



**DATE:** December 12, 2024

**TO:** Personnel Commission

**FROM:** Director of Human Resources

**SUBJECT:** Review Revisions to the Job Descriptions for Public Works and Utilities including One (1) Classification Revision and Two (2) New Classifications

### **RECOMMENDATION**

That the Personnel Commission review and approve the revisions to the Senior Utility Leader classification, and the addition of the proposed new classifications of Senior Utilities Electrical & Mechanical Operations & Maintenance Leader, and Utilities Customer Services Supervisor. In addition, staff recommends that the Personnel Commission adopt each revised and new classification to the City's Classification Plan.

### **SUMMARY**

The proposed revisions and the additions of the new classifications are to address the evolving business needs and complexity of the department's operations while supporting the City's goal to foster an internal talent bench and create promotional opportunities to aid in employee retention. All changes have been reviewed by subject matter experts in both the operating department and Human Resources and agreed to by the respective unions.

### **BACKGROUND/DISCUSSION**

In addition to adopting and approving the City's Classification Plan, the Personnel Commission reviews job descriptions to ensure that employment standards are job-related. The City utilizes a standard format when creating and revising job descriptions. The Human Resources Department reviews all job descriptions with the respective operating departments, updates each to align with the City's Classification Plan, and ensures the department's needs are included before recruitment.

The Department of Public Works & Utilities plays a key role in addressing City priorities, primarily related to the development of housing and implementation of infrastructure improvements, including multimodal transportation initiatives and improvements to water supply, wastewater collection and treatment, and storm sewer facilities.

Following a comprehensive review, the City of Hayward has revised the Senior Utility Leader - Water classification and introduced two new classifications: Senior Utilities Electrical & Mechanical Operations & Maintenance Leader and Utilities Customer Services Supervisor. Additionally, the new classifications will be housed in the Utilities Operations & Maintenance Section of the Utilities Division. These changes reflect the City's commitment to aligning technical requirements and supervisory responsibilities with current operational standards and regulatory needs.

***Revision to Existing Classification: Senior Utility Leader classification (M845)***

This classification will now require that incumbents possess a California State Water Resources Control Board (SWRCB) D3 certification upon appointment, removing the previous allowance for obtaining it within twelve months. This revision ensures that incumbents have the qualifications to handle essential water distribution responsibilities immediately upon hire. In addition, the classification is retitled to add "Water" to distinguish its role in water resources and to ensure title consistency across the Utility - Water classification series.

***New Classification: Senior Utilities Electrical & Mechanical Operations & Maintenance Leader (M420)***

This new classification is an advanced journey-level classification and will be responsible for supervising and coordinating the maintenance, repair, and operational activities of the City's water, sewer, and stormwater systems. This role will also oversee major infrastructure repair projects, manage skilled staff such as but not limited to electricians and mechanics, and ensure compliance with safety and regulatory standards and provide field direction at multiple sites. By reporting to the Utilities Electrical and Maintenance O&M Manager, this role directly supports the technical demands of maintaining essential utility systems and requires that incumbents possess a California SWRCB D3 certification upon appointment to ensure immediate preparedness to perform the essential duties of the position

***New Classification: Utilities Customer Services Supervisor (H817)***

This new classification will be an advanced journey-level classification, and report to the Utilities Field Services Manager or other assigned management staff and provide supervision to Utility Field Service staff. They will assist in managing the section and provide field direction at multiple sites. This position is intended to provide dedicated oversight to customer service operations within the Utilities Division, including utility billing, service requests, and complaint resolution. This role will be responsible for providing day-to-day supervision of customer service representatives, ensuring quality and accuracy in customer interactions, and aligning customer service initiatives with overall utility operations. The supervisor will also implement quality assurance procedures and coordinate with other divisions to improve service delivery and responsiveness.

## **STRATEGIC ROADMAP**

This agenda item supports the City Council's Strategic Roadmap initiative of Strengthening Organizational Health by allowing for strategic repositioning of recruitment efforts.

*Prepared by:* Samantha Kevorkian, Human Resources Analyst I

*Recommended by:* Ian Tecson, Deputy Director of Human Resources  
Brittney Frye, Director of Human Resources

Approved by:

*Regina Youngblood*

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Regina Youngblood, Assistant City Manager