

CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov



CITY OF
HAYWARD
HEART OF THE BAY

Agenda

Thursday, May 9, 2019

6:00 PM

City Hall, Conference Room 4A

Personnel Commission

CALL TO ORDER**PLEDGE OF ALLEGIANCE****PUBLIC COMMENTS:**

The Public Comment section provides an opportunity to address the Oversight Board on items not listed on the agenda. The Board welcomes your comments and requests that speakers present their remarks in a respectful manner, within established time limits, and focus on issues which directly affect the Board or are within the jurisdiction of the Board as the Board is prohibited by State law from discussing items not listed on the agenda, your item will be taken under consideration and may be referred to staff.

MINUTES

1. [MIN 19-059](#) Approval of Minutes for Regular Meeting on January 10, 2019

Attachments: [Attachment I Minutes](#)

REPORTS

City Council Liaison (Information)

Director of Human Resources (Information)

Meeting Frequency (Information)

ACTION ITEMS

2. [ACT 19-123](#) Revised Job Description for Jail Supervisor

Attachments: [Attachment I Staff Report](#)
[Attachment II Revised Jail Supervisor Job Description](#)
[Attachment III Police Department Org Chart](#)

3. [ACT 19-124](#) Revised Job Description for Community Service Officer

Attachments: [Attachment I Staff Report](#)
[Attachment II Community Service Officer Job Description](#)
[Attachment III Police Department Org Chart](#)

4. [ACT 19-125](#) Revised Job Description for Senior Customer Account Clerk

Attachments:

[Attachment I Staff Report](#)

[Attachment II Senior Customer Account Clerk Job Description](#)

[Attachment III Finance Department Org Chart](#)

RECRUITMENT DIVERSITY REPORT (ORAL REPORT)

COMMITTEE MEMBER/STAFF ANNOUNCEMENTS AND REFERRALS

ADJOURNMENT

NEXT SPECIAL MEETING – June 20, 2019

Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans Disabilities Act of 1990. Interested persons must request the accommodation at least 48 hours in advance of the meeting by contacting the City Manager at (510) 583-4300 or TDD (510) 247-3340.



CITY OF HAYWARD

Hayward City Hall
777 B Street
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File #: MIN 19-059

DATE: May 9, 2019

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT

Approval of Minutes for Regular Meeting on January 10, 2019

RECOMMENDATION

That the Personnel Commission reviews and approves the meeting minutes from the regular meeting held on January 10, 2019.

ATTACHMENTS

Attachment I Minutes



**CITY OF HAYWARD
PERSONNEL COMMISSION
DRAFT MINUTES
Regular Meeting
Thursday, January 10, 2019
Conference Room 2A**

A regular meeting of the City of Hayward Personnel Commission was called to order at 5:30 p.m. on Thursday, January 10, 2019, at Hayward City Hall, Conference Room 2A.

HUMAN RESOURCES DEPARTMENT STAFF

Nina Collins, Director of Human Resources
Lisette Del Pino, Acting Senior Human Resources Analyst
Anthony Phillip, Human Resources Analyst II
Candi Jackson, Human Resources Administrative Assistant

OTHERS PRESENT

Adam Kostrzak, Information Technology Director
Seema Vashi, Assistant City Attorney
Emily Young, YFSB Administrator
Dan Magalhaes, WPCF Maintenance Supervisor

Attendance	<u>REGULAR MEETINGS</u>			<u>SPECIAL MEETINGS</u>	
	Present 01.10.2019 Regular Meeting	Present to Date This Fiscal Yr.	Absent to Date This Fiscal Yr.	Present to Date This Fiscal Yr.	Absent to Date This Fiscal Yr.
Doris Yates	O	1	3	0	0
*Rachel Lucas	X	4	0	0	0
Allen Zargar	X	3	1	0	0
Erika Cortez	X	2	1	0	0
Mekia Fields	X	3	0	0	0
Nicolia Gooding	X	3	0	0	0
Zheefong He	X	3	0	0	0

X = present O = absent

* Chair Person

PUBLIC COMMENTS

None.

APPROVAL OF MINUTES

1. Approval of November 8, 2018 Meeting Minutes (Action)

(M/S/P) Zargar/He. Approved.

REPORTS

City Council Liaison (Information)

Council Member Salinas was unable to attend.

Director of Human Resources (Information)

Nina Collins, Director of Human Resources, reported that the City resolved its outstanding issues with Service Employees International, Local 1021 Clerical and Maintenance Units (SEIU) related to the Public Employee Relations Board (PERB) hearing.

Director Collins also reported Deputy Director Farbod Pirouzmand is no longer with the City and has accepted a position as the Human Resources Director with the City of Fairfield. She continued that Human Resources (HR) will be using external consultants to conduct recruitments concurrently for the Deputy Director of Human Resources and the Deputy Director of Finance; with hopes of onboarding by the end of this fiscal year. Lastly, Director Collins reported that Grant Sakakihara, Human Resources Technician, is also leaving the City for a promotion to Human Resources Analyst with the City of Santa Clara.

ACTION ITEMS

2. Revised Job Description for Assistant/Associate Transportation Engineer

Fred Kelley, Transportation Manager, gave an overview of the Assistant/Associate Transportation Engineer job specification and answered questions.

(M/S/P) (Zargar/Cortez) Approved.

3. Revised Job Description for Network Systems Specialist

Adam Kostrzak, Director of Information Technology, gave an overview of the Network Systems Specialist job specification and answered questions.

(M/S/P) (Lucas/Zargar) Approved.

4. Revised Job Description for Utilities Maintenance Mechanic

Dan Magalhaes, WPCF Maintenance Supervisor, gave an overview of the Utilities Maintenance Mechanic job specification and answered questions.

(M/S/P) (Zargar/Lucas) Approved.

5. Revised Job Description for Counseling Supervisor

Emily Young, YFSB Administrator, gave an overview of the Counseling Supervisor job specification and answered questions.

(M/S/P) (Lucas/Gooding) Approved.

RECRUITMENT DIVERSITY REPORT (ORAL REPORT)

Acting Senior Human Resources Analyst Del Pino provided a diversity report on recruitments completed since our last meeting on November 8, 2018. The report provided details for the following seven (7) recruitments:

- Associate Transportation Engineer
- Communications Operator
- Community Service Officer
- Economic Development Specialist
- Equipment Service Attendant
- Management Analyst
- Sustainability Specialist

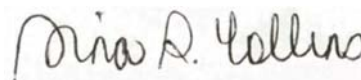
Commissioner Zargar suggested that the City provide typing tests. Director Collins accepted the suggestion and indicated HR would look into offering this option once fully staffed.

James Hicks, a resident, stated he would like to see the demographics of the Community Service Officer position to see if there are any trends. Director Collins responded that an informational report on employment diversity statistics will be provided to Council by the end of the fiscal year. The data will be provided by bargaining unit and department; and will be a public document.

COMMITTEE MEMBER/STAFF ANNOUNCEMENTS AND REFERRALS

ADJOURNMENT

Meeting was adjourned at 6:40 p.m.



Nina S. Collins, Director of Human Resources



CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

File #: ACT 19-123

DATE: May 9, 2019

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT

Revised Job Description for Jail Supervisor

RECOMMENDATION

That the Personnel Commission reviews and comments on the job description for the position of Jail Supervisor to ensure that the employment standards are job-related. Job-related standards address all aspects of the job description, including supervision exercised, education, special requirements, and experience.

SUMMARY

The Jail Supervisor job description has been revised to update the Experience and Education section to ensure candidates are in possession of Core Corrections Officer academy certificates from a certified Standards and Training for Corrections (STC) academy at the time of hire. Additional revisions to the job description have been made to ensure the needs of the Jail facility are adequately met.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	Revised Jail Supervisor Job Description
Attachment III	Police Department Organizational Chart



DATE: May 9, 2019

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT: Revised Job Description for Jail Supervisor

RECOMMENDATION

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SUMMARY

The Jail Supervisor job description has been revised to update the Experience and Education section to ensure candidates are in possession of Core Corrections Officer academy certificates from a certified Standards and Training for Corrections (STC) academy at the time of hire. Additional revisions to the job description have been made to ensure the needs of the Jail facility are adequately met.

BACKGROUND AND DISCUSSION

In addition to adoption and approval of 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. Human Resources staff reviews all job descriptions with the respective departments and updates each to align the job description with the City's Classification Plan. In addition, prior to initiating a recruitment process, Human Resources staff makes necessary adjustments to job requirements to ensure that the needs of the department will be met.

The Jail Supervisor classification is the advanced journey-level classification that provides supervision to the entry-level classification in the Jail series. The last time the Jail Supervisor job description was updated was in 2008. The Police Department is recommending the Jail Supervisor job description be revised to ensure candidates under consideration for the position possess the Core Corrections Officer certificates issued by a certified Standards and Training for Corrections (STC) academy at the time of hire. The core certificates are required within the first year of employment as an entry-level Community Service Officer by the California Board of State and Community Corrections. As a result, employees appointed to the

supervising classification would be in possession of the Core Corrections Officer core course certificates at the time of appointment.

The changes to the Jail Supervisor job description were shared with and accepted by representatives of the Service Employees International, Local 1021 Clerical and Related Unit.

The changes to the job description are as follows:

SUPERVISION RECEIVED

Replaced: "...Manager..." with "...Administrator..."

ESSENTIAL DUTIES

Replaced:

- "...Administer..." with "...Deliver prescribed..."
- "...Manager..." with "...Jail Administrator..."

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Ability to:

Removed: "Type accurately at a speed necessary for successful job performance."

Added: "Operate modern office equipment including computer equipment, specialized software application programs and assigned equipment."

EXPERIENCE AND EDUCATION

Added:

- "Must possess a Basic Corrections Officer Academy Certificate from a certified Standards and Training for Corrections (STC) academy.
- "...or the Peace Officer Standards and Training Supervisory Course."

Removed: "...for the 'Correction Officer Core Course' and..."

FISCAL IMPACT

There is no fiscal impact to the budget as a result of the above proposed change to this job description.

STRATEGIC INITIATIVES

This agenda item is a routine operational item and does not relate to one of the Council's Strategic Initiatives.

Prepared by: Valeria Cazares, Human Resources Technician

Recommended by: Nina S. Collins, Director of Human Resources

Approved by:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is positioned above a horizontal line.

Kelly McAdoo, City Manager

CITY OF HAYWARD

JAIL SUPERVISOR

DEFINITION

To plan, assign and review the work of assigned jail personnel; to perform duties related to the booking, searching and monitoring of prisoners; and to assist with other non-sworn police activities as necessary.

DISTINGUISHING CHARACTERISTICS

This is an advanced journey level class. Employees perform the most difficult and responsible types of duties including providing technical and functional supervision over jail personnel. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED

Receives direction from the Jail Administrator.

SUPERVISION EXERCISED

Exercises functional and technical supervision over assigned jail personnel.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

Plan, assign and review the work of assigned jail personnel.

Evaluates performance of assigned jail personnel; work with employees to correct deficiencies; implement disciplinary procedures; and counsels employees.

Approves days off and vacation requests from jail personnel and coordinates replacements for vacancies; schedules emergency and short-term assignments for the jail.

Assists in the development and implementation of new policies, procedures, programs and goals/objectives for the jail facility.

Assists in identifying training needs and the design of training programs; supervises and/or provides training to employees assigned to the jail adhering to the laws pertaining to a Type I jail facility.

Train and develop assigned personnel; maintain awareness of new procedures related to prisoner incarceration.

City of Hayward
Jail Supervisor
Page 2 of 4

ESSENTIAL DUTIES (continued):

Book prisoners into the jail; prepare paperwork on prisoners; fingerprint and photograph prisoners.

Maintain light security of the jail; separate prisoners as necessary.

Verify warrants and criminal history of prisoners on law enforcement computer systems.

Transport prisoners to court or other jail facilities.

Respond to the public inquiries on the phone and in person and provide information as appropriate.

Deliver prescribed medication to prisoners.

Inventory and order jail supplies and food.

May be assigned to act in the absence of the Jail Administrator.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Assigning and reviewing the work of others.

Pertinent laws, rules and regulations regarding a Type I jail facility

Modern office procedures and computer equipment related to jail and court processing.

Principles of report writing.

Safe work practices related to Type I jail facility.

Ability to:

Plan and assign the work of others.

Train staff in jail operations and safety.

Prepare paperwork and reports on prisoner behavior.

Communicate clearly and concisely, both orally and in writing.

City of Hayward
Jail Supervisor
Page 3 of 4

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Establish and maintain effective working relationships with those contacted in the course of work.

Operate modern office equipment including computer equipment, specialized software application programs and assigned equipment.

EXPERIENCE AND EDUCATION

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two years of increasingly responsible experience performing duties as a jailer in a department similar to the Hayward Police Department.

Education: Equivalent to the completion of the twelfth grade.

License/Certificates: Possession of a valid Class C California driver's license at time of appointment.

Must possess a Basic Corrections Officer Academy Certificate from a certified Standards and Training for Corrections (STC) academy.

Must possess or obtain, during the probationary period, certificates for the "Correction Officer Supervisor Course" issued by the State of California Standards and Training for Correction Program or the Peace Officer Standards and Training Supervisory Course

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office and jail facility environment; drive to various locations to transport prisoners; perform repetitive hand movements and fine coordination to book prisoners and prepare documents and data using a computer keyboard and mouse/trackball, use standard office equipment; sit for prolonged periods of time; stand, walk, reach, twist, turn, kneel, bend, squat and stoop in the performance of booking prisoners; converse by telephone and in person, and be clearly understood; interact with the public and all different levels of City staff in a professional manner; and safely lift, carry and maneuver property, boxes, or files weighing up to 35 pounds.

City of Hayward
Jail Supervisor
Page 4 of 4

PROBATIONARY PERIOD: One (1) year

168CS90

October 1987

May 2008

Revised April 2019

AAP GROUP: 10

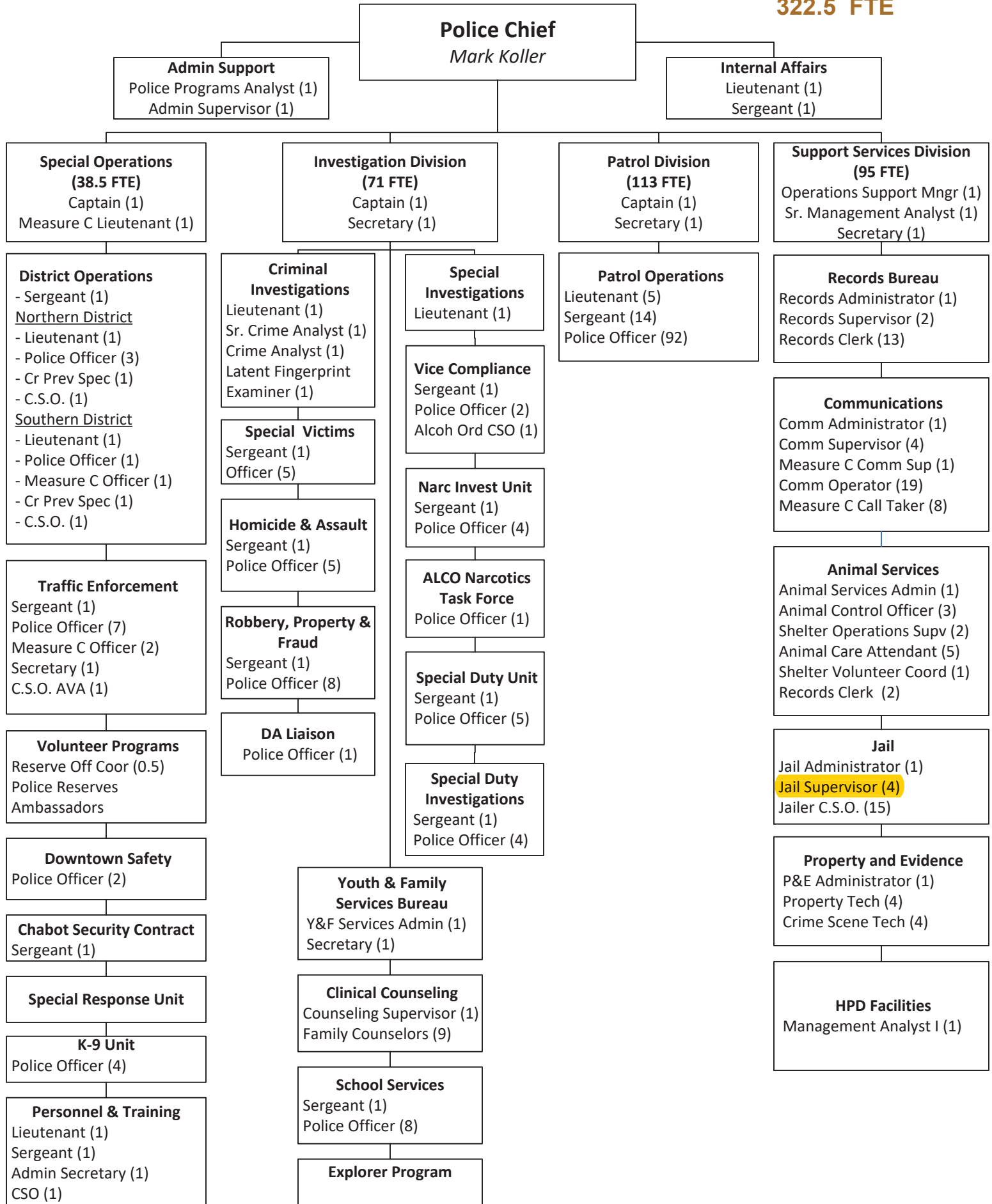
FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt

Police Department

FY 2019 STAFFING

322.5 FTE





CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

File #: ACT 19-124

DATE: May 9, 2019

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT

Revised Job Description for Community Service Officer

RECOMMENDATION

That the Personnel Commission reviews and comments on the job description for the position of Community Service Officer to ensure that employment standards are job-related. Job-related standards address all aspects of the job description, including supervision exercised, education, special requirements, and experience.

SUMMARY

The Hayward Police Department requested to update: the duties; knowledge, skills and abilities (KSA); and minimum qualifications for the classification of Community Service Officer. The request was primarily due to the California Board of Corrections Standards and Training changing defense tactics from basic defense to advanced defensive tactics methods. The City is also eliminating the requirement of a typing certificate and instead will assess the ability to use modern office applications. Additionally, alternate methods to qualify were added to the Community Service Officer job specification to include language for lateral applicants and the near classification of Police Officer academy graduates as qualifying.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	Revised Community Service Officer Job Description
Attachment III	Police Department Org Chart



DATE: May 9, 2019

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT: Revised Job Description for Community Service Officer

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SUMMARY

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BACKGROUND AND DISCUSSION

In addition to adoption and approval of 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. Human Resources staff reviews all job descriptions with the respective departments and updates each to align the job description with the City's Classification Plan. In addition, Human Resources staff makes any adjustments to the job requirements as provided by the department prior to initiating a recruitment process.

The changes to the job description are intended to update the essential duties and required abilities of the Community Service Officer to align responsibilities with current duties. The California Board of Corrections Standards and Training revised a core ability for correctional officers of defense tactics from basic defense to advanced defensive tactics methods. Human Resources also reviewed the essential duties against the KSAs to ensure the key competencies a job candidate would need to be successful in the classification were captured, including

physical and emotional characteristics to perform the job, which consist of the application of necessary control and self-defense procedures.

The City also revised an essential job duty to accurately reflect the work currently performed by employees in this classification. The ability to type twenty-five (25) words per minute has been replaced with the ability to operate modern office equipment, including computers. Approximately sixty percent (60%) of the qualified candidates do not submit the required typing certificate at the time of application. After multiple requests to submit the certificate, they are disqualified from the recruitment process. Revising this essential function to operate computer equipment will eliminate requiring a typing certificate and allow applicants that meet the minimum qualifications to advance in the recruitment process. Human Resources will use alternate methods to assess the ability to operate modern office equipment in lieu of requiring a typing certificate. This revision will expand the current applicant pool without sacrificing the quality of candidates.

The existing Community Service Officer classification is a single, journey level classification requiring candidates to have two (2) years of work experience involving high public contact, preferably in law enforcement, or two (2) years of college education, in a related field of law enforcement. At the request of the Police Department, the minimum qualifications section was revised to capture language for lateral applicants and include alternate methods to qualify.

The City has recruited for Lateral Community Service Officers since 2006. Applicants are required to have worked in an equivalent capacity performing the duties at the journey level, which involve the full range of correctional officer duties assigned to a jail facility for at least one year and have successfully completed the Basic Correction Officer Core Course by the California Board of Corrections Standards and Training. This has been an accepted qualifying method approved by the City and corresponding bargaining group; however, the job description was never updated to reflect this as a qualifying method.

In addition, the California Board of Corrections Standards and Training indicated candidates that have participated and graduated from a California Peace Officer Standards and Training academy meet the criteria as a lateral applicant. Police Officer academy graduates have participated in a six (6) month intensive training and exceed the criteria for qualifications of a correctional officer. Language was added to the Community Service Officer job description to reflect this alternate method to qualify as a lateral applicant.

The job description for the Community Service Officer was shared with representatives of Service Employees International, Local 1021 Clerical and Related Unit, and its representatives are in agreement with these changes. The job description was revised to update the definition, essential duties, job related and essential qualifications, and experience and education.

The changes to the job description are as follows:

DEFINITION

Removed: "...evidence,..." and "...maintenance of equipment and firearms,..."

Added: "Primarily assigned to work in the jail facility."

DISTINGUISHING CHARACTERISTICS

Replaced: "Assignments are performed in support of various divisions..." with "Assignments are primarily performed in the City jail; also support various divisions..."

SUPERVISION RECEIVED

Replaced: "...Manager..." with "...Administrator..."

Added: "...staff."

ESSENTIAL DUTIES

Added:

- "Is required to perform full custodial searches as needed."
- "...[i.e. live scan service]...; and registers offenders in applicable systems."

Replaced:

- "Performs duties related to juvenile booking. Processes prisoners through jail, including advising of procedures and telephone rights, searching prisoners for weapons, narcotics or other hazards and contraband, conducting property inventory, medical screening and prisoner classification." with "Performs duties related to processing prisoners through jail, including booking and advising of procedures and telephone rights; searching prisoners for weapons, narcotics or other hazards and contraband; housing, care and control of adult prisoners and juvenile arrestees; conducting property inventory, medical screening and prisoner classification; and provide for telephone calls and visitations."
- "Transport prisoners by bus to..." with "Transports prisoners to..."
- "...inquire..." with "...inquiries..."
- "Enforces parking regulations and writes traffic citations." with "Enforces parking regulations, writes and approves traffic citations."

Removed:

- "Processes prisoners through jail, including advising of procedures and telephone rights, searching prisoners for weapons, narcotics or other hazards and contraband, conducting property inventory, medical screening and prisoner classification."
- "...PIN and..."
- "Monitors vehicle use and service schedule to ensure appropriate servicing and repairs are performed."
- "Prepares, processes, stores, and picks up equipment from storage area for disposition."
- "Organizes and facilitates neighborhood watch and business group meetings."
- "Provides home and commercial security surveys."

- “Performs maintenance and cleaning of department issued firearms and safety equipment (i.e. body armor, gas masks, batons, etc).”

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Ability to:

Replaced:

- “...basic self-defense.” with “...and apply mandated advanced defensive tactics methods and application of necessary control and self-defense procedures.”
- “...little...” with “...general...”
- “...and operating...” with “Operate modern office equipment including computer equipment, specialized software applications, programs and...”

Added:

- “...as well as learn and apply pertinent federal, state, and local laws, codes and regulations.”
- “Work varied hours including evenings, weekends, and holidays.”

Removed:

- “Type accurately at a rate of 25 net words per minute.”
- “...with all members of the community...”

EXPERIENCE AND EDUCATION

Replaced:

- “...training...” with “...education...”
- “Two years of experience involving high public contact, preferably in law enforcement.” with “Two years of responsible work experience, high public contact and/or in law enforcement preferred.”

Added:

- “One (1) year of experience working in a jail facility and successful completion of the Basic Correction Officer Core Course by the California Board of Corrections Standards and Training.

OR

Possess a California Peace Officer Standards and Training Basic Academy Certificate.

OR”

- “Two years of college education, in a related field of law enforcement may substitute responsible work experience.”

Removed:

- “OR

Two years of college education, in a related field of law enforcement.”

FISCAL IMPACT

There is no economic impact as a result of changes to the job description.

STRATEGIC INITIATIVES

This agenda item is a routine operational item and does not relate to one of the Council's Strategic Initiatives.

Prepared by: Lisette Del Pino, Acting Senior Human Resources Analyst

Recommended by: Nina S. Collins, Director of Human Resources

Approved by:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is written over a light gray rectangular background.

Kelly McAdoo, City Manager

COMMUNITY SERVICE OFFICER

DEFINITION

Under general supervision, the Community Service Officer performs a variety of non-sworn police duties related to investigations, crime prevention, reporting, property, traffic, booking, searching, monitoring and transportation of prisoners. Primarily assigned to work in the jail facility.

DISTINGUISHING CHARACTERISTICS

This is a specialized non-sworn classification, performing a wide variety of technical support duties in the Police Department. Assignments are primarily performed in the City jail; also support various divisions and may be subject to rotation. It is distinguished from Police Officers who perform a variety of duties involving the protection of life and property and routinely respond to hazardous emergency calls.

SUPERVISION RECEIVED

Receives general supervision from Jail Supervisor, Jail Administrator, or assigned management staff.

SUPERVISION EXERCISED

May provide lead direction in the absence of Jail Supervisor.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Performs duties related to processing prisoners through jail, including booking and advising of procedures and telephone rights; searching prisoners for weapons, narcotics or other hazards and contraband; housing, care and control of adult prisoners and juvenile arrestees; conducting property inventory, medical screening and prisoner classification; and provide for telephone calls and visitations.

Is required to perform full custodial searches as needed.

Performs appropriate fingerprint procedure (i.e. live scan service) and transmits for confirmation of identification; and registers offenders in applicable systems.

Conducts warrant checks, makes confirmation with appropriate agency and updates related systems through computer and teletype.

Collects information to complete Alameda County consolidated arrest reports.

Maintains jail security, observes prisoners in detention, and prepares documentation of behavior.

ESSENTIAL DUTIES (continued):

Performs prisoner exit processing, issues receipts for bail, completes computer processing and prepares appropriate documentation for release.

Transports prisoners to court or other jail facilities.

Responds to public inquiries in person or by telephone.

Responds to and drafts letters and general correspondence related to assigned area.

Testifies in court or at hearings on case records and investigative activities and in court proceedings.

Performs traffic control for accidents, parades, large public events, congested situations, etc.

Enforces parking regulations and writes and approves traffic citations.

Operates various police related equipment such as a radio, mobile terminals, cameras and computer systems.

Prepares and maintains a wide variety of forms and records, including police reports.

Prepares documentation and makes arrangements for towing and impoundment of vehicles.

Performs related non-sworn police duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS**Knowledge of:**

English usage, spelling, grammar, punctuation in completing clear and concise reports and correspondence.

General principles and practices used to establish effective police/community relations.

Use and basic capabilities of computerized record and information systems.

Safe work methods and safety regulations.

Ability to:

Establish and maintain positive working relationships with other City employees and members of the public; maintain a professional, courteous demeanor under adverse, difficult, and confrontational situations.

Read, understand, interpret and apply policies and procedures as well as learn and apply pertinent federal, state, and local laws, codes and regulations.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):**Ability to (continued):**

Learn and apply mandated advanced defensive tactics methods and application of necessary control and self-defense procedures.

Prepare paperwork and reports related to area of assignment.

Communicate effectively, both verbally and in writing.

Demonstrate sound judgment, tact, and integrity.

Perform assigned duties with general supervision.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include walking, standing or sitting for extended periods of time, and application of necessary control and self-defense procedures.

Operate modern office equipment including computer equipment, specialized software applications programs and assigned equipment.

Work varied hours including evenings, weekends, and holidays.

Successfully complete the State of California, Board of Corrections Correctional Officer Core course within one year of date of employment.

EXPERIENCE AND EDUCATION

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience – One (1) year of experience working in a jail facility and successful completion of the Basic Correction Officer Core Course by the California Board of Corrections Standards and Training.

OR

Possess a California Peace Officer Standards and Training Basic Academy Certificate.

OR

Two years of responsible work experience, high public contact and/or in law enforcement preferred.

EXPERIENCE AND EDUCATION (continued):

Education - Equivalent to the completion of the twelfth grade. Two years of college education, in a related field of law enforcement may substitute responsible work experience.

License – Possession and maintenance of a valid Class C California Driver’s License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in variable indoor and outdoor conditions, including jail environments, subject to hot or cold temperatures, confined spaces, excessive noise, inclement weather, exposure to dust, solvents, fumes, gases, toxic waste, odors, or other irritating particles; use of defensive tactics to restrain; stand, sit, or walk for prolonged periods of time; travel to various locations and participate in meetings to conduct City business during day and evening hours; reach, twist, turn, kneel, bend, squat and stoop on a regular basis; converse by telephone, in person, and to small or large groups and be clearly understood; read and comprehend technical and complex documents; interact with the public and all different levels of City staff in a professional manner; and safely lift, carry and maneuver equipment, documents, bicycles, barricades, chairs, tables, training, and other supplies weighing up to 50 pounds. Essential functions must be performed with or without reasonable accommodations.

Not less than 18 years of age at time of appointment (Section 6035, Penal Code).

PROBATIONARY PERIOD: One (1) year.

C650 Community Service Officer

Created October 1987

Revised April 1999

Revised November 2006

Revised January 2012

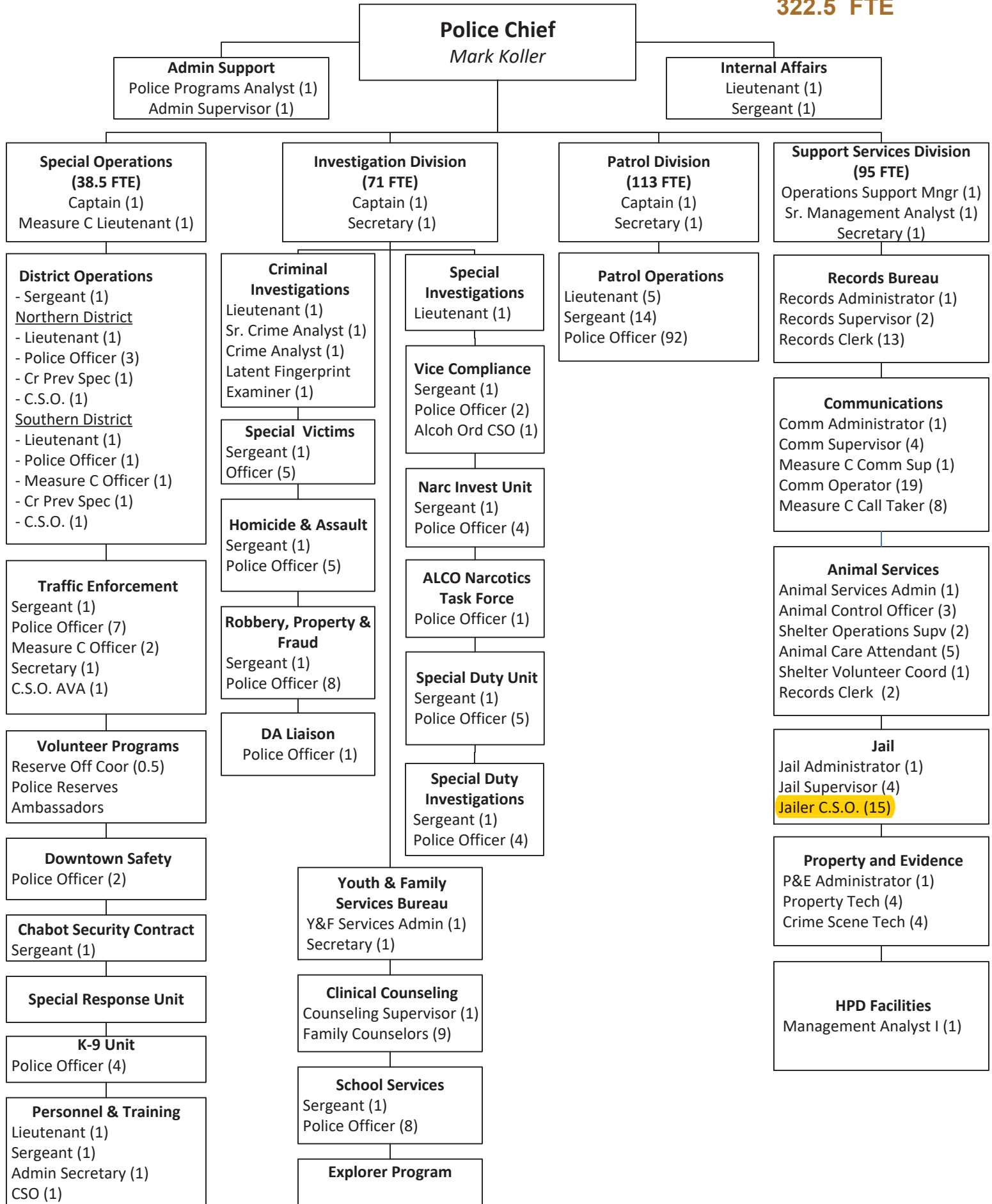
Revised April 2019

FPPC STATUS: Non- Designated

FLSA STATUS: Non- Exempt

Police Department

FY 2019 STAFFING
322.5 FTE





CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

File #: ACT 19-125

DATE: May 9, 2019

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT

Revised Job Description for Senior Customer Account Clerk

RECOMMENDATION

That the Personnel Commission reviews and comments on the revised job description for the position of Senior Customer Account Clerk to ensure that employment standards are job-related. Job-related standards address all aspects of the job description, including supervision exercised, special requirements, education, and experience.

SUMMARY

The Senior Customer Account Clerk job description has been updated to meet the needs of the Revenue Division in the Finance Department. The changes made to the job description reflect alignment with the internal organizational structure of the City's Classification plan and reflect the more complex duties of the Senior Customer Account Clerk. The job description was also updated to reflect current technology and the knowledge, skills and abilities required for the position. Lastly, the license requirement was revised to allow flexibility for candidates that do not possess a California driver's license to demonstrate the ability to travel to various locations in a timely manner as required in the performance of their duties.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	Revised Senior Customer Account Clerk Job Description
Attachment III	Finance Department Org Chart



DATE: May 9, 2019

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT: Revised Job Description for Senior Customer Account Clerk

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BACKGROUND AND DISCUSSION

In addition to adoption and approval of 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. Human Resources staff reviews all job descriptions with the respective departments and updates each to align the job description with the City's Classification Plan. In addition, Human Resources staff makes any adjustments to the job requirements as provided by the department prior to initiating a recruitment process.

The Revenue Division in the Finance Department will continue to utilize the Senior Customer Account Clerk position to perform moderately complex duties in the preparation, maintenance, and processing of public service revenue billing and payment functions related to assigned program, business license, utility billing or collection, and excise tax. The Senior Customer Account Clerk job description was created in May 1990. Human Resources staff

reviewed the advanced journey level and journey level job descriptions in the Customer Account Clerk series, to ensure internal alignment within the organizational structure.

The journey level classification was revised in November 2010 and reflected current duties performed. Human Resources staff updated the advanced journey level classification to accurately reflect the current complex duties of the Senior Customer Account Clerk classification. The Senior Customer Account Clerk performs moderately complex clerical accounting duties and resolves escalated issues regarding area of assignment. They also exercise technical and functional supervision over Customer Account Clerks, perform research and analysis, and compile and prepare moderately complex reports and correspondence.

Additional edits made to the Senior Customer Account Clerk job description included: updating language to reflect current technology used in the industry; adding knowledge, skills and abilities required for the position to reflect the progression in the Administrative Clerk series; and revising the license requirement to comply with the American with Disabilities Act of 1990. Driving is not an essential function of the Administrative Clerk series and requiring a driver's license as a minimum qualification could result in qualified individuals with disabilities failing to apply for a job or being screened out for a non-essential function of the job.

Human Resources staff also shared the proposed changes with the Finance Department and with SEIU Local 1021, the bargaining group that represents this classification. Human Resources staff met with representatives of SEIU Local 1021 to explain the need for the proposed changes, and the union representatives did not object to them.

The changes to the Senior Customer Account Clerk job description are as follows:

DEFINITION

Added: "...and customer service..."

Removed:

- "...customer or..."
- "...functions including water..."

Replaced:

- "..., business tax, parking citations, business license and permit applications; and to work..." with "...and payment functions: performs moderately complex clerical accounting duties and the processing of posting of accounting records and financial transactions such as accounts receivable and or accounts payable; and works..."

DISTINGUISHING CHARACTERISTICS

Added: "...assigned program;..."

Replaced:

- "... tax..." with "...license..."
- "... water billing..." with "...utility billing or collection..."

- “... cash receipts...” with “...excise tax...”

Replaced: “SUPERVISION RECEIVED AND EXERCISED” with “SUPERVISION RECEIVED”

Added: “...or other supervisory staff.”

Added: “SUPERVISION EXERCISED” Section

Added: “Exercises technical and functional supervision over Customer Account Clerks and other clerical staff.”

Replaced: “EXAMPLE OF DUTIES” with “ESSENTIAL DUTIES”

Added:

- “..., but not limited to,...”
- “...and resolves escalated issues...”
- “Performs research and analysis; collects and compiles statistical and financial data for reports.”

Replaced:

- “Perform...” with “Performs...”
- “Respond...” with “Responds...”
- “...special...” with “...event...”
- “Verify...” with “Reconciles records and verifies...”
- “...makes adjustments in accounts...” with “...audits accounts and makes adjustments...”
- “Process, code, enter and verify...” with “Processes, codes, enters and verifies...”
- “Verify...” with “Verifies...”
- “...special...” with “...event...”
- “Notify customers of...” with “Communicates with customers regarding...”
- “Coordinate...” with “Coordinates...”
- “Compose correspondence and other documents related to assignment.” with “Compiles and prepares moderately complex reports and correspondence; prepares technical reports and documentation relating to area of assignment.”
- “Perform...” with “Performs...”

Replaced: “MINIMUM QUALIFICATIONS” with “JOB RELATED AND ESSENTIAL QUALIFICATIONS”

Knowledge of:

Added:

- “...and software.”
- “Basic statistical methods and mathematics.”
- “Standard English usage, spelling, grammar, and punctuation.”

Replaced:

- “Pertinent municipal, state, and federal codes...” with “Federal, state and municipal codes...”

- “Adapt to the City’s accounting procedures and follow its policies.” with “The City’s accounting procedures and policies.”

Ability to:

Added:

- “Provide direction and coordination of others.”
- “...; interface effectively with members of the public under adverse circumstances.”
- “Make arithmetical calculations, postings, and comparisons rapidly and accurately.”
- “Collect, compile, and verify accounting data and research customer and general ledger accounts.”
- “Maintain organized, legible, and accurate files and records.”
- “Operate a ten-key calculator.”

Replaced:

- “...oral...” with “...orally...”
- “Learn to use computer based information.” with “Use an accounting information system.”

Replaced: “EXPERIENCE AND TRAINING” with “EXPERIENCE AND EDUCATION”

Replaced: “...of education and training...” with “...equivalent to experience and education...”

Added:

License and Certificates:

- “Possess and maintain a valid California Class C Driver’s license OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.”

Added: “SPECIAL REQUIREMENTS” Section

“Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend, and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and be clearly understood; read and comprehend documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.”

PROBATIONARY PERIOD

Replaced: “Six months.” with “One (1) year.”

STRATEGIC INITIATIVES

This agenda item is a routine operational item and does not relate to one of the Council’s Strategic Initiatives.

FISCAL IMPACT

There is no fiscal impact to the budget as a result of the above proposed change to this job description.

Prepared by: Lisette Del Pino, Acting Senior Human Resources Analyst

Recommended by: Nina S. Collins, Director of Human Resources

Approved By:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is written over a light gray rectangular background.

Kelly McAdoo, City Manager

CITY OF HAYWARD

SENIOR CUSTOMER ACCOUNT CLERK

DEFINITION

To perform moderately complex clerical and customer service duties in the preparation, maintenance and processing of public service revenue billing and payment functions: performs moderately complex clerical accounting duties and the processing of posting of accounting records and financial transactions such as accounts receivable and or accounts payable; and works directly with the public in response to inquiries about assigned functions.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Customer Account Clerk series. Positions at this level are distinguished from the other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform moderately difficult and responsible types of duties assigned to classes within this series including responsibility for the full range of accounting clerical duties related to assigned program; business license, utility billing or collection, and excise tax. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED

Receives direction from the Revenue Manager or other supervisory staff.

SUPERVISION EXERCISED

Exercises technical and functional supervision over Customer Account Clerks and other clerical staff.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Performs the processing of moderately complex customer accounts related to an area of assignment including, but not limited to, business tax, water service, parking citations, business license and event permit applications.

Responds to the public on the phone or in person regarding area of assignment; explains policies and procedures and resolves escalated issues regarding area of assignment.

Reconciles records and verifies accuracy of accounts related to area of assignment; audits accounts and makes adjustments to reflect current balance; may prepare correspondence acknowledging receipt of payments.

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Customer Account Clerk
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ESSENTIAL DUTIES (continued):

Processes, codes, enters and verifies numerical or financial data related to area of assignment.

Performs research and analysis; collects and compiles statistical and financial data for reports.

May provide technical and functional supervision over assigned clerical personnel.

Verifies city bank deposits.

Maintains and updates records of completed transactions or issued licenses and event permits.

Communicates with customers regarding delinquent account balances; explains policies and procedures regarding collection of revenue in specific area of assignment.

Coordinates account activities with appropriate agencies and other city departments.

Compiles and prepares moderately complex reports and correspondence; prepares technical reports and documentation relating to assignment.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of basic bookkeeping.

Modern office practices, procedures, methods and computer equipment and software.

Federal state, and municipal codes, laws and ordinances.

The City's accounting procedures and policies.

Basic statistical methods and mathematics.

Standard English usage, spelling, grammar, and punctuation.

Ability to:

Perform complex research on customer accounts.

Communicate clearly and concisely, both orally and in writing.

Provide direction and coordination of others.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Establish and maintain effective work relationships with those contacted in the course of work; interface effectively with members of the public under adverse circumstances.

Make arithmetical calculations, postings, and comparisons rapidly and accurately.

Collect, compile, and verify accounting data and research customer and general ledger accounts.

Maintain organized, legible, and accurate files and records.

Use an accounting information system.

Operate a ten-key calculator.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of responsible and specialized clerical, accounting or business experience with an emphasis on customer accounts.

Education: Equivalent to the completion of the twelfth grade with additional education highly desirable.

License and Certificates: Possess and maintain a valid California Class C Driver's License OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend, and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and be clearly understood; read and comprehend documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

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PROBATIONARY PERIOD: One (1) year.

C330 Senior Customer Account Clerk

May 1990

Revised March 2019

APP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt

FY 2019 STAFFING 35.5 FTE

Finance Department

