



City of Santa Clara

Meeting Agenda

Civil Service Commission

Monday, May 10, 2021

7:00 PM

Virtual Meeting

Pursuant to the provisions of California Governor's Executive Order N-29-20, issued on March 17, 2020, to prevent the spread of COVID-19, Committee members will be attending the meeting remotely. The City of Santa Clara has implemented methods for the public to participate remotely via Zoom link or phone call in.

To join Zoom Meeting please use this URL to join.

<https://santaclaraca.zoom.us/j/97059145929?pwd=YnJ4a2NSNXplaDZrc0FOaFplWDBKdz09>

Meeting ID: 970 5914 5929

Passcode: 793515

CALL TO ORDER AND ROLL CALL

CONSENT CALENDAR

- 1a. 21-626 [Action to Approve the Civil Service Commission Meeting Minutes of April 12, 2021.](#)

Recommendation: Approve the Meeting Minutes of April 12, 2021.

- 1b. 21-700 [Note and File the Current Status and Requisition Report dated April 30, 2021](#)

Recommendation: Note and File the Current Status and Requisition Report dated April 30, 2021

PUBLIC PRESENTATIONS

GENERAL BUSINESS

- 2a. 21-698 [Action to Modify and Retitle the Class Specification for Water Resources Planner \(Job Code 907\)](#)

Recommendation: Approve the modified and retitled class specification for Water Resources Specialist (Job Code 907)

- 2b. 21-699 [Action to Modify and Make the Class Specifications for Human Resources Technician \(Job Code 508\) and Senior Human Resources Technician \(Job Code 747\) Flexibly Staffed](#)

Recommendation: Approve the modified and flexibly staffed class specifications for Human Resources Technician (Job Code 508) and Senior Human Resources Technician (Job Code 747)

STAFF REPORT

- 3a. 21-387 [Informational Report Regarding City Recruitment Efforts](#)

Recommendation: This item is for information only; no action is required at this time.

COMMISSIONERS REPORT

ADJOURNMENT

The time limit within which to commence any lawsuit or legal challenge to any quasi-adjudicative decision made by the City is governed by Section 1094.6 of the Code of Civil Procedure, unless a shorter limitation period is specified by any other provision. Under Section 1094.6, any lawsuit or legal challenge to any quasi-adjudicative decision made by the City must be filed no later than the 90th day following the date on which such decision becomes final. Any lawsuit or legal challenge, which is not filed within that 90-day period, will be barred. If a person wishes to challenge the nature of the above section in court, they may be limited to raising only those issues they or someone else raised at the meeting described in this notice, or in written correspondence delivered to the City of Santa Clara, at or prior to the meeting. In addition, judicial challenge may be limited or barred where the interested party has not sought and exhausted all available administrative remedies.

If a member of the public submits a speaker card for any agenda items, their name will appear in the Minutes. If no speaker card is submitted, the Minutes will reflect "Public Speaker."

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the City of Santa Clara will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities, and will ensure that all existing facilities will be made accessible to the maximum extent feasible. The City of Santa Clara will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities including those with speech, hearing, or vision impairments so they can participate equally in the City's programs, services, and activities. The City of Santa Clara will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Agendas and other written materials distributed during a public meeting that are public record will be made available by the City in an appropriate alternative format. Contact the City Clerk's Office at 1 408-615-2220 with your request for an alternative format copy of the agenda or other written materials.

Individuals who require an auxiliary aid or service for effective communication, or any other disability-related modification of policies or procedures, or other accommodation, in order to participate in a program, service, or activity of the City of Santa Clara, should contact the City's ADA Coordinator at 408-615-3000 as soon as possible but no later than 48 hours before the scheduled event.



City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
@SantaClaraCity

Agenda Report

21-626

Agenda Date: 5/10/2021

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Approve the Civil Service Commission Meeting Minutes of April 12, 2021.

RECOMMENDATION

Approve the Meeting Minutes of April 12, 2021.



City of Santa Clara

Meeting Minutes

Civil Service Commission

04/12/2021

7:00 PM

Virtual Meeting

Pursuant to the provisions of California Governor's Executive Order N-29-20, issued on March 17, 2020, to prevent the spread of COVID-19, Committee members will be attending the meeting remotely. The City of Santa Clara has implemented methods for the public to participate remotely via Zoom link or phone call in.

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Meeting ID: 970 5914 5929

Passcode: 793515

CALL TO ORDER AND ROLL CALL

Commissioner Brown called the meeting to order at 7:03 pm.

Present 3 - Vice Chair Carolyn McAllister, Chair Willie D. Brown Jr., and Commissioner Tahir Naim

Absent 2 - Commissioner Franklin Felizardo, and Commissioner John Casey

CONSENT CALENDAR

1A [21-385](#) Action to Approve the Civil Service Commission Meeting Minutes of February 22, 2021.

Recommendation: Approve the Meeting Minutes of February 22, 2021.

A motion was made by Vice Chair McAllister, seconded by Commissioner Naim, to approve the Civil Service Commission Meeting Minutes of February 22, 2021.

Aye: 3 - Vice Chair McAllister, Chair Brown Jr., and Commissioner Naim

Absent: 2 - Commissioner Felizardo, and Commissioner Casey

2B [21-395](#) Note and File the Current Status and Requisition Report dated March 31, 2021

Recommendation: Note and File the Current Status and Requisition Report dated March 31, 2021

A motion was made by Commissioner Naim, seconded by Vice Chair McAllister, to note and file the Current Status and Requisition Report dated March 31, 2021.

Aye: 3 - Vice Chair McAllister, Chair Brown Jr., and Commissioner Naim

Absent: 2 - Commissioner Felizardo, and Commissioner Casey

PUBLIC PRESENTATIONS

None

GENERAL BUSINESS

1A [21-386](#) Action to Adjust the Examination Weighting Plan for Meter Reader (Job Code 595) on a One-time Basis

Recommendation: Approve the modified weighting plan for Meter Reader (Job Code 595) on a one-time basis

A motion was made by Vice Chair McAllister, seconded by Commissioner Naim, to adjust the Examination Weighting Plan for Meter Reader (Job Code 595) on a one-time basis.

Aye: 3 - Vice Chair McAllister, Chair Brown Jr., and Commissioner Naim

Absent: 2 - Commissioner Felizardo, and Commissioner Casey

2B [21-558](#) Action to Adjust the Examination Weighting Plan for Human Resources Technician (Job Code 508) on a One-time Basis

Recommendation: Approve the modified weighting plan for Human Resources Technician (Job Code 508) on a one-time basis

A motion was made by Commissioner Naim, seconded by Vice Chair McAllister, to adjust the Examination Weighting Plan for Human Resources Technician (Job Code 508) on a one-time basis.

Aye: 3 - Vice Chair McAllister, Chair Brown Jr., and Commissioner Naim

Absent: 2 - Commissioner Felizardo, and Commissioner Casey

STAFF REPORT

None

COMMISSIONERS REPORT

None

ADJOURNMENT

A motion was made by Vice Chair McAllister, seconded by Commissioner Naim, to adjourn the meeting at 7:26 pm.

Aye: 3 - Vice Chair McAllister, Chair Brown Jr., and Commissioner Naim

Absent: 2 - Commissioner Felizardo, and Commissioner Casey

The time limit within which to commence any lawsuit or legal challenge to any quasi-adjudicative decision made by the City is governed by Section 1094.6 of the Code of Civil Procedure, unless a shorter limitation period is specified by any other provision. Under Section 1094.6, any lawsuit or legal challenge to any quasi-adjudicative decision made by the City must be filed no later than the 90th day following the date on which such decision becomes final. Any lawsuit or legal challenge, which is not filed within that 90-day period, will be barred. If a person wishes to challenge the nature of the above section in court, they may be limited to raising only those issues they or someone else raised at the meeting described in this notice, or in written correspondence delivered to the City of Santa Clara, at or prior to the meeting. In addition, judicial challenge may be limited or barred where the interested party has not sought and exhausted all available administrative remedies.

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City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
@SantaClaraCity

Agenda Report

21-700

Agenda Date: 5/10/2021

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Note and File the Current Status and Requisition Report dated April 30, 2021

RECOMMENDATION

Note and File the Current Status and Requisition Report dated April 30, 2021

ATTACHMENT

1. Current Status and Requisition Report dated April 30, 2021

Current Status and Requisition Report
Dated April 30, 2021

Requisition	Classification	Department	Number of Positions Approved to Fill
20252	Assistant/Associate Planner	Community Development	1
19180	Combination Inspector	Community Development	3
19246/19253	Plans Examiner	Community Development	3
TBD	Electric Maintenance Worker	Electric Utility	1
20273	Electric Utility Electrician Technician	Electric Utility	2
20272	Electrician	Electric Utility	1
18037	Electric Utility Programmer Analyst	Electric Utility	1
19154	Electric Utility Engineer	Electric Utility	1
TBD	Electric Water System Operator	Electric Utility	1
19157	Principal Electrical Estimator	Electric Utility	1
560C-CONT	Journey Lineworker	Electric Utility	1
19202	Meter Data Analyst	Electric Utility	1
19241	Senior Electric Utility Engineer	Electric Utility	1
TBD	Senior Electric Technician	Electric Utility	1
21303	Service Coordinator Inspector	Electric Utility	1
31-20-795	Staff Aide II	Electric Utility	1
21302	Troubleshooter	Electric Utility	1
TBD	Meter Reader	Finance	1
TBD	Driver Engineer	Fire	TBD
21312	Human Resources Technician	Human Resources	1
19200	Librarian I/II	Library	4.5
19223	Library Assistant I	Library	1
19209	Program Coordinator	Library	1
19121	Office Specialist II	Parks and Recreation	2
TBD	Staff Analyst I	Parks and Recreation	1
98-19-650C/35-14-689C	Police Officer Recruit/Lateral	Police	6
19256/19262	Public Safety Dispatcher I/II	Police	2
19244	Associate Engineer (Civil)	Public Works	1
12989/19310/19309	Senior Civil Engineer	Public Works	3
21293	Senior Materials Handler	Public Works	1
TBD	Equipment Operator	Water and Sewer Utilities	1
TBD	Water Resource Planner	Water and Sewer Utilities	1
TBD	Assistant Water/Sanitary Sewer Superintendent	Water and Sewer Utilities	2
19159/19208	Water and Sewer Maintenance Worker I	Water and Sewer Utilities	2



Agenda Report

21-698

Agenda Date: 5/10/2021

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Modify and Retitle the Class Specification for Water Resources Planner (Job Code 907)

BACKGROUND

The Human Resources Department coordinated with the Water and Sewer Utilities to modify and retitle the class specification for Water Resources Specialist (Job Code 907), formerly Water Resource Planner (Job Code 907). The request for Commission approval of the modification is based on Personnel & Salary Resolution, Sec. 6(d) which states, "Classification specifications for positions in the Classified Service must first be approved and adopted by the City of Santa Clara Civil Service Commission before they may be approved and adopted by the City Council."

DISCUSSION

The revisions to the Water Resources Specialist (Job Code 907), formerly Water Resource Planner (Job Code 907), include various administrative changes to the class specification, including adding the *Distinguishing Characteristics* section. The Department is proposing various revisions to the *Minimum Qualifications* and *Licenses/Certifications* to better align with the environmental work required to be performed by the classification. Additionally, there are various proposed revisions to the *Typical Duties* and *Knowledge, Skills, and Abilities* sections to align with the actual duties required to be performed by the classification. The revised class specification incorporates duties that were previously performed by the prior incumbent.

The Department is proposing to retitle the classification from Water Resource Planner (Job Code 907) to Water Resources Specialist (Job Code 907) to better align with industry standard.

There are no recommended changes to the examination weighting for Water Resources Specialist (Job Code 907), formerly Water Resource Planner (Job Code 907).

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no fiscal impact to revising or retitling the class specification.

PUBLIC CONTACT

Public contact was made by posting the Civil Service Commission agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on

the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve the modified and retitled class specification for Water Resources Specialist (Job Code 907)

Reviewed by: Ashley Lancaster, Human Resources Division Manager

Approved by: Aracely Azevedo, Director of Human Resources

ATTACHMENTS

1. Class Specification, clean, for Water Resources Specialist (Job Code 907)
2. Class Specification, track changed version, for Water Resources Specialist (Job Code 907)

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: WATER RESOURCES SPECIALIST (JOB CODE 907)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Water and Sewer Utilities	Compliance Manager	Non-Exempt

CLASS SUMMARY

This is a position in the classified service assigned to work in the Water and Sewer Utilities Department. The incumbent performs analysis duties related to water resource planning, water conservation, regulatory and financial analysis assignments related to water (potable and recycled) and wastewater in compliance with general and environmental regulations. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Education and experience equivalent to graduation from an accredited college or university with a bachelor's degree in, environmental studies, Biology, civil or environmental engineering or approved related field; **AND**
- Three (3) years of progressively responsible experience in water resources planning, water conservation, laboratory analysis of water or wastewater, water quality, regulatory compliance, or sanitary sewer regulatory compliance.

ACCEPTABLE SUBSTITUTION

- Completion of an advanced degree in environmental studies, civil/environmental engineering or public administration may be substituted for two (2) years of the qualifying experience for this position

LICENSES/CERTIFICATIONS

- Possession of a valid California driver's license is required at the time of appointment and duration of appointment.
- Possession of a valid Water Distribution Operators Certificate (Grade 2, or above) is required within 12 months of appointment.
- Possession of a valid California Water Environmental Association (CWEA) Laboratory Analyst Grade 1 within 12 months of appointment.

DESIRABLE QUALIFICATIONS

- A Master's degree in environmental studies, civil or environmental engineering, or public administration is desirable.

DISTINGUISHING CHARACTERISTICS

The classification is expected to exercise independent judgment and initiative while performing the full range of support for an assigned operation and/or program area. The incumbent works under general supervision and receive only occasional instruction or assistance as new or unusual situations arise. The incumbent is expected to communicate effectively, orally, and in writing. This classification is distinguished from the higher level Compliance Manager in that the latter is

WATER RESOURCES SPECIALIST (JOB CODE 907)

a management classification that manages multiple programs within the assigned department and has the responsibility for assuring full compliance with all Federal, State and local laws, regulations, and permits for City of Santa Clara within the Electric Utility, Water & Sewer Utilities and Public Works Departments.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

Under general supervision:

- Performs long-term water supply planning and develops recommendations
- Analyzes, develops, and manages demand-side management programs
- Maintains and analyzes customer water consumption information
- Monitor water quality trends and develops recommendations
- Performs analysis on water to determine water quality constituents and compliance with regulations
- Develops, updates and generates urban water management plan(s), water master plans and water supply assessments for the department
- Generates reports on current and projected water supply and demand and related issues
- Performs pricing and cost-of-services studies
- Works with consultants and City staff to develop recommendations for rates and utility billing policies and procedures
- Performs sampling of potable, recycled and wastewater for various constituents
- Responds to, records, and tracks water quality inquiries from the public
- Monitor changes to State and Federal water quality regulations and update sampling plans and schedules to ensure compliance
- Prepares reports and plans as required by Federal, State, and local regulations for water resource planning and water quality
- Reviews legislative issues and environmental impact reports related to water supply planning and water quality
- May assist in contract preparation and negotiations for the sale and purchase of water
- Participates in regional resource planning efforts
- Works with various state, regional and local agencies, committees, and working groups
- Develops and manages public outreach programs to agencies, committees, and working groups
- Develops and manages public outreach programs to increase awareness of water and wastewater issues
- Provide technical expertise and consults on water conservation best practices and develops public information materials for the water conservation program
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

WATER RESOURCES SPECIALIST (JOB CODE 907)

- Water resources forecasting, planning, and management
- Demand and supply-side resource management techniques
- State and Federal water quality standards and testing requirements
- Principles and practices of sampling and laboratory analysis of water
- Principles and practices of water conservation
- Laws and regulations pertaining to water and recycled water
- Water distribution
- Statistical and financial analysis
- Cost/benefit analysis techniques and principles
- Current computer data and word processing technology
- Title 17 & Title 22 California Code of Regulations and other regulations related to drinking water, recycled water, water conservation, and sewer.

Ability to:

- Perform complex analysis for regulatory compliance, budgets, rate studies, and resource planning
- Reach sound conclusions and making appropriate recommendations
- Effectively communicate information in oral and written form
- Use available computer hardware and software to perform duties assigned.
- Interpret legislation and regulations impacting local water demand and supply
- Adhere to City policies and procedures
- Represent the City in a professional manner to the public and outside agencies, including at meetings with wholesale entities and other agencies issues related to water conservation, water shortage plans, demand and supply management
- Evaluate non-revenue water loss measures and provide technical expertise and develop practices to monitor and control water loss
- Coordinate projects and effectively handle multiple priorities, organize workload and meet strict deadlines
- Establish and maintain effective working relationships with internal departments, external organizations, and the public
- Deal tactfully and courteously with others
- Work in a team-based environment and achieve common goals
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties

SUPERVISION RECEIVED

Works under the general supervision of the Compliance Manager or assigned staff.

SUPERVISION EXERCISED

May supervise support staff, part-time, as needed labor, contractors, or volunteers as assigned.

CLASSIFICATION HISTORY

Established 05/2013; Rev. 05/2021

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

TITLE: WATER -RESOURCES SPECIALIST (Job Code 907)-WATER RESOURCE
PLANNER

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Water and Sewer Utilities</u>	<u>Compliance Manager</u>	<u>Non-Exempt</u>

Description: CLASS SUMMARY

This is a position in the classified service assigned to work in the Water and Sewer Utilities Department. The incumbent performs analysis duties related to water resource planning, water conservation, regulatory and financial analysis assignments related to water (potable and recycled) and wastewater in compliance with general and environmental regulations. ~~The incumbent will be expected to exercise independent judgment and communicate effectively, orally, and in writing.~~ Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Education and experience equivalent to graduation from an accredited college or university with a bachelor’s degree in ~~business administration~~, environmental studies, Biology, civil or environmental engineering or approved related field; ~~and~~ AND
- Three (3) years of progressively responsible experience in water resources planning, water conservation, laboratory analysis of water or wastewater, planning, water quality, ~~or~~ regulatory compliance, or sanitary sewer regulatory compliance.

POSSIBLE ACCEPTABLE SUBSTITUTION

- Completion of an advanced degree in environmental studies, civil/environmental engineering or public administration may be substituted for two (2) years of the qualifying experience for this position

LICENSES/CERTIFICATIONS

- Possession of an ~~appropriate~~, valid California driver’s license is required at the time of appointment and duration of appointment.
- Possession of a valid Water Distribution Operators Certificate (Grade 2, or above) is required within 12 months of appointment.
- Possession of a valid -California Water Environmental Association (CWEA) Laboratory Analyst Grade 1 within 12 months of appointment.

DESIRABLE QUALIFICATIONS

- A Master’s degree in environmental studies, civil or environmental engineering, or public administration is desirable, ~~for the position~~

DISTINGUISHING CHARACTERISTICS

The incumbent classification is will be expected to exercise independent judgment and initiative while performing the full range of support for an assigned operation and/or program area. The incumbent works under general supervision and receive only occasional instruction or assistance

WATER RESOURCE PLANNER WATER RESOURCES SPECIALIST (JOB CODE 907)

as new or unusual situations arise. The incumbent is expected to communicate effectively, orally, and in writing. This classification is distinguished from the higher level Compliance Manager in that the latter is a management classification that manages multiple programs within the assigned department and has the responsibility for assuring full compliance with all Federal, State and local laws, regulations, and permits for City of Santa Clara within the Electric Utility, Water & Sewer Utilities and Public Works Departments.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

Under general supervision:

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- Responds to, records, and tracks water quality inquiries from the public
- Monitor changes to State and Federal water quality regulations and update sampling plans and schedules to ensure compliance
- Prepares reports and plans as required by ~~federal~~ Federal, ~~state~~ State, and local regulations for water resource planning and water quality
- Reviews legislative issues and environmental impact reports related to water supply planning and water quality
- May assist in contract preparation and negotiations for the sale and purchase of water
- Participates in regional resource planning efforts
- Works with various state, regional and local agencies, committees, and working groups
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- Provide technical expertise and consults on water conservation best practices and develops public information materials for the water conservation program
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, & ABILITIES

WATER RESOURCE PLANNER WATER RESOURCES SPECIALIST (JOB CODE 907)

Knowledge of:

- Water resources forecasting, planning, and management
- Demand and supply-side resource management techniques
- State and Federal water quality standards and testing requirements
- Principles and practices of sampling and laboratory analysis of water
- Principles and practices of water conservation
- Laws and regulations pertaining to water and recycled water
- Water distribution
- Statistical and financial analysis
- Cost/benefit analysis techniques and principles
- Current computer data and word processing technology
- Title 17 & Title 22 California Code of Regulations- and other regulations related to drinking water, recycled water, -water conservation, and sewer.

Ability to:

- Perform complex analysis for regulatory compliance, budgets, rate studies, and resource planning
- Reach sound conclusions and making appropriate recommendations
- Effectively communicate information in oral and written form
- Use available computer hardware and software to perform duties assigned.
- Interpret legislation and regulations impacting local water demand and supply
- Adhere to City policies and procedures
- Represent the City in a professional manner to the public and outside agencies, including at meetings with wholesale entities and other agencies issues related to water conservation, water shortage plans, demand and supply management
- Evaluate non-revenue water loss measures and provide technical expertise and develop practices to monitor and control water loss
- Coordinate projects and effectively handle multiple priorities, organize workload and meet strict deadlines
- Establish and maintain effective working relationships with internal departments, external organizations, and the public
- Deal tactfully and courteously with others
- Work in a team-based environment and achieve common goals
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties

SUPERVISION RECEIVED

Works under the general supervision of the Compliance Manager or assigned staff. ~~and Assistant Director of Water and Sewer Utilities~~

SUPERVISION EXERCISED

May supervise support staff, part-time, as needed labor, contractors, or volunteers as assigned.

CLASSIFICATION HISTORY

Established May 21, 05/-2013; Rev. 05/2021



Agenda Report

21-699

Agenda Date: 5/10/2021

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Modify and Make the Class Specifications for Human Resources Technician (Job Code 508) and Senior Human Resources Technician (Job Code 747) Flexibly Staffed

BACKGROUND

The Human Resources Department is proposing to modify and make the Human Resources Technician (Job Code 508) and Senior Human Resources Technician (Job Code 747) flexibly staffed. The request for Commission approval of the modification is based on Personnel & Salary Resolution, Sec. 6(d) which states, "Classification specifications for positions in the Classified Service must first be approved and adopted by the City of Santa Clara Civil Service Commission before they may be approved and adopted by the City Council."

DISCUSSION

The revisions to the Human Resources Technician (Job Code 508) and Senior Human Resources Technician (Job Code 747) include various administrative changes to the class specification, including adding the *Distinguishing Characteristics* section. The *Desirables Qualification, Typical Duties, and Knowledge, Skills, and Abilities* sections on the Senior Human Resources Technician (Job Code 747) class specification have been updated in order to align with the lower level Human Resources Technician (Job Code 508) class specification.

The Human Resources Department is proposing to make the Human Resources Technician (Job Code 508) and Senior Human Resources Technician (Job Code 747) class specifications flexibly staffed in order to allow for promotional opportunities within the Department.

There are no recommended changes to the examination weighting for Human Resources Technician (Job Code 508) or Senior Human Resources Technician (Job Code 747).

ENVIRONMENTAL REVIEW

The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

FISCAL IMPACT

There is no fiscal impact to revising the class specifications.

PUBLIC CONTACT

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the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov [<mailto:clerk@santaclaraca.gov>](mailto:clerk@santaclaraca.gov) or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve the modified and flexibly staffed class specifications for Human Resources Technician (Job Code 508) and Senior Human Resources Technician (Job Code 747)

Reviewed by: Ashley Lancaster, Human Resources Division Manager

Approved by: Aracely Azevedo, Director of Human Resources

ATTACHMENTS

1. Class Specification, clean, for Human Resources Technician (Job Code 508)
2. Class Specification, track changed version, for Human Resources Technician (Job Code 508)
3. Class Specification, clean, for Senior Human Resources Technician (Job Code 747)
4. Class Specification, track changed version, for Senior Human Resources Technician (Job Code 747)

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: HUMAN RESOURCES TECHNICIAN (JOB CODE 508)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Human Resources	Varies	Non-Exempt

CLASS SUMMARY

This is a paraprofessional, confidential position in the classified service requiring the frequent use of independent judgment, tact, discretion, initiative, and political awareness. Responsibilities include regular contact with other government agencies, representatives of business or community organizations, the public and City staff to exchange information and explain administrative policies and procedures. Incumbents perform difficult and complex tasks associated with the preparation, processing, and administration of recruitment and selection programs; workers' compensation and benefits programs; classification and compensation plans; employee relations; personnel records; and assist in the collection, preparation, analysis, and processing of policies, classifications, compensation, and benefits data. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **AND**
- Two (2) years of experience in technical or clerical human resources programs. This would involve the recruitment and selection of employees, employee benefits, employee relations, maintenance of classification and compensation plans, coordination of workers' compensation and benefits programs, or maintenance of detailed confidential and sensitive personnel records.
- Experience with word processing and spreadsheet software is required.

ACCEPTABLE SUBSTITUTION

- College education in public personnel administration, human resources administration, or equivalent major in an accredited college or university may be substituted at the rate of one (1) year of education (30 semester units or equivalent) for each year of the required experience.

DESIRABLE QUALIFICATIONS

- Experience with database software (e.g., Microsoft Access), Applicant Tracking software, and/or Human Resources Management Information Systems (HRIS) are desirable.
- Bachelor's Degree in Human Resources, Business Administration, or closely related field is desirable

LICENSES/CERTIFICATES

- Possession of a valid California Class C driver's license is required at time of appointment.

HUMAN RESOURCES TECHNICIAN (JOB CODE 508)

DISTINGUISHING CHARACTERISTICS

This is the entry level classification in the flexibly staffed Human Resources Technician series. Incumbents work under immediate supervision and are not expected to function with the same amount of knowledge or skill level as the Senior Human Resources Technician. This classification exercises less independent discretion and judgement in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence. This class is distinguished from the class of Senior Human Resources Technician in that the latter is the journey level class where incumbents are responsible for performing the full range of professional support for an assigned operational and/or program area and may perform more complex work assignments.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

Under immediate supervision:

- Provides assistance to City staff and the general public regarding personnel matters, either by telephone or in person;
- Demonstrates excellent customer service skills, honesty, respect, and ethical behavior;
- Schedules and administers recruitments and selection processes;
- Prepares recruitment materials including job announcements, writing and placing advertisements, assembling mailing lists and preparing and issuing candidate notices;
- Processes applicants for employment;
- Documents and reports on applicant and examination activity;
- Prepares, monitors, and conducts various examinations;
- Conducts surveys and compiles data; performs basic statistical analyses and prepares related human resources reports;
- Monitors, audits and processes employee compensation and benefit data (i.e. payroll, sick leave, injury, vacation, performance evaluations), and related information and makes corrections or adjustments when necessary;
- Processes personnel transactions for employees from initial employment through separation and retirement;
- Processes Family and Medical Leave Act (FMLA) and California Family Rights Act (CFRA) requests (e.g., sends initial correspondence, audits medical certification receipts, tracks leave of absence, audits payroll coding and benefits continuation, coordinates return to work)
- Coordinates and conducts general Human Resources training, including but not limited to applicant orientation sessions, new employee orientations, Health and Benefits Fair, retirement seminars, and exit interviews;
- Updates and maintains City's position control based on budget requirements;
- Composes, types, and proofreads notices, letters, and general correspondence to employees and applicants for employment;
- Disseminates employment and benefit information;

HUMAN RESOURCES TECHNICIAN (JOB CODE 508)

- Processes workers' compensation and disability programs;
- Assists in the development and revision of human resources documents, procedures, policies, and forms
- May perform general clerical duties in the completion of work assignments, and
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General principles, procedures and practices of human resources work which may include one or more of the following: Equal Employment Opportunity laws and guidelines; recruitment; selection and interviewing techniques; workers' compensation; benefits, classification and compensation administration; employee relations, civil service rules, memoranda of understanding, and records management
- Human Resources Information Systems (HRIS) programs
- Data management and recordkeeping techniques
- Correct English usage, including spelling, grammar, punctuation, and vocabulary;
- Basic mathematical principles
- Office safety practices, procedures and standards

Ability to:

- Read, analyze, and interpret information such as rules, laws, contracts, Memoranda of Understanding, standards and procedures and effectively apply them in the employment situation
- Perform complex and detailed technical work with considerable independence
- Research and prepare concise and accurate statistical and written reports, recruitment, examination and selection materials, and compensation and benefit information and adjustments
- Communicate clearly and effectively, both orally and in writing
- Understand and follow oral and written instructions
- Organize work to accurately and thoroughly complete assignments with adherence to deadlines while effectively handling several assignments simultaneously
- Develop and maintain accurate automated and manual files and records, often confidential in nature
- Establish and maintain working relationships with employees, applicants for employment, the general public and other governmental agencies
- Work in a team-based environment and achieve common goals
- Deal tactfully and courteously with the public
- Recognize and maintain the confidentiality of privileged information
- Use good judgment in dealing with sensitive issues
- Provide direction or instruction to clerical employees;
- Operate standard office equipment and learn computer programs
- Lift up to 25 pounds of static weight
- Sit or stand for extended periods of time and bend, stoop, reach, lift, drag, and carry as necessary to perform assigned duties.

HUMAN RESOURCES TECHNICIAN (JOB CODE 508)

SUPERVISION RECEIVED

Works under the immediate supervision of the Director of Human Resources, Assistant Director of Human Resources, Management Analyst, or Senior Human Resources Technician, or other supervisor as assigned.

SUPERVISION EXERCISED

May assist in providing technical direction and training to clerical support staff.

OTHER REQUIREMENTS

- As a condition of employment, incumbents will be required to be fingerprinted in accordance with State of California law.
- May be required to work unusual hours and weekends in the performance of their duties.
- Must be able to perform all the essential functions of the job assignment.

CLASSIFICATION HISTORY

Created 08/2009; Rev. 05/2021

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

TITLE: HUMAN RESOURCES TECHNICIAN (JOB CODE 508)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Human Resources</u>	<u>Varies</u>	<u>Non-Exempt</u>

CLASS SUMMARY DESCRIPTION

This is a paraprofessional, confidential position in the classified service requiring the frequent use of independent judgment, tact, discretion, initiative, and political awareness. Responsibilities include regular contact with other government agencies, representatives of business or community organizations, the public and City staff to exchange information and explain administrative policies and procedures. Incumbents perform difficult and complex tasks associated with the preparation, processing, and administration of recruitment and selection programs; workers' compensation and benefits programs; classification and compensation plans; employee relations; personnel records; and assist in the collection, preparation, analysis, and processing of policies, classifications, compensation, and benefits data. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Minimum Requirements

- Graduation from high school or possession of a GED; ~~and~~ **AND**
- Two (2) years ~~of recent~~ experience in technical or clerical human resources programs. This would involve the recruitment and selection of employees, employee benefits, employee relations, maintenance of classification and compensation plans, coordination of workers' compensation and benefits programs, ~~and~~/or maintenance of detailed confidential and sensitive personnel records.
- Experience with word processing and spreadsheet software is required.

Possible ACCEPTABLE SUBSTITUTION

- College education in public personnel administration, human resources administration, or equivalent major in an accredited college or university may be substituted at the rate of one (1) year of education (30 semester units or equivalent) for each year of the required experience.

DESIRABLE QUALIFICATIONS

- Experience with database software (e.g., Microsoft Access), Applicant Tracking software, and/or Human Resources Management Information Systems (HRIS) are desirable.
- Bachelor's Degree in Human Resources, Business Administration, or closely related field is desirable.

- **LICENSES/CERTIFICATION CERTIFICATES**

- Possession of a valid California Class C driver's license is required at time of appointment.

HUMAN RESOURCES TECHNICIAN

DISTINGUISHING CHARACTERISTICS

This is the entry level classification in the flexibly staffed Human Resources Technician series. Incumbents work under immediate supervision and are not expected to function with the same amount of knowledge or skill level as the Senior Human Resources Technician. This classification exercises less independent discretion and judgement in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence. This class is distinguished from the class of Senior Human Resources Technician in that the latter is the journey level class where incumbents are responsible for performing the full range of professional support for an assigned operational and/or program area and may perform more complex work assignments.

TYPICAL DUTIES

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

~~With~~Under immediate ~~general~~ supervision:

- Provides assistance to City staff and the general public regarding personnel matters, either by telephone or in person;
- Demonstrates excellent customer service skills, honesty, respect, and ethical behavior;
- Schedules and administers recruitments and selection processes;
- Prepares recruitment materials including job announcements, writing and placing advertisements, assembling mailing lists and preparing and issuing candidate notices;
- Processes applicants for employment;
- Documents and reports on applicant and examination activity;
- Prepares, monitors, and conducts various examinations;
- Conducts surveys and compiles data; performs basic statistical analyses and prepares related human resources reports;
- Monitors, audits and processes employee compensation and benefit data (i.e. payroll, sick leave, injury, vacation, performance evaluations), and related information and makes corrections or adjustments when necessary;
- Processes personnel transactions for employees from initial employment through separation and retirement;
- Processes Family and Medical Leave Act (FMLA) and California Family Rights Act (CFRA) requests (e.g., sends initial correspondence, audits medical certification receipts, tracks leave of absence, audits payroll coding and benefits continuation, coordinates return to work)
- Coordinates and conducts general Human Resources training, including but not limited to applicant orientation sessions, new employee orientations, ~~Brown Bag seminars~~, Health and Benefits Fair, retirement seminars, and exit interviews;
- Updates and maintains City's position control based on budget requirements;
- Composes, types, and proofreads notices, letters, and general correspondence to employees and applicants for employment;

HUMAN RESOURCES TECHNICIAN

- Disseminates employment and benefit information;
- Processes workers' compensation and disability programs;
- Assists in the development and revision of human resources documents, procedures, policies, and forms
- May perform general clerical duties in the completion of work assignments, and
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General principles, procedures and practices of human resources work which may include one or more of the following: Equal Employment Opportunity laws and guidelines; recruitment; selection and interviewing techniques; workers' compensation; benefits, classification and compensation administration; employee relations, civil service rules, memoranda of understanding, and records management
- Human Resources Information Systems (HRIS) programs
- Data management and recordkeeping techniques
- Correct English usage, including spelling, grammar, punctuation, and vocabulary;
- Basic mathematical principles
- Office safety practices, procedures and standards

Ability to:

- Read, analyze, and interpret information such as rules, laws, contracts, Memoranda of Understanding, standards and procedures and effectively apply them in the employment situation
- Perform complex and detailed technical work with considerable independence
- Research and prepare concise and accurate statistical and written reports, recruitment, examination and selection materials, and compensation and benefit information and adjustments
- Communicate clearly and effectively, both orally and in writing
- Understand and follow oral and written instructions
- Organize work to accurately and thoroughly complete assignments with adherence to deadlines while effectively handling several assignments simultaneously
- Develop and maintain accurate automated and manual files and records, often confidential in nature
- Establish and maintain working relationships with employees, applicants for employment, the general public and other governmental agencies
- Work in a team-based environment and achieve common goals
- Deal tactfully and courteously with the public
- Recognize and maintain the confidentiality of privileged information
- Use good judgment in dealing with sensitive issues
- Provide direction or instruction to clerical employees;
- Operate standard office equipment and learn computer programs
- Lift up to 25 pounds of static weight
- Sit or stand for extended periods of time and bend, stoop, reach, lift, drag, and carry as

HUMAN RESOURCES TECHNICIAN

necessary to perform assigned duties.

SUPERVISION RECEIVED

Works ~~with the general~~under the immediate supervision of the Director of Human Resources, Assistant Director of Human Resources, Management Analyst, or Senior Human Resources Technician~~Human Resources Management staff~~, or other supervisor as assigned.

SUPERVISION EXERCISED

May assist in providing technical direction and training to clerical~~administrative~~ support staff.

OTHER REQUIREMENTS

- As a condition of employment, incumbents will be required to be fingerprinted in accordance with State of California law.
- May be required to work unusual hours and weekends in the performance of their duties.
- Must be able to perform all the essential functions of the job assignment.

CLASSIFICATION HISTORY

Created 08/2009; Rev. 05/2021

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: SENIOR HUMAN RESOURCES TECHNICIAN (JOB CODE 747)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Human Resources	Varies	Non-Exempt

CLASS SUMMARY

This is the highest level paraprofessional confidential position in the Human Resources Technician series requiring the frequent use of independent judgment. Incumbents function in a lead capacity performing the most difficult and complex duties requiring the frequent use of independent judgment and interpretive ability related to research, analysis, and report preparation. An incumbent in this classification performs work of a varied and responsible nature under general supervision with full responsibility for the follow-through on details on a significant number of assigned projects related to the functions of the Human Resources Department. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **AND**
- Three (3) years of experience in technical human resources work involving the recruitment and selection of employees, maintenance of classification and pay plans, or coordination of workers' compensation and benefits programs.
- Computer proficiency in Microsoft Word and Excel is required.

ACCEPTABLE SUBSTITUTION

- College education in public personnel administration, human resources administration, or equivalent major in an accredited college or university may be substituted at the rate of one year of education (30 semester units or equivalent) for a maximum of two (2) years of the required experience.

DESIRABLE QUALIFICATIONS

- Experience with database software (e.g., Microsoft Access), Applicant Tracking software, and/or Human Resources Management Information Systems (HRIS) are desirable.
- Bachelor's Degree in Human Resources, Business Administration, or closely related field is desirable.

LICENSES/CERTIFICATES

- Possession of a valid California Class C driver's license is required at time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Human Resources Technician classification series responsible for performing the full range of professional support for an assigned operation and/or program area. Incumbents work under general supervision and are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the

SENIOR HUMAN RESOURCES TECHNICIAN (JOB CODE 747)

operating procedures and policies of the work unit. Senior Human Resources Technician is distinguished from Human Resources Technician in that they may provide training to a Human Resources Technician and/or clerical staff and are assigned more complex work assignments.

TYPICAL DUTIES

Under general supervision:

- Provides assistance to City staff and the general public regarding personnel matters, either by telephone or in person;
- Demonstrates excellent customer service skills, honesty, respect, and ethical behavior;
- Schedules and administers recruitments and selection processes;
- Prepares recruitment materials including job announcements, writing and placing advertisements, assembling mailing lists and preparing and issuing candidate notices;
- Processes applicants for employment;
- Documents and reports on applicant and examination activity;
- Prepares, monitors, and conducts various examinations;
- Conducts surveys and compiles data; performs basic statistical analyses and prepares related human resources reports;
- Monitors, audits and processes employee compensation and benefit data (i.e. payroll, sick leave, injury, vacation, performance evaluations), and related information and makes corrections or adjustments when necessary;
- Processes personnel transactions for employees from initial employment through separation and retirement;
- Processes Family and Medical Leave Act (FMLA) and California Family Rights Act (CFRA) requests (e.g., sends initial correspondence, audits medical certification receipts, tracks leave of absence, audits payroll coding and benefits continuation, coordinates return to work)
- Coordinates and conducts general Human Resources training, including but not limited to applicant orientation sessions, new employee orientations, Health and Benefits Fair, retirement seminars, other assigned events, and exit interviews;
- Updates and maintains City's position control based on budget requirements;
- Composes, types, and proofreads notices, letters, and general correspondence to employees and applicants for employment;
- Disseminates employment and benefit information;
- Processes workers' compensation and disability programs;
- Assists in the development and revision of human resources documents, procedures, policies, and forms
- Assigned responsibility to manage specific projects or programs of a varied and complex nature,
- Coordinate the efforts of several departments toward a specific goal.
- Illustrations of specialized assignments that may be assigned to an incumbent would be: research data to resolve complaints and appeals; implement budget information and contract agreements into personnel processes and program systems; and
- Coordinate complex projects such as public safety exams involving multiple agencies.

SENIOR HUMAN RESOURCES TECHNICIAN (JOB CODE 747)

- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General principles, procedures and practices of human resources work which may include one or more of the following: Equal Employment Opportunity laws and guidelines; recruitment; selection and interviewing techniques; workers' compensation; benefits, classification and compensation administration; employee relations, civil service rules, memoranda of understanding, and records management
- Human Resources Information Systems (HRIS) programs
- Data management and recordkeeping techniques
- Correct English usage, including spelling, grammar, punctuation, and vocabulary
- Basic mathematical principles
- Office safety practices, procedures and standards

Ability to:

- Read, analyze, and interpret information such as rules, laws, contracts, Memoranda of Understanding, standards and procedures and effectively apply them in the employment situation
- Perform complex and detailed technical work with considerable independence
- Research and prepare concise and accurate statistical and written reports, recruitment, examination and selection materials, and compensation and benefit information and adjustments
- Communicate clearly and effectively, both orally and in writing
- Understand and follow oral and written instructions
- Organize work to accurately and thoroughly complete assignments with adherence to deadlines while effectively handling several assignments simultaneously
- Develop and maintain accurate automated and manual files and records, often confidential in nature
- Establish and maintain working relationships with employees, applicants for employment, the general public and other governmental agencies
- Work in a team-based environment and achieve common goals
- Deal tactfully and courteously with the public
- Recognize and maintain the confidentiality of privileged information
- Use good judgment in dealing with sensitive issues
- Provide direction or instruction to clerical employees
- Operate standard office equipment and learn computer programs
- Deal with sensitive and confidential matters; handle complex activities
- Analyze and interpret data into meaningful and useful information
- Prioritize work assignments
- Speak and write effectively
- Lift up to 25 pounds of static weight
- Sit or stand for extended periods of time and bend, stoop, reach, lift, drag, and carry as

SENIOR HUMAN RESOURCES TECHNICIAN (JOB CODE 747)

necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the general direction of the Director of Human Resources, Assistant Director of Human Resources, Human Resources Division Manager, Management Analyst, or other supervisor as assigned.

SUPERVISION EXERCISED

May supervise and assist in the training of the Human Resources Technician and clerical staff as assigned.

OTHER REQUIREMENTS

- As a condition of employment, incumbents will be required to be fingerprinted in accordance with State of California law.
- May be required to work unusual hours and weekends in the performance of their duties.
- Must be able to perform all the essential functions of the job assignment.

CLASSIFICATION HISTORY

Created 08/2009; Rev. 05/2021

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

TITLE: SENIOR HUMAN RESOURCES TECHNICIAN (JOB CODE 747)

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Human Resources</u>	<u>Varies</u>	<u>Non-Exempt</u>

CLASS SUMMARY Description

This is the highest level paraprofessional confidential position in the Human Resources Technician series requiring the frequent use of independent judgment. Incumbents function in a lead capacity performing the most difficult and complex duties requiring the frequent use of independent judgment and interpretive ability related to research, analysis, and report preparation. An incumbent in this classification performs work of a varied and responsible nature under general supervision with full responsibility for the follow-through on details on a significant number of assigned projects related to the functions of the Human Resources Department. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **and**
- Three (3) years of experience in technical human resources work involving the recruitment and selection of employees, maintenance of classification and pay plans, or coordination of workers' compensation and benefits programs.
- Computer proficiency in Microsoft Word and Excel is required.

ACCEPTABLE SUBSTITUTION

- College education in public personnel administration, human resources administration, or equivalent major in an accredited college or university may be substituted at the rate of one year of education (30 semester units or equivalent) for a maximum of two (2) years of the required experience.

DESIRABLE QUALIFICATIONS

- Experience with database software (e.g., Microsoft Access), Applicant Tracking software, and/or Human Resources Management Information Systems (HRIS) are desirable.
- Bachelor's Degree in Human Resources, Business Administration, or closely related field is desirable.

LICENSES/CERTIFICATES

- Possession of a valid California Class C driver's license is required at time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Human Resources Technician classification series responsible for performing the full range of professional support for an assigned operation and/or program area. Incumbents work under general supervision and are expected to work independently and exercise judgment and initiative. Positions at this level receive only

SENIOR HUMAN RESOURCES TECHNICIAN (Job Code 747)

occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Senior Human Resources Technician is distinguished from Human Resources Technician in that they may provide training to a Human Resources Technician and/or clerical staff and are assigned more complex work assignments.

TYPICAL DUTIES

Under general directions supervision: ,the incumbent performs all of the duties of the Human Resources Technician. Additionally, the incumbent may be

- Provides assistance to City staff and the general public regarding personnel matters, either by telephone or in person;
- Demonstrates excellent customer service skills, honesty, respect, and ethical behavior;
- Schedules and administers recruitments and selection processes;
- Prepares recruitment materials including job announcements, writing and placing advertisements, assembling mailing lists and preparing and issuing candidate notices;
- Processes applicants for employment;
- Documents and reports on applicant and examination activity;
- Prepares, monitors, and conducts various examinations;
- Conducts surveys and compiles data; performs basic statistical analyses and prepares related human resources reports;
- Monitors, audits and processes employee compensation and benefit data (i.e. payroll, sick leave, injury, vacation, performance evaluations), and related information and makes corrections or adjustments when necessary;
- Processes personnel transactions for employees from initial employment through separation and retirement;
- Processes Family and Medical Leave Act (FMLA) and California Family Rights Act (CFRA) requests (e.g., sends initial correspondence, audits medical certification receipts, tracks leave of absence, audits payroll coding and benefits continuation, coordinates return to work)
- Coordinates and conducts general Human Resources training, including but not limited to applicant orientation sessions, new employee orientations, Health and Benefits Fair, retirement seminars, other assigned events, and exit interviews;
- Updates and maintains City's position control based on budget requirements;
- Composes, types, and proofreads notices, letters, and general correspondence to employees and applicants for employment;
- Disseminates employment and benefit information;
- Processes workers' compensation and disability programs;
- Assists in the development and revision of human resources documents, procedures, policies, and forms
- Assigned responsibility to manage specific projects or programs of a varied and complex nature, or
- eCoordinate the efforts of several departments toward a specific goal.
- Illustrations of specialized assignments that may be assigned to an incumbent would be:
research data to resolve complaints and appeals; implement budget information and contract

SENIOR HUMAN RESOURCES TECHNICIAN ([Job Code 747](#))

- agreements into personnel processes and program systems; and
- [e](#)Coordinate complex projects such as public safety exams involving multiple agencies.
- -Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

~~In addition to the elements outlined in the Human Resources Technician job description, the incumbent will need a good ability to:-~~

Knowledge of:

- General principles, procedures and practices of human resources work which may include one or more of the following: Equal Employment Opportunity laws and guidelines; recruitment; selection and interviewing techniques; workers' compensation; benefits, classification and compensation administration; employee relations, civil service rules, memoranda of understanding, and records management
- Human Resources Information Systems (HRIS) programs
- Data management and recordkeeping techniques
- Correct English usage, including spelling, grammar, punctuation, and vocabulary;
- Basic mathematical principles
- Office safety practices, procedures and standards

Ability to:

- Read, analyze, and interpret information such as rules, laws, contracts, Memoranda of Understanding, standards and procedures and effectively apply them in the employment situation
- Perform complex and detailed technical work with considerable independence
- Research and prepare concise and accurate statistical and written reports, recruitment, examination and selection materials, and compensation and benefit information and adjustments
- Communicate clearly and effectively, both orally and in writing
- Understand and follow oral and written instructions
- Organize work to accurately and thoroughly complete assignments with adherence to deadlines while effectively handling several assignments simultaneously
- Develop and maintain accurate automated and manual files and records, often confidential in nature
- Establish and maintain working relationships with employees, applicants for employment, the general public and other governmental agencies
- Work in a team-based environment and achieve common goals
- Deal tactfully and courteously with the public
- Recognize and maintain the confidentiality of privileged information
- Use good judgment in dealing with sensitive issues
- Provide direction or instruction to clerical employees;
- Operate standard office equipment and learn computer programs
- Deal with sensitive and confidential matters; handle complex activities
- Analyze and interpret data into meaningful and useful information

SENIOR HUMAN RESOURCES TECHNICIAN ([Job Code 747](#))

- Prioritize work assignments
- Speak and write effectively
- [Lift up to 25 pounds of static weight](#)
- [Sit or stand for extended periods of time and bend, stoop, reach, lift, drag, and carry as necessary to perform assigned duties.](#)

SUPERVISION RECEIVED

Works under the [general](#) direction of the Director of Human Resources, Assistant Director of Human Resources, Human Resources Division Manager, [Human Resources Management Analyst-I](#), or other supervisor as assigned.

SUPERVISION EXERCISED

May [supervise and assist in the training of the Human Resources Technician and clerical staff as assigned.](#) ~~train and supervise a small staff of clerical and/or technical personnel performing a variety of human resources transactions.~~

SPECIAL CONDITIONS

~~Incumbents of this classification may be required to work unusual hours and weekends in the performance of their duties.~~

OTHER REQUIREMENTS

- [As a condition of employment, incumbents will be required to be fingerprinted in accordance with State of California law.](#)
- [May be required to work unusual hours and weekends in the performance of their duties.](#)
- Must be able to perform all the essential functions of the job assignment.

CLASSIFICATION HISTORY

Established 08/2009; [Rev. 05/2021](#)



City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
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Agenda Report

21-387

Agenda Date: 5/10/2021

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Informational Report Regarding City Recruitment Efforts

BACKGROUND AND DISCUSSION

Pursuant to Commission request at the December 14, 2020 Civil Service Commission Meeting, staff will present information on the City's recruitment efforts. As this is an informational report, no action is required.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov <<mailto:clerk@santaclaraca.gov>> or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

This item is for information only; no action is required at this time.



Human Resources Department:

City Recruitment Efforts Update

May 10, 2021



Agenda

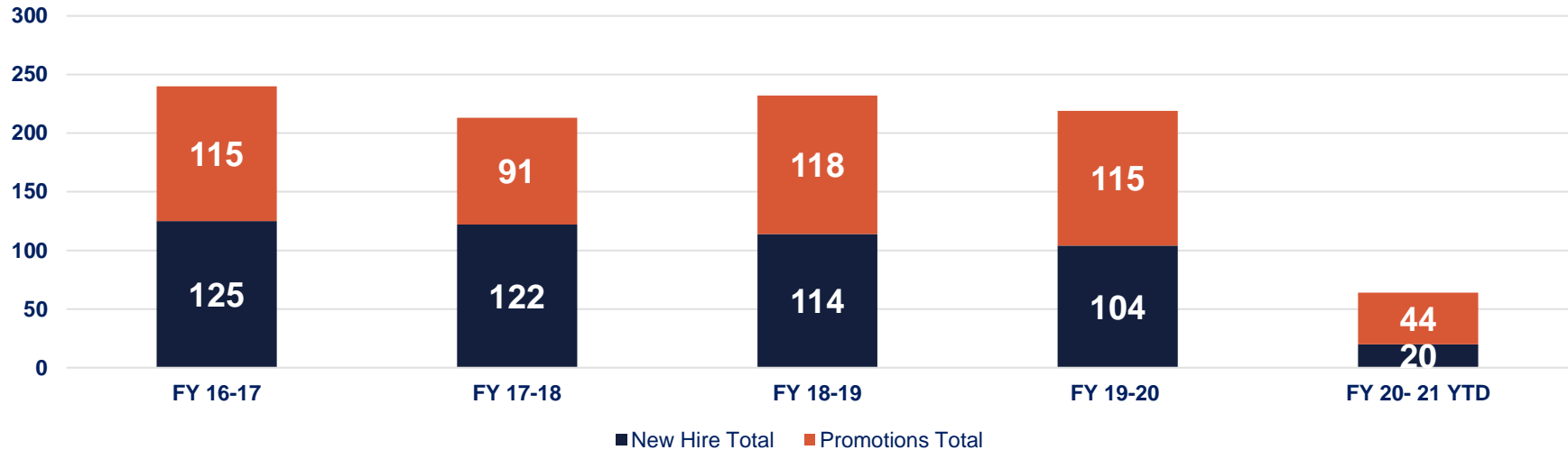
- I. Hires and Separations
- II. Vacancy Rate
- III. Retirements
- IV. Advertising
- V. Recruitment Initiatives and Retention Incentives
- VI. Questions



I. Hires and Separations



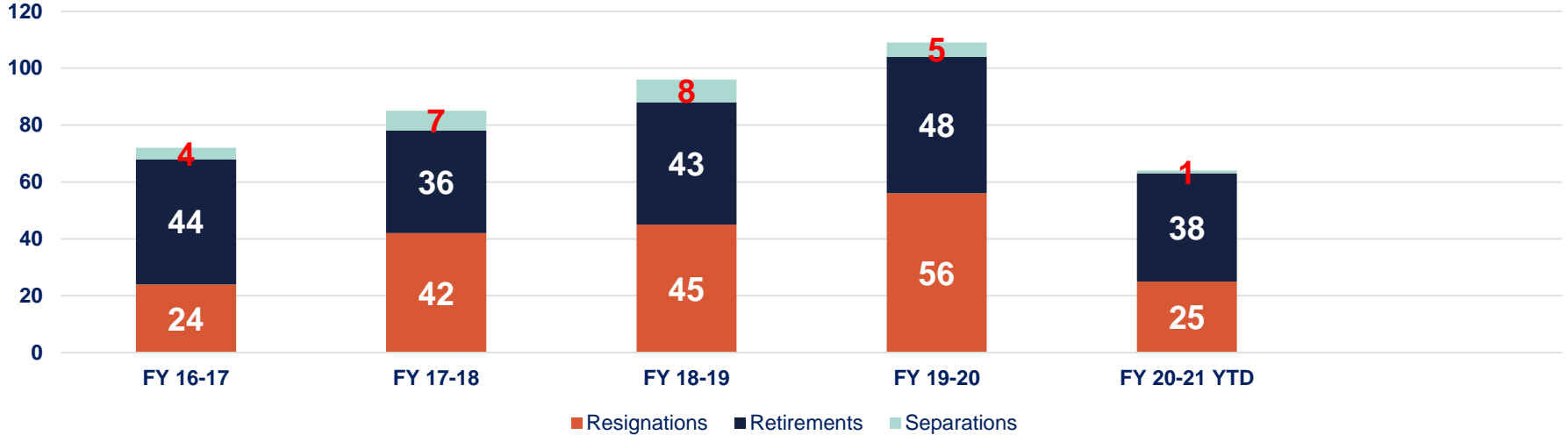
New Hires and Promotions by Fiscal Year



Rehires are included in new hire numbers. Promotions include Progressive Qualifying Promotions.
Data includes classified and unclassified positions. Data excludes As-Needed hires.
It should be noted that beginning in March 2020, the City implemented a Citywide hiring freeze. The freeze is still in effect.
Data as of 4/30/2021



Resignations, Retirements, and Separations by Fiscal Year



Separations include failed probation, termination for cause, employee deaths, and end of assignments
Data includes classified and unclassified positions. Data excludes As-Needed hires.
Data as of 4/30/2021



II. Vacancy Rate



Vacancy Rate by Department

Department	Budgeted	Filled	Vacant	Vacancy Rate
City Attorney's Office	6.00	6.00	0.00	0.00%
City Clerk	6.00	5.00	1.00	16.67%
City Council	9.00	9.00	0.00	0.00%
City Manager	21.00	20.00	1.00	4.76%
Community Development	67.00	52.00	15.00	22.39%
Finance	71.75	63.75	8.00	11.15%
Fire	155.50	147.50	8.00	5.14%
Human Resources	15.75	11.75	4.00	25.40%
Information Technology	7.00	6.00	1.00	14.29%
Library	46.75	31.50	15.25	32.62%
Parks and Recreation	78.75	72.75	6.00	7.62%
Police	224.00	201.00	23.00	10.27%
Public Works	128.50	110.50	18.00	14.01%
Silicon Valley Power	198.00	161.00	37.00	18.69%
Water and Sewer Utilities	73.00	61.00	13.00	17.81%
Total	1108.00	958.75	150.25	13.56%

Data includes classified and unclassified.
Data excludes As-Needed positions.
Data pulled as of 4/30/2021.

City Auditor count rolled into Finance Department.
Non-departmental count rolled into City Manager Office.



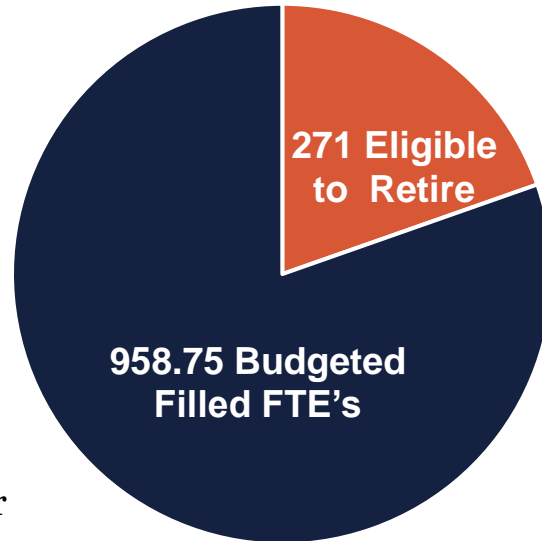
III. Retirements



Employees Eligible to Retire

Classic employees can retire at age 50 if they have at least 5 years of service in CalPERS. The “normal retirement age” is 50 for public safety and 55 for miscellaneous employees.

PEPRA New employees can retire at age 52 if they have at least 5 years of service in CalPERS. However, the “normal retirement age” is either 57 for public safety or 62 for miscellaneous employees.

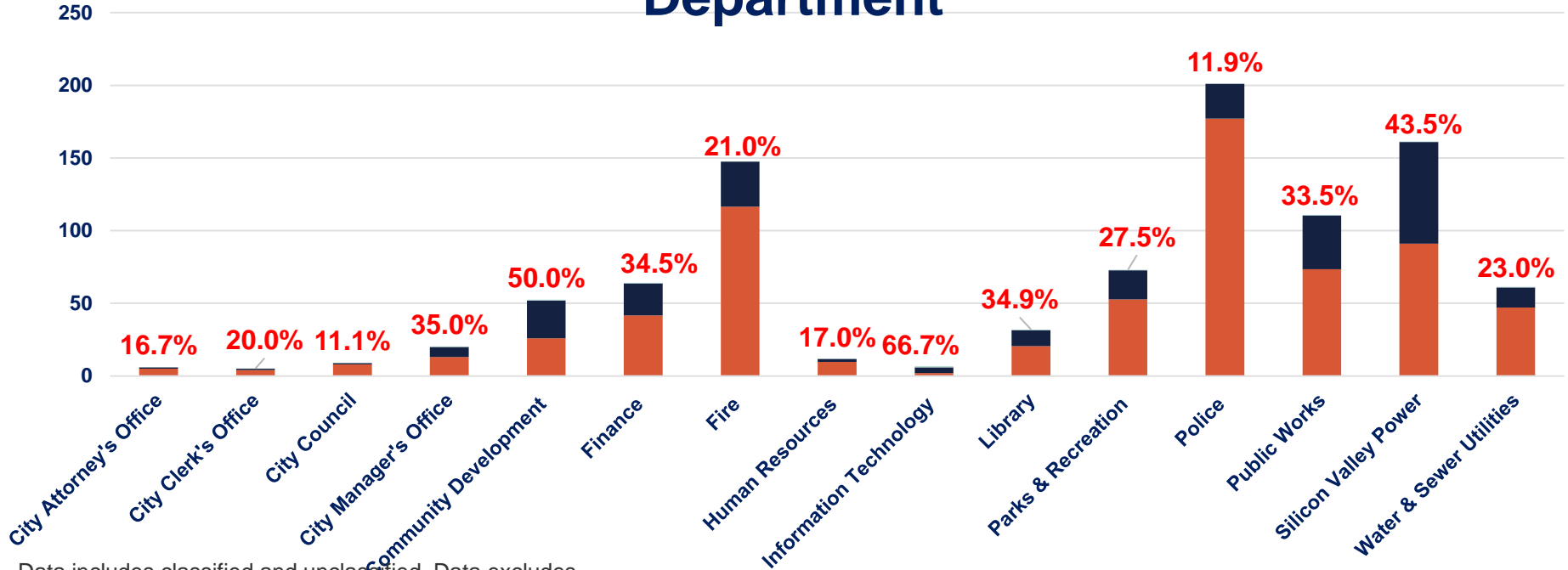


Approximately 28.27% of workforce is eligible to retire

■ Eligible for Retirement ■ # of Budgeted FTE's



Percentage of Employees Eligible to Retire by Department

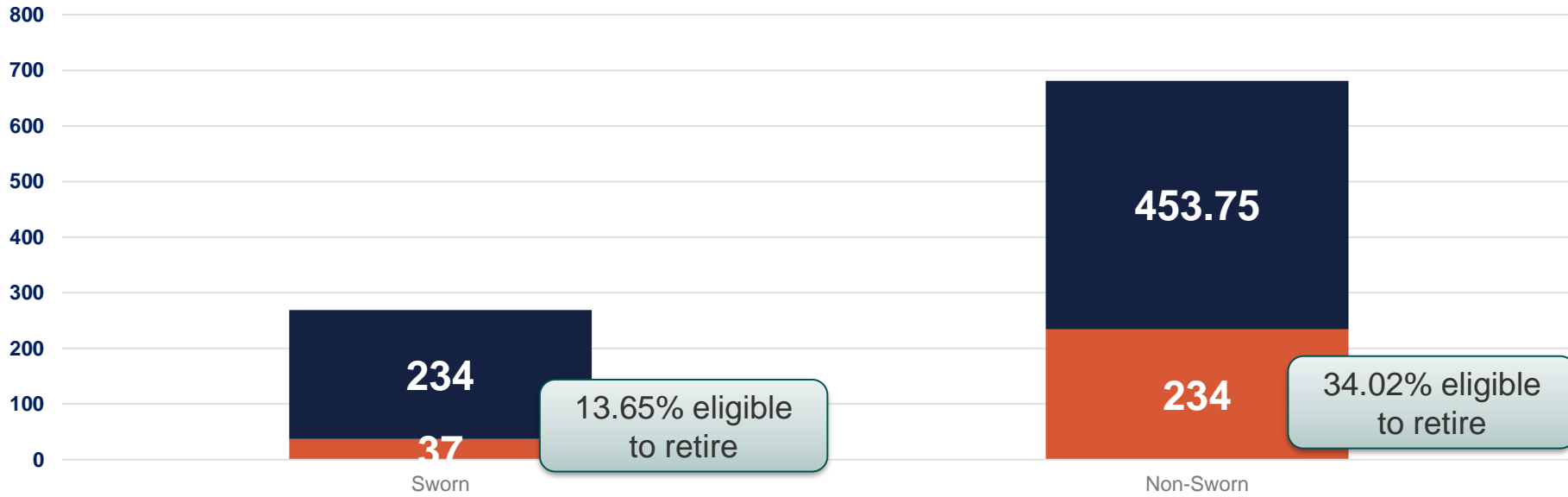


Data includes classified and unclassified. Data excludes As-Needed positions.
Data based on filled not budgeted numbers.
Data pulled as of 4/30/2021.

■ Not Eligible to Retire ■ Eligible to Retire



Sworn Vs. Non-sworn Employees Eligible to Retire



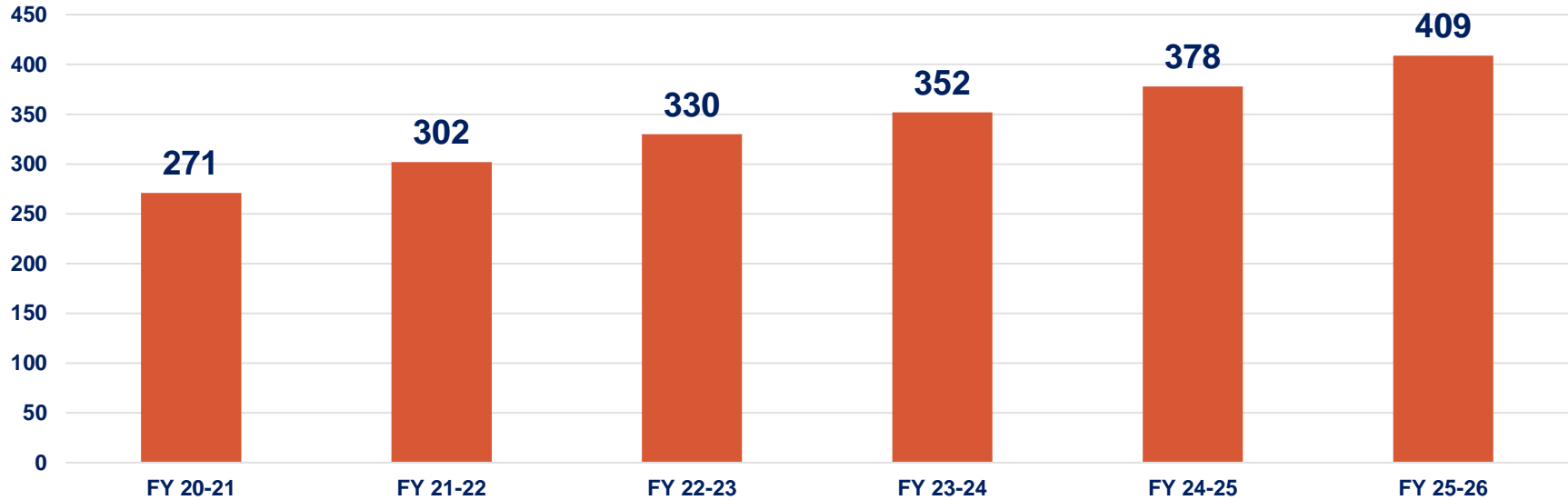
Data includes classified and unclassified.
Data excludes As-Needed positions.
Data pulled as of 4/30/2021.

■ Eligible to Retire ■ Not Eligible to Retire

III. Retirements



Number of Employees Eligible to Retire Projection



■ Eligible to Retire

Data assumed no change to budgeted positions.
Data includes classified and unclassified positions. Data excludes As-Needed hires..
Data as of 4/30/2021

III. Retirements

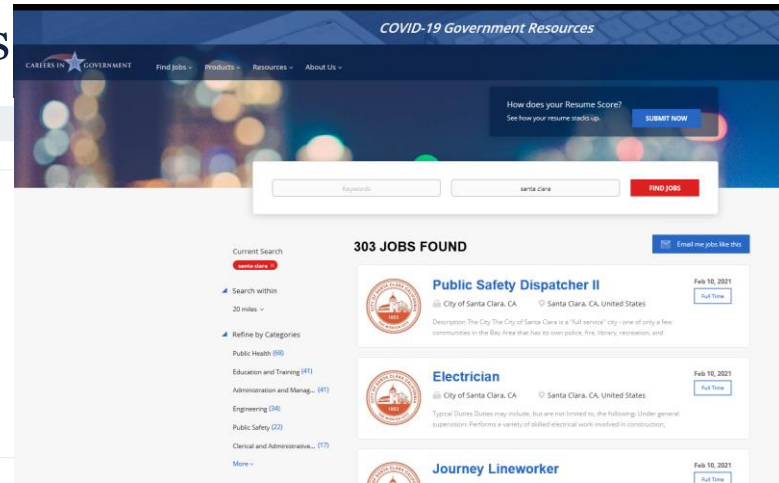
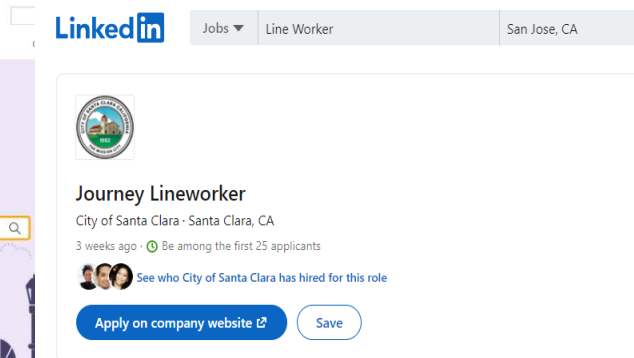
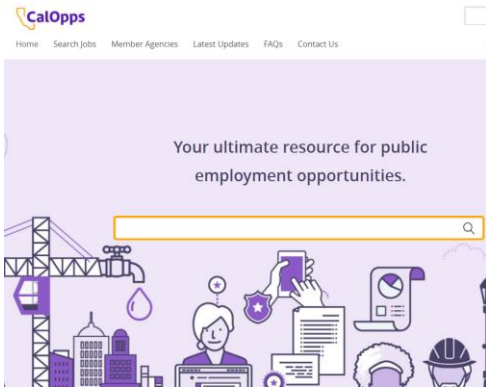


IV. Advertising



Advertising

- Expanding on advertising practices by using job board tools such as:
 - Careers in Government (participation in Diversity Program), LinkedIn, CalOpps (contract in progress), utilizing job specific boards where staff have memberships





Advertising Continued

- Targeted advertising for recruitments
 - Police and Fire targeted advertising through updated recruiting website, recruiting videos, and community outreach
 - Targeting college students at career fairs

SANTA CLARA POLICE DEPARTMENT
RECRUITING

[Our City » Departments G-Z » Police Department »](#)

Recruiting

Font Size: [Share & Bookmark](#) [Feedback](#) [Print](#)

Be Part of What's Possible [WATCH OUR NEW VIDEO](#)



Career Fairs

Fiscal Year	# Attended	Schools
FY 2019-2020	8	Santa Clara and San Jose State Universities

- The City was scheduled to attend a Diversity Career Fair, Military Career Fair, and Santa Clara High School Career Fair in Spring/Summer of 2020. These were cancelled due to COVID.



V. Recruitment Initiatives and Retention Incentives



Recruitment Initiatives



INTERNSHIP OPPORTUNITY

NOW HIRING!



The City of Santa Clara Student Intern Program aims to empower youth and young adults to connect to public service careers and grow in their professional pursuits.

YOU GET:	<ul style="list-style-type: none">• \$10K/hour paid internship with job training and direct job experience.• Exposure to departments such as: DEPT, DEPT, DEPT
-----------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

TO APPLY FOR A STUDENT INTERN POSITION WITH THE CITY OF SANTA CLARA, VISIT US AT WWW.SANTACLARACA.GOV/OUR-CITY/DEPARTMENTS-G-Z/HUMAN-RESOURCES

- Assessing streamlining recruitment process
 - Virtual interviews
 - Transitioning to paperless process and onboarding
- Implementation of a City Internship Program for high school and college students
 - Recruiting high school interns in Santa Clara
 - Participating in NextGen Organization
 - Partnering with NOVA jobs
 - Internship Program was scheduled to roll out in Summer 2020 but has been placed on hold due to COVID
- Citywide Volunteer Program



Retention Incentives

- Tuition Reimbursement Program
 - Employee may receive up to \$2,000 each fiscal year
- Working Scholars Program
 - Cohort 1: 5 graduated with a degree and 11 in progress
 - Cohort 2 (currently on hold)
- Expansion of Citywide training program
 - TargetSolutions online training platform roll out in Summer 2021
 - In person training opportunities will resume once allowed



VI. Questions