**
- **Abstentions: None**

NOTE: The Civil Service Board meets on the 3rd Thursday of each month. The next meeting is scheduled to be held on Thursday, December 19, 2024. All materials related to agenda items must be submitted the first Thursday of the month. For any materials over 100 pages, please also submit an electronic copy of all materials.

Submit items via email or U.S. Mail to:

[civilservice@oaklandca.gov](mailto:civilservice@oaklandca.gov)

City of Oakland - Civil Service Board  
150 Frank H. Ogawa Plaza, 2<sup>nd</sup> floor  
Oakland, CA 94612



# Civil Service Board Appeals and Hearing Calendar

## Pending List – JANUARY 2025

### 1. OPEN

Case Number	Classification	Dept.	Action Pending	Hearing Date	Notes and Next Steps
PORT-2024-AP02	GIS/LIS Administrator	Port of Oakland	4.08 – Type and Scope of Competitive Examination	February 20, 2025	
OFD-2024-AP04	Fire Fighter	Oakland Fire Department	9.08 Separation Due to Absence Without Leave	February 20, 2025	
OPD-2022-AP01	Police Officer	Oakland Police Department	10.03 – Appeal of Disciplinary Action	Further hearing dates scheduled for March 4, 5, 6, and 13, 2025.	Referred to Hearing Officer

### 2. OTHER PENDING ITEMS

Date Requested	Subject	Report From	Date Due

### 3. CLOSED

Case Number	Classification	Dept.	Action Pending	Date Received	Notes

### 4. UNDER REVIEW

Case Number	Classification	Dept.	Action Pending	Action Date	Notes
OFD-2024-AP03	Administrative Assistant II	Oakland Fire Department	10.03 Appeal of Disciplinary Action	June 4, 2024	Updates will be provided once further details are received or clarified.



CITY OF OAKLAND

# STAFF REPORT

**DATE:** January 16, 2025

**TO:** THE HONORABLE CIVIL SERVICE BOARD

**FROM:** Mary Hao, Human Resources Director & Secretary to the Board

**SUBJECT:** TEMPORARY EMPLOYEES – Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of All ELDEs and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21

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## SUMMARY

Staff has prepared this report to provide the Civil Service Board with an update on compliance with the Civil Service Rules related to temporary employees since the last report at the December 19, 2024, meeting. This report focuses on temporary employees in the categories of Exempt Limited Duration Employees (ELDEs) and Temporary Contract Service Employees (TCSEs), who are currently employed in the City of Oakland.

As of the pay period ending January 3, 2024, there was a total of eighty-four (84) employees in the following categories: TCSE (20), TCSE/Annuitant (23), and ELDE (41). Four (4) of these assignments are out of compliance with Rule 5.06.

Reports showing all the temporary assignments discussed in this report are included in a list (*Attachment A*) and a chart of trends (*Attachment B*) attached to this narrative report to provide a snapshot of the overall changes month to month.

## BACKGROUND

The use of temporary employees is allowed under Civil Service Rule 5 (Certification and Appointment) in recognition that standard Civil Service employment practices can be cumbersome when a time-sensitive assignment arises, or existing resources do not fit a specific need. Pursuant to the Civil Service Rules, Section 5.06 governing temporary assignments, ELDE assignments may not exceed one year and TCSE assignments may not be “ongoing or repetitive.”

## STATUS OF NON-COMPLIANT ASSIGNMENTS

Of the eighty-four (84) temporary assignments, there are four (4) employees reported as out of compliance with Rule 5.06.

**RECOMMENDATION**

Staff recommends that the Civil Service Board accept the monthly report on temporary assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs).

For questions regarding this report, please contact Human Resources Director Mary Hao at (510) 238-6338.

Attachments:

- A. TCSE/ELDE Report: For Payroll Period Ending January 3, 2025.
- B. TCSE/ELDE Compliance Trend Chart.

**The Civil Service Board Staff Report (Attachment A)**

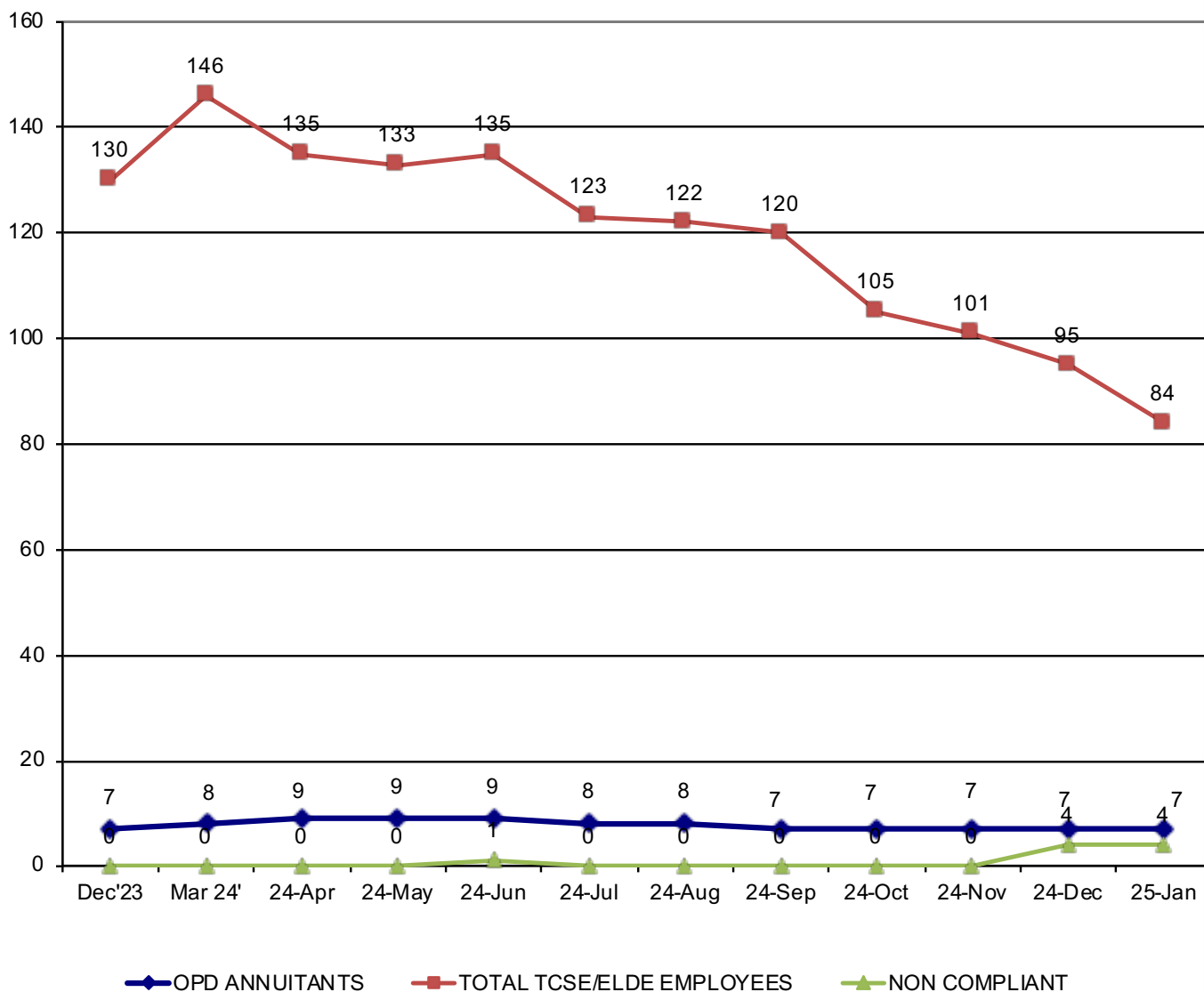
DEPT	EMPLOYEE LAST NAME	EMPLOYEE FIRST NAME	ORG	JOB DATE	TYPE	ELDE DATE	TCSE HOURS	NOTES	STATUS
<b>CLOSED THIS PERIOD (14)</b>									
ANIMAL SERVICES	Stevenson	April	62111 - Animal Services	06-JAN-24	TCSE		33		
FIRE	Skillern	Sheryl	20331 - Inspectional Services Unit	28-MAY-22	TCSE/ANNUITANT		118		
OPW	Kashiwagi	Michael	30111 - Director and Human Resources Unit	5-May-24	TCSE	5/25/24	856		
OPW	Ferguson	David	30111 - Director and Human Resources Unit	31-JAN-23	TCSE/ANNUITANT		0		
OPW	Andersen	Joseph	30541 - Equipment Services Administration	25-NOV-23	ELDE	11/25/23			
HCD	Little	De Shawn	89969 - Residential Rent Arbitration	25-NOV-23	ELDE	11/25/23			
HCD	Latigue	Candace	89929 - Housing Development	02-MAR-24	ELDE	3/2/24			
HCD	Huggins	Marchelle	89939 - Municipal Lending	28-OCT-23	ELDE	10/28/23			
HCD	Crooms	Maya	89969 - Residential Rent Arbitration	25-NOV-23	ELDE	11/25/23			
CITY ATTORNEY	Chan	Patrick	04111 - City Attorney Administration Unit	30-OCT-23	ELDE	10/31/23		Permanent Employment Budget Hold	
HSD	Nash	Raven	78411 - Community Housing Services	16-SEP-23	ELDE	9/16/23		New ELDE Date - Pending budget approval	
DOT	Meza	Ruth	35421 - Transforming Oakland Waterfront Neighborhoods (TOWN)	13-MAY-23	ELDE	5/11/24			
POLICE COMM	Hitt	Clara	66211 - Community Police Review Agency	25-NOV-23	ELDE	11/25/23			
POLICE COMM	Montgomery	Mykah	66111 - Police Commission	25-NOV-23	ELDE	11/25/23			
<b>NEW THIS PERIOD (2)</b>									
FINANCE	Singh	Dev G	08121 - Finance and Management: Payroll		ELDE				COMPLIANT
HCD	Lara	Amy Elizabeth	89919 - Admin: Housing & Community Development		ELDE				COMPLIANT
<b>COMPLIANT (80)</b>									
CAO	James	Cooke	02111 - City Administrator: Administration Unit	12-JUN-21	TCSE		222		COMPLIANT
CAO	Cerpas Lua	Maria Nayeli	02111 - City Administrator: Administration Unit	8-Jun-24	ELDE	6/8/24			COMPLIANT
CAO	Logan	Lisa Marie	02151 - City Administrator Call Center	13-MAY-23	ELDE	5/11/24			COMPLIANT
CITY ATTORNEY	Rossi	Daniel	04111 - City Attorney Administration Unit	08-SEP-20	TCSE/ANNUITANT		369		COMPLIANT
HRM	Look	Daryl	05211 - Employment and Classification Unit	13-DEC-21	TCSE/ANNUITANT		379		COMPLIANT
HRM	Boxdell	Ashley	05511 - Human Resource Development Unit		TCSE	8/31/24	543.5		COMPLIANT
CITY AUDITOR	Luna	Eduardo	07111 - City Auditor Unit	28-OCT-23	TCSE/ANNUITANT		446.5		COMPLIANT
CITY AUDITOR	Lin	Marisa	07111 - City Auditor Unit		TCSE	14-SEP-24	521		COMPLIANT
FINANCE	Walston	Valarie	08121 - Finance and Management: Payroll	28-OCT-23	TCSE/ANNUITANT		168.25		COMPLIANT
FINANCE	Fong	Angelica Leigh	08121 - Finance and Management: Payroll	11-MAY-24	ELDE	5/11/24			COMPLIANT
FINANCE	Kane	Benjamin	08121 - Finance and Management: Payroll	27-APR-24	ELDE	4/27/24			COMPLIANT
FINANCE	Urtecho	Jessica Del Carmen	08121 - Finance and Management: Payroll	27-APR-24	ELDE	4/27/24			COMPLIANT
FINANCE	Yen	Hsuchun	08121 - Finance and Management: Payroll		TCSE				COMPLIANT
FINANCE	Treglown	Donna	08222 - General Ledger	18-JUN-18	TCSE/ANNUITANT		462.5		COMPLIANT
FINANCE	Wilson	Harold	08243 - Purchasing	27-APR-24	ELDE	4/27/24			COMPLIANT
FIRE	Cole	Veronika	20711 - Emergency Services Program Unit	6-Jan-24	ELDE	1/6/24			COMPLIANT
FIRE	Smyj	Matthew	20711 - Emergency Services Program Unit	6-Jan-24	ELDE	1/6/24			COMPLIANT
POLICE	Hicks	Mark	106610 - Background & Recruiting	18-MAR-23	TCSE/ANNUITANT		334.5		COMPLIANT
POLICE	Johnson	Carmen	106610 - Background & Recruiting	18-JAN-14	TCSE/ANNUITANT		473		COMPLIANT
POLICE	Lau	Peter	106610 - Background & Recruiting	19-AUG-23	TCSE/ANNUITANT		418.5		COMPLIANT
POLICE	Lighten	Ronald	106610 - Background & Recruiting	23-SEP-13	TCSE/ANNUITANT		475		COMPLIANT
POLICE	Pressnell	Edward	106610 - Background & Recruiting	23-SEP-13	TCSE/ANNUITANT		384.5		COMPLIANT
POLICE	Thomas	Mark	106610 - Background & Recruiting	04-MAR-23	TCSE/ANNUITANT		80		COMPLIANT
POLICE	Williams	Pamela	106610 - Background & Recruiting	04-MAR-23	TCSE/ANNUITANT		8		COMPLIANT
FIRE	Cummings	Matthew	20311 - Fire Marshals Office Unit	17-FEB-24	ELDE	1/17/24			COMPLIANT
FIRE	Hellige	Scott	20813 - Fire Boat	12-AUG-19	TCSE/ANNUITANT		10		COMPLIANT
FIRE	Shermann	Daniel	20912 - Measure N - Paramedic		ELDE				COMPLIANT
FIRE	Watts	Darryl Ray	20913 - EMS Training		ELDE				COMPLIANT
OPW	Vargas Jr	Abel	30541 - Equipment Services Administration	14-OCT-23	TCSE/ANNUITANT		135		COMPLIANT
OPW	Santiago III	Jose	30652 - Landscape Maintenance	28-OCT-23	TCSE/ANNUITANT		0		COMPLIANT
DOT	Krohn	Jeffrey	35219 - Structures & Emergency Response	07-JAN-23	TCSE/ANNUITANT		107.5		COMPLIANT
DOT	Wlassowsky Jr	Wladimir	35219 - Structures & Emergency Response	13-NOV-21	TCSE/ANNUITANT		271.5		COMPLIANT
ITD	MacLeod	Robert	46341 - Application Development	30-OCT-21	TCSE/ANNUITANT		375		COMPLIANT
ITD	Messac	Patrick	46531 - Public Safety Applications	18-FEB-23	TCSE		305.5		COMPLIANT
ANIMAL SERVICES	Cardott	Linda	62111 - Animal Services	06-JAN-24	TCSE		213		COMPLIANT
ANIMAL SERVICES	Tierney	Melinda	62111 - Animal Services	03-FEB-24	ELDE	2/3/24			COMPLIANT

ANIMAL SERVICES	Hasani	Sakeara Elizabeth	62111 - Animal Services	11-MAY-24	ELDE	11-MAY-24		COMPLIANT
ANIMAL SERVICES	Randolph Jr	Donnell Leonard	62111 - Animal Services		ELDE	10/26/24		COMPLIANT
POLICE COMM	Smith	Roger	66211 - Community Police Review Agency	17-FEB-24	ELDE	2/17/24		COMPLIANT
POLICE COMM	Bezehertrny	Dillon	66211 - Community Police Review Agency	30-Mar-24	ELDE	3/30/24		COMPLIANT
POLICE COMM	Hartford	Charlie	66211 - Community Police Review Agency	17-Aug-24	ELDE	8/17/24		COMPLIANT
POLICE COMM	Dukich	Stephanie A	66211 - Community Police Review Agency		ELDE	9/14/24		COMPLIANT
EWDD	Daniel	Katerine Ruth	67111 - Administrative Support		TCSE		227.5	COMPLIANT
EWDD	Hanserd	Erica Camille Shacole	67411 - Compliance	22-Jun-24	ELDE	6/22/24		COMPLIANT
EWDD	Lang	Phillip	67411 - Compliance	3-Aug-24	ELDE	8/3/24		COMPLIANT
VIOLENCE PREV	Caplan	Gillian	70111 - Violence Prevention Administration	25-NOV-23	ELDE	11/25/23		COMPLIANT
VIOLENCE PREV	Liboiron-Cohen	Zachary	70111 - Violence Prevention Administration	16-MAR-24	ELDE	3/16/24		COMPLIANT
VIOLENCE PREV	Truehill	Joseph Anthony	70211 - Oakland Unite	22-Jun-24	ELDE	6/22/24		COMPLIANT
VIOLENCE PREV	Romero	Jennifer	70211 - Oakland Unite	27-MAY-23	ELDE	3/20/24		COMPLIANT
VIOLENCE PREV	Wysinger	Ronald Howard	70211 - Oakland Unite	8-Jun-24	ELDE	6/8/24		COMPLIANT
VIOLENCE PREV	Martinez	Miguel, Angel	70211 - Oakland Unite	17-Aug-24	ELDE	8/17/24		COMPLIANT
VIOLENCE PREV	Figueroa	Christopher	70211 - Oakland Unite		ELDE			COMPLIANT
HSD	Boatwright	David	75631 - Senior Center Unit	03-FEB-24	ELDE	2/3/24		COMPLIANT
HSD	King	Jennifer	75631 - Senior Center Unit	15-APR-23	TCSE/ANNUITANT		28	COMPLIANT
HSD	Poston	Dorothy	75631 - Senior Center Unit	08-FEB-20	TCSE		20	COMPLIANT
HSD	Craig	Cameron	78111 - DHS Administration Unit	06-JAN-24	ELDE	1/6/24		COMPLIANT
HSD	Ho	Sing-Yuet	78111 - DHS Administration Unit	17-FEB-24	ELDE	2/17/24		COMPLIANT
HSD	Soghie	Benjamin	78231 - HS Classroom & Seasonal	7-Jun-24	TCSE		283.5	COMPLIANT
HSD	Buchanan	Wanda	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		472.5	COMPLIANT
HSD	Fernandez	Lillian	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		64	COMPLIANT
HSD	Gonzalez	Mora Deisy	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		325.5	COMPLIANT
HSD	Hatcher Jr.	Lucius	78231 - HS Classroom & Seasonal	15-OCT-22	TCSE/ANNUITANT		600	COMPLIANT
HSD	Hrishanth	Sharmily	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		368	COMPLIANT
HSD	Rodriguez Montano	Olga	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		622.5	COMPLIANT
HSD	Villar	Rachelle	78231 - HS Classroom & Seasonal	02-MAR-24	TCSE		283.25	COMPLIANT
HSD	Williams-Reynolds	Marilyn	78231 - HS Classroom & Seasonal	14-OCT-23	TCSE		634.25	COMPLIANT
HSD	Huang	Jenny	78231 - HS Classroom & Seasonal	30-Mar-24	ELDE	3/30/24		COMPLIANT
HSD	Benson	Ishanae Niesha Mia	78231 - HS Classroom & Seasonal		TCSE			COMPLIANT
HSD	Dion	Michel	78231 - HS Classroom & Seasonal		TCSE			COMPLIANT
HSD	Ly	Roselyn	78235 - HS Central Office Administration	03-FEB-24	ELDE	2/3/24		COMPLIANT
HSD	Jacobs	Jacqueline	78362 - CSBG - Programs	29-OCT-22	TCSE		299	COMPLIANT
EWDD	Lane	Patrick	85221 - Project Implementation: Staffing	05-AUG-23	TCSE/ANNUITANT		346.5	COMPLIANT
EWDD	Leifheit	Alexis A	85521 - Public Art		ELDE	10/26/24		COMPLIANT
EWDD	Luna Torio	Kathleen	85631 - Special Events	20-JAN-24	ELDE	1/20/24		COMPLIANT
HCD	Leshin	Maryann	89919 - Admin: Housing & Community Development	26-NOV-22	TCSE		553	COMPLIANT
HCD	Shiga	Koki	89919 - Admin: Housing & Community Development	17-FEB-24	ELDE	2/17/24		COMPLIANT
HCD	Gebreslasse	Rahwa B	89929 - Housing Development		ELDE			COMPLIANT
HCD	Gonzalez	Trisha Reyes	89929 - Housing Development	22-Jun-24	ELDE	6/22/24		COMPLIANT
PBD	Kato	Janice	84421 - Engineering: Permit Center	15-Oct-22	TCSE/ANNUITANT		224	COMPLIANT
PBD	Rex	Diana	84111 - Admin: Planning, Building & Neighborhood Preserv	29-Oct-22	TCSE/ANNUITANT		663	COMPLIANT
<b>NON COMPLIANT (4)</b>								
HSD	Galbraith	Angela	75631 - Senior Center Unit	05-AUG-23	ELDE	8/5/23	New ELDE Date - Pending budget approval	NON-COMPLIANT
HSD	Steelman	Misty	75631 - Senior Center Unit	05-AUG-23	ELDE	8/5/23	New ELDE Date - Pending budget approval	NON-COMPLIANT
HSD	Black	Tracey	78231 - HS Classroom & Seasonal	25-NOV-23	ELDE	11/25/23		NON-COMPLIANT
HSD	Pollock	Shuxuan	78231 - HS Classroom & Seasonal	09-DEC-23	ELDE	12/9/23		NON-COMPLIANT

TCSE	43		
ELDE	41	COMPLIANT	80
Annuitant	23		



### TCSE/ELDE Rules Compliance





CITY OF OAKLAND

## MEMORANDUM

**DATE:** January 16, 2025

**TO:** The Honorable Civil Service Board

**FROM:** Jaime Pritchett  
Principal Human Resource Analyst

**THROUGH:** Tina Pruett, Human Resources Manager, Recruitment & Classification

**THROUGH:** Mary Hao, Director of Human Resources Management  
Secretary to the Board

**SUBJECT:** Approval of a New Classification Specification for Complaint Investigator I

Based upon a upon a classification review request from the Community Police Review Agency (CPRA), Human Resources Management (HRM) has proposed the creation of a new classification specification titled **Complaint Investigator I**.

The City currently has Complaint Investigator II (journey level) and Complaint Investigator III (supervisory level) classifications, but the Complaint Investigator I (entry level) classification was never drafted or established. The CPRA's Executive Director recognized the need to fill this void and create a pipeline for investigator staff, which is difficult to recruit. Work began to draft the entry level classification while ensuring that new language should be incorporated into the Complaint Investigator II description; this revision process to the existing journey level description occurred simultaneously with the development of the new classification.

The new Complaint Investigator I position will primarily be responsible for:

Assisting with and investigating public complaints of alleged police misconduct which are filed with the Community Police Review Agency; compiling and analyzing facts and data for cases; preparing investigative reports for meetings and hearings; attending meetings and hearings that take place on nights and weekends; making presentations; and performing related duties as assigned.

Placeholder positions currently exist in the budget, and they will be converted once the new classification is fully established. The approved description will be used for future recruitment and selection processes.

The International Federation of Professional & Technician Engineers (IFPTE, Local 21) was notified of the proposal to create the new Complaint Investigator I classification in November 2023. City and union representatives met several times during 2024 to review the proposed description and address potential impacts to members. Concerns were explored at multiple meetings to ensure that the description accurately and thoroughly reflects the expectations, roles, and responsibilities of this new classification that is being added to the existing job family. Feedback was provided by the union and their membership and incorporated into subsequent drafts of the classification specification. By September 2024, the proposed job description had mostly been finalized. However, concerns remained about terms and conditions of work and related provisions in the

**CIVIL SERVICE BOARD**

Subject: Complaint Investigator I Classification Specification

Date: January 16, 2025

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memorandum of understanding; the union has agreed to bifurcate issues that are MOU-related and address them in a separate forum. The new classification can be routed for approval.

The salary ordinance amendment to formally add the new classification is currently being drafted. Two readings of the ordinance must occur for Council to approve these actions. The ordinance is tentatively scheduled for February/March 2025.

Staff recommends that the Civil Service Board approve the proposed new **Complaint Investigator I** classification specifications.

**Attachment:** Proposed new Complaint Investigator I classification specification



**DRAFT**

# COMPLAINT INVESTIGATOR I

**Class Code: XXXXX FTE**

**Civil Service Classified**

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## DEFINITION

Under direction of the Community Police Review Agency (CPRA), assists with and investigates public complaints of alleged police misconduct which are filed with the Community Police Review Agency; compiles and analyzes facts and data for cases; prepares investigative reports for meetings and hearings; attends meetings and hearings that take place on nights and weekends; makes presentations; and performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS

This is the entry level classification in the professional Complaint Investigator series. The incumbent becomes skilled in conducting investigations of community member complaints alleging a broad range of misconduct by sworn police officers. Assignments are initially carried out under close supervision and of a limited scope and complexity. Incumbents receive increasingly difficult, sensitive, and diverse investigative assignments as their skills expand. This classification is distinguished from the higher-level Complaint Investigator II in that the incumbent of the latter performs more complex investigations and operates with more independence. It is further distinguished from the Intake Technician in that the latter is responsible for documenting cases and helping to research and prepare for investigations but does not conduct complete investigations.

The incumbent receives general supervision from the Complaint Investigator III and may receive direction from other management staff.

## EXAMPLES OF DUTIES - *Duties may include, but are not limited to the following:*

Provide assistance to members of the public filing complaints received by the CPRA and provide appropriate referrals to other agencies, as necessary.

Assist with and investigate complaints filed with the CPRA.

Facilitate mediation of complaints as instructed by management.

Analyze and compile facts and data for cases relating to police complaints.

Formulate objective findings and recommendations based on critical analysis.

Interpret rules, laws, and regulations pertaining to police conduct.

Develop, maintain, prepare, and revise comprehensive investigative plans and case status.

Prepare a variety of complex written investigative reports.

Attend a variety of meetings including Police Commission and CPRA meetings and hearings, and prepare minutes as needed.

Make presentations to the CPRA staff, the Police Commission, and local community groups.

Consult and confer with the Complaint Investigator III and Executive Director or assigned

supervisor regarding: prioritization of cases for investigation; facts established in investigations; pertinent issues that may arise in interpreting various laws; facts, trends and patterns identified through investigations; and the recommended disposition and conclusion of cases.

Forward inquiries from members of the public, Police Officers, Police Commission members, the media, and other interested parties to supervisor and/or the Executive Director in a timely manner.

Participate in community outreach activities and serve as a representative of the CPRA to community groups, the Police Department, and other government agencies.

Proactively identify and interview complainants, witnesses, technicians, sworn police personnel, dispatchers, medical personnel, and others as necessary to complete thorough investigations; gather pertinent evidence material to complaints.

Review and evaluate Oakland Police Department records, as assigned, and maintain confidentiality.

Compile and summarize information collected.

Maintain complete and accurate complaint files, logs, closed files, media reports, police reports, computerized files, and other related files and records.

Formulate reports based on the evidence gathered.

Ensure that records are secured and kept confidential.

Operate a vehicle in the performance of assigned duties.

Assist with process improvement by providing management with written recommendations regarding training and policy changes.

Assist with Public Records Act requests in accordance with City policy and applicable laws, consulting and conferring with supervisors, CPRA Attorney, and Executive Director as needed.

Assist Complaint Investigator II and III staff with investigatory duties as directed by the Executive Director.

## **KNOWLEDGE AND ABILITIES**

Knowledge of:

- Public relations principles including public speaking and conflict mediation techniques.
- English punctuation, syntax, language mechanics, and spelling.
- Principles and techniques necessary for the objective presentation of recommendations both in oral and written formats.
- Computer systems and software applications, including word processing, databases, and spreadsheets.
- Principles, practices, and techniques of conducting an investigation including conducting interviews and interrogation, research, and data investigation, analysis of information, and preparing thorough and objective recommendations.
- Laws of arrest, search, and seizure.
- Legal rights of members of the public as they relate to policing and civilian oversight of law enforcement; principles of constitutional law; and Public Safety Officer's Bill of Rights.

Ability to:

- Assist with, planning, organizing, and conducting thorough investigations of sensitive matters in accordance with standards and timelines.
- Maintain accurate records and files.
- Create comprehensive investigative operational plans.
- Utilize effective interview and active listening techniques.
- Follow-up on discrepancies.
- Corroborate evidence and leads to other evidence.
- Use tact and diplomacy in interviewing individuals from diverse backgrounds while remaining calm and impartial during sensitive, confrontational, and stressful situations.
- Compile and effectively analyze information, facts, evidence, and other data to evaluate testimony and analyze the credibility of the witness and the probative value of information obtained.
- Utilize and apply logic.
- Apply rules and facts.
- Provide conclusions and make supported recommendations.
- Operate a camera to photograph complainants' injuries and the scene of the incident if necessary.
- Read, comprehend, and analyze complex policies, rules, laws, reports, medical records, and other pertinent documents.
- Interpret information regarding the case and process in lay person's terms.
- Maintain a high level of professionalism and ethical standards, approaching each case without preconceived biases.
- Communicate effectively orally and in writing.
- Make presentations to a variety of diverse audiences.
- Meet critical deadlines, manage time effectively, and adapt quickly to changing priorities.
- Work flexible hours, as necessary, including nights and weekends.
- Establish and maintain effective working relationships with employees, elected officials, boards and commissions, community groups, and the public.

## MINIMUM QUALIFICATIONS

*Any combination of education and experience that is equivalent to the following minimum qualifications may be acceptable.*

### **Education:**

A Bachelor's degree from an accredited college or university in public administration, behavioral science, political science, or a related field. A Juris Doctorate degree is desirable.

### **Experience:**

None required but one (1) year of professional full-time, paid experience interacting with the public in a diverse setting is desirable. Previous experience performing intake or investigative work in civil or criminal investigations or a related field where the responsibility includes interviewing, evidence gathering, evidence evaluation, report writing, and disposition recommendation is highly desirable.

**LICENSE OR CERTIFICATE**

Successful incumbents in this job are expected to operate automotive vehicles in the performance of the assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

**OTHER REQUIREMENTS**

Oral and written bilingual skills in Spanish, Mandarin, or Cantonese are highly desirable. Other languages may be added to comply with the City's Equal Access Ordinance or other relevant legislation, or department needs.

Incumbents will be assigned to work nights and weekends, as necessary.

**FLEXIBLE STAFFING**

Incumbents in the Complaint Investigator I classification are eligible to promote to the Complaint Investigator II classification in accordance with established City policy related to flexible staffing.

<b>DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY</b>			
Established:	/ /	CSB Resolution #:	Salary Ordinance #:
Exempted:	Y <input type="checkbox"/> N <input type="checkbox"/>	Exemption Resolution #:	
Revision Date:	/ /	CSB Resolution #:	
Re-titled Date:	/ /	CSB Resolution #:	Salary Ordinance #:
(Previous title(s):	)		