



**REGULAR MEETING NOTICE/AGENDA  
THE CIVIL SERVICE COMMISSION  
9:30 a.m. – SEPTEMBER 21, 2021**

Notice is hereby given that, pursuant to Governor Jay Inslee's **Revised Proclamation 20-25.15**, dated **January 19, 2021**, all public meetings subject to the Open Public Meetings Act, Chapter 42.30 RCW, are to be held remotely and that the in-person attendance requirement in RCW 42.30.030 has been suspended until termination of the state of emergency pursuant to RCW 43.06.210, or until rescinded, whichever occurs first. Proclamations 20-28, et seq, were amended by the Washington State Legislature to recognize the extension of statutory waivers and suspensions therein until termination of the state of emergency pursuant to RCW 43.06.210 or until rescinded.

While all public meetings must continue to be held remotely, an option for an additional in-person meeting component is permitted in Phase 3 regions consistent with the business meetings requirements contained in the Miscellaneous Venues guidance incorporated into Proclamation 20-25, et seq. At this time, the Civil Service Commission has decided to continue its' meetings with remote access only and to not include an in-person attendance component.

Temporarily and until further notice, the public's ability to attend City Council meetings is by remote access only. In-person attendance is not permitted at this time. The public is encouraged to tune in to the meeting as noted below.

The regularly scheduled Spokane City Civil Service Commission Meeting at 9:30 a.m. on Tuesday, September 21, 2021 will be held virtually. Some members of the Civil Service Commission and staff will be attending virtually. **The public is encouraged to tune in to the meeting by calling 1-408-418-9388 and entering the access code 2495 759 8418 when prompted.**



**AGENDA**

**REGULAR MEETING OF THE CIVIL SERVICE COMMISSION**

9:30 A.M. September 21, 2021

CITY HALL – CITY COUNCIL BRIEFING CENTER

808 W. SPOKANE FALLS BLVD., SPOKANE, WA 99201

**1. CALL TO ORDER/ROLL CALL**

**2. APPROVAL OF MINUTES**

- a. August 17, 2021 Minutes  
(p. 3)

**3. CHIEF EXAMINER UPDATE**

**4. NEW BUSINESS**

- a. Resolution 2021-04: Classification Actions  
(p. 5)
- b. Cancellation of the December 21, 2021 Commission Meeting

**5. OTHER BUSINESS**

**6. ADJOURN**

**Note:** The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



**REGULAR MEETING OF THE CIVIL SERVICE COMMISSION  
MINUTES – AUGUST 17, 2021**

**1. CALL TO ORDER/ROLL CALL**

Meeting called to order at 9:31 a.m.

Commissioner Lindsey was present via Webex and in-person.

Commissioners Gilmore, Hult, Palmerton, and Stephens were present via Webex.

**2. APPROVAL OF MINUTES**

- a. July 20, 2021 Minutes

*MOTION:* Move approval of the minutes as submitted.

Hult/Gilmore: Motion passed unanimously.

**3. CHIEF EXAMINER UPDATE**

Chief Examiner Pearson provided updates regarding Civil Service department operations.

- a. Civil Service Department Staffing
- i. Kathleen Myers will be leaving us in September.
  - ii. Focus will be to hire a full-time Recruiter/Talent Acquisition, need more of a robust recruiting model. Someone with a background in recruiting to help us reach our target audience.
- b. 2022 Budget
- i. Asking for a significant increase in advertising/recruiting, usually budget \$5,000 for the year; but this is only really a month worth of advertising.
  - ii. Asking for an additional staff member, another Analyst position
- c. City Council
- i. Working with City Council Office Director to join some regular study sessions with Council for a Chief Examiner Q&A session on a quarterly or monthly basis.
- d. On this agenda, we are doing a Supported Employment and ADA presentation which is a joint collaboration between Kathleen in our department and Pam Bergin in HR.
- i. Moving forward have a regular standing agenda item to highlight/showcase collaboration between Civil Service and HR.
  - ii. Give Commissioners time to ask questions, comment, and talk with HR on things that are of concern to the Commission.
- e. December Commission Meeting is the week of Christmas
- i. New Business option next month to vote on canceling the December meeting, which is Tuesday, December 21<sup>st</sup>.
- f. Questions
- i. Commissioner Gilmore commented regarding interest on hearing more about how exactly do we recruit and testing at other sites. Are we getting people coming for those tests and believes that we need more education in the community to take away the stigma of taking a test.

1. Wrap up from Test Fest
  - a. Offsite testing on week nights and weekends with flexibility for our offsite test takers is vital and where we are moving.

#### 4. NEW BUSINESS

- a. Findings of Fact, Conclusions of Law and Decision in the C. Conrath Appeal  
*MOTION:* Adopt and approve the motion as presented.  
Stephens/Gilmore: Motion passed unanimously.
- b. Supported Employment and Americans with Disabilities Presentation  
Presentation given by Kathleen Myers, Civil Service Communications Manager and Pamela Bergin, Senior Human Resources Analyst
  - i. Questions
    1. Commissioner Gilmore asked about requesting an accommodation for a Civil Service exam. Is the process overly cumbersome for the individual requesting the accommodation or for Civil Service to make the accommodation?
      - a. Kathleen replied that Civil Service does not get a ton of requests, but the most common are for additional time or reading of the examination out loud. However, Civil Service does still require that someone submit appropriate documentation of the disability so we are accommodating appropriately.

#### 5. ADJOURN

The Commission adjourned at 10:00 a.m.



# Civil Service Commission



## ITEM 4A - RESOLUTION 2021-04: CLASSIFICATION ACTION

### BACKGROUND

Staff are bringing forward two classifications for adoption.

Through a comprehensive classification study in Utilities Billing, Civil Service has determined that two new classifications are appropriate to reflect the preponderance of work currently required in these functions:

- SPN 021 Utilities Account Services Specialist
- SPN 022 Utilities Account Services Supervisor

Local 270 was consulted for feedback, and they support these job specifications as written.

### RECOMMENDATION

Staff recommends adoption of classification Resolution 2021-04.

---

### Attachments:

- 1) Job Classification – Utilities Account Services Specialist, SPN 021
- 2) Job Classification – Utilities Account Services Supervisor, SPN 022



# Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

---

## Utilities Account Services Specialist

SPN: 021

Bargaining Unit: <TBD>

Pay Range: <#>

Effective Date: <TBD>

---

### CLASS SUMMARY

Performs a variety of specialized utility billing, accounting, collections, and customer service duties related to customer accounts for water, sewer, and solid waste services; serves as a technical expert in frequent contact with the public, staff, and stakeholders; works closely with field operations for installation of new meters and assessment of needed repairs.

### CLASS CHARACTERISTICS

This journey level classification is responsible for exercising independent judgment and initiative in their assigned tasks; employees at this level are fully aware of the operating procedures and policies of the work unit and receive instruction or assistance as new or unusual situations arise. Errors or inattention to duties may have significant impact on public relations and City revenue.

### SUPERVISION RECEIVED AND EXERCISED

Works under general supervision. Exercises no direct supervision of employees.

### EXAMPLES OF JOB FUNCTIONS

*This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.*

- Performs assignments from the full range of duties related to utilities customer support, including opening and closing accounts, researching account financial detail, production and proofing of bills, processing payments, approving payment arrangements, and reconciling transactions; determines accounts eligible for water shut off and coordinates the collection action with the Water Dept.
- Responds in person, by telephone, or electronically to customer inquiries, complaints, and requests for payment plans; provides information regarding water consumption, rate calculations, service fees, or billing issues.
- Facilitates problem resolution of unusual billing and customer service issues by conducting appropriate research, reviewing findings, making appropriate recommendations to management, and processing billing adjustments if applicable.
- Prepares notices, service tags, investigation work orders, collection letters and reports, and outreach to past due customers; prepares and maintains a variety of reports and the current status of a variety of miscellaneous accounts such as deposits and refunds.
- Operates and enters data into billing system; prepares, audits, and sends water, sewer, and solid waste bills; sets up new accounts; and calculates and issues credits to accounts as necessary.
- Reviews and analyzes reports of daily meter read books and usage reports; evaluates meter readings outside normal parameters; requests field tests of meter accuracy and usage and initiates adjustment recommendations on accounts.

- Researches and posts rejected payments; updates billing system database on account problems and resolution.
- Processes non-collectible final bills, deceased creditor claims, bankruptcy proof of claims, and returned mail, and determines the action to be taken or refers to supervisor; processes refund request forms.
- Handles administrative requirements to issue construction meters and temporary water service requirements; tracks water tap and meter permits from initial stages to the certificate of occupancy.
- Performs related work as required.

**COMPETENCIES**Knowledge of:

- City water, sewer, solid waste, and other governmental codes, rules, and regulations related to department operations.
- Department and City policies, practices, and procedures.
- Fundamentals of business writing and grammar.
- Business arithmetic techniques.
- Customer service principles and practices.
- Modern equipment and communication tools used for business functions, and program, project, and task coordination, including computers and software programs relevant to work performed.

Skill in:

- Attention to detail and error detection.
- Oral and written communication.
- De-escalation and conflict management.
- Use of computer systems and software applications relevant to work performed, such as Microsoft Excel, etc.
- Independently organizing and prioritizing work, including meeting critical deadlines.
- Critical thinking and problem solving.

Ability to:

- Prepare clear, accurate, and concise correspondence, records, and reports.
- Understand, interpret, apply, and explain pertinent laws, codes, regulations, policies, procedures, and standards relevant to work performed.
- Perform basic mathematical calculations for a variety of routine accounting and financial records.
- Establish and maintain positive and effective working relationships.
- Apply customer service principles, practices, and procedures.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Maintain sensitive and confidential information.
- Operate office equipment.

**TYPICAL EQUIPMENT USED**

Personal computer and associated software, telephone, printer, calculator, and copier.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and moving between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed for access, and lift or carry items up to 25 lbs.

**MINIMUM QUALIFICATIONS****Promotional Requirements:**

- Experience: Two years as a Clerk III or equivalent/higher level clerical classification.

DRAFT





# Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

---

## Utilities Account Services Supervisor

SPN: 022

Bargaining Unit: <TBD>

Pay Range: <#>

Effective Date: <TBD>

---

### CLASS SUMMARY

Oversees, coordinates, and reviews the work of a team performing specialized billing, accounting, collections, and related customer accounts support for water, sewer, and solid waste services; executes special projects and implementation of processes and procedures; handles complex customer account problems and disputes; and provides support to management in areas of expertise.

### CLASS CHARACTERISTICS

This is the full supervisory-level class in the Utilities Customer Support series that exercises independent judgment on diverse and specialized administrative, billing, and collections support operations. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for organizing and overseeing day-to-day operations of their assigned team. Incumbents are responsible for providing technical level support to management in a variety of areas. Work requires the use of independence, initiative, and discretion within established guidelines. Errors or inattention to work may have a significant impact on public relations and City revenue.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel. Exercises direct supervision over technical and clerical staff.

### EXAMPLES OF JOB FUNCTIONS

*This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.*

- Hires, supervises, trains, and evaluates the performance of assigned staff.
- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment.
- Schedules and assigns the work of subordinates, balances workloads, and determines priorities of work.
- Reviews work of subordinates to ensure compliance with established standards, guidelines, and procedures. Counsels employees, creates performance improvement plans, and recommends any necessary disciplinary actions.
- Supervises billing processes; creates monthly billing and mailing schedule. Creates and updates rate sheets and guides for staff. Reviews and modifies billing and collections procedures as required, and creates bill rate breakdowns and other policy documentation for customers.
- Handles correspondence and complaints; takes or recommends action to resolve problems; assists staff in resolving the more difficult payment and collections issues, including actions on delinquent accounts.

- Researches and responds to public records requests and oversees department records management.
- Coordinates department functions with, and serves as subject matter expert for, other City departments, projects, and outside agencies.
- Leads or participates in special department projects as assigned.
- Purchases office equipment and supplies.
- Performs related work as required.

**COMPETENCIES**Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, staff development, and discipline.
- Principles and practices of leadership.
- Principles and techniques for working with groups and team building.
- City water, sewer, solid waste, and other governmental codes, rules, and regulations related to department operations.
- Department and City policies, practices, and procedures.
- Principles and practices of billing cycles and processes, and general accounting.
- Records management principles and practices.
- Fundamentals of business writing and grammar.
- Business arithmetic techniques.
- Customer service principles and practices.
- Customer needs assessment, meeting quality standards for service, and evaluating customer satisfaction.
- Modern equipment and communication tools used for business functions, and program, project, and task coordination, including computers and software programs relevant to work performed.

Skill at:

- Attention to detail and error detection.
- Oral and written communication.
- De-escalation and conflict management.
- Teaching and training others.
- Use of computer systems and software applications relevant to work performed, such as Microsoft Excel, etc.
- Independently organizing and prioritizing work, including meeting critical deadlines.
- Critical thinking and problem solving.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, and procedures.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Prepare clear, accurate and concise correspondence, records, and reports.
- Perform basic mathematical calculations for a variety of routine accounting and financial records.

- Maintain sensitive and confidential information.
- Understand, interpret, apply, and explain pertinent laws, codes, regulations, policies, procedures, and standards relevant to work performed.
- Establish and maintain positive and effective working relationships.
- Apply customer service principles, practices, and procedures.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Maintain sensitive and confidential information.
- Operate office equipment.

**TYPICAL EQUIPMENT USED**

Personal computer and associated software, telephone, printer, calculator, and copier.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and moving between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed for access, and lift or carry items up to 25 lbs.

**MINIMUM QUALIFICATIONS****Promotional Requirements:**

- Experience: Two years as a Utilities Account Services Specialist.