1. Agenda

   Documents:

   SEPTEMBER 23, 2019 PERSONNEL COMMISSION AGENDA ONLY.PDF

1.1. Special Meeting Packet

   Documents:

   SEPTEMBER 23, 2019 PERSONNEL COMMISSION PACKET.PDF
CITY OF GILROY
PERSONNEL COMMISSION AGENDA

Monday, September 23, 2019 at 5:30 p.m. – Special Meeting
Administration/Human Resources Conference Room, Gilroy City Hall, 7351 Rosanna Street, Gilroy, CA 95020

Nita Edde-Mitchell, Chair
Catherine Cummins, Vice Chair
Robin Bronze, Commissioner
Sholly Nicholson, Commissioner
Annie Tomasello, Commissioner

Public comment will be taken on any agenda item before action is taken by the Personnel Commission. Persons speaking on any matter are requested, but not required to state their name. Public testimony is subject to reasonable regulations, including, but not limited to, time restrictions for each individual speaker.

KNOW YOUR RIGHTS UNDER THE GILROY OPEN GOVERNMENT ORDINANCE

Government’s duty is to serve the public, reaching its decisions in full view of the public. Commissions, task forces, councils and other agencies of the City exist to conduct the people’s business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people’s review.

FOR MORE INFORMATION ON YOUR RIGHTS UNDER THE OPEN GOVERNMENT ORDINANCE, TO RECEIVE A FREE COPY OF THE ORDINANCE OR TO REPORT A VIOLATION OF THE ORDINANCE, CONTACT THE OPEN GOVERNMENT COMMISSION STAFF AT (408) 846-0204/shawna.freels@cityofgilroy.org.

In compliance with the American Disabilities Act (ADA), the City will make reasonable arrangements to ensure accessibility to this meeting. If you need special assistance to participate in this meeting, please contact the Human Resources Director 72 hours prior to the meeting at (408) 846-0228.

Materials related to an item on this agenda submitted to the Personnel Commission after distribution of the agenda packet are available for public inspection with the agenda packet in the lobby of Administration at City Hall, 7351 Rosanna Street during normal business hours. These materials are also available with the agenda packet on the City website at www.cityofgilroy.org.

A Closed Session may be called during this meeting pursuant to Government Code Section 54956.9(b)(1) if a point has been reached where, in the opinion of the Personnel Commission of the City on the advice of its legal counsel, based on existing facts and circumstances, there is a significant exposure to litigation against the City.

1) OPENING

   A) Call Meeting to order (Chairperson Edde-Mitchell)
   B) Report on posting of the agenda (HR Director, LeeAnn McPhillips)
   C) Roll Call (HR Director, LeeAnn McPhillips)

2) COMMUNICATIONS BY MEMBERS OF THE PUBLIC FOR ITEMS NOT ON THE AGENDA

3) APPROVAL OF MINUTES

   A) Approval of Minutes for the Meeting of July 8, 2019 (report attached)
4) HUMAN RESOURCES DIRECTOR’S REPORT

5) INFORMATIONAL ITEMS

   A) Recruitment and Employment Status Report (report attached)
   B) Harassment & Discrimination Prevention Training for Employees

6) NEW BUSINESS

   A) Approve the Salary Range for the Classification of Communication & Engagement Manager and
      Approve the Reclassification of Employee to the Position of Communication & Engagement Manager -
      (report attached)
   B) Approve the New Job Description Salary Range for the Classification Information Technology Director –
      (report attached)

7) FUTURE PERSONNEL COMMISSION BUSINESS

8) MEETING ADJOURNMENT

   NEXT MEETING OF THE PERSONNEL COMMISSION

   The next regularly scheduled meeting of the Personnel Commission is **Monday, October 14, 2019 at 5:30 p.m.** at the
   Administration/HR Conference Room, 7351 Rosanna Street, Gilroy, CA 95020.

   MEETING SCHEDULE

   The City of Gilroy Personnel Commission meets regularly on the second Monday of each month at 5:30 p.m.
   **If a holiday should fall on the regular meeting date, the meeting will be rescheduled to the following Monday.**
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City of Gilroy
PERSONNEL COMMISSION
MINUTES

July 8, 2019 Regular Meeting – DRAFT MINUTES

Members Present
Robin Bronze
Catherine Cummins
Nita Eddy-Mitchell
Sholly Nicholson
Annie Tomasello

Members Absent

I. REPORT ON POSTING THE AGENDA AND ROLL CALL
Vice Chairperson Cummins called the regular meeting of July 8, 2019 to order at 5:30 p.m. Human Resources Director McPhillips reported that the agenda was posted on Friday, July 5, 2019 at 8:20 a.m. Roll call was taken noting that Commissioners Bronze, Cummins, Nicholson, and Tomasello were present. Commissioner Eddy-Mitchell was noted as absent, but later arrived @ 5:40 p.m. and was noted as present for the majority of the meeting.

II. COMMUNICATIONS BY MEMBERS OF THE PUBLIC FOR ITEMS NOT ON THE AGENDA- None.

III. APPROVAL OF MINUTES –
A. For the Special Meeting dated June 24, 2019 – On a motion from Commissioner Tomasello, seconded by Commissioner Nicholson, the June 24, 2019 Special Meeting minutes were approved on a 4-0 vote.

B. For the Special Meeting dated June 27, 2019 – On a motion from Commissioner Nicholson, seconded by Commissioner Tomasello, the June 27, 2019 Special Meeting minutes were approved on a 4-0 vote.

IV. HUMAN RESOURCES DIRECTOR’S REPORT- No report.

V. INFORMATIONAL ITEMS

VI. NEW BUSINESS
A. Approve Job Description and Salary Rate for the Temporary Classification of Firefighter Trainee (Licensed Paramedic)- staff report provided by Human Resources Director; Commission discussed the report; Interim Fire Chief Jeff Clet was present for questions; there was no public comment; Commissioner Cummins made a motion to approve the job description and pay rate for the temporary classification of Firefighter Trainee (Licensed Paramedic); Commissioner Tomasello seconded the motion; motion passed 5-0.

B. Approve New Job Description and Hourly Rate Range for the Part-Time Classification of Communication Assistant-staff report provided by Human Resources Director; Commission discussed the report; Community Engagement Coordinator Rachelle Bedell was present for questions; there was no public comment; Commissioner Tomasello made a motion to approve the
job description and hourly rate range for the part-time classification of Communication Assistant; Commissioner Cummins seconded the motion; motion passed 5-0.

VII. FUTURE PERSONNEL COMMISSION BUSINESS
   A. Reclassification of Community Engagement Coordinator to Communication & Engagement Manager
   B. Reclassification of Information Technology Manager to Information Technology Director

VIII. ADJOURNMENT - the meeting adjourned at 5:51 p.m. on motion from Commissioner Bronze, seconded by Commissioner Nicholson; motion passed 3-0.

Respectfully Submitted,

LeeAnn McPhillips
LeeAnn McPhillips
Human Resources Director/
Staff to the Personnel Commission
### CITY OF GILROY
#### RECRUITMENT AND EMPLOYMENT STATUS

<table>
<thead>
<tr>
<th>Recruitments Posted as of September, 2019</th>
<th>Date Open</th>
<th>Date Closed</th>
<th># to Fill</th>
<th>Status/Interview/Assessment Date</th>
<th># of Applications as of 9/20/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Officer – Lateral</td>
<td>7/12/19</td>
<td>Open Until Filled</td>
<td>2 total vacancies plus future retirements*</td>
<td>Accepting and screening applications; interviewing monthly; next interviews October, 2019</td>
<td>7</td>
</tr>
<tr>
<td>Police Officer – Academy Graduate</td>
<td>7/12/19</td>
<td>Open Until Filled</td>
<td>2 total vacancies plus future retirements*</td>
<td>Accepting and screening applications; interviewing monthly; next interviews October 2019</td>
<td>4</td>
</tr>
<tr>
<td>Police Officer – Current Academy Cadet</td>
<td>7/12/19</td>
<td>Open Until Filled</td>
<td>2 total vacancies plus future retirements*</td>
<td>Accepting and screening applications; interviewing monthly; next interviews October 2019</td>
<td>3</td>
</tr>
<tr>
<td>Police Officer Trainee</td>
<td>7/12/19</td>
<td>Open Until Filled</td>
<td>2 total vacancies plus future retirements*</td>
<td>Accepting and screening applications; interviewing monthly; next interviews October 2019</td>
<td>20</td>
</tr>
<tr>
<td>Public Safety Communicator (Lateral)</td>
<td>1/7/19</td>
<td>Open Until Filled</td>
<td>Future vacancies</td>
<td>Accepting applications</td>
<td>13</td>
</tr>
<tr>
<td>Fire Chief</td>
<td>Reposted</td>
<td>Open Until Filled</td>
<td>1</td>
<td>Search Firm accepting applications</td>
<td>TBD</td>
</tr>
<tr>
<td>PT Recreation Leader I – Youth Center</td>
<td>6/21/19</td>
<td>Open Until Filled</td>
<td>2</td>
<td>Accepting applications</td>
<td>10</td>
</tr>
<tr>
<td>PT Recreation Leader III or Recreation Specialist – Youth Services</td>
<td>7/25/19</td>
<td>Open Until Filled</td>
<td>2</td>
<td>Accepting applications</td>
<td>11</td>
</tr>
<tr>
<td>Maintenance Worker Assistant</td>
<td>8/30/19</td>
<td>9/25/19</td>
<td>3</td>
<td>Accepting applications</td>
<td>8</td>
</tr>
<tr>
<td>PT Recreation Specialist – Senior Center</td>
<td>9/4/19</td>
<td>10/1/19</td>
<td>1</td>
<td>Accepting applications</td>
<td>5</td>
</tr>
<tr>
<td>Engineer I/II – 3 year term</td>
<td>9/9/19</td>
<td>9/27/19</td>
<td>1</td>
<td>Accepting applications</td>
<td>6</td>
</tr>
<tr>
<td>Planner I – 3 year term</td>
<td>TBD</td>
<td>TBD</td>
<td>1</td>
<td>Finalizing Job Flyer</td>
<td>n/a</td>
</tr>
</tbody>
</table>

*Police Officer positions may be filled at any of the three levels: lateral, academy graduate, current academy cadet, or trainee.

### Recruitment in Process – September, 2019

<table>
<thead>
<tr>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Officer – Lateral</td>
</tr>
<tr>
<td>Public Safety Communicator - Lateral</td>
</tr>
<tr>
<td>Police Records Technician I</td>
</tr>
<tr>
<td>Job Classification</td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
</tr>
<tr>
<td>Firefighter I/II (Licensed Paramedic)</td>
</tr>
<tr>
<td>Firefighter Trainee (Licensed Paramedic)</td>
</tr>
<tr>
<td>Human Resources Assistant I</td>
</tr>
<tr>
<td>Community Services Officer</td>
</tr>
<tr>
<td>Public Safety Communication Supervisor</td>
</tr>
<tr>
<td>Youth Task Force Coordinator</td>
</tr>
<tr>
<td>Maintenance Worker I</td>
</tr>
<tr>
<td>Engineer I (Three Year Limited Term)</td>
</tr>
<tr>
<td>Senior Planner</td>
</tr>
<tr>
<td>Building Inspector I/II</td>
</tr>
<tr>
<td>PT Recreation Leaders (After School Program and Youth Center)</td>
</tr>
<tr>
<td>Recreation Specialist – Youth Center</td>
</tr>
<tr>
<td>PT Communication Assistant</td>
</tr>
<tr>
<td>Deputy City Administrator-Economic Development</td>
</tr>
</tbody>
</table>

**Hiring/Promotion/Separation Information (July 8, 2019 – September 20, 2019)**

**HIRES:**

<table>
<thead>
<tr>
<th>NAME</th>
<th>JOB CLASSIFICATION</th>
<th>DATE OF HIRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Madeleine Spooner</td>
<td>College Intern – Administration</td>
<td>7/8/19</td>
</tr>
<tr>
<td>Daren Mok</td>
<td>Firefighter II (Licensed Paramedic)</td>
<td>7/8/19</td>
</tr>
<tr>
<td>Carlos Sanchez</td>
<td>PT Maintenance Worker Assistant</td>
<td>7/8/19</td>
</tr>
<tr>
<td>Natasha Kang</td>
<td>Temporary Human Resources Assistant I</td>
<td>7/9/19</td>
</tr>
<tr>
<td>Edith Martinez</td>
<td>College Intern – Public Works</td>
<td>7/24/19</td>
</tr>
<tr>
<td>Lisa Hernandez</td>
<td>Temporary Office Assistant – CDD</td>
<td>7/29/19</td>
</tr>
<tr>
<td>Margaret Campbell</td>
<td>Public Safety Communicator – Lateral</td>
<td>8/5/19</td>
</tr>
<tr>
<td>Philip Angelo</td>
<td>Planning Technician</td>
<td>8/19/19</td>
</tr>
<tr>
<td>Taylor Kaufman</td>
<td>PT Recreation Leader III</td>
<td>8/23/19</td>
</tr>
<tr>
<td>Eric Argamaso</td>
<td>Engineer I</td>
<td>8/26/19</td>
</tr>
<tr>
<td>Eduardo Valencia</td>
<td>Police Officer Trainee</td>
<td>8/26/19</td>
</tr>
<tr>
<td>Catalina Fraide</td>
<td>Police Officer Trainee</td>
<td>8/26/19</td>
</tr>
<tr>
<td>Gina Soto</td>
<td>PT Early Childhood Recreation Assistant Instructor</td>
<td>9/16/19</td>
</tr>
</tbody>
</table>

**SEPARATIONS:**

<table>
<thead>
<tr>
<th>NAME</th>
<th>JOB CLASSIFICATION</th>
<th>DATE OF SEPARATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haley Cavagnaro</td>
<td>PT Recreation Leader</td>
<td>7/3/19</td>
</tr>
<tr>
<td>Guadalupe Gomez (retirement)</td>
<td>Maintenance Worker</td>
<td>7/16/19</td>
</tr>
<tr>
<td>Rachel Munoz (retirement)</td>
<td>Community Services Officer</td>
<td>7/19/19</td>
</tr>
<tr>
<td>Seasonal Summer Recreation Employees</td>
<td>Recreation Leaders</td>
<td>Late July/Early August</td>
</tr>
<tr>
<td>Seasonal Summer Aquatics Employees</td>
<td>Pool Manager, Assistant Pool Manager, Lifeguards</td>
<td>Late July/Early August</td>
</tr>
<tr>
<td>Leah Arenas</td>
<td>PT Recreation Specialist (Senior Center)</td>
<td>8/16/19</td>
</tr>
<tr>
<td>Name</td>
<td>Position</td>
<td>Date</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Carlos Sanchez</td>
<td>PT Maintenance Worker Assistant</td>
<td>8/18/19</td>
</tr>
<tr>
<td>Monica Zepeda</td>
<td>PT Custodian</td>
<td>8/20/19</td>
</tr>
<tr>
<td>Kurt Svardal (retirement)</td>
<td>Police Captain</td>
<td>9/6/19</td>
</tr>
<tr>
<td>Paul Liu</td>
<td>Information Technology Applications Analyst</td>
<td>9/11/19</td>
</tr>
<tr>
<td>Michael Guerrero</td>
<td>Maintenance Worker I</td>
<td>9/18/19</td>
</tr>
</tbody>
</table>
CITY OF GILROY  
PERSONNEL COMMISSION  
STAFF REPORT

Meeting Date: September 20, 2019
To: Personnel Commission
Staff: LeeAnn McPhillips, Human Resources Director/Risk Manager
Subject: Approval of Salary Range for the position of Communication & Engagement Manager and Reclassification of Employee to the Position of Communication & Engagement Manager

SUMMARY:

Currently, the city has a Community Engagement Coordinator in the Administration Department, Rachelle Bedell. Over the last almost two years, Rachelle has gradually taken on more complex, difficult, and sensitive projects and assignments and is now working well beyond the Coordinator classification. Rachelle works independently managing the City’s community engagement and communication function, supervises the part-time personnel assigned to the office, and manages consultant contracts related to this function. Some of the duties and assignments Rachelle has taken on include, but are not limited to:

- Manage and develop the city’s Community Engagement Strategy
- Assist City Administrator, Department Heads, Managers and Supervisors with various community engagement and communications projects
- Deploy the city’s community engagement software/platforms
- Direct the design and implementation of marketing campaigns to promote city services, functions, program and special events
- Supervise the part-time Communication Assistant, college intern, and consultants hired to complete various community engagement projects
- Serve as key spokesperson and representative for the City Administrator, answering inquiries from the media, community, organizations, etc.
- Develop strategies to outreach to various groups within the community that may need assistance connecting to the city.
- Manage the Channel 17 broadcasting operations and City’s contract with CMAP
- Serve as Public Information Officer during times of emergency or crisis

The Communication & Engagement function provides professional support to all city departments including police, fire, public works, community development, recreation and administration. The city-wide responsibilities and projects make the work of this position
far-reaching and more complex. Rachelle currently holds a seat on the City’s executive management team providing advice and counsel as it relates to communication with the community and how to best engage the community on various topics and projects. Rachelle is often called upon after hours when sensitive or urgent communication needs to go out and she has made herself available as needed to ensure the best information is going out to the community in a timely manner. Recently, the Garlic Festival incident, large roadway projects, new development, and information about important community meetings have been a top priority for communication to the community. Rachelle’s expertise and oversight has been instrumental to the City’s efforts. Rachelle has played an important role in past emergencies to include flooding events and the Ballybunion fire.

In addition, as the Commission may recall, the job description of Communication & Engagement Manager was developed back in 2018 with the plan to include this position in the FY 19 budget. In fact, the Personnel Commission approved the job description in March of 2018. Unfortunately, the position was not approved in FY 19 budget, but was just recently approved as part of the FY 20 budget. Over this last year in particular, Rachelle continued grow in her role and continued to take on additional responsibility for City-wide communication and engagement. Therefore, at this time, it is justified and appropriate to reclassify Rachelle Bedell to the position of Communication & Community Engagement Manager effective July 1, 2019.

The salary range for this position was evaluated in 2018 when the job description was developed. The Gilroy Management Association supported the job description and pay range. Considering the recent compensation study completed for positions within the Gilroy Management Association, the recommended July 1, 2019 pay range for this mid-management position is $110,904 - $147,888. The City Administrator will determine the employee’s actual placement in the salary range upon approval of the reclassification.

RECOMMENDED ACTIONS:

Staff recommends that the Personnel Commission take the following actions:

1. Approve the full-time exempt/mid-management pay range of $110,904 - $147,888 annually plus excellent benefits for the classification of Communication & Engagement Manager.

2. Approve reclassification of Rachelle Bedell from the position of Community Engagement Coordinator to the position of Communication & Engagement Manager effective July 1, 2019.

Respectfully Submitted,

LeeAnn McPhillips
Human Resources Director/Risk Manager
ADMINISTRATION DEPARTMENT
COMMUNICATION & ENGAGEMENT MANAGER

GENERAL DUTIES:
Under general supervision of the City Administrator, the Communication & Engagement Manager oversees the development, implementation, and support of the City’s community engagement strategy and public communication efforts. This position also exercises independent judgment and discretion where the candidate is expected to use knowledge and expertise in community outreach and engagement to provide clear, accurate, timely, and comprehensive information about City programs, services, policies, events, and major initiatives. This is an exempt, mid-management position that may, at the discretion of the City Administrator, serve on the City of Gilroy executive management team.

GENERAL REQUIREMENTS:
Personal Appearance - Appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:
Duties include, but are not limited to the following:

COMMUNITY ENGAGEMENT
  1. Develops and Manages the City’s Community Engagement Strategy.
  2. Researches, deploys and maintains mass communication and community engagement software programs/platforms
  3. Directs the design and implementation of marketing and advertising campaigns to promote City services, activities, programs and special events.
  4. Provides consultation to City public officials and staff in the development, implementation, training, and maintenance of a community engagement strategy.
  5. Manages and routinely updates the City’s community engagement website and the City of Gilroy website.
  6. Manages and routinely updates the City’s social media accounts, for example Nextdoor, Facebook, Twitter and Nixle.
  7. Compiles, prepares, and edits information for the Gilroy Email Express, Economic Development Corporation (EDC) newsletter, and City's Annual Report.

  8. Coordinates photo opportunities, photographs still and moving images of the City, and develops and
edits digital media for use in City publications and broadcasting.
9. Conducts surveys and performs research and statistical analysis as required; prepares related reports.

PUBLIC INFORMATION
1. Serves as a key spokesperson and representative for the City Administrator, answering inquiries from the community, media, organizations, etc.
2. Writes and reviews press releases, speeches, and articles for the City Administrator, Mayor and City Council as needed.
3. Establishes and maintains relations with the public, news media, and other governmental agencies and organizations.
4. Develops and supervises the delivery of specific outreach efforts to target special population groups that may need assistance connecting to the City.
5. Assists City officials and staff in formulating proactive and responsive information on matters of public interest, including queries generated internally and externally.
6. Provides consultation and training to City staff on public information procedures, methods, media relations, and communication strategies.
7. Provides technical coordination for any City news conferences.
8. Handles day-to-day administration of Channel 17 broadcasting operations.
10. Designs and maintains informational slides for broadcasting on the Channel 17 “electronic bulletin board” about City activities.
11. Broadcasts and records City meetings and activities as required.
12. Monitors all aspects of the Cable Television franchise for compliance by the franchisee.
13. Oversees requisition and installation of equipment for broadcasting facilities.

EMERGENCY MANAGEMENT
1. Performs the duty of Public Information Officer in emergency disaster situations and training.
2. Provides professional and technical communications support to emergency services departments.

OTHER DUTIES
1. Maintains and stays current on communication, media, and engagement trends in the industry.
2. Supervises part-time Communication Assistant, camera operators, or volunteers as required.
3. Conducts tours of the Council Chambers, broadcasting room, and City Hall facilities.
4. Functions as the City representative on the Community Media Access Partnership (CMAP) Board of Directors.
5. Performs related duties as required.

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge:
1. Principles and practices of public relations, community outreach, and engagement.
2. Principles and practices of communications methods and marketing techniques.
3. Principles and practices of leadership, motivation, team building and conflict resolution.
4. Principles and practices of public administration.
5. Principles and practices of management, supervision, training and employee development.
6. Political issues, community development issues, and legislative developments of importance to the community and City.
7. Applicable local, state, and federal laws and regulations.
8. Community surveys, basic research, analysis methodology, and assessment tools.
9. Broadcast equipment and videotaping.
11. Microsoft Office and graphics software.
12. Programs for newsletters, annual reports, etc.
13. Social media, web design, and graphic/visual presentation methods.
14. Effective supervisory, interpersonal, and time management skills.
15. Customer service techniques.

Abilities:
1. Speak publicly before groups, the media, the public, and City Council.
2. Utilize sound judgment and discretion when speaking and representing the City before a wide range of public and private organizations, officials, and media representatives.
3. Operate video broadcast equipment.
4. Use a personal computer.
5. Communicate clearly, concisely and effectively, both orally and in writing.
6. Demonstrate sound professional judgment, reason logically, and think imaginatively and creatively.
7. Organize own work as well as the work of others, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
8. Make effective public presentations in routine and emergency situations.
9. Work independently with minimal supervision.
10. Maintain confidentiality regarding sensitive information.
11. Establish and maintain cooperative working relationships with the City Council, City staff, business, community, special interest groups, and the general public.
12. Work in a safe manner modeling correct City safety practices and procedures.

SPECIALIZED TOOLS/EQUIPMENT UTILIZED:
In addition to the typical office equipment used, the following specialized equipment and tools are used in this position:
1. Photo and video editing software
2. Television broadcasting and editing equipment
3. Other emerging technology related to duties assigned

PHYSICAL DEMANDS:
Under typical office and field conditions, employee will perform the following physical activities which include handling videotaping equipment, files, books, binders, and sometimes boxes of work-related material:
1. Sitting, for prolonged periods of time
2. Walking
3. Standing, for prolonged periods of time
4. Climbing
5. Balancing
6. Kneeling
7. Bending/stooping
8. Twisting
9. Hiking
10. Reaching
11. Carrying
12. Pushing/pulling
13. Lifting up to 50 lbs.
14. Driving
15. Speed, in meeting deadlines and using office equipment

**SENSORY DEMANDS:**
Under typical office and field conditions, employee utilizes these senses while using a computer, printer, multi-function machines (copy, scan, print, fax), telephone, pager, copier, camera, paper shredder, paper cutter, TV broadcasting and editing equipment, or automobile:
1. Seeing
2. Speaking
3. Hearing
4. Touching
5. Smelling

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**
Office Conditions:
1. **Indoors:** Typical office conditions, over 75% of the time.
2. **Flooring:** Low level carpeting, linoleum, tile, wood and some exposure to asphalt.
3. **Noise Level:** Conducive to office settings with phones, copiers, faxes, radios, etc.
4. **Lighting:** Conducive to normal office setting.
5. **Ventilation:** Provided by central heating and air conditioning.
6. **Dust or Fumes:** Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:
1. **Outdoors:** Typical field conditions, up to 20% of the time.
2. **Travel:** Under varying conditions via automobile, plane, helicopter, less than 5% of the time.
3. **Flooring:** Carpet, asphalt, grass, dirt, mud, rock, wood, uneven surfaces, etc.
4. **Noise Level:** Varying low to high equipment noise depending on the activity.
5. **Lighting:** Normal outdoor conditions, and some exposure to extreme weather conditions.
6. **Ventilation:** Heating and air conditioning provided by vehicle.
7. **Dust or Fumes:** Normal to high outdoor levels of dust or pollen, when attending City events or other functions.

**HAZARDS:**
Mechanical or electrical exposure is low to high when using TV broadcast and editing equipment. When photographing and documenting field operations or training exercises with Police, Fire or emergency operations, there is higher than normal exposure to these types of hazards. Also, when traveling or working in the field, there is potential for exposure to mechanical hazards when utilizing a vehicle, plane or helicopter.

There is minimal mechanical and electrical exposure while properly using standard office equipment such as a telephone, computer, printer, multi-function machine, fax machine, radio, paper shredder, paper cutter, etc.
ATMOSPHERIC CONDITIONS:
Exposure to fumes or gases is low to high depending on whether employee is photographing and
documenting field operations or training exercises such as with Police, Fire and emergency operations.
Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use
of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE, AND QUALIFICATIONS:

EDUCATION/EXPERIENCE:
- Bachelor’s degree from an accredited college or university with major course work in Journalism,
  Public Relations, Communications, Political Science, Public Administration, or closely related field.
  A Master’s degree is highly desirable.
- Three (3) years of increasingly responsible experience in public relations, communications, public
  information, or mass media communications, including at least one (1) year in a supervisory capacity
  and at least one (1) year in the public sector.

OTHER QUALIFICATIONS:
1. Accreditation in Public Relations (APR) by the Public Relations Society of America is highly
desirable.
2. Willingness to work evenings and weekends when participating in community events, attending
  Council meetings, or other agency activities.
3. Possess and maintain a valid California Driver License and a safe driving record necessary to drive
  assigned vehicles.
4. Pass an employment background check, including a Department of Justice criminal record check.
5. Prefer non-tobacco user.
6. Prefer bilingual (English/Spanish).
CITY OF GILROY
PERSONNEL COMMISSION
STAFF REPORT

Date: September 20, 2019
To: Personnel Commission
Staff: LeeAnn McPhillips, Human Resources Director/Risk Manager

Subject: Approve New Job Description and Salary Range for the Classification of Information Technology Director

SUMMARY:

As part of the FY 20 & 21 budget process, the position of Information Technology Director was approved by the City Council. Given the volume and complex level of information technology initiatives included within the City Council’s strategic plan as well as operating department work plans it was determined that the Information Technology (I.T.) function needed higher prioritization within the organization through the creation of an Information Technology Department reporting directly to the City Administrator. Currently, Information Technology is a Division within the Finance Department lead by an Information Technology Manager. The Information Technology Director position will replace the Information Technology Manager position through the reclassification of the current Manager to Director. The current Manager has, over time, taken on additional responsibilities to including oversight of complex I.T. purchases (Enterprise Resource Program and Land Management System), leadership for the Technology Governance Committee, and implementation of the I.T. Strategic Plan supporting the reclassification/appointment to Director. Given that the Director of I.T. is an at-will, department head position, the City Administrator will be asking the City Council to consent to his recommended appointment (reclassification of current Manager to Director) at the October 7th Council Meeting.

Staff has developed the attached job description for the classification of Information Technology Director. The broad, complex duties of the position are described within the job description and the requirements are similar to those required of other department head level positions, but with the I.T. expertise incorporated throughout.

It is recommended that the executive management salary range for this position be set at $153,516 - $206,160 annually plus benefits. This is the same salary range established for the City’s other department head level positions.

Again, this position is an executive management, at-will position that serves at the pleasure of the City Administrator. As such, no bargaining unit review is required.

With the establishment of the job description and pay range, the City Administrator can proceed to the next step of recommending the reclassification of the current Information Technology Manager to the position of Information Technology Director. Following the City Council consent, the City Administrator will make the formal appointment and set the employee's salary within the established pay range.
RECOMMENDED ACTIONS:

Staff recommends that the Personnel Commission take the following action:

1. Approve the new job description for the classification of Information Technology Director.
2. Approve the salary range of $153,516 - $206,160 for the classification of Information Technology Director.

Respectfully Submitted,

LeeAnn McPhillips

LeeAnn McPhillips
Human Resources Director/Risk Manager
GENERAL DUTIES: Under general supervision of the City Administrator, the Information Technology (I.T.) Director is responsible for leading, managing, and administering the functions of the City’s I.T. Department, including implementing the IT Strategic Plan, project management, technology and services budgeting and procurement, I.T. governance and policy implementation, and information and system security. This position will promote organizational technological growth and innovation goals. The I.T. Director will also supervise and provide training of department personnel and manage all aspects of department operations. This is a hands-on director position and it is expected that the Director will be actively involved in technology projects throughout the organization and will maintain technical skills to perform the necessary work. This executive level position is expected to handle material efficiently, confidentially, and in a professional manner. This is an exempt, at-will, executive position that serves at the pleasure of the City Administrator.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risks to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plan, organize, administer, and direct the activities of a comprehensive, modern municipal Information Technology Department.
2. Lead, supervise, and evaluate I.T. Staff members. Assign, prioritize and schedule duties and work assignments. Foster a team environment.
3. Administer, establish, and document, policies, standards, and procedures for citywide technologies.
4. Lead and implement the Information Technology Strategic Plan and ensure I.T. governance as well as make recommendations for the effective and efficient use of City information technologies. Act as facilitator for the IT Governance and Steering Committee.

5. Align the department with organizational work plans, priorities, and the City Administrator’s direction.

6. Establish and maintain citywide information system and network cybersecurity.

7. Enhance organizational effectiveness and efficiency by defining, delivering, and supporting appropriate and cost-effective information technologies.

8. Develop new, non-traditional methods for the delivery of technology services to the public.

9. Prepare well-written analytical staff reports, develop budget recommendations, and present written and oral reports and recommendations regarding City Information Technology needs.

10. Prepare and monitor request for proposals for information technology products and services, evaluate responses, conduct cost-benefit analysis, and prepare recommendations.

11. Administer and monitor vendor contracts and payments to ensure compliance with performance measurements, timelines, policy, and budget.

12. Coordinate standards, best practices, and ongoing security and privacy compliance needs related to local, state, and federal mandates.

13. Develop policies, procedures, and business processes for information technology.

14. Plan for new equipment and projected technology improvements, including conversion to and installation of new systems.

15. Assist in resolving complex information technology problems.


17. Coordinate and manage end-user technology training needs.

18. Develop and maintain effective working relationships with executive management team members, employees, vendors, contractors, consultants and the public.

19. Perform related work as directed by City Administrator.

**REQUIRED SKILLS, KNOWLEDGES, AND ABILITIES:**

**SKILLS:** Skill in:

1. The design, implementation, and management of local area and wide area networks.

2. Familiarity with management, operation, and integration of complex enterprise application systems.

3. Installing, troubleshooting, and maintaining network hardware and software and workstation hardware, peripherals and software.
4. Providing outstanding customer satisfaction (internally and externally).
5. Reading and interpreting complex technical manuals and procedures.
6. Following oral, written, and coded instructions.
7. Independently preparing clear, concise technical reports and documentation.
8. Leading and facilitating effective meetings.
9. Effective project management.

KNOWLEDGE: Knowledge of:

1. The concepts and terms applicable to state-of-the-art information systems and technology applicable to local government agencies.
2. Network server and desktop computer operating systems, primarily Microsoft Windows.
3. Microsoft email services, Active Directory and SQL Server.
4. Network based services including printing, back-ups, end point and network security.
5. Website development and maintenance.
6. Database set-up, design, and implementation.
7. Principles and practices of project management, administrative analysis, and report preparation.
8. Principles and practices of local government budget development and administration.
9. Principles and practices of public administration and human resources as applied to departmental administration, including employee-relations concepts.
10. Principles and practices of management, supervision, training, and employee development.
11. Customer service techniques.
13. Modern office procedures, methods, and equipment.

ABILITIES: Ability to:

1. Effectively manage all information technology operations of the City.
2. Evaluate City information technology needs and recommend preferred courses of action.
3. Identify, analyze, and assess system and network problems and take appropriate corrective action.
4. Evaluate existing system and software/hardware capabilities relative to organization needs and implement changes or adjustments, and make recommendations as appropriate.
5. Exercise responsibility to work with limited direction, complete assigned work, make sound judgement, and meet deadlines.
6. Explain technical concepts in non-technical terminology and train others in the operation and use of technology systems.

7. Develop and implement improvements to systems, organization, and operations within the department.

8. Research and analyze current and future technology requirements.


10. Analyze data and develop logical solutions to problems.

11. Write clear and concise documentation for internal and external use.

12. Establish and maintain effective working relationships with others.

13. Take a proactive approach to resolving customer service issues.

14. Assign, direct, review, train, and evaluate the work of I.T. employees.

15. Work extended or irregular hours.

16. Work in a safe manner, modeling correct safety practices and procedures; coach others and enforce adherence to safety policies and procedures.

17. Maintain confidentiality regarding sensitive or privileged information.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. LaserJet or ink jet printer
3. Telephone
4. Multi-Function Machines (copy, scan, fax)
5. Laptop computers
6. Surface Pro Tablet
7. Ipad
8. Calculator
9. Flash drives
10. Digital and video cameras and related equipment
11. Webcam
12. Projectors
13. Automobile
14. Paper shredder
15. Computer scanner
16. Specialized computer hardware
17. Specialized tools and equipment used in installing and repairing computer equipment.
18. Handcart or dolly
19. Grounding straps
20. Pager or two-way radio
21. Servers
22. Routers
23. Computer hardware
24. Computer software
25. Network equipment and software
26. Computer racks
27. Computer cleaning equipment
28. Power supply equipment
29. Various computer cables
30. Various computer tool kits
31. Safety equipment
32. All types of computer equipment

**PHYSICAL DEMANDS:**

Under typical office and field conditions, employee will perform the following physical activities which include handling computer monitors, CPU’s, printers, fax machines, files, books, binders, and boxes of work material or equipment:

1. Sitting, for prolonged periods of time working at a computer or attending meetings
2. Walking, to and from different facilities to install or repair computer equipment.
3. Standing, while installing computer equipment, or working in the office.
4. Reaching, when working with computer cables and wiring, and all office materials.
5. Driving, to other facilities to purchasing supplies and attending meetings and training.
6. Speed, in meeting deadlines and using office equipment.

**SENSORY DEMANDS:**

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, telephone, fax machine, copier, calculator, camera, automobile, and specialized equipment. When working in the field and utilizing a vehicle, all senses are used.

1. Seeing, color vision is necessary when working with electrical wiring and cables.
2. Speaking
3. Hearing
4. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. **Indoors:** Typical office conditions, over 80% of the time, servicing all City facilities.
2. **Flooring:** Low level carpeting, linoleum, tile, wood, etc.
3. **Noise Level:** Conducive to office settings with phones, copiers, and radios.
   (There is a higher noise level when working in the computer room which houses the servers.)
4. **Lighting:** Conducive to normal office setting.
5. **Ventilation:** Provided by central heating and air conditioning.
6. **Dust or Fumes:** Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment,

**Field Conditions:**

1. **Indoors:** Typical field conditions, approximately 20% of the time, during delivery, installation, and maintenance of computer equipment throughout City facilities.
2. **Travel:** Under varying conditions via automobile or plane, less than 5% of the time.
3. **Flooring:** Asphalt, carpeting, linoleum, tile wood, uneven surfaces, etc.
4. **Noise Level:** Varying low to high equipment noise, while working in the Main Computer Room or with equipment such as a copy machine, printer, or other computer equipment.
5. **Lighting:** Conducive to normal office settings.
6. **Ventilation:** Heating and air conditioning provided by a vehicle or facility.
7. **Dust or Fumes:** Normal, outdoor levels.

**HAZARDS:**

Mechanical and electrical exposure is low to high. Exposure is minimal when properly using standard office equipment such as a telephone, computer, printer, copier, fax machine, camera, or radio. When traveling in the field, there is some exposure to mechanical hazards while utilizing a vehicle.

**ATMOSPHERIC CONDITIONS:**

On occasion, some exposure to fumes from solvents and cleaners occurs. Minimal to low exposure to fumes occurs in the typical office environment which may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, EXPERIENCE, AND QUALIFICATIONS:**

1. A Bachelor’s degree from an accredited college or university in computer science, information systems management, business administration, public administration, or related field of study. A Bachelor’s degree from an accredited college or university in a field other than listed above may be considered at the sole discretion of the city alongside review of the candidate’s related training/certifications and work experience. A Master’s degree from an accredited college or university in a related field of study is highly desirable.

2. Ten years of increasingly responsible professional-level full-time paid experience in the field of information technology applicable to the systems and functions of a municipal organization, including at least five years at a management level that has included significant management/ supervisory, operational, and administrative responsibilities. Significant related hands-on experience required to lead, manage, and implement technology projects throughout the organization.
3. A current certification, such as CGCIO (Certified Government Chief Information Officers issued by Public Technology Institute/PTI), CISM (Certified Information Security Manager issued by Information Systems Audit and Control Association/ISACA), PMP (Project Management Professional issued by Project Management Institute/PMI), or other similar certification is highly desired.

4. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).

5. Willingness to continue education and training and expand skills by taking additional courses, attend seminars, workshops, and individual study.

6. Pass a detailed employment background check to include clearances necessary for police department system work, and including a Department of Justice criminal record check for employment.

7. Prefer non-tobacco user.