



NOVEMBER REGULAR CIVIL SERVICE BOARD MEETING AGENDA

Date: November 21, 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
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:

Online video teleconference (via ZOOM):

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/84770081425?pwd=N0V1VTExeTZnRjdvUDBhQ09oaUZWQT09>

Passcode: CSB2024

One tap mobile +16699006833,,84770081425#,,,,*7708206# US (San Jose)
+16694449171,,84770081425#,,,,*7708206# US

Please note: the Zoom link and access number are to view/listen to the meetings only, not for participation.

Telephone: Dial (for higher quality, dial a number based on your current location): +1 669 444 9171 US or +1 669 900 6833 US (San Jose) or +1 253 205 0468 US or +1 253 215 8782 US (Tacoma) or +1 346 248 7799 US (Houston) or +1 719 359 4580 US or +1 646 931 3860 US or +1 689 278 1000 US or +1 929 205 6099 US (New York) or +1 301 715 8592 US (Washington DC) or +1 305 224 1968 US or +1 309 205 3325 US or +1 312 626 6799 US (Chicago) or +1 360 209 5623 US or +1 386 347 5053 US or +1 507 473 4847 US or +1 564 217 2000 US Webinar

ID: Webinar ID: 847 7008 1425 Passcode: 7708206

Find your local number: <https://us02web.zoom.us/j/84770081425?pwd=N0V1VTExeTZnRjdvUDBhQ09oaUZWQT09>

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 NOVEMBER 21, 2024, CIVIL SERVICE BOARD MEETING AGENDA ACTION

3) UPDATES, SECRETARY TO THE BOARD INFORMATION

4) CONSENT CALENDAR: ACTION

a) Approval of Provisional Appointments (2)

- Oakland Police Department
- Department of Violence Prevention

b) Approval of Employee Requests for Leave of Absence (5)

- Department of Finance (1)
- Department of Transportation (1)
- Oakland Parks, Recreation and Youth Development (1)
- Oakland Police Department (1)
- Oakland Public Library (1)
- Oakland Public Works (1)

c) Approval of Revised Classification Specifications (1)

- Transportation Planner, Supervising (*Formerly titled Transportation Planner, Senior*)

5) OLD BUSINESS:

- | | |
|---|-------------|
| a) Approval of the October 17, 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 |

6) NEW BUSINESS:

- | | |
|--|--------|
| a) Approval of New Classification Specification for Parking Control Technician II | ACTION |
| b) Approval of New Classification Specifications for OAK311 Communications Center Specialist and OAK311 Communications Center Specialist, Senior | ACTION |
| c) Approval of New Classification Specification for Data Analyst | 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, 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

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



NOVEMBER REGULAR CIVIL SERVICE BOARD MEETING AGENDA



Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email 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 o llame al (510) 238-3112 o al (510) 238-3254 Para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語, 西班牙語, 粵語或國語翻譯服務嗎? 請在會議前五個工作天電郵 civilservice@oaklandca.gov

或致電 (510) 238-3112 或 (510) 238-3254 TDD/TTY



MEMORANDUM

CITY OF OAKLAND

DATE: November 21, 2024

TO: The Honorable Civil Service Board FROM: Mary Ann Gonzales
Sr. Human Resource Analyst

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

THROUGH: Amber Lytle, Human Resources Manager

SUBJECT: Request for Provisional Appointment in Classification of Program Analyst III to be ratified at
Civil Service Board Meeting of November 21, 2024

Attached is a request from the Oakland Police Department to make a provisional appointment to a Program Analyst III vacancy. The basis for this request is detailed in the attached Provisional Appointment Form as supporting documentation.

A Program Analyst III in the Oakland Police Department's Wellness Unit is primarily responsible for developing and administering mental health programs and providing wellness resources that support the needs of both sworn and professional staff; many of which deal with crisis' critical and traumatic events. Benefits of such wellness programs and access to these resources include the ability to make better decisions, decreased use of force, and a safer work environment for both the employees and the community at large.

The minimum qualifications for Program Analyst III are:

Education: Bachelor's degree in business or public administration, social work, behavioral sciences or a related field from an accredited college or university. A Master's degree is desirable.

Experience: Four years of relevant experience in the particular area of program administration, including one year of lead direction or supervisory experience.

Based on the information provided by the candidate, they possess the minimum qualifications for this position. The candidate has a Doctorate Degree in Organizational Leadership. They have been working as a Program Analyst III – Exempt Limited Duration within the Oakland Police Department for the past two years managing the wellness programs with overseeing grants; developing wellness curriculum for learning and development; and managing a social awareness program. Additionally, they have two years of experience leading a program for underserved children, where they were responsible for setting objectives and developing comprehensive strategies and action plans to enhance organizational performance. The candidate also has over five years of supervisory experience.

The Recruitment and Classification Division is in the process of administering a Civil Service Examination to permanently fill this vacancy within the next 120 days. The job announcement is scheduled to open in November of 2024.

I recommend that the Civil Service Board ratify the provisional appointment to this Program Analyst III vacancy in the Oakland Police Department beginning on November 9, 2024, and ending on or before March 7, 2025.

OAKLAND CIVIL SERVICE BOARD
PROVISIONAL APPOINTMENT REQUEST

SCHEDULED MEETING DATE FOR CONSIDERATION: November 21, 2024

AREA REQUESTED

POSITION: Program Analyst III
DEPARTMENT: Oakland Police Department
APPOINTMENT DURATION: 120 days maximum

STATUS OF RECRUITMENT AND EXAMINATION PROCESS

DATE ELIGIBLE LIST EXPIRED OR WAS EXHAUSTED: 11/5/2023
DATE PERSONNEL REQUISITION SUBMITTED: 9/15/23
CURRENT STATUS OF EXAMINATION: The recruitment and examination are in progress

JUSTIFICATION: This provisional appointment is needed to fill a current Program Analyst III.

REASON NEEDED: The requisition requesting a provisional appointment was submitted 10/23/24. A provisional appointment will allow the work to be performed while an eligibility list is being developed.

OTHER ALTERNATIVES EXPLORED AND ELIMINATED: _____

IMPACT IF REQUESTS ARE NOT APPROVED (i.e., services, fiscal, other): If this request is not approved, millions of dollars in grant funds will be wasted as there will be no one in this role to utilize these resources towards programs and equipment throughout the department, and the mental health and wellness of the sworn and professional staff will not be prioritized.

Recruitment and Classification Staff Recommendation, including following pertinent information:

- Summary of Application Qualifications ✓
- Current Residency Status: Not an Oakland Resident
- Current Employment Status: Current City of Oakland employee ✓



MEMORANDUM

CITY OF OAKLAND

DATE: November 21, 2024

TO: The Honorable Civil Service Board FROM: Briana Wong
Human Resource Analyst

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

THROUGH: Amber Lytle, Human Resources Manager

SUBJECT: Request for Provisional Appointment in Classification of Violence Prevention Program
Planner to be ratified at Civil Service Board Meeting of November 21, 2024

Attached is a request from the Department of Violence Prevention to make a provisional appointment to a Violence Prevention Program Planner vacancy. The basis for this request is detailed in the attached Provisional Appointment Form as supporting documentation.

A Violence Prevention Program Planner is primarily responsible for performing complex policy and program planning, research, analysis, and development related to gun, group, and interpersonal violence, and commercial sexual exploitation. The minimum qualifications for Violence Prevention Program Planner are: A Bachelor's degree from an accredited college or university in public administration, public health, social welfare, criminal justice, psychology, sociology, or related field and four years of progressively responsible work experience in strategic or long-range planning, program planning, and proposal writing in violence prevention, intervention programs, or direct service programs to populations at high-risk for violence.

Based on the information provided by the candidate, they possess the minimum qualifications for this position. Their experience includes a bachelor's in clinical psychology, a master's in health policy and systems, and over 10 years of experience working in long-range program planning and direct services for populations at high-risk for violence.

Recruitment and Classification is in the process of administering a Civil Service Examination to permanently fill this vacancy within the next 120 days. The job announcement closed on October 7, 2024, and the writing assessment is in process of being evaluated by external assessors.

I recommend that the Civil Service Board ratify the provisional appointment to this Violence Prevention Program Planner vacancy in the Department of Violence Prevention beginning on November 23, 2024, Saturday and ending on or before March 30, 2025.

OAKLAND CIVIL SERVICE BOARD

PROVISIONAL APPOINTMENT REQUEST

SCHEDULED MEETING DATE FOR CONSIDERATION: November 21, 2024

AREA REQUESTED

POSITION: Violence Prevention Program Planner
DEPARTMENT: Department of Violence Prevention
APPOINTMENT DURATION: 120 days maximum

STATUS OF RECRUITMENT AND EXAMINATION PROCESS

DATE ELIGIBLE LIST EXPIRED OR WAS EXHAUSTED: N/A
DATE PERSONNEL REQUISITION SUBMITTED: 5/6/24
CURRENT STATUS OF EXAMINATION: Writing Assessment under evaluation

JUSTIFICATION:

REASON NEEDED: This provisional appointment is needed to fill a current vacancy. The requisition requesting a provisional appointment was approved on 6/4/2024. A provisional appointment will allow the work to be performed while an eligibility list is being developed.

OTHER ALTERNATIVES EXPLORED AND ELIMINATED: N/A

IMPACT IF REQUESTS ARE NOT APPROVED (i.e., services, fiscal, other): If the provisional vacancy is not filled it would affect the Department of Violence Prevention critical operations to performs complex policy and program planning, research, analysis, and development related to gun, group, and interpersonal violence, and commercial sexual exploitation.

Recruitment and Classification Staff Recommendation, including following pertinent information:

- Summary of Application Qualifications ✓
- Current Residency Status: Oakland Resident
- Current Employment Status: Current City of Oakland employee



MEMORANDUM

DATE: November 21, 2024

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 five (5) 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
Britney Hines	Budget and Management Analyst	Department of Finance	Duration of Exempt Position	CSR 8.07 (c)
Emily Eihlers	Assistant Director	Department of Transportation	August 20, 2024 – February 21, 2025	CSR 8.07 (c)
Angela Bui	Dispatcher	Oakland Police Department	November 1, 2024 – January 1, 2025	CSR 8.07 (c)
Janet Cheung	Senior Librarian	Oakland Public Library	October 8, 2024 - October 11, 2024 October 15, 2024 - October 18, 2024 October 22, 2024 – October 25, 2024	CSR 8.07 (c)
Anthony Wadley	Gardener II	Oakland Public Works	October 22, 2024 – August 22, 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
 - P – Parental Leave (no pay)
 - FDN – Family Death (no pay)
 - MNP – Military Leave (no pay)
 - SLV – Sick Leave (no pay)
 - ANP – Miscellaneous (no pay)
 - CS – Leave from permanent status

Employee Name: Brittany Hines Employee ID# 23274 Date Requested: Oct 31, 2024

Department/Division: Finance Permanent Job Title Budget & Management Analyst

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: Assistant to the Director - Permanent

- ELDE
 Limited Duration
 Interim
 Non-Civil Service Permanent Appointment

Number of Business Days Requested: All From: 11/13/21 To: Exempt Position duration

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
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 *	Parental Leave (no pay)
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.


Brittany Hines (Oct 31, 2024 10:55 PDT)
 Employee's Signature Date

 City Administrator Approval Date


Erin Roseman (Oct 31, 2024 12:41 PDT)
 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

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

Employee Name: Emily Ehlers Employee ID# 25393 Date Requested: Nov 5, 2024

Department/Division: DOT / ROWM Permanent Job Title Transportation Manager

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: Assistant Director

- ELDE
 Limited Duration
 Interim
 Non-Civil Service Permanent Appointment

Number of Business Days Requested: 139 From: 08/20/24 To: 02/21/25

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
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 *	Parental Leave (no pay)
CS	Varies	Yes	No	Depends*	Subject to Department discretion

*** 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.

Emily Ehlers
Emily Ehlers (Nov 5, 2024 12:59 PST)
 Employee's Signature Date

 City Administrator Approval Date

Michael Kashiwagi
Michael Kashiwagi (Nov 5, 2024 18:02 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

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: Angela Trinh-Bui Employee ID# 22994 Date Requested: 04OCT24

Department/Division: Communications Permanent Job Title Dispatcher

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: 55 From: 01NOV24 To: 01JAN25

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
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.

[Signature] 04OCT24
Employee's Signature Date

City Administrator Approval Date

[Signature] 15OCT24
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

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

Employee Name: Cheung, Janet Employee ID# 11746 Date Requested: 10/6/2024

Department/Division: Library Permanent Job Title Senior Librarian

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: 4 From: 10/8/2024 To: 10/11/2024

Unpaid Leave Taken this year? Yes No If yes, what type of leave: ANP (8 days)

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*	Parental Leave (no pay)
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.

Janet 10/6/2024
Employee's Signature Date

City Administrator Approval Date

[Signature] 10/11/2024
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

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

Employee Name: Cheung, Janet Employee ID# 11746 Date Requested: 10/6/2024

Department/Division: Library Permanent Job Title Senior Librarian

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: 4 From: 10/15/2024 To: 10/18/2024

Unpaid Leave Taken this year? Yes No If yes, what type of leave: ANP (8 days)

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*	Parental Leave (no pay)
CS	Varies	Yes	No	Depends*	Subject to Department discretion

*** Additional Information**

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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.

Janet Cheung 10/6/2024
Employee's Signature Date

City Administrator Approval Date

[Signature] 10/11/2024
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

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

Employee Name: Cheung, Janet Employee ID# 11746 Date Requested: 10/6/2024

Department/Division: Library Permanent Job Title Senior Librarian

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: 4 From: 10/22/2024 To: 10/25/2024

Unpaid Leave Taken this year? Yes No If yes, what type of leave: ANP (8 days)

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*	Parental Leave (no pay)
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.

Janet Cheung 10/6/2024
Employee's Signature Date

City Administrator Approval Date

[Signature] 10/11/2024
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

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

Employee Name: Anthony Wadley Employee ID# 26522 Date Requested: 10/28/2024

Department/Division: OPW Park and Trees Permanent Job Title Gardener 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: 270 From: 10/22/2024 To: 8/22/2025

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
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 *	Parental Leave (no pay)
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.

Anthony Wadley 10/28/2024
Employee's Signature Date

City Administrator Approval Date

Michael Kashiwagi Nov 6, 2024
Michael Kashiwagi (Nov 6, 2024 14:42 PST) Date

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.



CITY OF OAKLAND

MEMORANDUM

DATE: November 21, 2024

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 Revised Classification Specification for Transportation Planner,
Supervising (formerly Transportation Planner, Senior)

Based upon a classification review at the request of the Oakland Department of Transportation (OAKDOT), staff has proposed revisions and a title change for the **Transportation Planner, Supervising** (formerly Transportation Planner, Senior) classification specification. It was established in July 1995 and revised in January 2016.

This classification has operated as a full supervisor for the last several years. As a true supervisor, it exceeds the lead direction categorization, and the existing title is misleading. “Senior” typically refers to lead-level or advanced journey-level roles in the organization; employees may assign and review the work of others but do not formally supervise staff or manage performance. Changing the title to “Supervising” is more accurate. Human Resources evaluated the title and determined that a title change and additional revisions were necessary.

The following modifications were proposed:

1. In the title and page headers, correct the name of the classification to better reflect the assigned duties and scope and level in the organization.
2. The Definition and Distinguishing Characteristics sections are being updated to reflect supervisory responsibilities and more accurately describe the role of the classification.
3. The Examples of Duties have been revamped to capture the full functions of this supervisory classification.
4. Update the Knowledge and Ability statements to more fully reflect transportation program administration and related concepts, including supervisory references.
5. Modify the Minimum Qualifications to better align the relevant educational degree types and qualifying years of experience.

There are two (2) filled positions and four (4) vacancies. The updated classification specification will be used for the upcoming recruitment and selection process.

The International Federation of Professional and Technical Engineers (IFPTE, Local 21) was notified of the proposed revisions. City staff and union representatives discussed the revisions at monthly meetings from June to September and mutually agreed to clarifying language changes. In an email dated October 29, 2024, the union confirmed that they had no objections to the proposed revisions.

CIVIL SERVICE BOARD

Subject: Transportation Planner, Supervising Classification Specification

Date: November 21, 2024

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The title change will be included in an upcoming salary ordinance amendment that requires two readings by City Council. The tentative schedule is January/February 2025 for Council approval.

Staff recommends that the Civil Service Board approve the proposed revised and re-titled **Transportation Planner, Supervising** classification specification.

Attachment: Revised draft Transportation Planner, Supervising classification specification.



TRANSPORTATION PLANNER, SENIOR SUPERVISING

DRAFT

Class Code: TR187 FTE
AP344 PPT

Civil Service Classified

DEFINITION

Under direction in the Oakland ~~Public Works~~ Department of Transportation (OakDOT), prioritizes and develops corridor/area transportation plans and projects and works with other agencies, City staff, consultants, and Oakland communities to ensure successful implementation; manages a team to effectively meet goals; identifies and secures funding for transportation and infrastructure projects; takes a leadership role ~~at the local level and on behalf of the City at the state and federal level~~ on policy development and legislative matters related to ~~traffic~~ transportation capital project funding and implementation; supervises, trains, and evaluates assigned staff; and performs related duties as assigned.; identifies and secures funding for transportation and infrastructure projects; develops corridor/area transportation plans and projects and works with City staff, and consultants, to ensure successful implementation of those plans and projects; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

~~This Senior Transportation Planner~~ is an advanced journey a first-line supervisory level classification within the Transportation Planner series. whose Incumbents are expected to oversee, lead, and complete complex transportation planning assignments; which require the use of judgment and initiative in the development of solutions to problems, interpreting general policies, and leading supervising and assisting in the work of assigned planning staff. ~~–~~ This classification is distinguished from the higher-level Capital Improvement Program Manager Transportation Manager, which is a division head classification with responsibility for the overall administration of the assigned division. It is further distinguished from the lower-level Transportation Planners I-III in that the latter are not responsible for providing formal supervision to staff in the series assists on larger and more complex projects, takes receiving direction from the Transportation Planner, Supervising and does not provide have formally supervision responsibilities for lower level staff.

The incumbent receives direction from the Capital Improvement Program Manager Transportation Manager, Principal Civil Engineer, or other management staff and provides supervision to planning and engineering staff, interns, and administrative support staff, ~~interns, and other assigned staff.~~

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

Manage the planning and coordination of complex urban transportation projects, policies, and plans with internal and external agencies and the public.

Oversee one or more City transportation program(s): Pedestrian, Bicycle, Transit, Shared Mobility, Development Review, Capital Funding, or other emerging transportation related program.

Maintain a current knowledge base of local, regional, state, and federal transportation project implementation and funding issues; provide thoughtful and timely input on at the state and federal level on transportation legislation and funding requirements, which includes initiating legislation or amendments to pending bills; and keep City management executive team members apprised, with written reports and one-to-one briefings of current transportation infrastructure legislation and the impact of that legislation on City projects and plans.

Develop draft Franchise Agreement, Memoranda of Understanding, or Memoranda of Agreement as needed for programs and services for management-level review.

~~Provide strategic input into the development and implementation of comprehensive City-wide urban transportation programs, policies and plans; assist in the prioritization of transportation programs and projects; coordinate with other city departments to ensure a comprehensive approach.~~

Direct the planning and direct and coordination of complex urban multimodal (Complete Streets) transportation projects, policies, and plans with internal and external agencies and the public.

Oversee project and/or program implementation strategies, performance measures, and forecasts.

Create and implement metrics to ensure equitable distribution of OakDOT resources in the prioritization of projects, program, plans, and implementation thereof. and priorities; employ creative strategies to engage the public in accelerated delivery of projects.

Direct the design, and implementation of conduct traffic surveys transportation data collection, monitor and multi-modal service levels and trends, and the preparation of recommendations for improvements which may require travel throughout the City of Oakland.

Direct the collection and analysis of traffic related data, current and projected transportation needs, and transportation improvement options.

Identify and secure funding, including dedicated or discretionary grant funding, for transportation and infrastructure projects; advise project managers on strategies that will maximize transportation and infrastructure grant utilization.

Review, analyze and/or prepare grant proposals, policies/legislation, rules, regulations, and proposed bills.

Represent the City at local and regional transportation and transit agencies and their subcommittees; serve as liaison to local, county, regional, state, and federal transportation agencies and transit operators.

Participate in the development and review of transportation funding measures and guidelines, such as local measures, the Alameda County Transportation Commission's Transportation Expenditure Plan, and the Metropolitan Transportation Commission's Regional Measures; provide input that will support the City's goals and objectives on transportation and infrastructure planning issues and capital programs.

~~Implement procedures and project management best practices that will result in projects being completed on time, within scope and on budget.~~

Participate in the selection and supervision of consultants; oversee consultant contracts. And track and review invoices for payment. Identify the need for consultant services to support Departmental

projects or programs, write scopes of work for consultant services, solicit for services with a broad understanding of the City's contracting and procurement guidelines and pipelines, negotiate with selected consultants, review and approve invoices, and manage consultant teams on various tasks.

Facilitate negotiations between local, regional, and state agencies and neighborhood groups in Oakland to mitigate impact of transportation/infrastructure projects.

Draft and/or oversee the preparation of ~~accurate~~ agenda reports to correspondence, technical reports, and other documents ~~(including electronic messages)~~ that conform to City policies for City Council, elected or appointed bodies, stakeholders, organizations, etc.

Make presentations pertaining to transportation of all types ~~transit and service related issues~~ to the Mayor, City Council, boards, community and advocacy groups, and other public bodies to explain and advance plans, projects, and budget requests. Respond to inquiries in a timely manner.

~~Oversee and p~~Provide direction to staff performing private development project review for transportation impacts and advancing transportation projects.

~~Prepare and/or D~~irect staff and consultants in conducting a data collection and analysis efforts variety of complex transportation ~~planning studies~~ related to infrastructure, transportation delivery, impact and City projects and programs.

Supervise, train, and evaluate assigned staff; assign and review work; foster a collaborative team environment and motivate staff to meet goals and objectives.

Operate a motor vehicle in the performance of assigned duties.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Urban transportation planning pPrinciples, practices, and current trends of urban and regional transportation planning, including approaches that incorporate equity and methods of data collection, mapping, and analysis.
- Impact of population increases and business and residential development, as well as city projects and programs affecting transportation infrastructure.
- Principles of cost analysis and financial considerations related to transportation studies, projects, and programs.
- Personal computer and software applications including the Microsoft Office Suite and graphics/GIS software such as Adobe Creative Suite and/or ArcGIS, transportation modeling/traffic impacts software, and/or project management software and scheduling programs.
- Bicycle, pedestrian, and transit planning and facility design.
- Best practices in transportation safety, including Safe Systems initiatives.
- Project management and project delivery.
- Survey design Data collection and analysis.
- Development and management of community engagement processes.
- Federal, state, and local regulations, laws, and policies related to urban and regional transportation planning.
- California Environmental Quality Act (CEQA), National Environmental Policy Act (NEPA), and other applicable environmental requirements.

- Parking management best practices and tThe challenges and complexities inherent in addressing parking issues.
- Federal, state, regional, and county transportation programs and funding sources.
- Principles of supervision, management, coaching, and staff development.
- Area transportation organizations.

Ability to:

- Oversee the daily activities of assigned staff.
- Negotiate effectively among competing interests for funds and other resources to aid the City's transportation program.
- Prepare and/or direct staff in developing legislation and amendments to legislation, agenda reports to City Council and other elected or appointed bodies, and ~~lobby~~ effectively advocate for legislation favorable to Oakland.
- Make clear and concise presentations to the community, elected officials, City staff, and transportation agencies.
- Be detail-oriented, multi-task, manage stress, and successfully adapt to new situations as they arise in order to meet project deadlines.
- Collaborate with and coordinate the work of professional staff and contribute to their professional development.
- Communicate effectively in both oral and written form; present information using a variety of media formats.
- Prepare complex reports of a general and technical nature.
- Conduct and review complex transportation studies; analyze data and make recommendations.
- Coordinate functions and activities between departments and outside agencies.
- Supervise, train, and evaluate assigned staff and manage an effective team.
- Analyze and solve problems.
- Utilize a personal computer and software applications including the Microsoft Office Suite and graphics/GIS software such as Adobe Creative Suite and/or ArcGIS, transportation modeling/traffic impacts software, and/or project management software and scheduling programs.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

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 ~~transportation planning~~, urban and regional planning, public policy, ~~transportation~~ engineering, geography, or a related field. A Master's degree in urban, regional, or city planning, public policy, or a related field is highly desirable. Note: Progressively responsible work experience may be substituted for college coursework on a year-for-year basis.

Experience:

~~Four~~ Five (5) years of progressively responsible experience performing ~~progressively responsible~~ and complex transportation planning and/or engineering, funding, and transportation systems management, including at least two (2) years of lead or supervisory experience.

LICENSE OR CERTIFICATE

Successful incumbents in this position are expected to operate automotive vehicles in the performance of 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.

Possession of American Institute of Certified Planners (AICP) Certification is desirable.

OTHER REQUIREMENTS

None required.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established: 07/27/1995 CSB Resolution #: 44339 Salary Ordinance #:
Exempted: Y N Exemption Resolution #:

Revision Date: 01/21/2016 CSB Resolution #: 44799
Re-titled Date: / / CSB Resolution #: Salary Ordinance #:

(Previous title(s): Transportation Planner, Senior)



Civil Service Board Appeals and Hearing Calendar

Pending List – NOVEMBER 2024

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	TBD	To be determined following a meeting between the parties to discuss a resolution.
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	

November 21, 2024



OCTOBER REGULAR CIVIL SERVICE BOARD MEETING AGENDA MINUTES (DRAFT)

Date: October 17, 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
Amber Lytle, Human Resources Manager/Staff to the Board
Ayana Smith, Administrative Assistant II/Staff to the Board
Jady Leung, Parliamentarian to the Board

The following options will be available to observe this meeting:

Online video teleconference (via ZOOM):

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/84770081425?pwd=N0V1VTExeTZnRjdvUDBhQ09oaUZWQT09>

Passcode: CSB2024

One tap mobile +16699006833,,84770081425#,,,,*7708206# US (San Jose)
+16694449171,,84770081425#,,,,*7708206# US

Please note: the Zoom link and access number are to view/listen to the meetings only, not for participation.

Telephone: Dial (for higher quality, dial a number based on your current location): +1 669 444 9171 US or +1 669 900 6833 US (San Jose) or +1 253 205 0468 US or +1 253 215 8782 US (Tacoma) or +1 346 248 7799 US (Houston) or +1 719 359 4580 US or +1 646 931 3860 US or +1 689 278 1000 US or +1 929 205 6099 US (New York) or +1 301 715 8592 US (Washington DC) or +1 305 224 1968 US or +1 309 205 3325 US or +1 312 626 6799 US (Chicago) or +1 360 209 5623 US or +1 386 347 5053 US or +1 507 473 4847 US or +1 564 217 2000 US Webinar

ID: Webinar ID: 847 7008 1425 Passcode: 7708206

Find your local number: <https://us02web.zoom.us/j/84770081425>

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.

No Public Comments were taken during the Public Comment portion of the agenda.

2) APPROVAL OF THE OCTOBER 17, 2024, CIVIL SERVICE BOARD MEETING AGENDA

ACTION

45271 A motion was made by Member Williams and seconded by Member Brown to approve the agenda for the October 17, 2024, Regular Civil Service Board meeting agenda as amended.

Votes:

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

Noes: None

Abstentions: None

3) UPDATES, SECRETARY TO THE BOARD

INFORMATION

4) CONSENT CALENDAR:

ACTION

- a) Approval of Provisional Appointment (3)
- Public Ethics Commission (1)
 - Human Services Department (1)
 - Community Police Review Agency (1)
- b) Approval of Employee Requests for Leave of Absence (5)
- Human Resources Management (1)
 - Oakland Public Library (3)
 - Oakland Public Works (1)
- c) Approval of Revised Classification Specifications (2)
- Animal Shelter OPERATIONS Manager
 - Battalion Chief

45272 A motion was made by Member Brown and seconded by Member Williams to approve the Consent Calendar for the October 17, 2024 Regular Civil Service Board meeting.

ACTION

Votes:

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

Noes: None

Abstentions: None

5) OLD BUSINESS:

ACTION

- a) Approval of the August 15, 2024, Civil Service Board Meeting Agenda Minutes.

45273 A motion was made by Member Brown and seconded by Member Williams to approve the August 15, 2024, Civil Service Board Meeting Agenda Minutes. ACTION

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

6) NEW BUSINESS:

a) ~~Approval of New Classification Specification for Data Analyst~~ ACTION

b) Approval of New Classification Specification Program Manager ACTION

45274 A motion was made by Member Brown and seconded by Member Williams to approve the New Classification Specification Program Manager.

Votes:

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

Noes: None

Abstentions: None

c) Quarterly Updates Report per Section 3.04(f) of the Personnel Manual of the Civil Service Board (“Civil Service Rules”) Providing Status of all Classification Studies Currently Under Review INFORMATION

7) ADJOURNMENT

45275 A motion was made by Member Williams and seconded by Vice Chair Baranco to adjourn the October 17, 2024 Civil Service Board 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, November 21st, 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

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 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 o llame al (510) 238-3112 o al (510) 238-3254 Para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語, 西班牙語, 粵語或國語翻譯服務嗎? 請在會議前五個工作天電郵 civilservice@oaklandca.gov

或致電 (510) 238-3112 或 (510) 238-3254 TDD/TTY



CITY OF OAKLAND

STAFF REPORT

DATE: November 21, 2024

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

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 October 17, 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 October 21, 2024, there was a total of one hundred and one (101) employees in the following categories: TCSE (22), TCSE/Annuitant (23), and ELDE (56). None of these assignments is 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 one hundred and one (101) temporary assignments, there are no employees reported as out of compliance with Rule 5.06.

HONORABLE CIVIL SERVICE BOARD

Subject: Temporary Employees

Date: November 21, 2024

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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 October 21, 2024.
- 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
CLOSED THIS PERIOD (8)									
FINANCE	Woodward-Gonzales	Laura	08243 - Purchasing	14-OCT-23	ELDE				COMPLIANT
FINANCE	Wright	Lisa Dorene	08121 - Finance and Management: Payroll	30-Mar-24	TCSE				COMPLIANT
OPW	Hightower Sr	Albert	30559 - Facilities: Custodial - OPL	30-Mar-24	TCSE				COMPLIANT
OPW	Suarez Fuentes	Claudia	30559 - Facilities: Custodial - OPL	02-MAR-24	TCSE				COMPLIANT
DOT	Amate	David J	35224 - Great Streets Maintenance Concrete and Guardrails		TCSE				COMPLIANT
HSD	Eddings	Marquitta	78111 - DHS Administration Unit	30-SEP-23	ELDE				COMPLIANT
FINANCE	Wang	Yan	08121 - Finance and Management: Payroll	27-APR-24	ELDE				COMPLIANT
HSD	Boyd	Marshay	78111 - DHS Administration Unit	30-SEP-23	ELDE				COMPLIANT
NEW THIS PERIOD (5)									
EWDD	Daniel	Katerine Ruth	67111 - Administrative Support		TCSE				COMPLIANT
Shermann	Daniel		20912 - Measure N - Paramedic		ELDE				COMPLIANT
FIRE	Watts	Darryl Ray	20913 - EMS Training		ELDE				COMPLIANT
HCD	Gebreslasse	Rahwa B	89929 - Housing Development		ELDE				COMPLIANT
VIOLENCE PREV	Figueroa	Christopher	70211 - Oakland Unite		ELDE				COMPLIANT
COMPLIANT (101)									
CAO	James	Cooke	02111 - City Administrator: Administration Unit	12-JUN-21	TCSE		222.00		COMPLIANT
CAO	Logan	Lisa Marie	02151 - City Administrator Call Center	13-MAY-23	ELDE	11-May-24			COMPLIANT
CAO	Rudi	Tcruz	02112 - Communications & Media	21-JAN-23	TCSE		0.00		COMPLIANT
CAO	Cerpas Lua	Maria Nayeli	02111 - City Administrator: Administration Unit	8-Jun-24	ELDE	08-Jun-24			COMPLIANT
CITY ATTORNEY	Chan	Patrick	04111 - City Attorney Administration Unit	30-OCT-23	ELDE	31-Oct-23			COMPLIANT
CITY ATTORNEY	Rossi	Daniel	04111 - City Attorney Administration Unit	08-SEP-20	TCSE/ANNUITANT		222.00		COMPLIANT
HRM	Look	Daryl	05211 - Employment and Classification Unit	13-DEC-21	TCSE/ANNUITANT		210.00		COMPLIANT
HRM	Boxdell	Ashley	05511 - Human Resource Development Unit		TCSE	31-Aug-24	200.50		COMPLIANT
CITY AUDITOR	Luna	Eduardo	07111 - City Auditor Unit	28-OCT-23	TCSE/ANNUITANT		241.00		COMPLIANT
CITY AUDITOR	Lin	Marisa	07111 - City Auditor Unit		TCSE	14-SEP-24	134.50		COMPLIANT
FINANCE	Treglown	Donna	08222 - General Ledger	18-JUN-18	TCSE/ANNUITANT		240.50		COMPLIANT
FINANCE	Walston	Valarie	08121 - Finance and Management: Payroll	28-OCT-23	TCSE/ANNUITANT		90.25		COMPLIANT
FINANCE	Fong	Angelica Leigh	08121 - Finance and Management: Payroll	11-MAY-24	ELDE	11-May-24			COMPLIANT
FINANCE	Kane	Benjamin	08121 - Finance and Management: Payroll	27-APR-24	ELDE	27-Apr-24			COMPLIANT
FINANCE	Urtecho	Jessica Del Carmen	08121 - Finance and Management: Payroll	27-APR-24	ELDE	27-Apr-24			COMPLIANT
FINANCE	Wilson	Harold	08243 - Purchasing	27-APR-24	ELDE	27-Apr-24			COMPLIANT
POLICE	Hicks	Mark	106610 - Background & Recruiting	18-MAR-23	TCSE/ANNUITANT		191.50		COMPLIANT
POLICE	Johnson	Carmen	106610 - Background & Recruiting	18-JAN-14	TCSE/ANNUITANT		279.50		COMPLIANT
POLICE	Lau	Peter	106610 - Background & Recruiting	19-AUG-23	TCSE/ANNUITANT		318.50		COMPLIANT
POLICE	Lighten	Ronald	106610 - Background & Recruiting	23-SEP-13	TCSE/ANNUITANT		268.00		COMPLIANT
POLICE	Pressnell	Edward	106610 - Background & Recruiting	23-SEP-13	TCSE/ANNUITANT		203.00		COMPLIANT
POLICE	Thomas	Mark	106610 - Background & Recruiting	04-MAR-23	TCSE/ANNUITANT		20.00		COMPLIANT
POLICE	Williams	Pamela	106610 - Background & Recruiting	04-MAR-23	TCSE/ANNUITANT		8.00		COMPLIANT
FIRE	Cole	Veronika	20711 - Emergency Services Program Unit	06-JAN-24	ELDE	06-Jan-24			COMPLIANT
FIRE	Cummings	Matthew	20311 - Fire Marshals Office Unit	17-FEB-24	ELDE	17-Jan-24			COMPLIANT
FIRE	Hellige	Scott	20813 - Fire Boat	12-AUG-19	TCSE/ANNUITANT		0.00		COMPLIANT
FIRE	Skillern	Sheryl	20331 - Inspectional Services Unit	28-MAY-22	TCSE/ANNUITANT		118.00		COMPLIANT
FIRE	Smyj	Matthew	20711 - Emergency Services Program Unit	06-JAN-24	ELDE	06-Jan-24			COMPLIANT
OPW	Andersen	Joseph	30541 - Equipment Services Administration	25-NOV-23	ELDE	25-Nov-23			COMPLIANT
OPW	Kashiwagi	Michael	30111 - Director and Human Resources Unit	5-May-24	TCSE	25-May-24	648.00		COMPLIANT
OPW	Ferguson	David	30111 - Director and Human Resources Unit	31-JAN-23	TCSE/ANNUITANT		0.00		COMPLIANT
OPW	Santiago III	Jose	30652 - Landscape Maintenance	28-OCT-23	TCSE/ANNUITANT		0.00		COMPLIANT
OPW	Vargas Jr	Abel	30541 - Equipment Services Administration	14-OCT-23	TCSE/ANNUITANT		0.00		COMPLIANT
DOT	Krohn	Jeffrey	35219 - Structures & Emergency Response	07-JAN-23	TCSE/ANNUITANT		79.50		COMPLIANT
DOT	Wlassowsky Jr	Wladimir	35219 - Structures & Emergency Response	13-NOV-21	TCSE/ANNUITANT		157.00		COMPLIANT
DOT	Meza	Ruth	35421 - Transforming Oakland Waterfront Neighborhoods (TOWN)	13-MAY-23	ELDE	11-May-24			COMPLIANT
ITD	Bailey	Ryan	46271 - Telecommunications	06-JAN-24	ELDE	06-Jan-24			COMPLIANT
ITD	MacLeod	Robert	46341 - Application Development	30-OCT-21	TCSE/ANNUITANT		233.00		COMPLIANT
ITD	Messac	Patrick	46531 - Public Safety Applications	18-FEB-23	TCSE		184.50		COMPLIANT
ANIMAL SERVICES	Cardott	Linda	62111 - Animal Services	06-JAN-24	TCSE		48.00		COMPLIANT
ANIMAL SERVICES	Stevenson	April	62111 - Animal Services	06-JAN-24	TCSE		33.00		COMPLIANT
ANIMAL SERVICES	Tierney	Melinda	62111 - Animal Services	03-FEB-24	ELDE	03-Feb-24			COMPLIANT
ANIMAL SERVICES	Hasani	Sakeara Elizabeth	62111 - Animal Services	11-MAY-24	ELDE	11-MAY-24			COMPLIANT
PEC	Lim	Trishia	65111 - Public Ethics Commission	02-MAR-24	TCSE		0.00		COMPLIANT
POLICE COMM	Hitt	Clara	66211 - Community Police Review Agency	25-NOV-23	ELDE	25-Nov-23			COMPLIANT
POLICE COMM	Koehler	Mary	66211 - Community Police Review Agency	11-NOV-23	ELDE	11-Nov-23			COMPLIANT

POLICE COMM	Montgomery	Mykah	66111 - Police Commission	25-NOV-23	ELDE	25-Nov-23		COMPLIANT
POLICE COMM	Smith	Roger	66211 - Community Police Review Agency	17-FEB-24	ELDE	17-Feb-24		COMPLIANT
POLICE COMM	Bezehertrny	Dillon	66211 - Community Police Review Agency	30-Mar-24	ELDE	30-Mar-24		COMPLIANT
POLICE COMM	Hartford	Charlie	66211 - Community Police Review Agency	17-Aug-24	ELDE	17-Aug-24		COMPLIANT
POLICE COMM	Dukich	Stephanie A	66211 - Community Police Review Agency		ELDE	14-Sep-24		COMPLIANT
VIOLENCE PREV	Truehill	Joseph Anthony	70211 - Oakland Unite	22-Jun-24	ELDE	22-Jun-24		COMPLIANT
VIOLENCE PREV	Caplan	Gillian	70111 - Violence Prevention Administration	25-NOV-23	ELDE	25-Nov-23		COMPLIANT
VIOLENCE PREV	Liboiron-Cohen	Zachary	70111 - Violence Prevention Administration	16-MAR-24	ELDE	16-Mar-24		COMPLIANT
VIOLENCE PREV	Romero	Jennifer	70211 - Oakland Unite	27-MAY-23	ELDE	20-Mar-24		COMPLIANT
VIOLENCE PREV	Wysinger	Ronald Howard	70211 - Oakland Unite	8-Jun-24	ELDE	08-Jun-24		COMPLIANT
VIOLENCE PREV	Martinez	Miguel, Angel	70211 - Oakland Unite	17-Aug-24	ELDE	17-Aug-24		COMPLIANT
HSD	Soghie	Benjamin	78231 - HS Classroom & Seasonal	7-Jun-24	TCSE		283.5	COMPLIANT
HSD	Boatwright	David	75631 - Senior Center Unit	03-FEB-24	ELDE	03-Feb-24		COMPLIANT
HSD	King	Jennifer	75631 - Senior Center Unit	15-APR-23	TCSE/ANNUITANT		28.00	COMPLIANT
HSD	Poston	Dorothy	75631 - Senior Center Unit	08-FEB-20	TCSE		20.00	COMPLIANT
HSD	Banks	Nicole	78111 - DHS Administration Unit	25-NOV-23	ELDE	25-Nov-23		COMPLIANT
HSD	Black	Tracey	78231 - HS Classroom & Seasonal	25-NOV-23	ELDE	25-Nov-23		COMPLIANT
HSD	Buchanan	Wanda	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		228.50	COMPLIANT
HSD	Craig	Cameron	78111 - DHS Administration Unit	06-JAN-24	ELDE	06-Jan-24		COMPLIANT
HSD	Fernandez	Lillian	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		0.00	COMPLIANT
HSD	Gonzalez	Mora Deisy	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		105.50	COMPLIANT
HSD	Hatcher Jr.	Lucius	78231 - HS Classroom & Seasonal	15-OCT-22	TCSE/ANNUITANT		295.00	COMPLIANT
HSD	Ho	Sing-Yuet	78111 - DHS Administration Unit	17-FEB-24	ELDE	17-Feb-24		COMPLIANT
HSD	Housheya	Yaser	78235 - HS Central Office Administration	11-NOV-23	ELDE	11-Nov-23		COMPLIANT
HSD	Hrishanth	Sharmily	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		186.50	COMPLIANT
HSD	Jacobs	Jacqueline	78362 - CSBG - Programs	29-OCT-22	TCSE		114.00	COMPLIANT
HSD	Ly	Roselyn	78235 - HS Central Office Administration	03-FEB-24	ELDE	03-Feb-24		COMPLIANT
HSD	Pollock	Shuxuan	78231 - HS Classroom & Seasonal	09-DEC-23	ELDE	09-Dec-23		COMPLIANT
HSD	Rebollo	Martha	78231 - HS Classroom & Seasonal	30-SEP-23	TCSE		306.00	COMPLIANT
HSD	Rodriguez Montano	Olga	78231 - HS Classroom & Seasonal	03-FEB-24	TCSE		412.50	COMPLIANT
HSD	Toll	Alexandra	78231 - HS Classroom & Seasonal	11-NOV-23	ELDE	11-Nov-23		COMPLIANT
HSD	Trist	Sarah	78231 - HS Classroom & Seasonal	25-NOV-23	ELDE	25-Nov-23		COMPLIANT
HSD	Villar	Rachelle	78231 - HS Classroom & Seasonal	02-MAR-24	TCSE		122.25	COMPLIANT
HSD	Williams-Reynolds	Marilyn	78231 - HS Classroom & Seasonal	14-OCT-23	TCSE		220.00	COMPLIANT
HSD	Huang	Jenny	78231 - HS Classroom & Seasonal	30-Mar-24	ELDE	30-Mar-24		COMPLIANT
								New ELDE Date - Pending budget approval
HSD	Galbraith	Angela	75631 - Senior Center Unit	05-AUG-23	ELDE	05-Aug-23		COMPLIANT
								New ELDE Date - Pending budget approval
HSD	Steelman	Misty	75631 - Senior Center Unit	05-AUG-23	ELDE	05-Aug-23		COMPLIANT
								New ELDE Date - Pending budget approval
HSD	Nash	Raven	78411 - Community Housing Services	16-SEP-23	ELDE	16-Sep-23		COMPLIANT
EWDD	Hanserd	Erica Camille Shacole	67411 - Compliance	22-Jun-24	ELDE	22-Jun-24		COMPLIANT
EWDD	Lane	Patrick	85221 - Project Implementation: Staffing	05-AUG-23	TCSE/ANNUITANT		120.00	COMPLIANT
EWDD	Luna Torio	Kathleen	85631 - Special Events	20-JAN-24	ELDE	20-Jan-24		COMPLIANT
EWDD	Lang	Phillip	67411 - Compliance	3-Aug-24	ELDE	3-Aug-24		COMPLIANT
HCD	Gonzalez	Trisha Reyes	89929 - Housing Development	22-Jun-24	ELDE	22-Jun-24		COMPLIANT

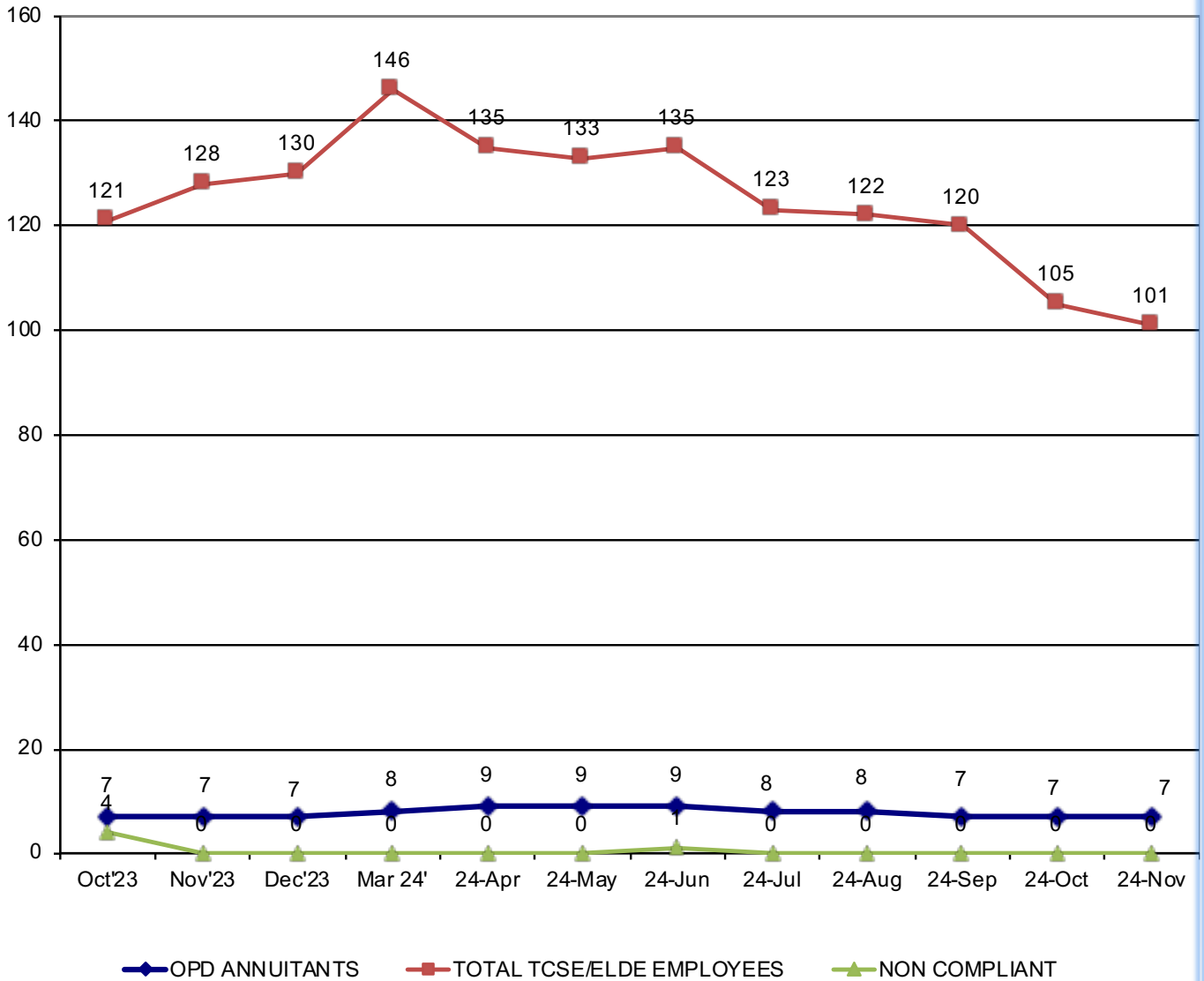
HCD	Crooms	Maya	89969 - Residential Rent Arbitration	25-NOV-23	ELDE	25-Nov-23		COMPLIANT
HCD	Durades	Arlecia	89929 - Housing Development	09-DEC-23	ELDE	09-Dec-23		COMPLIANT
HCD	Huggins	Marchelle	89939 - Municipal Lending	28-OCT-23	ELDE	28-Oct-23		COMPLIANT
HCD	Latigue	Candace	89929 - Housing Development	02-MAR-24	ELDE	02-Mar-24		COMPLIANT
HCD	Leshin	Maryann	89919 - Admin: Housing & Community Development	26-NOV-22	TCSE		327.00	COMPLIANT
HCD	Little	De Shawn	89969 - Residential Rent Arbitration	25-NOV-23	ELDE	25-Nov-23		COMPLIANT
HCD	Shiga	Koki	89919 - Admin: Housing & Community Development	17-FEB-24	ELDE	17-Feb-24		COMPLIANT

101

NON COMPLIANT (0)

22
56
23

TCSE/ELDE Rules Compliance





MEMORANDUM

DATE: November 21, 2024

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 New Classification Specification for Parking Control Technician II

Based upon a upon a classification review request from the Oakland Department of Transportation (OAKDOT), Human Resources Management (HRM) has proposed the creation of a new classification specification titled **Parking Control Technician II (PCT II)**.

Abandoned auto duties (e.g., booting and towing coordination) were transferred from the Oakland Police Department (OPD) to DOT as part of departmental reorganization efforts. While in OPD, the duties had been performed by Police Services Technician II staff. Once reassigned to DOT, a new classification had to be created to handle these functions.

DOT initially pursued Vehicle Enforcement Agent as the proposed standalone classification to address the new duties but pivoted to Parking Control Technician II under the City's grow-your-own philosophy. There is an existing Parking Control Technician classification, and these incumbents were given the opportunity to act in this new role while the description was being developed. The existing PCT classification will be re-titled to Parking Control Technician I (PCT I), and the option of Flexible Staffing is being added as a way for PCT Is to potentially promote to PCT II.

The new PCT II position will primarily be responsible for:

Enforcing the Oakland Municipal Code, California Vehicle Code, Port of Oakland, and City of Oakland encampment management policies parking and non-moving vehicle regulations by issuing citations for parking, standing, or stopping violations, immobilizing vehicles with unpaid parking violations, assisting with towing and impounding abandoned, stolen or illegally parked vehicles, directing traffic, and assisting with the safe movement of vehicles and pedestrians; 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 Service Employees International Union (SEIU, Local 1021) was notified of the proposal to create this new classification in November 2023. City and union representatives met several times throughout 2024 to review the proposed description and address potential impacts to members. Concerns were explored to ensure that the description accurately and thoroughly reflects the expectations, roles, and responsibilities under the new structure. Feedback was provided by the

CIVIL SERVICE BOARD

Subject: Parking Control Technician II Classification Specification

Date: November 21, 2024

Page 2

union and incorporated into subsequent drafts of the classification specification. The union sent an email on August 28, 2024 stating that there are no objections to the proposed new classification. However, concerns regarding the salary and potential impacts to members remained until last month. The City and SEIU successfully arrived at a mutually agreeable salary rate and implementation plan, and the new classification is being routed for approval. All parties are eager to establish the new classification.

The salary ordinance amendment to formally add the PCT II classification and re-title the PCT classification to PCT I in the City's Salary Schedule is currently being drafted. Two readings of the ordinance must occur for Council to approve these actions. The ordinance is tentatively scheduled for January/February 2025.

Staff recommends that the Civil Service Board approve the proposed new **Parking Control Technician II** classification specification.

Attachment: Proposed new Parking Control Technician II classification specification.



PARKING CONTROL TECHNICIAN II

DRAFT

Class Code: TCXXX FTE

Civil Service Classified

DEFINITION

Under general supervision in the Oakland Department of Transportation, enforces the Oakland Municipal Code, California Vehicle Code, Port of Oakland, and City of Oakland encampment management policies parking and non-moving vehicle regulations by issuing citations for parking, standing, or stopping violations, immobilizing vehicles with unpaid parking violations, assisting with towing and impounding abandoned, stolen or illegally parked vehicles, directing traffic, and assisting with the safe movement of vehicles and pedestrians; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a civilian classification whose incumbents patrol an assigned beat, route or map of city streets and parking facilities or staff a detail or special assignment, cite vehicles in violation of parking codes, apply/remove immobilization devices to vehicles with unpaid citations, and assist with towing and impounding abandoned, stolen or inoperable vehicles and vehicles with expired licenses, or illegally parked vehicles. This classification is distinguished from the lower-level Parking Control Technician I in that incumbents of the latter primarily focus on issuance of citations for parking infringements and are not involved in booting, towing, or impounding vehicles or vehicle encampments.

The incumbent receives supervision from the Parking Enforcement Supervisor II, may receive direction from the Parking Enforcement Supervisor I or dispatch staff, and may provide lead direction to Parking Control Technician Is.

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

Patrol an assigned area on foot or in a vehicle.

Issue citations for parking, standing, or stopping violations.

Mark and photograph vehicles and surrounding areas to verify parking violations.

Issue warnings as required.

Apply/release immobilization devices to vehicles.

Arrange for and oversee authorized tows.

Complete daily log reports, and document vehicle and parking violation information for work performed in accordance with state and local regulations.

Maintain data and records, perform data entry and searches, complete standard report forms such as the Stored Towed Vehicle Report Form, and produce inter-office correspondence using computer, electronic equipment, and other mobile devices.

Operate parking and law enforcement computerized data systems on computers, tablets, and mobile devices.

Direct traffic and assist with the safe movement of vehicles and pedestrians for special events, emergencies, and other occurrences as assigned.

Research, interpret, and enforce appropriate non-moving violations and codes.

Investigate enforcement concerns and complaints.

Report broken parking meters, abandoned and stolen vehicles, code violations, traffic hazards, traffic accidents, emergencies, etc.

Investigate and document response to complaints.

Explain parking laws and answer or redirect questions from the public; may refer individuals to other resources.

May testify at administrative hearings or in court on City's behalf.

Operate a two-way radio.

Assist in training other vehicle enforcement employees.

Inspect condition of enforcement vehicle prior to use.

May operate a City vehicle in the performance of assigned duties.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Local and state laws, regulations, and guidelines.
- Routine clerical operations.
- Customer service and public contact principles and techniques.
- Operation of enforcement vehicles.
- Operation of related parking enforcement tools, devices, and equipment.
- Safe work practices.
- Computer systems and software applications.

Ability to:

- Operate enforcement vehicles.
- Learn to interpret and apply Oakland Municipal Code and California Vehicle Code.
- Interact with a diverse community in a professional manner; tactfully interact with the public; actively listen and maintain composure in stressful situations.
- Read maps and use computer mapping and location systems.
- Learn and operate handheld citation and electronic ticket writer devices.
- Learn and operate vehicle immobilization (boot) devices.
- Learn and utilize computer systems and software applications including email, chat, word processing, video conferencing, and automated parking and law enforcement databases.
- Communicate effectively in both oral and written form; write legibly.
- Follow oral and written directions.
- Work irregular days and hours and under inclement weather conditions.
- Establish and maintain effective working relationships with those contacted in the

performance of required duties.

MINIMUM QUALIFICATIONS

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

Education:

High school diploma or equivalent.

Experience:

Two (2) years of full-time experience involving public contact and code compliance related work or one (1) year of full-time experience in a classification that directly involves vehicle enforcement and is comparable to a Police Services Technician II or Parking Control Technician I.

LICENSE OR CERTIFICATE

Possession of a valid California Driver's License through the tenure of employment.

OTHER REQUIREMENTS

Must be eighteen (18) years of age or older.

Must pass a background investigation.

Must pass Oakland Police Department Dispatch Training Course “CLETS Level I” as a condition of continued employment.

Proficiency in a foreign language may be required for certain assignments.

FLEXIBLE STAFFING

Incumbents in the Parking Control Technician I classification are eligible to promote to the Parking Control Technician II classification in accordance with established City policy related to flexible staffing.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY			
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):)			



CITY OF OAKLAND

MEMORANDUM

DATE: November 21, 2024

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 New Classification Specifications for OAK311 Communications Center Specialist and OAK311 Communications Center Specialist, Senior

Based upon a upon a classification review request from the Office of the City Administrator, Human Resources Management (HRM) has proposed the creation of two new classification specifications titled **OAK311 Communications Center Specialist and OAK311 Communications Center Specialist, Senior**.

The City operates the 311 Call Center, which has been staffed by employees in the Public Service Representative (PSR) and Public Service Representative, Senior classifications. Due to changes in the scope and responsibility of the OAK311 Communications Center operations over time, the assigned duties now exceed the existing PSR classifications.

The new OAK311 Communications Center Specialist position will primarily be responsible for:

Serving as the initial point of contact to the public for all non-emergency and (infrastructure) emergency government services, infrastructure maintenance priorities, and related service issues; assessing the service need and adjusts prioritization accordingly; submitting the need for service to the applicable supervisor or department designee; utilizing a variety of intake platforms such as the Oak311 communications center phone lines, SeeClickFix mobile app, website notifications, email, chat, or other social media formats to review and process service requests; documenting the information in the work management system for routing to the responsible City department, workgroup or outside partner and for automated tracking through closure of service requests; and performing other duties as assigned.

The new OAK311 Communications Center Specialist, Senior position will primarily be responsible for:

Serving as the team lead for the OAK311 staff who serve as the initial point of contact to the public for all non-emergency and (infrastructure) emergency government services, infrastructure maintenance priorities, and related service issues; handling intake requests that need to be escalated for resolution; assisting with addressing the need for service to the applicable supervisor or department designee and may adjust prioritization; utilizing a variety of intake platforms such as the Oak311 communications center phone lines, SeeClickFix mobile app, website notifications, email, chat, or other social media formats

CIVIL SERVICE BOARD

Subject: OAK311 Communications Center Specialist and OAK311 CCS, Senior Classification Specifications

Date: November 21, 2024

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to review and process service requests; documenting the information in the work management system for routing to the responsible City department, workgroup or outside partner and for automated tracking through closure of service requests; training, assigning, and evaluating assigned staff; and performing other duties as assigned.

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

Additionally, the new classifications will be represented by two different unions. This added complexity to the review process for vetting the proposed classifications. The OAK311 Communications Center Specialist served as the foundation for the Senior level OAK311 classification and needed to be solidified before fully vetting the OAK311 Senior classification.

The Service Employees International Union (SEIU, Local 1021) was notified of the proposal to create the new OAK311 Communications Center Specialist classification in July 2023. City and union representatives met several times during 2023 and 2024 to review the proposed description and address potential impacts to members; this included a joint meeting on July 19, 2024 with the International Federation of Professional & Technician Engineers (IFPTE, Local 21). Concerns were explored to ensure that the description accurately and thoroughly reflects the expectations, roles, and responsibilities under the new structure. Feedback was provided by the union and incorporated into subsequent drafts of the classification specification. By July 2024, Local 1021 confirmed that there are no objections to the proposed new classification. However, concerns regarding the salary and potential impacts to members remained until last month. The City and SEIU successfully arrived at a mutually agreeable salary rate and implementation plan, and the new classification can be routed for approval.

IFPTE, Local 21 was also notified of the proposal to create the new OAK311 Communications Center Specialist, Senior classification in July 2023. However, discussions with Local 21 were largely contingent upon finalizing the duties and salary of Local 1021's OAK311 Communications Center Specialist classification. Once the proposed Local 1021 classification was ready, City and Local 21 representatives met beginning in July 2024 to review the proposed description and address potential impacts to members; this included a joint meeting with SEIU, Local 1021 on July 19, 2024. By October 2024, Local 21 confirmed that there are no objections to the proposed new classification, salary, or potential impacts to members. The City and IFPTE successfully arrived at a mutually agreeable salary rate and implementation plan, and the new classification can be routed for approval.

The salary ordinance amendment to formally add the two new OAK311 classifications is currently being drafted. Two readings of the ordinance must occur for Council to approve these actions. The ordinance is tentatively scheduled for January/February 2025.

Staff recommends that the Civil Service Board approve the proposed new **OAK311 Communications Center Specialist and OAK311 Communications Center Specialist, Senior** classification specifications.

Attachments: Proposed new OAK311 Communications Center Specialist and OAK311 Communications Center Specialist, Senior classification specifications.



OAK311 COMMUNICATIONS CENTER SPECIALIST

Class Code: SSXXX FTE; SSXXX PPT
Class Code: SSXXX PT

Civil Service Classified
Exempt

DEFINITION

Under general supervision in the Office of the City Administrator, serves as the initial point of contact to the public for all non-emergency and (infrastructure) emergency government services, infrastructure maintenance priorities, and related service issues; assesses the service need and adjusts prioritization accordingly; submits the need for service to the applicable supervisor or department designee; utilizes a variety of intake platforms such as the Oak311 communications center phone lines, SeeClickFix mobile app, website notifications, email, chat, or other social media formats to review and process service requests; documents the information in the work management system for routing to the responsible City department, workgroup or outside partner and for automated tracking through closure of service requests; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification with responsibility for the intake of complaints or requests for information from multiple sources in a high-volume communications call center and operation of a two-way radio for communications with infrastructure operations staff. Incumbents work independently while utilizing solid judgment to determine appropriate action for service requests and concerns within established guidelines, policies, and practices. Incumbents will undergo on-the-job training during the probationary period to learn procedures, practices, and established guidelines.

This classification is distinguished from the OAK311 Communications Center Specialist, Senior, in that the latter is the team lead with responsibility for assisting staff with intake and service delivery. This classification is further distinguished from the City Administrator Analyst (OAK311 Communications Center Supervisor) in that the latter performs daily supervision over all call center activities, community outreach, and interactions with senior management staff.

Incumbents receive general supervision from the City Administrator Analyst (OAK311 Communications Center Supervisor) or other management staff and lead direction from the OAK311 Communications Center Specialist, Senior.

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

Serve as the initial point of contact to the public for all non-emergency and (infrastructure) emergency government services by performing intake using multiple platforms, properly documenting the concern, assessing, and identifying the need for service, utilizing de-escalation techniques when appropriate, and partnering with City departments including public safety dispatch centers to mobilize response, as needed.

Understand, apply, and communicate related City policies; provide assistance to customers by addressing concerns and redirecting inquiries.

Provide status updates; perform varying levels of research.

Provide input and observations regarding the development of OAK311 policies and procedures; assist in orienting new and/or temporary OAK311 staff.

Document service needs in a thorough and accurate manner; provide the service request tracking numbers to the customer; input information and retrieve data from the automated work management system and review entries for completeness.

Operate standard office equipment and telephone and two-way radio systems.

Perform administrative support duties including report generation and preparation, tracking and monitoring of data, reviewing productivity reports, and ensuring the accuracy of data for proper record keeping.

Attend community meetings and participate in outreach activities to provide information to the public, City employees, elected officials, and senior executive staff regarding OAK311 services and general City department services.

May be assigned to the City's Emergency Operations Center (EOC), if activated.

Respond to requests for information from the Office of the City Attorney and public records requests; may be required to provide testimony in legal proceedings, depositions, or subpoenas.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Customer service and public contact methods and techniques.
- Principles and practices of service/call intake.
- City government departments, organizational structure, services, and resources.
- Applicable regulations, rules, policies, and procedures.
- Modern office methods, equipment, and supplies.
- English punctuation, syntax, language mechanics, spelling, editing, and proofreading techniques.
- Records maintenance and confidentiality.
- Telephone and two-way radio systems.
- Computer systems and software applications including automated database systems.

Ability to:

- Provide effective customer service in a fast-paced, high-volume environment.
- Perform calmly and courteously while under pressure; use de-escalation techniques and strive to defuse tense situations.
- Communicate effectively with a diverse audience; demonstrate awareness and sensitivity when interacting with individuals from a wide variety of socioeconomic and cultural backgrounds.
- Analyze potential problem situations and respond in accordance with established guidelines.
- Resolve problems, make decisions, and work independently.
- Learn the organizational structure of the City government, departments, service delivery options, and available resources.

- Learn about local agencies and available resources for potential referral to external agencies.
- Utilize knowledge of City government departments, services, and resources to recommend action and resolve issues and concerns.
- Perform thorough and accurate data entry in a timely manner; edit and proofread material.
- Apply regulations, rules, policies, and procedures within established guidelines; follow both oral and written directions.
- Coordinate a variety of services and responses inter-departmentally and in cooperation and collaboration with external agencies.
- Communicate effectively in both oral and written form.
- Prepare reports and documentation including productivity reports.
- Track service requests and review work order information.
- Maintain accurate and confidential records and documentation in the work management system.
- Assist with orienting staff about policies and procedures.
- May provide testimony in legal proceedings.
- Utilize computer systems and software applications, including automated database systems.
- Utilize telephone and two-way radio systems.
- Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

MINIMUM QUALIFICATIONS

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

Education:

High school diploma or equivalent. An Associate's Degree or a Bachelor's Degree is highly desirable.

Experience:

Two (2) years of progressively responsible customer service experience performing call center, intake, client service, resource referral, or equivalent duties that include heavy public contact. Governmental call center or 311 experience is highly desirable.

LICENSE OR CERTIFICATE

Successful incumbents in this position are expected to operate automotive vehicles in the performance of 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

Proof of ability to type 35 words per minute may be required.

May be assigned to work irregular shifts during incidents, emergencies, or other disaster situations; may be assigned to swing shift, nights, and/or weekends.

Bilingual skills in Spanish, Cantonese, Mandarin, and Vietnamese are highly desirable and may be required depending on assignment.

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



OAK311 COMMUNICATIONS CENTER SPECIALIST, SENIOR

Class Code: SSXXX FTE; SSXXX PPT
Class Code: SSXXX PT

Civil Service Classified
Exempt

DEFINITION

Under general supervision in the Office of the City Administrator, serves as the team lead for the OAK311 staff who serve as the initial point of contact to the public for all non-emergency and (infrastructure) emergency government services, infrastructure maintenance priorities, and related service issues; handles intake requests that need to be escalated for resolution; assists with addressing the need for service to the applicable supervisor or department designee and may adjust prioritization; utilizes a variety of intake platforms such as the Oak311 communications center phone lines, SeeClickFix mobile app, website notifications, email, chat, or other social media formats to review and process service requests; documents the information in the work management system for routing to the responsible City department, workgroup or outside partner and for automated tracking through closure of service requests; trains, assigns, and evaluates assigned staff; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is an advanced-journey level classification that serves as a team lead over staff who are responsible for the intake of complaints or requests for information from multiple sources in a high-volume communications call center. The position operates a two-way radio for communications with infrastructure operations staff. Incumbents work independently while utilizing solid judgment to determine appropriate action for service requests and concerns within established guidelines, policies, and practices. Incumbents may assist with on-the-job training or new and existing staff who are learning procedures, practices, and established guidelines.

This classification is distinguished from the Oak311 Communications Center Specialist in that the latter serves as the initial point of contact for intake and service delivery. This classification is further distinguished from the City Administrator Analyst (OAK311 Communications Center Supervisor) in that the latter performs daily supervision over all call center activities, community outreach, and interactions with senior management staff.

Incumbents receive general supervision from the City Administrator Analyst (OAK311 Communications Center Supervisor) or other management staff and provides lead direction to the Oak311 Communications Center Specialist.

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

Serve as the team lead over staff who interact with the public for all non-emergency and (infrastructure) emergency government services by performing intake using multiple platforms, properly documenting the concern, assessing, and identifying the need for service, utilizing de-escalation techniques when appropriate, and partnering with City departments including public safety dispatch centers to mobilize response, as needed.

SSXXX – OAK311 COMMUNICATIONS CENTER SPECIALIST, SENIOR Page 2

Train staff, assign work, and evaluate staff; provide feedback to staff and the City Administrator Analyst or other management staff.

Provide status updates; perform varying levels of research.

Provide input and observations regarding the development of OAK311 policies and procedures.

Respond to questions or complaints in a timely manner and address calls for service that are escalated by OAK311 staff; refer call for service to appropriate person or service for action required; interpret, apply, and communicate related City policies; track complex cases through resolution by operational staff; ensure consistent communication and provide status updates.

Attend community meetings and participate in outreach activities to provide information to the public, City employees, elected officials and senior executive staff regarding OAK311 services and general City department services.

Provide support to customers by resolving problems independently, demonstrating clear and strategic thinking, and escalating issues where assistance is needed; follow-up on tasks and research various sources of information; assist in the development of Oak311 policies and procedures; assist in orienting and training new and/or temporary OAK311 staff.

Document service needs in a thorough and accurate manner; provide the service request tracking numbers to the customer; input information and retrieve data from the automated work management system and review entries for completeness.

Perform administrative support duties including report generation and preparation, tracking and monitoring of data, reviewing productivity reports, and ensuring the accuracy of data for proper record keeping.

Attend community meetings and participate in outreach activities to provide information to the public, City employees, elected officials, and senior executive staff regarding OAK311 services and general City department services.

Operate standard office equipment and telephone and two-way radio systems.

May be assigned to the City's Emergency Operations Center (EOC), if activated.

Respond to requests for information from the Office of the City Attorney and public records requests; may be required to provide testimony in legal proceedings, depositions, or subpoenas.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Customer service and public contact methods and techniques.
- Principles and practices of service/call intake.
- City government departments, organizational structure, services, and resources.
- Applicable regulations, rules, policies, and procedures.
- Modern office methods, equipment, and supplies.
- English punctuation, syntax, language mechanics, spelling, editing, and proofreading techniques.
- Records maintenance and confidentiality.
- Telephone and two-way radio systems.
- Principles and practices of training and supervision.

- Computer systems and software applications including automated database systems.

Ability to:

- Provide effective customer service in a fast-paced, high-volume environment.
- Communicate effectively with a diverse audience; demonstrate awareness and sensitivity when interacting with individuals from a wide variety of socioeconomic and cultural backgrounds.
- Perform calmly and courteously while under pressure; use de-escalation techniques and defuse tense situations.
- Analyze potential problem situations and respond in accordance with established guidelines.
- Resolve problems, make decisions, and work independently.
- Learn the organizational structure of the City government, departments, service delivery options, and available resources.
- Learn about local agencies and available resources for potential referral to external agencies.
- Utilize knowledge of City government departments, services, and resources to recommend action and resolve issues and concerns.
- Perform thorough and accurate data entry in a timely manner; edit and proofread material.
- Apply regulations, rules, policies, and procedures within established guidelines; follow both oral and written directions.
- Coordinate a variety of services and responses inter-departmentally and in cooperation and collaboration with external agencies.
- Communicate effectively in both oral and written form.
- Track service requests and review work order information.
- Prepare reports and documentation including productivity reports.
- Maintain accurate and confidential records and documentation in the work management system.
- Assist with orienting staff about policies and procedures.
- May provide testimony in legal proceedings.
- Utilize computer systems and software applications, including automated database systems.
- Utilize telephone and two-way radio systems.
- Provide lead direction to assigned staff.
- Train staff, assign work, evaluate staff, and provide feedback.
- Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

MINIMUM QUALIFICATIONS

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

Education:

High school diploma or equivalent. An Associate's Degree or a Bachelor's Degree is highly desirable.

Experience:

Two (2) years of progressively responsible customer service experience performing call center, intake, client service, resource referral, or equivalent duties that include heavy public contact. Previous experience performing lead direction is desirable. Governmental call center or 311 experience is highly desirable.

LICENSE OR CERTIFICATE

Successful incumbents in this position are expected to operate automotive vehicles in the performance of 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

Proof of ability to type 35 words per minute may be required.

May be assigned to work irregular shifts during incidents, emergencies, or other disaster situations; may be assigned to swing shift, nights, and/or weekends.

Bilingual skills in Spanish, Cantonese, Mandarin, and Vietnamese are highly desirable and may be required depending on assignment.

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



MEMORANDUM

DATE: November 21, 2024

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 New Classification Specification for Data Analyst

Based upon a classification review, Human Resources Management (HRM) has proposed the creation of a new classification specification for **Data Analyst**.

A new classification is being created as part of organizational development efforts pertaining to the City’s use of metrics and data analytics. The City’s Classification Plan does not include a singular classification that is focused on performing data analysis, and several departments have expressed interest in adding such positions. Data analysis is an emerging and rapidly growing field that offers many critical benefits to organizations. Incumbents are skilled at mining raw data and transforming it into actionable items to enhance systems and operations, improve deliverables and outcomes, and reduce costs and expenditure of resources. In recognizing the importance data analytics, HRM collaborated with department subject matter experts to draft a new classification to meet this need. The new Data Analysts will strive to improve transparency, service delivery, and operations through the application of metrics and data-driven decision-making.

A summary of the duties expected to be performed by the new Data Analyst classification is provided below:

Collects, mines, analyzes, interprets, and forecasts complex data to support outcome-driven analytics and makes data-driven decisions; develops digestible data reports and data visualizations; supports requests for the development of internal and public facing dashboards; recommends innovative solutions to complex problems in relation to citywide or departmental plans, goals, strategies, and operational effectiveness; develops, implements, and tracks a variety of operational metrics and key performance indicators (KPIs); uses statistical inference and optimization to analyze structured and unstructured data; participates in process improvement initiatives; and performs related duties as assigned.

Several departments intend to use this new classification to improve City operations and service delivery by capitalizing on data analytics – the Department of Race and Equity, Human Services Department, and Oakland Fire Department. Their budgets already contain placeholder positions, which will be converted once the new classification is fully established. The approved description will be used for future recruitment and selection processes.

CIVIL SERVICE BOARD

Subject: Data Analyst Classification Specification Approval

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The International Federation of Professional and Technical Engineers (IFPTE, Local 21) was notified of the proposal to create this new classification. City and union representatives discussed the item at meetings in August and September 2024. The union reviewed the draft, communicated specific concerns, and suggested additional language to ensure the description would be comprehensive. In response to this feedback, the City made additional changes and provided an updated draft to the union. The union sent an email on October 22, 2024 stating that there are no objections to the updated draft of the new classification specification that incorporated the union's feedback.

The salary ordinance amendment to formally add the classification to the City's Salary Schedule already routed through City Council for approval. The first and second readings of the salary ordinance occurred on October 1 and 15, 2024, respectively.

Staff recommends that the Civil Service Board approve the proposed new **Data Analyst** classification specification.

Attachment: New Data Analyst classification specification.



DRAFT

DATA ANALYST

Class Code: XXXXX FTE

Civil Service Classified

DEFINITION

Under direction in a department, collects, mines, analyzes, interprets, and forecasts complex data to support outcome-driven analytics and makes data-driven decisions; develops digestible data reports and data visualizations; supports requests for the development of internal and public facing dashboards; recommends innovative solutions to complex problems in relation to citywide or departmental plans, goals, strategies, and operational effectiveness; develops, implements, and tracks a variety of operational metrics and key performance indicators (KPIs); uses statistical inference and optimization to analyze structured and unstructured data; participates in process improvement initiatives; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification. Incumbents perform a variety of data analyses. This position helps determine the tactical plans needed to impact City performance, including identifying key data elements and data extraction/collection methodologies and systems. Incumbents identify, obtain, and provide essential data analysis of performance trends to determine growth areas and how to drive strategies at the City, department, and program levels. Incumbents also clarify and interpret information, data, and recommendations and negotiate with others to obtain support and cooperation related to recommended program modifications to improve program performance and outcomes. The position develops reports and responses to information requests from county, federal, and state agencies, in addition to City Council, boards and commissions, community groups, and other stakeholders.

The incumbent receives supervision from management staff and may provide lead direction to other staff on a project basis.

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

Review data and perform statistical research to support the organization's objectives, facilitate recommendations for process improvement, and ensure optimal allocation of resources.

Provide tracking of operational metrics and KPIs; evaluate KPIs to measure data operations for accountability, quality, and ethics; provide regular reporting on business KPIs so that the organization can gauge progress and see where changes might be needed.

Generate, analyze, and interpret data; check the reliability of collected data.

Research, identify, and run various database algorithms to find and locate data sets and other information; perform quantitative analysis; forecast, data mine, and perform statistical analysis to assist organization and department in solving challenging problems.

Apply various analytical, statistical, and business analysis methods to data to increase understanding of factors that influence service or outcomes, evaluate department effectiveness, support budget monitoring, and contribute to data quality.

Coordinate with management and staff to design integrated data analytic tools to monitor and analyze model performance and data accuracy; analyze information to improve business decisions.

Conduct studies; gather and analyze data from various databases and sources; communicate key insights revealed through data analysis, including creating compelling and intuitive data visualizations to aid in the comprehension of complex topics.

Create/update policies and procedures for data usage, storage, and analysis, especially in terms of privacy, confidentiality, security, and other ethical considerations.

May write SQL queries to pull the data needed from data warehouses to track business performance.

Adhere to relevant records retention policies for file keeping and storage, including digital records.

Document procedures for future reference and may make recommendations for data analysis process improvements.

May facilitate process improvement efforts with stakeholders and subject matter experts to enhance productivity, improve customer satisfaction, maximize resources, elevate employee team job satisfaction, and support a culture of continuous improvement.

Attend meetings with community stakeholders; may serve as a department liaison.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles, methodologies, and practices used in data analysis.
- Theories, principles, and practices used in process improvement.
- Methods and techniques used in program evaluation.
- Federal, state, and local laws, codes, regulations, and ordinances.
- Statistical analysis and modeling techniques.
- Data management and systems.
- Data queries, data visualization, and presentation of data for data analysis.
- Data analysis and visualization tools such as SQL, Tableau, or PowerBI.
- Familiarity with database management systems and project management.
- Computer systems and software applications.

Ability to:

- Analyze, interpret, and explain data.
- Prepare reports, dashboards, and data visualizations.
- Create data queries to pull data from data warehouses.
- Assist with configuring and designing data analytic tools and collection and storage systems.
- Develop efficient methods for extracting data from source systems.
- Approach problems logically and make informed decisions and process improvements based on the data.
- Recommend solutions to business problems using data-driven approaches.
- Research, investigate, and identify data issues.
- Perform statistical analysis, modeling, and data forecasting; utilize standard statistical tools

and techniques.

- Interpret and develop quantitative outputs into measurable, qualitative outcomes.
- Extract and manage high volume data sets from multiple data systems.
- Manage data analytics projects and reporting timelines.
- Draft, review, and recommend changes to new and existing policies and procedures.
- Provide data system support, when needed.
- Communicate effectively verbally and in writing.
- Interact with and value diverse populations (i.e., educational, socio-economic, cultural, linguistic, special needs, etc.).
- Remain calm and perform effectively in a demanding work environment.
- Utilize advanced computer systems and software applications.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

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 data science, information systems/technology, computer science, operations research, business administration, public administration, public policy, economics, finance, statistics, behavioral science or a closely related field. A Master’s degree in a relevant field is desirable.

Experience:

Two (2) years of experience performing data analysis and interpretation, data/metrics reporting, and process improvement. Experience in an academic, data administration, or business data analytics environment is desirable, but public sector experience is preferred.

LICENSE OR CERTIFICATE

Possession of a data analytics certification is desirable.

Possession of a valid California Driver's License. Due to assignments and hours worked, public transportation may not be an efficient method for traveling to required locations. 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

None required.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY			
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Revision Date:	/ /	CSB Resolution #:	
Re-titled Date:	/ /	CSB Resolution #:	Salary Ordinance #:
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