

City of Alameda



Memorandum

Date: April 2, 2025

To: Honorable Civil Service Board

From: Jessica Romeo
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.

Supervising Librarian (Retitled to Library Services Manager)

The revised job classification reflects the current duties of a library manager. 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 first step in addressing the department's education-based career ladder.

Telephone Operator-Receptionist (Retitled to Front Desk Administrator)

The Front Desk Administrator was updated to omit outdated language and requirements. Specific changes to the spec include the physical and working conditions section, updating format with the new template and include working conditions and physical demands required to perform the essential functions of the position.

Property and Evidence Technician, Fire Administrative Services Manager & Fire Captain

The Property and Evidence Technician, Fire Administrative Services Manager and Fire Captain class specifications were updated to the new template. Specific changes include working conditions and physical demands required to perform the essential functions of the position.

Utility Billing Specialist

The job classification was identified as a high priority spec due to active ADA engagement and revisions are the result of returned Position Description Questionnaires (PDQ) from incumbents, and supervisor review and edits. Revisions specify and expand critical billing duties, such as conducting testing and validation, working collaboratively with the Customer Resources department to resolve irregularities and issues, and end of month processes, as well as reflecting the necessary analytical and critical thinking skills required to complete essential duties. As there are active ADA discussions, the job classification now accurately reflects physical demands and working conditions to aid in the interactive process. Incumbents also perform special and ad hoc projects which, while not essential to the position, were added to the “other duties” section.

Energy Resources Analyst

PDQ response from incumbent, as well as feedback from the hiring manager, reflected that the spec was mostly reflective of the position as it is being performed today. Revisions reflect language clean up, concise phrasing, addition of working conditions and physical demands, and inclusion of the position utilizing modern office equipment and computer software/programs.

Senior Energy Resources Analyst

The senior level classification, while vacant at this level, was reviewed in conjunction with the Energy Resources Analyst. Reviews include language clean up, concise phrasing, and addition of higher-level duties expected of a senior level analyst such as leading junior analysts, report preparation to regulatory agencies, and facilitating stakeholder meetings. Revisions also include specification of software programs and utilizing data analytic tools such as SQL and Python.

Community Development Program Manager

This classification specification is being updated to reflect current job duties. Previously, the Housing and Human Services Division was located within the Base Reuse and Economic Development Department. After the department was reorganized and the division was transferred to the City Manager's Office, the position was no longer responsible for economic development responsibilities and solely focused on social services. The updated classification has been retitled to Housing and Human Services Program Manager to reflect this change and job duties have also been updated to with input from incumbents and the division manager. The bargaining unit has also approved the update without any concerns.

Housing and Human Services Manager

This classification is being updated to include sections on working conditions and physical demands. The bargaining unit has also approved the update without any concerns.

Customer Services Supervisor

This classification specification is being updated to reflect current job duties. Following a reorganization of Alameda Municipal Power (AMP) in 2022, the scope and depth of this classification has grown. In addition to its previous essential duties of supervising a team of Customer Service Representatives, responding to customer complaints and inquiries, and coordinating related activities with other departments at AMP, the Customer Resources Supervisor has become responsible for several functions to increase efficiency and strategy within Customer Resources including implementation and evaluation of a customer chatbot, implementing automated workflows, and evaluating options to monitor and improve customer satisfaction. The spec revisions also reflect physical demands and working environment.

Deputy City Attorney I

Deputy City Attorney II

Assistant City Attorney I

Assistant City Attorney II

The City Attorney approached Human Resources for review of the City Attorney classification salaries due to concerns related to retention. Upon surveying the classifications, Human Resources found that the years required for each classification were out of alignment with comparator agencies. The changes to these specifications align with other agencies while also providing the City Attorney with flexibility when filling positions, providing for a minimum of years of experience. Council has already approved salary adjustment, and this is the last step in fully updating the classifications and compensation.