

City of Alameda



Memorandum

Date: October 8, 2025

To: Honorable Civil Service Board

From: Noelle White
Executive Secretary/Human Resources Director

RE: **Revised and New Classification Specifications**

Human Resources staff continually review job specifications to ensure the duties of the position are correctly identified in the job specification and the required qualifications are current and reflect the classification's essential duties. Staff also review job specifications to ensure the requirements do not create barriers for applicants or deter qualified applicants from applying for an open position. Additionally, staff recently initiated a project to update class specifications and bring all class specs into compliance with the City's newly adopted ADA Plan, which includes recommendations for Human Resources to update class specifications to specify essential duties and the physical conditions of employment. All specifications being brought before the Board have been updated to incorporate the ADA compliance format.

Staff have included organizational charts to provide background on the structure of the department and the reporting relationships.

Please find background information on the attached job specifications.

Classification List to Remove Driver License Requirement

Senate Bill (SB) 1100 went into effect January 1, 2025, amending the California Fair Employment and Housing Act (FEHA) to make it unlawful for employers to include statements about the needs for a driver's license on employment materials unless certain conditions are met. SB 1100 aims to address discrimination against individuals without a driver's license by eliminating the requirement as a condition of employment, unless supported by essential functions of the position. To be compliant with SB 1100, Human Resources staff have analyzed and worked collaboratively with departments to develop a classification list which do not require a driver's license as the essential functions do not support the requirement and the position to not meet the conditions as outlined by FEHA. The following classifications have been identified for removal of the driver's license requirement:

- Account Clerk
- Accounting Technician
- Customer Service Representative
- Engineering Office Assistant
- Front Desk Administrator
- Housing Specialist II
- Intermediate Clerk
- Librarian I
- Library Technician
- Permit Center Supervisor
- Permit Technician I, II, III
- Police Records Specialist
- Senior Account Clerk
- Senior Clerk
- Senior Librarian
- Administrative Services Coordinator - AMP
- Ami System Administrator
- Customer Service Supervisor
- Energy Resources Analyst
- Executive Assistant-AMP
- Finance & Utility Billing Manager
- Financial Analyst
- Office Assistant - AMP
- Procurement Analyst
- Senior Utility Accountant
- Utility Accountant
- Utility Analyst
- Utility Billing Specialist
- Utility Billing Technician
- Utility Database Analyst
- Utility Geographic Info Systems Analyst
- Utility Information System Network Analyst
- Utility Program Manager
- Utility Project Manager
- Utility Systems Analyst
- Chief System Operator
- System Operator
- Accountant I and II
- ADA Coordinator
- Assistant City Clerk
- Assistant Community Development Director
- Base Reuse Manager
- Comm Dev Manager
- Controller
- Crime Analyst
- Deputy City Clerk
- Economic Development Program Manager
- Financial Services Manager
- Housing And Human Services Manager
- Housing And Human Services Program Manager
- Library Circulation Coordinator
- Library Services Manager
- Police Records/Communications Manager
- Principal Executive Assistant
- Principal Financial Analyst
- Public Works Coordinator
- Senior Financial Analyst
- Crime Prevention Technician
- Public Safety Communications Supervisor
- Public Safety Dispatcher
- Senior Public Safety Dispatcher

Account Manager

In anticipation of a future recruitment, the Account Manager classification was reviewed and revised to align with current functions and duties. Revisions include Alameda Municipal Power (AMP) functions and priorities, such as electrification, incentives for carbon reduction, and measurable performance function for sales. Additionally, the position is responsible for sales and client management for AMP, and includes revised duties to reflect development of account plans and customer programs, and client advising on programs, trainings, and incentives.

Senior Account Manager

The Senior Account Manager position, while vacant, was reviewed simultaneously with the Account Manager specification to ensure alignment between the series and include applicable, higher-level revisions to development and succession planning purposes. The senior level performs in an advisory capacity to internal and external stakeholders, performs lead work in the account manager series, trains and directs Account Services staff.

Procurement Analyst

To support succession planning and reflect current contract and procurement responsibilities, spec revisions reflect duties of contract and procurement support, administration, and inclusion of ethical and governmental practices for these activities. Revisions also support the creation of a Procurement Analyst series for development and succession planning purposes.

Senior Procurement Analyst

Creation of new classification for succession and development within the series. AMP staff will be making budget amendments to include the new job classification and present to Council at a future date as a workforce change. The Senior Procurement Analyst will be the advanced, journey level and lead position in the series. Position will have oversight of all procurement and contract administration for Alameda Municipal Power (AMP), develop applicable key performance indicators (KPI), create and recommend procurement policies and practices, and provide direction to staff.

Support Services Manager

In anticipation of a fall recruitment, the Support Services Manager specification was reviewed and revised to enhance recruitment efforts and expand pool of eligible candidates. Position duties were expanded to include oversight of meter and field operation staff. Minimum qualifications were additionally expanded to experience in meter and facilities operations, with desirable qualifications of municipal, public and public utilities operations.

Victim Services Advocate

New classification added during the biannual budget process and currently filled in a part-time capacity. Anticipated full-time recruitment following Civil Service Board (CSB) approval of classification specification. This new position is in the City Attorney's Office, providing crisis intervention and advocacy to victims of crimes. Will work collaboratively with law enforcement, community groups, legal services, and other groups on behalf of clients. Educates, supports, and accompanies victims during court proceedings. Desirable qualifications include bilingual capabilities and completion of California OES Entry-Level Victim Advocate Training may be required depending on combination of experience and other directly applicable training and/or education.

Housing Specialist II

Revisions are a result of recent promotional recruitment, triggering a review of the class spec and ensuring alignment with current Rent Program policies, procedures, and

regulations. Revisions include removal of duties not performed by incumbents, such as negotiating lease agreements and rent surveys, reference to applicable laws, regulations, and Rent Ordinance, and modernization of language such as the inclusion of tenant-landlord verbiage.

Customer Service Representative

The Customer Service Representative spec was identified as high priority spec due to succession planning, departmental organization, and pending fall recruitment. Revisions reflect increased information processing duties, utilizing various programs to conduct electronic payments and service orders, and technical troubleshooting for MAP customers.

Lead Customer Service Representative

The Lead Customer Service Representative spec was reviewed simultaneously with the Customer Service Representative spec to ensure alignment between the series and set up for applicable development and succession planning purposes. Revisions predominately reflect new spec template, physical and working conditions, and the included duty of providing customer feedback to internal stakeholders in both verbal and written formats. This position is the advanced level classification and will provide direction and oversight, in conjunction with the supervisor, to Customer Service Representative and liaison with AMP billing.

Safety Officer – AMP

Classification specification was revised to reflect CSB approved spec template, and physical and working conditions. Position is part of progressive, critical series, and is current filled at advanced level of Safety & Compliance Superintendent – AMP.

Library Technician to Library Assistant

The work of library assistants has evolved since the job classification was last revised and the revisions reflect the variety of duties performed by the broad and flexible classification. Additionally, the job classification is the foundation upon which all full-time library classifications are based. The title of Library Assistant more accurately reflects the title used in public libraries in the region and state.

Senior Librarian to Librarian II

The revised job classification reflects the current duties of a supervisor for a branch library or small department. The revised job classification also provides a pathway to promotion that is based on skills rather than credentials. Full-time employees without a Master of Library and Information Science cannot promote within the department despite having gained valuable experience on the job. The revision of this job classification is the final step in addressing the department's education-based career ladder.

Code Enforcement Officer, Senior Code Enforcement Officer and Code Enforcement Supervisor

The proposed updates to the Code Enforcement Officer, Senior Code Enforcement Officer, and Code Enforcement Supervisor job specifications revise the certification requirements to provide a more flexible hiring process while maintaining professional standards. Under the proposed changes, candidates will no longer be required to possess all the certifications at the time of hire but must obtain them within one year of appointment, consistent with many other City positions. Additionally, the language clarifies that the International Code Council (ICC) Building Code certifications now require both the B1-Residential and B2-Commercial certifications rather than one or the other. These changes apply consistently across all three job clarifications and are intended to broaden the candidate pool while ensuring that fully certified staff are in place within the first year of employment. Staff anticipate that this change will improve recruitment efforts, as the Code Enforcement Supervisor position has been under active recruitment since January with no qualified candidates.

Pump Station Maintenance Technician

This is a new class specification being created in order to create a distinct job classification for positions assigned to pump station maintenance. Because the City of Alameda is at such a low-lying elevation, the City relies on a network of 50+ pump stations to move storm water off the island and into EBMUD collection facilities. These pump stations form a critical piece of City infrastructure designed to mitigate flooding throughout the City. Other similar sized cities surveyed have separate job classifications dedicated to this type of work and the Public Works Department felt this separation was necessary in order to remain competitive in the job market.

Traffic Signal/Pump Station Maintenance Technician (Retitled Traffic Signal Maintenance Technician)

This specification is being updated to remove language related to the pump station specialty. Pump station maintenance work will be moved to a standalone class specification. Minor edits are being proposed to the essential duties in order to better align with actual work being performed. The certification requirement is also being lowered from a International Municipal Signal Association (IMSA) Level II within 6 months of employment to a Level I within 12 months of employment. Many qualified candidates had the electrical experience needed for the job, but did not have the appropriate certification. Lowering this standard will remove a barrier for many applicants and hopefully improve our ability to recruit. The class specification is also being updated to include required physical abilities and working conditions.

Assistant Recreation and Park Director, Accountant I, Accountant II, Controller, Human Resources Analyst I, Human Resources Analyst II, Senior Human Resources Analyst, and Human Resources Manager

The Assistant Recreation and Park Director, Accountant I, Accountant II, Controller, Human Resources Analyst I, Human Resources Analyst II, Senior Human Resources Analyst, and Human Resources Manager specifications were updated to the new template. Specific changes include working conditions and physical demands required to perform the essential functions of the position.

Electrical Equipment Superintendent

Identified as a high priority spec due to key supervisory position within system operations with high impact, degree of difficulty filling the role with a qualified candidate, and date of last revision. Revisions are inclusive of feedback of former incumbent from position description questionnaire (PDQ) and other stakeholders to reflect modern electrical equipment and practices, electric utility safety standards and regulations, and budget assistance. With increased focus on changing regulations and standards from the North American Electric Reliability Corporation (NERC) and Federal Energy Regulatory Commission (FERC), inclusion of prior experience and knowledge along with a bachelor's in engineering or related field have been included as desirable qualifications. Physical and working conditions were included, and most importantly reflect the position's location within a 24/7 operation and providing on-call support during emergencies and critical incidents.