

PERSONNEL BOARD

<http://www.ci.richmond.ca.us/1090/Personnel-Board>

REGULAR MEETING

Thursday, May 28, 2020

5:15 p.m.



ALL BOARDMEMBERS WILL PARTICIPATE VIA VIDEO OR TELECONFERENCE



AGENDA

Chair: Steve Early

Personnel Board Members

Mindy Pines

McKinley Williams

Kyra Worthy

1. **ROLL CALL**
2. **AGENDA REVIEW**
3. **STATEMENT OF CONFLICT OF INTEREST**
4. **APPROVAL OF MINUTES**
 - a. Regular Meeting of February 27, 2020
5. **PUBLIC COMMENT**
6. **CONSENT AGENDA**
 - None
7. **NEW BUSINESS**
 - a. **APPROVAL** to create the new classification of Senior Resident Housing Manager (Richmond Housing Authority)
 - b. **APPROVAL** to create the new classification of Closed-Circuit Television (CCTV) Specialist (Police Department)
 - c. **APPROVAL** to create Network and Systems Security Officer (IT Department)
 - d. **APPROVAL** to create Information Technology Manager (IT Department)
 - e. **APPROVAL** to create Telecommunications Manager (IT Department)
 - f. **APPROVAL** to create Cable Television Manager (IT Department)
 - g. **APPROVAL** to revise Assistant City Clerk to Deputy City Clerk (City Clerk's Office)
8. **UNFINISHED/OLD BUSINESS**
 - None
9. **REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**
 - None
10. **CONSIDERATION OF PROBLEMS AND REPORTS**
 - None
11. **ADJOURNMENT**

NOTE: Copies of items to be distributed from the Public to the Personnel Board must also include two (2) copies; one (1) for the Secretary to the Board and one (1) for Board Counsel.

COMMUNICATION ACCESS INFORMATION This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact Bruce Soublet, ADA Coordinator at (510) 620-6509 at least three business days before the meeting date.

CORONAVIRUS DISEASE (COVID-19) ADVISORY

Due to the coronavirus (COVID-19) pandemic, Contra Costa County and Governor Gavin Newsom have issued multiple orders requiring sheltering in place, social distancing, and reduction of person-to-person contact. Accordingly, Governor Gavin Newsom has issued executive orders that allow cities to hold public meetings via teleconferencing (Executive Order N-29-20). Both

<https://www.coronavirus.cchealth.org>

and

<http://www.ci.richmond.ca.us/3914/Richmond-Coronavirus-Info>

provide updated coronavirus information.

DUE TO THE SHELTER IN PLACE ORDERS, attendance in the Personnel Board meeting will be by teleconference only. Public comment will be confined to items appearing on the agenda and will be limited to the method provided below. Consistent with Executive Order N-29-20, this meeting will utilize teleconferencing only. The following provides information on how the public can participate in this meeting.

How to watch the meeting from home:

The meeting may be accessed by using the following Zoom meeting link:

<https://zoom.us/j/96576382807?pwd=OVplWHpSdDEvdVlwOU1WQjFIM0hQQT09>

Public comments may be submitted:

Via email to personnel_board@ci.richmond.ca.us. Email must contain in the subject line **Public Comment**. The email must be submitted on or before Thursday, May 28, 2020, by 2:00 p.m.

Public comment for an agenda item may be submitted by:

Members of the public must submit a request to speak on an agenda item during the meeting by sending an email to personnel_board@ci.richmond.ca.us by 2:00 PM on Thursday, May 28, 2020. The email must contain in the subject line Public Comment on Agenda item #. The request must include the following:

- (a) Your Name
- (b) Your Phone Number
- (c) The Item for which you wish to make a Public Comment

Public comment is limited to two (2) minutes.

The City cannot guarantee that its network and/or the site will be uninterrupted.

Record of all public comments:

All public comments will be considered a public record, put into the official meeting record, and considered before Personnel Board action. All public comments will be available after the meeting as supplemental materials and will be posted as an attachment to the meeting minutes when the minutes are posted.

Accessibility for Individuals with Disabilities

Upon request, the City will provide for written agenda materials in appropriate alternative formats, or disability related modification or accommodation, including auxiliary aids or services and sign language interpreters, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be emailed to personnel_board@ci.richmond.ca.us or submitted by phone at 510-620-6588. Requests will be granted whenever possible and resolved in favor of accessibility.

CITY OF RICHMOND, CA
HUMAN RESOURCES MANAGEMENT DEPARTMENT

**PERSONNEL BOARD
REGULAR MEETING**

**CITY HALL, RICHMOND ROOM
450 CIVIC CENTER PLAZA
RICHMOND, CA 94804**

**February 27, 2020
MINUTES**

The regular meeting was called to order by Chair Steve Early at 5:15 p.m. on February 27, 2020.

A recording for this meeting does not exist. Notes were used to complete the minutes.

1. ROLL CALL

Present: Steve Early, Chair
Mindy Pines, Board Member
McKinley Williams, Board Member

Absent: Kyra Worthy, Board Member

2. AGENDA REVIEW

- None

3. STATEMENT OF CONFLICT OF INTEREST

- None

4. APPROVAL OF MINUTES

SPEAKERS:

Cordell Hindler: opined that the minutes were accurate and should be approved.

Regular Meeting of October 24, 2019 resubmitted for approval due to an error discovered post approval at November 20, 2019 meeting.

Board Member Williams made a motion to approve the minutes of October 24, 2019.

Chair Early seconded the motion. Minutes were approved by the following vote: YEA:

S. Early, M. Pines, M. Williams NAY: None.

Regular Meeting of November 20, 2019

Board Member Pines made a motion to approve the minutes of October 24, 2019. Chair

Early seconded the motion. Minutes were approved by the following vote: YEA: S.

Early, M. Pines, M. Williams NAY: None.

5. PUBLIC COMMENT

SPEAKERS:

Cordell Hindler: recommended the revision of the Chief of Staff job description along with a salary review. Mr. Hindler also recommended a Personnel Board retreat.

Audio recordings of Personnel Board Meetings are available at:

<http://www.ci.richmond.ca.us/index.aspx?NID=1090>

6. **CONSENT AGENDA**

Board Member Pines made a motion to approve to establish the positions of Industrial Building Inspector classification and Deputy Building Official classification. Chair Early seconded the motion. The position of Industrial Building Inspector and Deputy Building Official were approved by the following vote: YEA: S. Early, M. Pines, M. Williams, NAY: None.

7. **NEW BUSINESS**

- None

8. **UNFINISHED/OLD BUSINESS**

- None

9. **REVIEW AND/OR ISSUANCE OF SUBPOENA(S)**

- None

10. **CONSIDERATION OF PROBLEMS AND REPORTS**

- None

11. **ADJOURNMENT**

Meeting adjourned at approximately 5:23 p.m.



STAFF REPORT

HUMAN RESOURCES DEPARTMENT

DATE: May 28, 2020

TO: Personnel Board

FROM: Allison Picard, Interim Human Resources Director

SUBJECT: **APPROVAL TO CREATE THE CLASSIFICATION OF SENIOR RESIDENT HOUSING MANAGER (RICHMOND HOUSING AUTHORITY)**

BACKGROUND:

The Senior Resident Manager is a critical position that will provide semi-skilled maintenance work in public agency owned and/or managed developments. This position will act as a lead for the Resident Housing Manager series. It differs from Resident Housing Manager because the incumbent will be primarily responsible for assisting with unit turnaround and performing advanced maintenance tasks.

RECOMMENDATION:

Approve the new classification of Senior Housing Resident Manager.

ANALYSIS:

This new classification is required because due to budgetary restraints, the Richmond Housing Authority has only one Resident Housing Manager. Rapid unit turnaround is vital because it generates revenue for the agency. Also, if units are not rehabilitated appropriately, the overall condition of the building deteriorates, and the quality of life for the tenants can suffer. The Resident Housing Manager job description does not allow the incumbent to work outside the scope of basic maintenance. The Senior Resident Housing Manager classification will be capable of doing advanced maintenance and assist with unit rehabilitation.

ANALYST: Sharrone Taylor, Principal Personnel Analyst

Attachments: Proposed Senior Resident Manager Classification Specification

PROPOSED

SENIOR RESIDENT HOUSING MANAGER

DEFINITION

Under the supervision of a Resident Property Manager, performs a variety of semi-skilled maintenance tasks for assigned public housing units; rehabilitates units for leasing, responds to calls for maintenance service, assists residents in resolving housing maintenance related problems; performs related administrative office duties; and performs additional duties as assigned.

CLASS CHARACTERISTICS

This position requires residence at assigned complex. Senior Resident Housing Managers are primarily responsible for providing semi-skilled maintenance duties to ensure clean and safe housing unit interiors and exteriors. This position will be assigned a variety of tasks associated with rehabilitating units. Additional responsibilities include providing household repairs to plumbing fixtures, doors, windows, appliances, furniture and performing other routine household maintenance. The class of Senior Resident Housing Manager is distinguished from Resident Housing Manager in that the Senior Resident Housing Manager serves as a lead worker and may assist the Resident Property Manager with scheduling assignments, and may provide technical guidance to others. Incumbents are responsible for providing continuous, on-call service for community residents. Although the work will require the use of journey-level tools and the ability to perform tasks in several of the crafts, the skill in any one field is less than would be required of a journeyman.

EXAMPLES OF DUTIES

1. Rehabilitates vacant units, employing semi-skilled tasks such as light carpentry and light electrical, household appliance repair and restoration, basic plumbing, furniture/cabinet repair and restoration, and painting of units.
2. Serves as the lead for rehabilitating units, coordinating the assistance of the Resident Housing Manager, contractors and other City staff to ensure the efficient and timely rehabilitation of housing units.
3. Responds to the emergency needs of community residents, makes a variety of common household repairs, including shutting off leaking faucets, plunging clogged drains and toilets, shutting off malfunctioning

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SENIOR RESIDENT HOUSING MANAGER
PAGE 2**

- appliances, opening jammed doors and windows, and solving similar routine household maintenance problems.
4. Assists in a variety of general semi-skilled building maintenance tasks for City-owned housing units.
 5. Receives tenants' complaints and requests; informs the Resident Housing Manager of all serious maintenance problems; and when authorized, calls and coordinates outside repair services.
 6. Instructs new tenants on the operation of ranges, refrigerator, emergency equipment, heaters and proper disposal of garbage.
 7. Reports lease violations within 24 hours to the Resident Housing Manager.
 8. Attends Housing Advisory Commission and Resident Council meetings; when requested, provides information regarding building and facilities assistance.
 9. Maintains on-site tenant maintenance files, prepares various reports and logs; performs general office functions which involve lifting and bending.
 10. At all times, maintains courteous, cooperative and professional manner towards residents.

MINIMUM QUALIFICATIONS

Knowledge of: tools and methods used in repairing a variety of routine, recurring housing maintenance problems; methods, materials and equipment used in rehabilitation of housing units and general building maintenance; safety principles and practices used in building maintenance work, and the use and maintenance of power and hand tools.

Ability to: Perform semi-skilled building maintenance and repair work; use and care for tools, supplies and materials required in the work of unit rehabilitation and building maintenance; ability to use computerized and electronic equipment as required; tactfully and courteously listen to residents, evaluate information, and assist residents in resolving their housing problems; be self-directed and use own initiative to resolve routine maintenance problems; understand and follow written directions and oral instructions; prepare and maintain written records relating to tenant services, material and equipment inventory, and equipment maintenance; act as a lead to the Resident Housing Manager and other maintenance staff; and communicate clearly and concisely both orally and in writing.

EDUCATION/EXPERIENCE

Three (3) years of successful building maintenance and construction work experience involving a range of skills, activities and the use of equipment that would demonstrate knowledge and abilities in regard to the care, maintenance, and rehabilitation of multi-unit housing structures.

LICENSE/CERTIFICATION

Possession of a current California Driver's License.

SPECIAL REQUIREMENTS

Ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, crawl, twist, climb and lift heavy objects; exposure to noise, outdoors, confining work space, electrical hazards, and mechanical hazards.



STAFF REPORT

HUMAN RESOURCES DEPARTMENT

DATE: May 28, 2020

TO: Vice Chair Early and members of the Personnel Board

FROM: Allison Picard, Interim Human Resources Director

SUBJECT: **APPROVAL TO CREATE THE NEW CLOSED-CIRCUIT TELEVISION (CCTV) SPECIALIST CLASSIFICATION (POLICE DEPARTMENT)**

BACKGROUND

Staff recommends creating the new classification, Closed-Circuit Television (CCTV) Specialist, for the Police Department. This new classification will be responsible for monitoring Closed Circuit Television (CCTV) and the City's system that detects and provides the location of gunfire activity (ShotSpotter); and relaying information to dispatchers. This new classification will be assigned to the Service Employees International Union (SEIU) Local 1021 bargaining unit.

RECOMMENDATION

APPROVE creating the new Closed-Circuit Television (CCTV) Specialist Classification.

ANALYSIS

In 2008, the Police Department began using a closed-circuit television (CCTV) system as a tool to deter crime, and to assist the police in identifying and apprehending suspects. At that time, former police officers were hired part-time to monitor the cameras. Currently the CCTV's are monitored by sworn staff and the ShotSpotter is monitored by dispatch and on duty patrol personnel.

Staff recommends creating a civilian classification where incumbents will be responsible for providing 24-hours of support to law enforcement activities by actively monitoring CCTV and ShotSpotter systems, providing important information to communications dispatcher, and maintaining records and logs.

The new classification will allow the police department to use civilian staff to perform some essential duties that are currently assigned to sworn personnel. This will increase the availability of sworn officers to protect persons and property and prevent crime.

ANALYST: Donna Newton, Human Resources Personnel Officer

Attachment: Proposed Closed-Circuit Television Classification Specification

PROPOSED
CLOSED-CIRCUIT TELEVISION (CCTV) SPECIALIST

DEFINITION

Under general supervision, CCTV Specialist view multiple Closed Circuit Televisions (CCTV); monitors the City's ShotSpotter system that detects and provides the location of gunfire activity; monitors police radio frequency to focus on activities being transmitted through CCTV, relays information to communications dispatchers, and performs other related work as required.

CLASS CHARACTERISTICS

This is a full-time civilian position in the Police department. Incumbents in this class are responsible for supporting law enforcement activities by monitoring closed-circuit television and ShotSpotter system, and relaying information, via radio to communications dispatcher. This classification requires the knowledge, skills and abilities of security professionals who can recognize suspicious and or criminal behavior on sight and relay that information to communications dispatchers. Incumbents are required to wear a uniform, and work various shifts associated with a 24-hour, 365-day operation.

EXAMPLES OF DUTIES - (Illustrative Only)

1. Provides continuous observation of activities through multiple live video feeds from the City's network of Closed Circuit Television (CCTV) cameras that are fixed at various outdoor locations across the city to offer real-time surveillance of public spaces; convey information that may impact public safety to communications dispatcher.
2. Monitors police radio frequency to focus on activities that are being transmitted through CCTV.
3. Remotely uses the "pan", "tilt" and "zoom" functions on CCTV cameras to focus on live camera feeds in the vicinity of specific activities, relays information to communications dispatcher to help coordinate police response.
4. Monitors the City's ShotSpotter system; responds to live alerts of gunfire activity by relaying information to communications dispatchers;
5. Retrieves footage and transfers relevant segments to a medium compatible for use as evidence in a court of law.

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CLOSED-CIRCUIT TELEVISION (CCTV) SPECIALIST
PAGE 2**

6. Prepares daily logs, and maintains records and reports.
7. Performs additional related duties.

MINIMUM QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of: California criminal and regulatory statutes of the Penal Code, Health and Safety Code, Welfare and Institutions Code, Business and Professions Code, Vehicle Code; local ordinances of the Richmond Municipal Code; police radio procedures, 10 code and emergency communications protocols; and computer hardware and software related to monitoring systems.

Ability to: Monitor CCTV for extended periods of time, maintain alert attention to detail throughout the course of a shift, handle multiple priorities in a fast-paced environment, maintain the confidentiality of all privileged and sensitive information; respond to visual and aural cues consistently for extended periods, use exceptional observational skills, read, interpret and understand laws, governmental regulations, procedures and other governmental communications and documents; use good judgment; actively listen to and communicate across the primary Police radio frequency; prepare records and reports and maintain files; and follow written and oral directions.

EDUCATION AND EXPERIENCE

High school graduate or equivalent

AND

A minimum of one (1) year of full-time equivalent experience monitoring CCTV or similar equipment; and/or working in the security industry, the military, or law enforcement.

OTHER REQUIREMENTS

Incumbents must pass a thorough background investigation.



STAFF REPORT

HUMAN RESOURCES DEPARTMENT

DATE: May 28, 2020

TO: Chair Early and members of the Personnel Board

FROM: Allison Picard, Interim Human Resources Director

SUBJECT: **APPROVAL TO CREATE THE NETWORK AND SYSTEMS SECURITY OFFICER POSITION CLASSIFICATION**

STATEMENT OF THE ISSUE:

The Information Technology Director has requested a Network and Systems Security Officer position classification. The incumbent in this updated classification will be responsible for managing information security activities for the City, as well as making recommendations for cyber-security incident responses and assisting in policy development for data threat strategies. This position will also oversee the Network Communications and Desktop Systems program in the Information Technology Department, and supervise other staff.

RECOMMENDED ACTION:

APPROVE the creation of the Network and Systems Security Officer position classification.

DISCUSSION:

The area of Information Technology in municipal agencies is an ever-evolving world. As such, it is imperative that position classifications in the Information Technology Department are regularly reviewed in order to keep abreast of changes, and that new classifications are added as needed. In addition, the Information Technology Department has endured significant staff reductions over the past several years, going from a core of 22 staff positions in Fiscal Year 2007/2008 to just 14 budgeted positions in the upcoming Fiscal Year 2020/2021.

With the creation of the Network and Systems Security Officer classification, important responsibilities such as managing all information security activities for the City, providing cyber-security related programs to City departments, making recommendations for incident response, and assisting in policy development for data threat strategies and security tools, will be specified. These duties are essential to conducting the business of the City, and have not heretofore been articulated in a

classification specification.

In addition, this new position will incorporate duties that are currently part of the Networking and Systems Manager classification, such as providing highly responsible administrative and technical work in the development and operation of computer networks and operating systems, the management of the Information Technology Helpdesk, and supervision of staff. However, the Networking and Systems Manager classification was last substantively revised in 2000, and is no longer sufficient to cover changes in the area of information technology over the past 20 years. By creating the Network and Systems Security Officer classification, we are able to combine the responsibilities of that position with the information security responsibilities that need to be articulated.

Therefore, in order to keep the City of Richmond up-to-date and secure, staff requests approval to create the Network and Systems Security Officer position classification.

CONCLUSION:

The way in which the City does business has changed significantly over the past 20 years. Information Technology is vital to the successful functioning of City operations and services, and a significant part of that is ensuring the safety and security of digital information. Therefore, staff recommends creating the Network and Systems Security Officer classification, which will include responsibilities such as management of information security activities and assistance in the development of cyber-security threat and incident response policies. This revised title will accurately reflect the duties and knowledge of the incumbent, and will ensure much needed security oversight in the Information Technology Department. This classification will be placed in the General Management Employees Bargaining Unit, represented by IFPTE Local 21. They have been informed of and agree to this action.

ANALYST: Kate Soiseth, Personnel Analyst I

Attachments: Proposed Network and Systems Security Officer Classification Specification

PROPOSED
NETWORK AND SYSTEMS SECURITY OFFICER

DEFINITION

Under the administrative direction of the Information Technology Director, manages all information security activities in order to preserve the availability, integrity, and confidentiality of the City's data intelligence programs, provides cyber-security related activities to City departments, makes recommendations for incident response, and assists in policy development for data threat strategies and security tools. In addition, performs highly responsible administrative and complex technical work in the development and operation of computerized systems, including the design, creation, monitoring, administration, evaluation, troubleshooting, maintenance, and enhancement of personal computer networks, wide area networks, and operating systems. Directs the work of supervisory, technical, and/or support staff and performs related work as assigned.

CLASS CHARACTERISTICS

This classification is distinguished from the Information Technology Director in that the latter has overall management responsibility for all aspects of Management Information Systems (MIS) functions including staffing, long-term planning, procurement, budgeting, contract negotiations, and relations with the City Council, boards and commissions, the community, and external agencies.

This is single-position class that is primarily responsible for overseeing City-wide cyber security and network operations, including the Helpdesk for the Information Technology Department. This class performs the full range of professional and technical duties in the management of City information security activities and programs, including Payment Card Industry (PCI), and as assigned, is expected to be responsible for client-server and multi-user platform administration and support, in addition to administering hardware, operating systems, and related network and communications systems.

EXAMPLES OF DUTIES

The following duties are typical for this position. Incumbent may not perform all of the listed duties and/or may be required to perform duties other than those set forth below, in order to address business needs and changing business practices.

1. Plans for and implements Wide Area Networks (WAN), Local Area Networks (LAN), and telecommunications.

CITY OF RICHMOND
NETWORK AND SYSTEMS SECURITY OFFICER
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2. Develops, documents, and maintains information security policies, procedures, and standards for the City.
3. Creates and maintains all information systems and software security certificate activities within established guidelines and/or regulations.
4. Performs routine (daily, weekly, periodic) monitoring of changes in local, state, and federal regulations and accreditation standards related to security; coordinates activities with corresponding agencies to ensure security compliance measures.
5. Establishes and enforces standards, procedures, and/or policies in support of up-to-date security internal controls.
6. Acts as the project manager for selecting and implementing security-based hardware and software solutions; provides security interpretation and/or training, security education, and awareness to users as needed.
7. Serves as a liaison with internal user departments by providing analysis, consultation, assistance, and troubleshooting of related security activities; develops reports of findings, alternatives, and recommendations.
8. Leads the creation and maintenance of the information systems disaster recovery and business continuity plans which includes desktop and server backup systems deployment and maintenance.
9. Partners with the Office of Emergency Services to ensure that the Information Technology Department is adequately skilled and engaged in City emergency plans as appropriate.
10. Tests, monitors, and performs regular analysis of the effectiveness of the City's security tools and incident response measures; defines user access levels and protocol for potential data breach.
11. Establishes project management guidelines, control methods, and standards.
12. Surveys or analyzes major existing or proposed systems in complex computer network areas and confers with City departments to determine system requirements, functions, procedures, desired results, and problem definitions.
13. Conducts feasibility studies and prepares reports of time estimates, personnel requirements, and progress reports on assigned projects;

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NETWORK AND SYSTEMS SECURITY OFFICER
PAGE 3**

- reduces design projects into component analysis tasks and prepares final systems design, specification, and documentation.
14. Prepares and/or modifies complex and extensive mini and microcomputer networks; directs and assists in the testing and debugging of systems, and ensures that documentation is complete prior to releasing for operation.
 15. Coordinates, delegates, and follows-up on the work of assigned staff to ensure completion and develops staff skills in support of information security, networking, telecommunications, and a client server environment.
 16. Collaborates with City personnel regarding programming work for software, machine requirements, and system-related matters.
 17. Monitors changes and developments in the field of expertise by attending seminars, conferences, and lectures, and by regularly reviewing professional literature.
 18. Coordinates project development and implementation activities with system consultants and contract personnel.

MINIMUM QUALIFICATIONS

Thorough knowledge of: principles, practices, and programs related to information security best practices, procedures, risk assessments, methodologies, and vulnerabilities; information security frameworks, software, hardware, and technologies; applicable local government information security practices and procedure administration; current information security compliance standards and regulations; current and emerging security tools, techniques, and programs; networking and telecommunications; operating systems associated with the City's computer environment, local and wide area networks, and the City's installed base of personal computers, including peripheral devices associated with the City's central (host) computer and with the installed base of personal computers; standard personal computer business software; microcomputer troubleshooting principles and practices; host systems software and operations; help desk operations; time management practices; supervisory principles and practices.

Ability to: manage projects, including scheduling, developing critical paths, tracking, contingency planning, resource allocation, and team leadership; prioritize and respond expeditiously to data threats or policy deviations; prepare a wide variety of professional reports, documentation, and correspondence; communicate effectively with all levels of City staff, outside agencies, and

**CITY OF RICHMOND
NETWORK AND SYSTEMS SECURITY OFFICER
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contract vendors; ensure that the City's philosophy of successful customer service is understood by all team members, carried out in all forms of communication, and practically applied; provide a global perspective to assist departments City-wide in current and emerging technology.

EDUCATION/EXPERIENCE

Any combination of education, training, and/or experience equivalent to a four (4)-year degree from an accredited college or university with a major in information systems, computer science, or a closely related field.

AND

A minimum of six (6) years of progressively responsible experience in systems development and administration, of which three (3) years must be in direct support of information security programs and team supervision.

LICENSES /CERTIFICATIONS

Certifications and/or licenses will be periodically determined by the City to establish and/or maintain the minimal level of skills, knowledge, and abilities required by this position and to meet the needs of the City.

Industry certifications and/or experience for the primary systems should be equivalent to:

Microsoft Certified Systems Engineer MCSE
Telecommunications Certification

Possession of a valid California Driver License or a reliable form of transportation to assist off-site users is a requirement of this position.



STAFF REPORT

HUMAN RESOURCES DEPARTMENT

DATE: May 28, 2020

TO: Chair Early and members of the Personnel Board

FROM: Allison Picard, Interim Human Resources Director

SUBJECT: **APPROVAL TO CREATE THE INFORMATION TECHNOLOGY MANAGER POSITION CLASSIFICATION**

STATEMENT OF THE ISSUE:

The Information Technology Director has requested the creation of an Information Technology Manager classification. The incumbent in this updated classification will be responsible for serving as the City's website master, as well as providing contract management for the department. This position will also serve as the Department head in the absence of the Information Technology Director and will oversee the Data Processing Support program in the Information Technology Department, including supervision of staff and responsibility for overall coordination of City technology and information management standards.

RECOMMENDED ACTION:

APPROVE the creation of the Information Technology Manager position classification

DISCUSSION:

The area of Information Technology in municipal agencies is an ever-evolving world. As such, it is imperative that position classifications in the Information Technology Department are regularly reviewed in order to keep abreast of changes, and that new classifications are added as needed. In addition, the Information Technology Department has experienced staff reductions over the past several years, going from a core of 22 staff positions in Fiscal Year 2007/2008 to just 14 budgeted positions in the upcoming Fiscal Year 2020/2021.

The incumbent in the Information Technology Manager classification will be responsible for overall coordination of City technology and information management standards, including serving as the City's Website Master. This position will also provide overarching management assistance within the Information Technology Department, may act as the department head in the absence of the Information Technology Director, manages contracts, and will work to coordinate problem solving and conflict resolution

within the department/division and with other departments.

Currently, the City has a Business Systems Manager classification. This classification, established in 2004, is no longer sufficient to cover changes in the City of Richmond and in the area of information technology over the past 16 years. With the creation of the Information Technology Manager classification, important responsibilities that are essential to the services being provided by the Department will be articulated. In addition, this new classification will continue to be responsible for the supervision of single- and multi-user systems operations, the development and operation of data processing and computerized applications, and the I.T. training of other City departments.

Therefore, in order to keep the City of Richmond up to industry standards and to combine responsibilities from multiple classifications into one, staff requests approval to create the Information Technology Manager classification.

CONCLUSION:

The way in which the City does business has changed significantly over the past 16 years. Information Technology is vital to the successful functioning of City operations and services, and a significant part of that is coordinating the overall technological needs of the City and determining the standards of information management. In addition, the website is the accessible face of the City and having someone in the role of Website Master ensures that Richmond is well represented. Therefore, staff recommends creating the Information Technology Manager classification, which will accurately reflect the duties and knowledge of the incumbent. This classification will be placed in the General Management Employees Bargaining Unit, represented by IFPTE Local 21. They have been informed of and agree to this action.

ANALYST: Kate Soiseth, Personnel Analyst I

Attachments: Proposed Information Technology Manager Classification Specification

PROPOSED
INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under the direction of the Information Technology Director, is responsible for overall coordination of City technology and information management standards and for the supervision of single- and multi-user systems operations, as well as the development and operation of municipal data processing and computerized applications, including analysis, design, documentation, programming, and implementation. In addition, manages multiple concurrent information systems projects, provides technical support, consultation, and training to City departments, supervises assigned staff, and performs related work as assigned.

The incumbent in this position may act as department head in the absence of the Information Technology Director.

CLASS CHARACTERISTICS

This classification is distinguished from the Information Technology Director in that the latter has overall management responsibility for all aspects of Management Information Systems (M.I.S.) functions, including staffing; long-term planning; procurement; budgeting; contract negotiation; and relations with the City Council, boards and commissions, the community, and external agencies.

This is a single-position class, distinguished from the lower divisional positions by a higher degree of technological analysis and coordination, operations and design expertise, and specialized knowledge. This position has responsibility for the day-to-day supervision, evaluation, and direction of lower-level classifications.

EXAMPLES OF DUTIES

The following duties are typical for this position. Incumbent may not perform all of the listed duties and/or may be required to perform duties other than those set forth below, in order to address business needs and changing business practices.

1. Plans, organizes, and directs departmental functions pertaining to Enterprise Resource Planning (ERP) systems technology, including the preparation of special studies and reports.
2. Consults with executive- and senior-level managers regarding projects and/or issues pertaining to the City's ERP system.

CITY OF RICHMOND
INFORMATION TECHNOLOGY MANAGER
PAGE 2

3. Develops City-wide operational solutions; creates and documents long-term strategies for project-related information systems operations; and develops, coordinates, and executes ERP systems standards, policies, methods, and procedures.
4. Serves as the City website master.
5. Confers with staff regarding small- to medium-scale projects, reviews feasibility and scope, and reports results to the Information Technology Director.
6. Prepares and administers small- to medium-scale project plans, budgets, and contracts, defines implementation strategies to ensure that objectives are met, determines staffing and outsourcing needs, and monitors progress.
7. Works closely with the Information Technology Director in creation and implementation of large-scale projects and contracts.
8. Manages the City-wide security badge system.
9. Coordinates problem solving and conflict resolution as assigned, including within the department/division and with other departments.
10. Assists Information Technology Director in overall management of department.
11. Reviews calls for service and requests for system enhancements and changes;
12. Provides technical leadership, guidance, and assistance to staff.
13. Supervises staff as assigned.
14. Investigates, analyzes, integrates, designs, develops code, debugs, documents, improves, tests, and maintains complex applications software.
15. Produces professional reports and other forms of communication for management.
16. Reviews division performance for timely service to client departments, resolves service complaints, and refers the most complex issues to the Information Technology Director.

MINIMUM QUALIFICATIONS

Thorough knowledge of: managing ERP projects utilizing the City's ERP system; principles, practices, and techniques of relational database management systems; structured programming and data communications fundamentals; end-user and technical interfacing and communications; primary operating system(s) on the City's computers; theories and techniques of system analysis, design, integration, testing, implementation, monitoring, and performance evaluation; proficiency with project management tools and software life cycle methodologies; high-level programming languages used by the City; global software application design and operations similar to those used by the City; principles and practices of management and supervision; methods of long-term strategic management and technical planning; business and financial best practices; public sector budget and cost-accounting; principles of public policy and issues management; networking; advanced systems software; client-server/minicomputer computing and operations; data management, analysis, and modeling; information resource management; strategic planning; software tools and utilities; help desk operations; telecommunications; and specialized City applications.

Ability to: provide leadership, technical assistance, and administrative direction to assigned subordinates; integrate City minicomputer languages, operating systems, and devices with work station operating systems, personal computer applications, and LANS as required with the City's ERP system; direct and review the work of others; perform systems analysis and workflow design, analysis, and benchmark tracking; perform project management including scheduling, developing critical paths, tracking, contingency planning, resource allocation, and team leadership; train technical staff and end-users; prepare concise and clear written, visual, and oral reports and presentations; establish an effective and sound working relationship with staff and others; practice strong leadership skills; understand highly complex ERP systems and issues, and administer and evaluate ERP systems; recognize problems, develop recommendations, and oversee solutions; manage large and complex projects; analyze highly complex business problems and develop appropriate solutions; develop and document complex business processes, functions, and procedures; promote and maintain a team environment.

EDUCATION/EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in computer science or a related field. A Master's degree is desired.

AND

**CITY OF RICHMOND
INFORMATION TECHNOLOGY MANAGER
PAGE 4**

Five (5) years of progressively responsible experience in municipal information technology functions, including substantial project management and lead or supervisory experience in the field of enterprise resource planning systems.

LICENSES /CERTIFICATIONS

Certifications and/or licenses will be periodically determined by the City to establish and/or maintain the minimal level of skills, knowledge, and abilities required by this position and to meet the needs of the City.

Possession of a valid California Driver License or a reliable form of transportation to assist off-site users is an ongoing requirement of this position.

DRAFT



STAFF REPORT

HUMAN RESOURCES DEPARTMENT

DATE: May 28, 2020

TO: Chair Early and members of the Personnel Board

FROM: Allison Picard, Interim Human Resources Director

SUBJECT: **APPROVAL TO ESTABLISH THE TELECOMMUNICATIONS MANAGER CLASSIFICATION**

STATEMENT OF THE ISSUE:

The Information Technology Director has requested the creation of a Telecommunications Manager classification. The incumbent in this new classification will have working responsibility for managing the acquisition, installation, operation, and maintenance of City-wide fiber and wire communication systems, including working with outside vendors and overseeing the City's fiber map. This work includes reviewing construction drawings for any digging or drilling, which ensures the safety of City fiber, and reviewing the plans for cellular tower upgrades and verifying the veracity of subsequent cellular provider work. In addition, this position will monitor the operations and functions of the City's telephone and radio system, including the operating budget in that area, and will keep up to date with Federal Communications Commission (FCC) licenses, directives, rules, and regulations as they pertain to telecommunications systems.

RECOMMENDED ACTION:

APPROVE the new classification of Telecommunications Manager

DISCUSSION:

The area of Information Technology in municipal agencies is an ever-evolving world. As such, it is imperative that position classifications in the Information Technology Department are regularly reviewed in order to keep abreast of changes, and that new classifications are added as needed. In addition, the Information Technology Department has endured significant staff reductions over the past several years, going from a core of 22 staff positions in Fiscal Year 2007/2008 to just 14 budgeted positions in the upcoming Fiscal Year 2020/2021.

The Telecommunications Manager classification will be essential in maintaining what is currently 34 miles of City fiber. As new fiber is acquired and installed or old fiber is repaired and replaced, the incumbent in this position will manage those processes. In

addition, the Telecommunications Manager will review construction drawings for any digging or drilling in the City, which will ensure the safety of that fiber backbone. Construction drawings will also be reviewed by the incumbent when cellular providers wish to install new equipment or make updates to existing equipment, and any subsequent increases in rent are identified and communicated. This classification has working responsibility for monitoring the City's telephone and radio systems, including operations, functions, and usage and oversees leasing rates and intra-City billing.

Currently, the City has a Telephone/Radio Specialist classification. This classification, last substantively revised in 2005, is no longer valid to the structure of the Information Technology Department or to the functions of telecommunications systems within the City. With the creation of the Telecommunications Manager classification, important responsibilities that are essential to the services being provided by the Department will be articulated and the Network Services program within the Information Technology Department will be brought up to industry standards.

Therefore, in order to keep the City of Richmond up to date, to ensure the safety of over 34 miles of City fiber, and to verbalize the actual current, day-to-day responsibilities of the communications part of the Network Services program, staff would like approval to create the Telecommunications Manager classification.

CONCLUSION:

The way in which the City does business has changed significantly over the past 15 years. Information Technology is vital to the successful functioning of City operations and services, and a significant part of that is fiber and wire communications. Therefore, staff recommends creating the Telecommunications Manager. This new title will accurately reflect the duties and knowledge of the incumbent, and will ensure the current operations of telecommunications systems within the City. This classification will be placed in the General Management Employees Bargaining Unit, represented by IFPTE Local 21. They have been informed of and agreed to this action.

ANALYST: Kate Soiseth, Personnel Analyst I

Attachments: Proposed Telecommunications Manager Classification Specification

PROPOSED
TELECOMMUNICATIONS MANAGER

DEFINITION

Under general direction, manages the acquisition, installation, operation, maintenance, repair, and replacement of coordinated City-wide fiber and wire communication, including updating the City's fiber map; reviews construction drawings to ensure the safety of City fiber; verifies the work of cellular providers in upgrading cellular towers throughout the City and identifies any resulting rent increases; prepares equipment inventory; ensures the accuracy of communication billings; and performs related work as required.

CLASS CHARACTERISTICS

This is a single-position classification in which the incumbent works under the general direction of the Information Technology Director and has working responsibility for the extensive fiber backbone of the City.

EXAMPLES OF DUTIES

The following duties are typical for this position. Incumbent may not perform all of the listed duties and/or may be required to perform duties other than those set forth below, in order to address business needs and changing business practices.

1. Manages the acquisition, installation, operation, maintenance, mapping, repair, and servicing of extensive City-wide fiber and wire communications systems and equipment, including related equipment such as cellular transmission sites, mobiles, Voice over IP, and portable systems; checks construction drawings to ensure the safety of City fiber.
2. Reviews construction drawings for all cellular tower upgrades, determines resulting rent increases, and verifies the accuracy of completed work as represented in approved drawings.
3. Monitors conditions at cellular sites weekly, arranging for any needed work at sites.
4. Assists in developing replacement programs for equipment and places orders as appropriate; sets up inventory for telephone/cellular equipment.

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TELECOMMUNICATIONS MANAGER
PAGE 2**

5. Monitors the City's telephone/radio system including operations and technical functions and telephone/cellular usage; audits communication bills for allocation to proper departments and checks unusual costs.
6. Assists in monitoring the annual telephone/cellular operating budget, which includes monitoring rates for leased equipment, providing other City departments with projected expenses for communication services, monitoring all communications agreements/contracts to ensure compliance, and ensuring that all fees for services and equipment are collected.
7. Reviews and implements appropriate State and Federal Communications Commission (FCC) operational directives, procedures, rules, and regulations, and ensures the protection of radio frequency channels from interference.
8. Ensures and maintains current status of all required FCC licenses for both the City and contracting agencies.
9. Participates as needed in community-wide temporary and long-term projects as they pertain to fiber and wire communication systems.
10. Visits City offices to respond to requests for new/additional telephone/cellular equipment, makes equipment recommendations, orders new equipment, and arranges delivery to department. May do simple installations or arrange with vendors when installation is sufficiently complex.
11. Assists in developing appropriate training of City staff on new equipment and systems, as well as operations procedures; arranges vendor training if appropriate.
12. Keeps informed of changing technology.

MINIMUM QUALIFICATIONS

Knowledge of: interdepartmental communication and project coordination; the methods, personnel, materials, and equipment used in the installation, operation, maintenance, repair, and replacement of fiber and wire communications systems; staff training practices as they pertain to City telecommunications systems; communication related budgeting and billing; and Federal and State rules and regulations affecting communication systems and operations.

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TELECOMMUNICATIONS MANAGER
PAGE 3**

Ability to: recommend future City communications needs; conduct business transactions; analyze equipment malfunctions and propose effective solutions; assist in establishing and implementing policies and procedures which provide for efficient and effective communications services; establish and maintain accurate communications parts, supplies, and equipment inventory; participate in preparing requests for contracts for required services; collect and analyze data to establish/identify needs and evaluate program effectiveness; maintain accurate records and document actions taken; organize and prioritize work assignments; effectively communicate both verbally and in writing; and establish and maintain effective working relationships with subordinates, vendors, consultants, co-workers, representatives of City departments, and other public agencies.

EDUCATION AND EXPERIENCE

Any combination of experience and/or education equivalent to an Associate Degree with a major in business administration, communications, or a closely related field.

AND

Four (4) years of progressively responsible experience in agency-wide communications systems.

LICENSES/CERTIFICATIONS

Certifications and/or licenses will be periodically determined by the City to establish and/or maintain the minimal level of skills, knowledge, and abilities required by this position and to meet the needs of the City.

Possession of a valid California Driver's License is an ongoing requirement for this position.

PHYSICAL REQUIREMENTS

Physical ability to perform the full range of job duties including standing, sitting, and limited lifting, without restrictions, and the ability to move from site to site as



STAFF REPORT

HUMAN RESOURCES DEPARTMENT

DATE: May 28, 2020

TO: Chair Early and members of the Personnel Board

FROM: Allison Picard, Interim Human Resources Director

SUBJECT: **APPROVAL TO ESTABLISH THE CABLE TELEVISION MANAGER CLASSIFICATION**

STATEMENT OF THE ISSUE:

The Information Technology Director has requested the creation of a Cable Television Manager classification. The incumbent in this new classification will have working responsibility for the planning, implementation, and supervision of the City's video and governmental cable television productions. This work is integral to community relations, encouraging resident participation in local government and maintaining City image.

RECOMMENDED ACTION:

APPROVE the creation of the Cable Television Manager classification.

DISCUSSION:

The area of Information Technology in municipal agencies is an ever-evolving world. As such, it is imperative that position classifications in the Information Technology Department are regularly reviewed in order to keep abreast of changes, and that new classifications are added as needed. In addition, the Information Technology Department has endured significant staff reductions over the past several years, going from a core of 22 staff positions in Fiscal Year 2007/2008 to just 14 budgeted positions in the upcoming Fiscal Year 2020/2021.

The Cable Television Manager classification will serve as the working manager of the City's KCRT channel, used to broadcast Council meetings and other forms of television-based community outreach. This work makes local government and City services accessible to all residents, and ensures that City image is maintained. The incumbent in this position reports directly to the Information Technology Director and assists with the long-term planning of video and production related needs of the City, as well as ensures compliance with Federal Communications Commission (FCC) directives, rules, and regulations. Crucial to the work of this classification is the ability to provide technical expertise in the areas of video production, scheduling, and establishing video storage

control systems. In addition, this position will be able to supervise operation staff, interns, and on-call personnel.

Therefore, in order to keep the City of Richmond up to date, and to ensure the efficient and dynamic functionality of an important community outreach tool, staff would like approval to create the Cable Television Manager classification.

CONCLUSION:

The way in which the City does business has changed significantly over the past 16 years. Information Technology plays a crucial role in how the City communicates and reaches out to the Richmond community. The programming and production efforts of the City's cable television channel are an integral part of that community outreach, and require technical expertise and knowledge. Therefore, staff recommends creating the Cable Television Manager classification, which will accurately reflect the duties and knowledge of the incumbent. This classification will be placed in the General Management Employees Bargaining Unit, represented by IFPTE Local 21. They have been informed of and agree to this action.

ANALYST: Kate Soiseth, Personnel Analyst I

Attachments: Proposed Cable Television Manager Classification Specification

PROPOSED
CABLE TELEVISION MANAGER

DEFINITION

Under general direction of the Information Technology Director plans, implements, coordinates, and supervises the City's video and government cable television programming production efforts and performs related work as assigned.

CLASS CHARACTERISTICS

This is a single-position classification in which the incumbent works under the general direction of the Information Technology Director and has working responsibility for the City's video and governmental cable television productions. This position requires some supervision and coordination of subordinate staff.

EXAMPLES OF DUTIES

The following duties are typical for this position. Incumbent may not perform all of the listed duties and/or may be required to perform duties other than those set forth below, in order to address business needs and changing business practices.

1. Provides technical expertise for video-related productions in support of the City's community relations programs.
2. Assists with the long-term planning for the video- and production-related technology needs of the City.
3. Maintains City image and encourages community participation in City government by producing high-quality live cablecasts and video broadcasts on the City's government cable television channel.
4. Provides technical support for city meetings, special projects, staff presentations, and other production-related events.
5. Coordinates and monitors the activities of production personnel during field and studio productions.
6. Develops and enters programming schedules into the automated program playback system.

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CABLE TELEVISION MANAGER
PAGE 2**

7. Establishes and maintains video storage control systems; collects and enters new and updated alphanumeric messages for the City's cable channel.
8. Performs social media outreach communications as requested.
9. Writes cable programming schedules for online publication.
10. Compiles necessary information from departments to prepare announcements for the government cable channels; duplicates video in response to specific requests and for playback on the government cable channels.
11. Manages production duties to include technical directing, content creation, producing, and operating camera and audio equipment.
12. Ensures compliance with applicable Federal Communications Commission (FCC) directives, standards, and guidelines.
13. Works with cable company to ensure proper maintenance of the government access channel and its subsystems.
14. Provides support services for Council presentations such as operating projectors, taking photographs, and preparing alphanumeric crawls; checks and ensures adequate levels of video storage media.
15. Supervises the work of operation staff, interns, and weekend on-call personnel.

MINIMUM QUALIFICATIONS

Knowledge of: production techniques and procedures for video, audio, media, and broadcast production and post production, including editing, copywriting, development of production schedules, voice acting, master control operation, audio/video processing, and the use of open and closed captioning information in compliance with the Americans with Disabilities Act (ADA) standards and City policy; all applicable Federal, State, and local laws, regulations, codes, and guidelines related to the program area, including copyright laws and FCC rules, directives, and regulations; principles and techniques of television production; techniques of videotape editing including single and multisource media; operating procedures and maintenance; various types of video production equipment and audio visual equipment; filing and cataloging procedures; principles of operation

**CITY OF RICHMOND
CABLE TELEVISION MANAGER
PAGE 3**

of automated playback systems and alphanumeric display systems; supervisory practices and techniques.

Ability to: utilize video editing techniques such as assembly and inset editing; set up, operate, and maintain video production equipment including camera, electronic graphics, audio, and teleprompter; direct multi- and single-camera productions; train, coordinate, assign, and monitor the work of subordinate personnel; communicate effectively; establish and maintain effective working relationships with supervisors, associates, and the public.

EDUCATION AND EXPERIENCE

Any combination of education and/or television production experience equivalent to an Associate degree from an accredited college or university in Communications, Television Production, or a related field.

AND

Six (6) years of progressively responsible experience in television production, including the responsibility for directing, technical operations, production activities, and/or the operation of video console and allied equipment, and of which a minimum of one (1) year was in the supervision of television operations staff.

LICENSES/CERTIFICATIONS

Certifications and/or licenses will be periodically determined by the City to establish and/or maintain the minimal level of skills, knowledge, and abilities required by this position and to meet the needs of the City.

Possession of a valid California Driver License is an ongoing requirement of this position.



STAFF REPORT

HUMAN RESOURCES DEPARTMENT

DATE: May 28, 2020

TO: Chair Early and members of the Personnel Board

FROM: Allison Picard, Interim Human Resources Director

SUBJECT: **APPROVAL TO REVISE AND RETITLE THE ASSISTANT CITY CLERK CLASSIFICATION TO DEPUTY CITY CLERK**

STATEMENT OF THE ISSUE:

The City Clerk has requested the revision and retitle of the Assistant City Clerk classification to Deputy City Clerk. The incumbent in this updated classification will perform all of the same duties previously performed under the Assistant City Clerk classification, but will also serve as a Notary Public for City departments. A Notary Public license will now be a requirement for this position. Another substantive change is that the City Clerk's Office is a Passport Acceptance Facility for the community, and incumbents in this classification perform the work associated with that service.

RECOMMENDED ACTION:

APPROVE the revision and retitle of Assistant City Clerk to Deputy City Clerk.

DISCUSSION:

Since 2015, when the Assistant City Clerk classification was revised, there have been significant changes to the duties of the incumbents in this classification. Vital services have been added that are not currently requirements for the position. Namely, this position now serves as a Notary Public for City departments, and requires a Notary Public certification, with training, testing, and recertification necessary every four years.

Additionally, the City Clerk's Office is now a Passport Acceptance Facility, a service that was instituted in 2017 for the Richmond community, neighboring communities, and employees, and is also a revenue generator for the City Clerk's Office. The Assistant City Clerks attend a training and recertification process every year in order to provide this service to the community.

CONCLUSION:

Since 2015, the scope of work for the Assistant City Clerk classification has changed,

with new duties and requirements added. These additional duties are not reflected in the current Assistant City Clerk classification specification. By revising and retitling this classification to Deputy City Clerk, we are able to incorporate those additional duties and the requirements necessary to perform them, thereby ensuring that these important services are available to Richmond community members, surrounding communities, City departments, and employees.

ANALYST: Kate Soiseth, Personnel Analyst I

Attachments: Proposed Deputy City Clerk Classification Specification
Original Assistant City Clerk Classification Specification
Markup Assistant City Clerk Classification Specification

PROPOSED

DEPUTY CITY CLERK

DEFINITION

Under direction, performs a full range of professional and technical work in support of the City Clerk's Office operations and activities; may provide lead direction for assigned support staff; and performs related work as required.

CLASS CHARACTERISTICS

This position is responsible for the supervision and coordination of the agenda process, attendance at City Council meetings, and preparation of official City Council minutes. The incumbent assists the department head in overall departmental planning, administration, and operations for a variety of functions prescribed by the City Charter, ordinances of the City of Richmond, laws of the State of California, and other declared City services. This class is distinguished from the City Clerk in that the latter has overall statutory and management responsibility for all of the City Clerk's Office activities and services.

EXAMPLES OF DUTIES

Prepares draft and final Council agendas; organizes agenda materials for filing; maintains the City Clerk's record filing system; attends City Council meetings, takes back-up minutes and prepares drafts of Council minutes for City Clerk review; processes Council actions in the form of resolutions and ordinances; assigns code numbers and makes appropriate distributions; prepares Notices of Decision following Council meetings; prepares ordinances for newspaper publication and codification, and public hearing notices for annexation and general plan amendments; maintains records related to financial claims against the City and makes distribution of documents to appropriate parties; acts as a Notary Public for the City of Richmond; serves as a Passport processing agent; assists the City Clerk in the conduct of municipal elections; maintains records for the follow-up on agreements, leases, and terms of office and other actions; provides a variety of general office and/or administrative support for the City Clerk; assists the general public over the phone and at the counter; may act in the absence of the City Clerk, and relieves the City Clerk of a variety of complex administrative and technical details; may provide lead direction and work review for assigned office support staff.

MINIMUM QUALIFICATIONS

Knowledge of: Standard office administrative practices and procedures; English language, including spelling, grammar, punctuation, vocabulary, and business

**CITY OF RICHMOND
ASSISTANT CITY CLERK
PAGE 2**

communication; principles of records management, including file maintenance; basic municipal government practices and functions; Passport processing guidelines and procedures; basic supervisory principles and practices; operation of standard office equipment, including a personal computer; standard business arithmetic.

Skill in: Analyzing and resolving administrative situations and problems; researching, compiling and summarizing a variety of informational materials; composing correspondence independently or from brief instructions; directing the work of others, and training them in work procedures; exercising sound, independent judgment within general policy guidelines; preparing clear, concise, and complete Council meeting, other agency, committees, and commissions documentation, written correspondence, and reports; typing at a rate of 50 net words per minute from printed copy; organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction; establishing and maintaining effective working relationships with City staff and other public and private agencies as well as the general public; planning, assigning, and reviewing the work of others; training others in work procedures.

EDUCATION AND EXPERIENCE

Education equivalent to graduation from high school. College or business school training is desirable.

AND

Four (4) years of responsible secretarial or office administrative experience. Experience in dealing with governmental, community, and business representatives is desirable.

OTHER REQUIREMENTS

Certification as a Notary Public and the ability to maintain certification throughout employment is an ongoing requirement of this position.

ORIGINAL
ASSISTANT CITY CLERK

DEFINITION

Under direction, performs a full range of professional and technical work in support of the City Clerk's Department operations and activities; may provide lead direction for assigned support staff; performs related work as required.

CLASS CHARACTERISTICS

This position is responsible for the supervision and coordination of the agenda process, attendance at City Council meetings, and preparation of official City Council minutes. The incumbent assists the department head in overall departmental planning, administration and operations for a variety of functions prescribed by the City Charter, ordinances of the City of Richmond, and bylaws of the State of California. This class is distinguished from the City Clerk in that the latter has overall statutory and management responsibility for all of the City Clerk's Department's activities and services.

EXAMPLES OF DUTIES

Prepares draft and final Council agendas; organizes agenda material for filing; maintains the City Clerk's record filing system; attends City Council meetings and takes back-up minutes and prepares draft of Council minutes for City Clerk review; processes Council actions in the form of resolutions and ordinances; assigns code numbers and makes appropriate distributions; prepares Notices of Decision following Council meetings; prepares ordinances for newspaper publication and codification, and public hearing notices for annexation and general plan amendments; maintains records related to financial claims against the City and makes distribution of documents to appropriate parties; assists the City Clerk in the conduct of municipal elections; maintains records for the follow-up on agreements, leases, and terms of office and other actions; provides a variety of general office and/or administrative support for the City Clerk; operates standard office equipment, including a personal computer; maintains a petty cash and revolving fund account; balances monies on a periodic basis; assists the general public over the phone and at the counter; may act in the absence of the City Clerk, and relieves the City Clerk of a variety of complex administrative and technical details; may provide lead direction and work review for assigned office support staff.

MINIMUM QUALIFICATIONS

Knowledge of: Standard office administrative and secretarial practices and procedures; Business English, including spelling, grammar, punctuation and vocabulary; principles

**CITY OF RICHMOND
ASSISTANT CITY CLERK
PAGE 2**

of records management, including file maintenance; basic municipal government practices and functions; basic supervisory principles and practices; operation of standard office equipment, including a personal computer; standard business arithmetic.

Skill in: Analyzing and resolving administrative situations and problems; researching, compiling and summarizing a variety of informational materials; composing correspondence independently or from brief instructions; directing the work of others, and training them in work procedures; exercising sound, independent judgment within general policy guidelines; preparing clear, concise and complete Council meeting, other agency, committees, and commissions documentation, written correspondence, and reports; typing at a rate of 50 net words per minute from printed copy; organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction; establishing and maintaining effective working relationships with City staff and other public and private agencies as well as the general public; planning, assigning and reviewing the work of others; training others in work procedures.

EDUCATION AND EXPERIENCE

Equivalent to graduation from high school and four (4) years of responsible secretarial or office administrative experience. College, business or secretarial school training and experience in dealing with governmental, community and business representatives are desirable.

OTHER REQUIREMENTS

Certification as a Notary Public is highly desirable.

ASSISTANTDEPUTY CITY CLERK

DEFINITION

Under direction, performs a full range of professional and technical work in support of the City Clerk's ~~DepartmentOffice~~ operations and activities; may provide lead direction for assigned support staff; and performs related work as required.

CLASS CHARACTERISTICS

This position- is responsible for the supervision and coordination of the agenda process, attendance at City Council meetings, and preparation of official City Council minutes. The incumbent assists the department head in overall departmental planning, administration, and operations for a variety of functions prescribed by the City Charter, ordinances of the City of Richmond, ~~and bylaws~~ laws of the State of California, and other declared City services. This class is distinguished from the City Clerk in that the latter has overall statutory and management responsibility for all of the City Clerk's ~~Department'sOffice~~ activities and services.

EXAMPLES OF DUTIES

Prepares draft and final Council agendas; organizes agenda ~~material~~ materials for filing; maintains the City Clerk's record filing system; attends City Council meetings ~~and~~, takes back-up minutes and prepares ~~draft~~ drafts of Council minutes for City Clerk review; processes Council actions in the form of resolutions and ordinances; assigns code numbers and makes appropriate distributions; prepares Notices of Decision following Council meetings; prepares ordinances for newspaper publication and codification, and public hearing notices for annexation and general plan amendments; maintains records related to financial claims against the City and makes distribution of documents to appropriate parties; acts as a Notary Public for the City of Richmond; serves as a Passport processing agent; assists the City Clerk in the conduct of municipal elections; maintains records for the follow-up on agreements, leases, and terms of office and other actions; provides a variety of general office and/or administrative support for the City Clerk; ~~operates standard office equipment, including a personal computer; maintains a petty cash and revolving fund account; balances monies on a periodic basis~~; assists the general public over the phone and at the counter; may act in the absence of the City Clerk, and relieves the City Clerk of a variety of complex administrative and technical details; may provide lead direction and work review for assigned office support staff.

MINIMUM QUALIFICATIONS

**CITY OF RICHMOND
ASSISTANT CITY CLERK
PAGE 2**

Knowledge of: Standard office administrative ~~and secretarial~~ practices and procedures; ~~Business~~ English language, including spelling, grammar, punctuation ~~and~~, vocabulary, and business communication; principles of records management, including file maintenance; basic municipal government practices and functions; Passport processing guidelines and procedures; basic supervisory principles and practices; operation of standard office equipment, including a personal computer; standard business arithmetic.

Skill in: Analyzing and resolving administrative situations and problems; researching, compiling and summarizing a variety of informational materials; composing correspondence independently or from brief instructions; directing the work of others, and training them in work procedures; exercising sound, independent judgment within general policy guidelines; preparing clear, concise, and complete Council meeting, other agency, committees, and commissions documentation, written correspondence, and reports; typing at a rate of 50 net words per minute from printed copy; organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction; establishing and maintaining effective working relationships with City staff and other public and private agencies as well as the general public; planning, assigning, and reviewing the work of others; training others in work procedures.

EDUCATION AND EXPERIENCE

~~Equivalent~~ Education equivalent to graduation from high school ~~and four~~. College or business school training is desirable.

AND

Four (4) years of responsible secretarial or office administrative experience. ~~College, business or secretarial school training and experience~~ Experience in dealing with governmental, community, and business representatives ~~are~~ is desirable.

OTHER REQUIREMENTS

Certification as a Notary Public and the ability to maintain certification throughout employment is ~~highly desirable~~ an ongoing requirement of this position.