



City of Santa Clara

Meeting Agenda

Civil Service Commission

Monday, January 10, 2022

7:00 PM

Virtual Meeting

Pursuant to California Government Code Section 54953(e) and City of Santa Clara Resolution 21-9038, the Civil Service Commission will be held by teleconference only. No physical location will be available for this meeting, however, the City of Santa Clara continues to have methods for the public to participate remotely:

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

Pledge of Allegiance

CONSENT CALENDAR

22-1772 [Action to Approve the Civil Service Commission Meeting Minutes of December 13, 2021.](#)

Recommendation: Approve the Meeting Minutes of December 13, 2021.

22-59 [Note and File the Current Status and Requisition Report dated December 31, 2021](#)

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

PUBLIC PRESENTATIONS

GENERAL BUSINESS

22-51 [Action to Adjust the Examination Weighting Plan for Utility Crew Supervisor \(Job Code 881\) to 100% Oral and a Qualifying Supplemental on a One-time Basis](#)

Recommendation: Approve the modified weighting plan for Utility Crew Supervisor (Job Code 881) to 100% Oral and a Qualifying Supplemental on a one-time basis

22-52 [Action to Adjust the Examination Weighting Plan for Key Customer Service Representative \(Job Code 505\) to 100% Oral and a Qualifying Supplemental on a One-time Basis](#)

Recommendation: Approve the modified weighting plan for Key Customer Service Representative (Job Code 505) to 100% Oral and a Qualifying Supplemental on a one-time basis

22-53 [Action to Adjust the Examination Weighting Plan for Customer Service Representative \(Job Code 364\) to 100% Oral and a Qualifying Supplemental on a One-time Basis](#)

Recommendation: Approve the modified weighting plan for Customer Service Representative (Job Code 364) to 100% Oral and a Qualifying Supplemental on a one-time basis

22-54 [Action to Adjust the Examination Weighting Plan for Customer Service Representative - Permit Center \(Job Code 369\) to 100% Oral and a Qualifying Supplemental on a One-time Basis](#)

Recommendation: Approve the modified weighting plan for Customer Service Representative - Permit Center (Job Code 369) to 100% Oral and a Qualifying Supplemental on a one-time basis

22-55 [Action to Adjust the Examination Weighting Plan for Senior Customer Service Representative \(Job Code 724\) to 100% Oral and a Qualifying Supplemental on a One-time Basis](#)

Recommendation: Approve the modified weighting plan for Senior Customer Service Representative (Job Code 724) to 100% Oral and a Qualifying Supplemental on a one-time basis

22-56 [Action to Adjust the Examination Weighting Plan for Combination Inspector \(Job Code 336\) to 100% Oral and a Qualifying Supplemental on a One-time Basis](#)

Recommendation: Approve the modified weighting plan for Combination Inspector (Job Code 336) to 100% Oral and a Qualifying Supplemental on a one-time basis

22-58 [Action to Abolish the Eligible List for Office Specialist II \(Job Code 936\)](#)

Recommendation: Approve abolishing the eligible list for Office Specialist II

22-57 [Action to Adjust the Examination Weighting Plan for Office Specialist II \(Job Code 936\) to 100% Oral and a Qualifying Supplemental on a One-time Basis](#)

Recommendation: Approve the modified weighting plan for Office Specialist II (Job Code 936) to 100% Oral and a Qualifying Supplemental on a one-time basis

STAFF REPORT

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.

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City of Santa Clara

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

Agenda Report

22-1772

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Approve the Civil Service Commission Meeting Minutes of December 13, 2021.

RECOMMENDATION

Approve the Meeting Minutes of December 13, 2021.



City of Santa Clara

Meeting Minutes

Civil Service Commission

12/13/2021

7:00 PM

Virtual Meeting

Pursuant to California Government Code Section 54953(e) and City of Santa Clara Resolution 21-9023, the Civil Service Commission will be held by teleconference only. No physical location will be available for this meeting, however, the City of Santa Clara continues to have methods for the public to participate remotely:

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Meeting ID: 970 5914 5929

Passcode: 793515

COMMISSION RECITED PLEDGE OF ALLGIANCE

CALL TO ORDER AND ROLL CALL

Vice Chair Naim called the meeting to order at 7:01 pm.

Present 4 - Commssioner Carolyn McAllister, Commissioner Willie D. Brown Jr., Commissioner John Casey, and Vice Chair Tahir Naim

Absent 1 - Chair Franklin Felizardo

CONSENT CALENDAR

[21-1528](#)

Action to Approve the Civil Service Commission Meeting Minutes of October 14, 2021.

Recommendation: Approve the Meeting Minutes of October 14, 2021.

A motion was made by Commissioner McAllister, seconded by Commissioner Casey, to approve the Civil Service Commission Meeting Minutes of October 14, 2021.

Aye: 3 - Commissioner McAllister, Commissioner Casey, and Vice Chair Naim

Absent: 1 - Chair Felizardo

Abstained: 1 - Commissioner Brown Jr.

[21-1719](#) Note and File the Current Status and Requisition Report dated November 30, 2021

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

A motion was made by Commissioner Brown, seconded by Commissioner McAllister, to note and file the Current Status and Requisition Report dated November 30, 2021.

Aye: 4 - Commissioner McAllister, Commissioner Brown Jr., Commissioner Casey, and Vice Chair Naim

Absent: 1 - Chair Felizardo

PUBLIC PRESENTATIONS

None

GENERAL BUSINESS

[21-1374](#) Action to Adjust the Examination Weighting Plan for Public Works Inspector (Job Code 680) to 100% Oral and a Qualifying Supplemental on a One-time Basis

Recommendation: Approve the modified weighting plan for Public Works Inspector (Job Code 680) to 100% Oral and a Qualifying Supplemental on a one-time basis

A motion was made by Commissioner McAllister, seconded by Commissioner Casey, to Adjust the Examination Weighting Plan for Public Works Inspector (Job Code 680) to 100% Oral and a Qualifying Supplemental on a One-time Basis.

Aye: 4 - Commissioner McAllister, Commissioner Brown Jr., Commissioner Casey, and Vice Chair Naim

Absent: 1 - Chair Felizardo

[21-1711](#) Action to Adjust the Examination Weighting Plan for Office Specialist III (Job Code 938) to 100% Oral and a Qualifying Supplemental on a One-time Basis

Recommendation: Approve the modified weighting plan for Office Specialist III (Job Code 938) to 100% Oral and a Qualifying Supplemental on a one-time basis

A motion was made by Commissioner Brown, seconded by Commissioner Casey, to Adjust the Examination Weighting Plan for Office Specialist III (Job Code 938) to 100%% Oral and a Qualifying Supplemental on a One-time basis.

Aye: 4 - Commissioner McAllister, Commissioner Brown Jr., Commissioner Casey, and Vice Chair Naim

Absent: 1 - Chair Felizardo

[21-1712](#) Action to Adjust the Examination Weighting Plan for Staff Aide II (Job Code 795) to 100% Oral and a Qualifying Supplemental on a One-time Basis

Recommendation: Approve the modified weighting plan for Staff Aide II (Job Code 795) to 100% Oral and a Qualifying Supplemental on a one-time basis

A motion was made by Commissioner Brown, seconded by Vice Chair Naim, to Adjust the Examination Weighting Plan for Staff Aide II (Job Code 795) to 100% Oral and a Qualifying Supplemental on a One-time basis.

Aye: 4 - Commissioner McAllister, Commissioner Brown Jr., Commissioner Casey, and Vice Chair Naim

Absent: 1 - Chair Felizardo

[21-1713](#) Action to Adjust the Examination Weighting Plan for Customer Service Representative (Job Code 364) to 100% Oral and a Qualifying Supplemental on a One-time Basis

Recommendation: Approve the modified weighting plan for Customer Service Representative (Job Code 364) to 100% Oral and a Qualifying Supplemental on a one-time basis

A motion was made by Commissioner McAllister, seconded by Commissioner Casey, to Adjust the Examination Weighting Plan for Customer Service Representative (Job Code 364) to 100% Oral and a Qualifying Supplemental on a One-time basis.

Aye: 4 - Commissioner McAllister, Commissioner Brown Jr., Commissioner Casey, and Vice Chair Naim

Absent: 1 - Chair Felizardo

[21-1720](#) Action to Extend Probationary Period of Water Resources Specialist (Employee No. 08035)

Recommendation: Approve the extension of the probationary period for a Water Resources Specialist (Employee No. 08035)

An amended motion was made by Commissioner McAllister, seconded by Commissioner Casey, to Extend the Probationary Period of Water Resources Specialist (Employee No. 08035) for ten weeks (or equivalent to the amount of time the employee is on leave) to ensure the full one year of the probationary period.

Aye: 4 - Commissioner McAllister, Commissioner Brown Jr., Commissioner Casey, and Vice Chair Naim

Absent: 1 - Chair Felizardo

STAFF REPORT

None

None

COMMISSIONERS REPORT

None

None

ADJOURNMENT

A motion was made by Commissioner Brown, seconded by Commissioner McAllister, to adjourn the Civil Service Commission meeting at 7:27 PM.

Aye: 4 - Commissioner McAllister, Commissioner Brown Jr., Commissioner Casey, and Vice Chair Naim

Absent: 1 - Chair Felizardo

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
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@SantaClaraCity

Agenda Report

22-59

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Note and File the Current Status and Requisition Report dated December 31, 2021

RECOMMENDATION

Note and File the Current Status and Requisition Report dated December 31, 2021

ATTACHMENT

1. Current Status and Requisition Report dated December 31, 2021

Current Status and Requisition Report
Dated December 31, 2021

Requisition Number	Classification	Department	Number of Positions Approved to Fill
19369	Office Records Specialist	City Clerk's Office	1
19180	Assistant/Associate Planner	Community Development	2
21349	Building/Housing Inspector	Community Development	1
21356	Code Enforcement Technician	Community Development	1
21301	Combination Inspector	Community Development	4
19185	Customer Service Representative - Permit Center	Community Development	1
TBD	Office Specialist II	Community Development	1
19162/19114	Plans Examiner	Community Development	3
19063/19116	Senior Inspector	Community Development	1
19254	Senior Plans Examiner	Community Development	1
21335	Business Analyst (Public Benefits)	Electric Utility	2
20272	Electric Helper Driver	Electric Utility	1
21348	Electric Utility Electrician Technician	Electric Utility	2
TBD	Electric Utility Engineer	Electric Utility	1
19032/21336	Electric Utility Programmer Analyst	Electric Utility	2
18037/18146	Electrician	Electric Utility	1
19249/19188	Energy Conservation Specialist	Electric Utility	1
560C-CONT/19153	Engineering Aide (Electric)	Electric Utility	1
TBD	Engineering Aide (Fiber)	Electric Utility	1
19322	Journey Lineworker	Electric Utility	5
19236	Senior Electric Utility Technician	Electric Utility	1
TBD	Senior Electric Crew Foreperson	Electric Utility	1
TBD	Senior Electric Utility Engineer	Electric Utility	1
TBD	Senior Engineering Aide	Electric Utility	1
21363	Senior Key Customer Service Rep	Electric Utility	1
TBD	Senior Power System Scheduler/Trader	Electric Utility	1
31-20-795	Service Coordinator Inspector	Electric Utility	2
TBD	Staff Aide II	Electric Utility	3
TBD	Time and Material Clerk	Electric Utility	1
19194/19195	Customer Service Representative	Finance	1
21251	Senior Customer Service Representative	Finance	2
19061/19214	Battalion Chief	Fire	2
TBD	Deputy Fire Marshal I/II	Fire	3
TBD	Fire Prevention Specialist I/II	Fire	2
19341/19210	Librarian I/II	Library	2.5
TBD	Office Specialist III	Parks and Recreation	1
TBD	Parks Foreperson	Parks and Recreation	2
TBD	Recreation Coordinator	Parks and Recreation	1
21335	Recreation Supervisor	Parks and Recreation	1
98-19-650C/35-14-689C	Community Service Officer I/II	Police	8
19238	Office Specialist II	Police	1
19079	Police Officer Recruit/Lateral	Police	8

Current Status and Requisition Report
Dated December 31, 2021

21347	Police Records Specialist II	Police	4
19256/20275/21321	Public Safety Dispatcher I/II	Police	5
19044/19065	Associate Engineer (Civil)	Public Works	1
21354	Code Enforcement Technician	Public Works	1
19045	Public Works Inspector	Public Works	1
21989/19242	Senior Civil Engineer	Public Works	2
21355	Street Maintenance Worker I	Public Works	1
19362	Street Maintenance Worker IV	Public Works	1
19237	Assistant Water and Sanitary Sewer Superintendent	Water and Sewer Utilities	3
19237	Office Specialist IV	Water and Sewer Utilities	1
19159/19208	Water and Sewer Maintenance Worker I	Water and Sewer Utilities	1
		Total Classified FTEs	100.5



Agenda Report

22-51

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Adjust the Examination Weighting Plan for Utility Crew Supervisor (Job Code 881) to 100% Oral and a Qualifying Supplemental on a One-time Basis

BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Utility Crew Supervisor (Job Code 881). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement."

DISCUSSION

The Human Resources Department is recommending modifications to the examination weighting plan for Utility Crew Supervisor (Job Code 881) on a one-time basis. Currently, the examination weighting plan consists of 50% Oral Examination and 50% Written Examination. Due to the COVID-19 pandemic, the City has made the determination to limit (to the extent it can) in-person activities, which include recruitment in-person written exams, practical's, and interviews. This decision has been made for the safety of the candidates and City staff and will be evaluated as COVID case updates become available.

The proposed modification is to make the examination weighting a 100% Oral Examination and a Qualifying Supplemental to expedite the recruitment and not to delay the recruitment until such time the City has made the determination to resume in person testing. In order to address the technical abilities normally assessed at the performance exam, the department will ask technical questions on the job application. These will be rated against established criteria by the subject matter expert and Human Resources. The most competitive candidates will be evaluated and moved forward to the Oral Examination stage of the process. During the Oral Examination, the Department will have the ability to ask technical questions that would have otherwise been evaluated at the Written Examination stage. Additionally, the Department will also have the probationary period to assess the technical knowledge and abilities of the applicant. The probationary period will allow the Department the opportunity to assess technical components that would have also been assessed during the Written Examination stage.

There are no recommended changes to the class specification for Utility Crew Supervisor (Job Code 881).

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 revise the examination weighing plan other than staff time.

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 [<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 weighting plan for Utility Crew Supervisor (Job Code 881) to 100% Oral and a Qualifying Supplemental on a one-time basis

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

22-52

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Adjust the Examination Weighting Plan for Key Customer Service Representative (Job Code 505) to 100% Oral and a Qualifying Supplemental on a One-time Basis

BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Key Customer Service Representative (Job Code 505). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement."

DISCUSSION

The Human Resources Department is recommending modifications to the examination weighting plan for Key Customer Service Representative (Job Code 505) on a one-time basis. Currently, the examination weighting plan consists of 100% Oral Examination and a Qualifying Performance Examination. Due to the COVID-19 pandemic, the City has made the determination to limit (to the extent it can) in-person activities, which include recruitment in-person written exams, practical's, and interviews. This decision has been made for the safety of the candidates and City staff and will be evaluated as COVID case updates become available.

The proposed modification is to make the examination weighting a 100% Oral Examination and a Qualifying Supplemental to expedite the recruitment and not to delay the recruitment until such time the City has made the determination to resume in person testing. In order to address the technical abilities normally assessed at the performance exam, the department will ask technical questions on the job application. These will be rated against established criteria by the subject matter expert and Human Resources. The most competitive candidates will be evaluated and moved forward to the Oral Examination stage of the process. During the Oral Examination, the Department will have the ability to ask technical questions that would have otherwise been evaluated at the Performance Examination stage. Additionally, the Department will also have the probationary period to assess the technical knowledge and abilities of the applicant. The probationary period will allow the Department the opportunity to assess practical components that would have also been assessed during the Performance Examination stage.

There are no recommended changes to the class specification for Key Customer Service Representative (Job Code 505).

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 revise the examination weighing plan other than staff time.

PUBLIC CONTACT

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RECOMMENDATION

Approve the modified weighting plan for Key Customer Service Representative (Job Code 505) to 100% Oral and a Qualifying Supplemental on a one-time basis

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

22-53

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Adjust the Examination Weighting Plan for Customer Service Representative (Job Code 364) to 100% Oral and a Qualifying Supplemental on a One-time Basis

BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Customer Service Representative (Job Code 364). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement."

DISCUSSION

The Human Resources Department is recommending modifications to the examination weighting plan for Customer Service Representative (Job Code 364) on a one-time basis. Currently, the examination weighting plan consists of 100% Oral Examination and Qualifying Performance. Due to the COVID-19 pandemic, the City has made the determination to limit (to the extent it can) in-person activities, which include recruitment in-person written exams, practical's (or qualifying performance examinations), and interviews. This decision has been made for the safety of the candidates and City staff and will be evaluated as COVID case updates become available.

The proposed modification is to make the examination weighting a 100% Oral Examination and a Qualifying Supplemental to expedite the recruitment and not to delay the recruitment until such time the City has made the determination to resume in person testing. In order to address the technical abilities normally assessed at the Performance Examination, the department will ask technical questions on the job application. These will be rated against established criteria by the subject matter expert and Human Resources. The most competitive candidates will be evaluated and moved forward to the Oral Examination stage of the process. During the Oral Examination, the Department will have the ability to ask technical questions that would have otherwise been evaluated at the Performance Examination stage. Additionally, the Department will also have the probationary period to assess the technical knowledge and abilities of the applicant. The probationary period will allow the Department the opportunity to assess practical components that would have also been assessed during the Performance Examination stage.

There are no recommended changes to the class specification for Customer Service Representative (Job Code 364).

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 revise the examination weighing plan other than staff time.

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RECOMMENDATION

Approve the modified weighting plan for Customer Service Representative (Job Code 364) to 100% Oral and a Qualifying Supplemental on a one-time basis

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

22-54

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Adjust the Examination Weighting Plan for Customer Service Representative - Permit Center (Job Code 369) to 100% Oral and a Qualifying Supplemental on a One-time Basis

BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Customer Service Representative - Permit Center (Job Code 369). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement."

DISCUSSION

The Human Resources Department is recommending modifications to the examination weighting plan for Customer Service Representative - Permit Center (Job Code 369) on a one-time basis. Currently, the examination weighting plan consists of 100% Oral Examination and Qualifying Performance. Due to the COVID-19 pandemic, the City has made the determination to limit (to the extent it can) in-person activities, which include recruitment in-person written exams, practical's (and qualifying performance examinations), and interviews. This decision has been made for the safety of the candidates and City staff and will be evaluated as COVID case updates become available.

The proposed modification is to make the examination weighting a 100% Oral Examination and a Qualifying Supplemental to expedite the recruitment and not to delay the recruitment until such time the City has made the determination to resume in person testing. In order to address the technical abilities normally assessed at the Performance Examination, the department will ask technical questions on the job application. These will be rated against established criteria by the subject matter expert and Human Resources. The most competitive candidates will be evaluated and moved forward to the Oral Examination stage of the process. During the Oral Examination, the Department will have the ability to ask technical questions that would have otherwise been evaluated at the Performance Examination stage. Additionally, the Department will also have the probationary period to assess the technical knowledge and abilities of the applicant. The probationary period will allow the Department the opportunity to assess practical components that would have also been assessed during the Performance Examination stage.

There are no recommended changes to the class specification for Customer Service Representative - Permit Center (Job Code 369).

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 revise the examination weighing plan other than staff time.

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RECOMMENDATION

Approve the modified weighting plan for Customer Service Representative - Permit Center (Job Code 369) to 100% Oral and a Qualifying Supplemental on a one-time basis

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

22-55

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Adjust the Examination Weighting Plan for Senior Customer Service Representative (Job Code 724) to 100% Oral and a Qualifying Supplemental on a One-time Basis

BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Senior Customer Service Representative (Job Code 724). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement."

DISCUSSION

The Human Resources Department is recommending modifications to the examination weighting plan for Senior Customer Service Representative (Job Code 724) on a one-time basis. Currently, the examination weighting plan consists of 50% Oral Examination and 50% Written Examination. Due to the COVID-19 pandemic, the City has made the determination to limit (to the extent it can) in-person activities, which include recruitment in-person written exams, practical's, and interviews. This decision has been made for the safety of the candidates and City staff and will be evaluated as COVID case updates become available.

The proposed modification is to make the examination weighting a 100% Oral and a Qualifying Supplemental to expedite the recruitment and not to delay the recruitment until such time the City has made the determination to resume in person testing. In order to address the technical abilities normally assessed at the Written Examination, the department will ask technical questions on the job application. These will be rated against established criteria by the subject matter expert and Human Resources. The most competitive candidates will be evaluated and moved forward to the Oral Examination stage of the process. During the Oral Examination, the Department will have the ability to ask technical questions that would have otherwise been evaluated at the Written Examination stage. Additionally, the Department will also have the probationary period to assess the technical knowledge and abilities of the applicant. The probationary period will allow the Department the opportunity to assess technical components that would have also been assessed during the Written Examination stage.

There are no recommended changes to the class specification for Senior Customer Service Representative (Job Code 724).

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 revise the examination weighing plan other than staff time.

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 [<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 weighting plan for Senior Customer Service Representative (Job Code 724) to 100% Oral and a Qualifying Supplemental on a one-time basis

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

22-56

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Adjust the Examination Weighting Plan for Combination Inspector (Job Code 336) to 100% Oral and a Qualifying Supplemental on a One-time Basis

BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Combination Inspector (Job Code 336). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement."

DISCUSSION

The Human Resources Department is recommending modifications to the examination weighting plan for Combination Inspector (Job Code 336) on a one-time basis. Currently, the examination weighting plan consists of 100% Oral Examination and Qualifying Performance. Due to the COVID-19 pandemic, the City has made the determination to limit (to the extent it can) in-person activities, which include recruitment in-person written exams, practical's (and qualifying performance examinations), and interviews. This decision has been made for the safety of the candidates and City staff and will be evaluated as COVID case updates become available.

The proposed modification is to make the examination weighting a 100% Oral Examination and a Qualifying Supplemental to expedite the recruitment and not to delay the recruitment until such time the City has made the determination to resume in person testing. In order to address the technical abilities normally assessed at the Performance Examination, the department will ask technical questions on the job application. These will be rated against established criteria by the subject matter expert and Human Resources. The most competitive candidates will be evaluated and moved forward to the Oral Examination stage of the process. During the Oral Examination, the Department will have the ability to ask technical questions that would have otherwise been evaluated at the Performance Examination stage. Additionally, the Department will also have the probationary period to assess the technical knowledge and abilities of the applicant. The probationary period will allow the Department the opportunity to assess practical components that would have also been assessed during the Performance Examination stage.

There are no recommended changes to the class specification for Combination Inspector (Job Code 336).

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 revise the examination weighing plan other than staff time.

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 weighting plan for Combination Inspector (Job Code 336) to 100% Oral and a Qualifying Supplemental on a one-time basis

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

22-58

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Abolish the Eligible List for Office Specialist II (Job Code 936)

ACTION AND AUTHORITY

The Administration is requesting to abolish the Office Specialist II (Job Code 936) eligible list based on the authority of Civil Service Rules, Sec. 4.8, "Eligible lists may be abolished by the Director of Human Resources under the following conditions: a) If the list contains fewer than five (5) names."

In those cases where the list has 5 or more than 5 names remaining on the list, the Human Resources Department's practice is to bring eligible list abolishments to the Civil Service Commission.

The Office Specialist II (Job Code 936) is a journey-level class responsible for general or routine City office support.

DISCUSSION

The Office Specialist II (Job Code 936) eligible list was established on March 31, 2021 and is scheduled to expire on March 31, 2022. The original eligible list included 24 active candidates. Since the establishment of the eligible list, Department interviews were held for several departments across the City and six (6) candidates were hired from the list. Eleven (11) candidates have requested to be removed from the eligible list. There are currently seven (7) active candidates remaining on the eligible list.

Currently, two (2) departments are utilizing the current eligible list. Both departments have conducted department fit interviews with the remaining candidates on the list; however, none of the remaining candidates on the list are a fit for either department. The remaining candidates on the list did not possess the desired qualifications for the department specific positions. Both departments are requesting to begin a new recruitment so they can proceed to fill the position, instead of waiting until the abolishment date in March 2022. Abolishing the eligible list would allow Human Resources to conduct another recruitment and create a new eligible list.

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 revise the examination weighing plan other than staff time.

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 [<mailto:clerk@santaclaraca.gov>](mailto:clerk@santaclaraca.gov) or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION

Approve abolishing the eligible list for Office Specialist II

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources



Agenda Report

22-57

Agenda Date: 1/10/2022

REPORT TO CIVIL SERVICE COMMISSION

SUBJECT

Action to Adjust the Examination Weighting Plan for Office Specialist II (Job Code 936) to 100% Oral and a Qualifying Supplemental on a One-time Basis

BACKGROUND

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Office Specialist II (Job Code 936). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement."

DISCUSSION

The Human Resources Department is recommending modifications to the examination weighting plan for Office Specialist II (Job Code 936) on a one-time basis. Currently, the examination weighting plan consists of 100% Oral Examination, Qualifying Performance, and Qualifying Written. Due to the COVID-19 pandemic, the City has made the determination to limit (to the extent it can) in-person activities, which include recruitment in-person written exams, practical's (and qualifying performance examinations), and interviews. This decision has been made for the safety of the candidates and City staff and will be evaluated as COVID case updates become available.

The proposed modification is to make the examination weighting a 100% Oral Examination and a Qualifying Supplemental to expedite the recruitment and not to delay the recruitment until such time the City has made the determination to resume in person testing. In order to address the technical abilities normally assessed at the Performance Examination, the department will ask technical questions on the job application. These will be rated against established criteria by the subject matter expert and Human Resources. The most competitive candidates will be evaluated and moved forward to the Oral Examination stage of the process. During the Oral Examination, the Department will have the ability to ask technical questions that would have otherwise been evaluated at the Performance and Written Examination stage. Additionally, the Department will also have the probationary period to assess the technical knowledge and abilities of the applicant. The probationary period will allow the Department the opportunity to assess technical components that would have also been assessed during the Performance and Written Examination stage.

There are no recommended changes to the class specification for Office Specialist II (Job Code 936).

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 revise the examination weighing plan other than staff time.

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 weighting plan for Office Specialist II (Job Code 936) to 100% Oral and a Qualifying Supplemental on a one-time basis

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources